

29 July 2020

To all our Waterford West, Redbank Plains and Sinnamon Park Seasons residents and Families

You will have seen some media coverage today about the two positive COVID19 cases that have been confirmed in the Logan area. I understand that the two ladies concerned arrived via Sydney from Melbourne and did not isolate on their return which is most disappointing. I also understand that they were out and about in the community, for 8 days prior to being tested putting the whole community at risk. The situation continues to unfold and I expect it will be several days before we understand the full extent of where the ladies went, who they saw and what impact this will have on the community.

Earlier today the Chief Health Officer for Queensland issued an instruction preventing all visitors to residential aged care services in the Brisbane South area and an increase to staff testing and screening in those areas.

As a result of this advice effective immediately:

- Seasons Waterford West, Redbank Plains and Sinnamon Park will be closed to all visitors. This arrangement will remain in place until Monday 3 August 2020 when it will be reviewed.
- All social activities outside Seasons have been cancelled until the Chief Health Officer issues further instruction.
- All staff will be required to wear masks while they are at work, regardless of the tasks they are completing.
- If residents wish to wear a mask while they move about the community or while they receive services, you are more than welcome to do so. We are able to supply a mask if you don't currently have any on hand.
- We are currently making arrangements to support those residents who receive services from other providers. We will be asking providers to cancel non-essential services. In the event that services are essential (eg personal care etc), alternative arrangements will be made to ensure residents receive the care they need.
- We encourage residents to either cancel non-essential medical appointments or use telehealth to keep those appointments. Our staff are more than happy to assist if you would like to access your appointment via telehealth. If you need to leave Seasons to attend an essential medical appointment, then we ask that you wear a mask while you are away from the community. We can supply one for you if you need it.

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](mailto:health@seasonsagedcare.com.au).

Kind regards  
*Tracey Silvester*  
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CEO