

7 January 2021

To all Sinnamon Park, Redbank Plains, Waterford West, Kallangur and Mango Hill Seasons residents and Families

You will all be aware of the unfolding situation regarding the case of COVID-19 in a hotel quarantine worker. Media reports this evening have confirmed that the lady concerned has returned a positive test to the UK version of COVID-19 which is known to be significantly more contagious than other forms of the virus. This evening we were told by Queensland Health that they are reintroducing the restrictions to aged care.

As we have done since the beginning of this pandemic, and as I flagged with you all before Christmas, we want to be proactive and exercise an abundance of caution in our approach to protecting our residents. As a result, and effective immediately:

- Seasons Kallangur, Mango Hill, Waterford West, Redbank Plains and Sinnamon Park will be closed to all visitors. This arrangement will remain in place until Monday 11 January 2021 when it will be reviewed.
- All social activities outside Seasons have been cancelled, including any planned social visits with family this weekend.
- Regular care will still continue; if you receive services from outside providers, they are welcome to visit but must wear a mask when onsite. If you are a family member who provides care to a resident, then this care can still be provided but you will be required to wear a mask at all times while on site.

As more information comes to hand over the weekend, we will be sure to keep you updated. Staff have again been asked to wear masks and as we did last time, if you wish to wear a mask as well you are welcome to do so.

I cannot emphasise enough the importance of physical distancing and hand hygiene at this time. Please maintain the 1.5m distance between yourself and others and wash your hands/use hand sanitiser as often as you can. If you feel unwell for any reason, then get in touch with staff and they will look after you.

I am very sorry for any inconvenience this decision may cause, especially with such short notice. Please be assured that we will keep monitoring the situation as it develops and keep in touch as soon as anything changes. As always, if you have any questions or concerns please get in touch with your Community Manager or email me on health@seasonsagedcare.com.au.

Kind regards

Tracey Silvester

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CEO