

16 March 2020

FOR IMMEDIATE DISTRIBUTION

To All Seasons Residents and their Families re Novel Coronavirus (COVID-19)

I hope that you are well and taking care of yourselves. As you would have seen and heard in media reports over the last few weeks, the health and economic impacts of the Coronavirus are being felt around the world.

The Australian Government, along with each of the State and Territory Governments has been very proactive in its approach to the management of the Coronavirus (or COVID-19 as it is called). The Council of Australian Governments meeting (COAG) is a meeting of senior member of the Federal and all State and Territory Governments, including the Prime Minister, Premiers and Senior Ministers. COAG met on Friday to discuss the impact of COVID-19 and based on advice from Australia's Chief Medical Officer, Professor Brendan Murphy, resolved to cancel all mass gatherings across Australia of 500 people or more. This was followed by a further announcement on Sunday regarding restrictions to people returning from overseas and the requirement for them to self-isolate on their return home. This decision represents a clear escalation in the level of concern Australian Governments have regarding COVID-19.

In addition, the World Health Organisation last week conferred pandemic status on the outbreak, the first time the term has been used since the H1N1 Swine Flu outbreak in 2009. While people under the age of 60 years generally appear to be minimally affected by the coronavirus, of particular concern is the fact that some 75% of the deaths associated with COVID 19 have been people aged 70 years and older, with the mortality rate for those over the aged of 80 years who are infected with the virus, ranging between 19% and 22%.

Seasons' sole consideration in collaboration with Envigor (our care provider), is the health and welfare of our residents and our staff. To date there has been **no suggestion** of Coronavirus incidence within any Seasons Community. We are sure that you will join with us in wanting to keep it that way.

To do so, we believe that we must act assertively and aggressively to support our residents and staff in keeping this virus out of our Seasons communities. Consistent with our response planning, the announcements from Friday and the weekend suggest it is now prudent for us to implement the following measures:

1. Effective immediately, all planned visits by entertainers and other visitors to our Seasons communities that require our residents to spend long periods of time in close contact with each other have been cancelled or postponed. This includes the many interactions we have with local childcare centres and schools across our Seasons network.
2. We have also cancelled all bus trips and excursions, including shopping trips. If residents are in need of groceries or other supplies, our staff can assist them to place online orders or they can avail themselves of the delivery services offered at many of our Seasons Communities.

3. Our care partner Envigor has cancelled all group exercise and therapy programs. One on one services will still occur as scheduled; we will continue to review these programs as the situation unfolds.
4. We have changed the way we serve our meals to reduce the need for residents to handle serving implements such as tongs. Our breakfast service will now comprise cereal and yoghurt in single serve containers and fruit that does not require serving to be consumed.
5. In line with the need to practice “social distancing”, you may notice some changes to our dining rooms over the coming days, expanding some of our spaces so everyone is sitting a little bit further apart during meal services.
6. The Community Managers have reviewed our cleaning programs and will now focus on a more stringent program of cleaning the public areas within the Seasons Communities to ensure that we reduce the risk as much as possible.
7. All staff (both Seasons and Envigor) have received further training on the importance of hand washing and the use of personal protective equipment such as gloves and aprons. It is not necessary to use these items all the time; only when we are carrying out certain tasks.
8. We have met with all our staff and impressed on them the importance of hand washing and using personal protective equipment. We have also asked them to stay at home if they aren’t well and to inform their Manager if they or any of their family members fall into one of the high-risk groups for COVID-19.

What you can do.

There are several things you can do to assist us in reducing the risk of COVID-19 entering one of our Seasons Communities.

The first and perhaps the most important is to reduce the number of people coming and going from our Seasons Communities.

We ask all our residents and their families to consider their need to have families and friends visit at this time. We love having our resident’s families and friends in our communities but based on the advice we are being given, many people will have Coronavirus and not even know. This puts our residents at risk if their families visit and unknowingly pass it on. If you need to visit, please call us and discuss the situation as we don’t want to offend you if you arrive and we can’t let you in.

I also ask that residents consider their need to go out. Unless you need to go out for an emergency, my strong suggestion is to stay at home. I can’t emphasise enough how contagious this virus is and how dangerous it will be to your health and that of your neighbours if you get it. If you have a medical appointment, then speak with the Community Manager or Envigor Care Services Manager about whether we can organise another way for you to see your doctor (GP’s and specialists now have the ability to conduct consultations by video which we may be able to assist organising). We can also arrange for you to have your shopping and medications delivered.



Everyone; residents, visitors and staff must be diligent with their hand hygiene. We have alcohol-based hand rub dispensers available at all the communities and have ordered more to make sure we have enough supply.

If you are a resident and you are not well for any reason, please get in touch with your Community Manager or Envigor Care Services Manager. We want to make sure you get looked after in the event you are unwell, at the same time making sure that other residents are not affected. Do not be afraid to come forward and let us know.

Look out for your neighbour/s. If you see one of your neighbours isn't well, let us know so we can check in on them. We will still be checking on the welfare of our residents but appreciate that some people don't always tell us exactly what is going on.

My apologies for the length of this letter. There is a lot of information in here, some of which might be distressing. Please be assured that our one priority is to keep you as safe as we possibly can at a time when so much about how this virus behaves is not known. I will continue to keep you updated about our plans so that you are as informed as you can be. We will also be posting updates on our social media pages and our website. As always, if you require any further information or have any concerns, then please contact your Community Manager.

Yours sincerely

A handwritten signature in black ink that reads "Tracey Silvester". The signature is written in a cursive, flowing style.

Tracey Silvester
CEO