

19 March 2020

TO ALL SEASONS RESIDENTS AND THEIR FAMILIES

You may have seen or read about an announcement the Prime Minister made yesterday (18 March 2020), specifically the part related to aged care services and the COVID-19 virus. As I said in my last letter, our Seasons team remains committed to ensuring your safety and that of our staff in a time of unprecedented concern and risk to the health and well-being of all Australians. In line with this commitment and in order to comply with the Governments requirement for aged care services, we will be taking a number of actions at each Seasons community.

1. In addition to practising good hygiene and social distancing, we will be placing restrictions on visitors to our residents in Seasons. This includes:
 - a. Visitors who have returned from overseas or been in contact with someone confirmed to have COVID-19 in the last 14 days will not be able to visit.
 - b. Visits should be short (half an hour or less) and take place in the resident's apartment.
 - c. Each resident may have no more than two visitors, including doctors, at a time.
 - d. Children under the age of 16 are not permitted to visit, except in special circumstances.
 - e. Visits are to be from close family members only. Contact with friends should be made through use of telephones etc.
 - f. Our front gates will remain locked at all times.
 - g. Residents will be able to accept visitors between the hours of 9am and 4pm Monday to Friday and for shorter periods on weekend (weekend times will vary depending on the community concerned- Community Managers will be able to inform you of these times).
 - h. Once onsite, we require all visitors to present to reception to sign in before proceeding to the resident's apartment. We will ask you a series of questions about your health and travel history. If a visitor is unwell, they will be asked to leave the premises.
 - i. All visitors will need to wash their hands before entering and leaving a resident's apartment and need to also practice social distancing (no hugging, kissing and staying 1.5m away from each other always).
2. From 1 May, you must have your influenza vaccination in order to visit Seasons.
3. From Friday 20 March 2020, we will be ceasing our meals service in the dining rooms of our Seasons Communities. For the foreseeable future, all meals will be delivered to your apartment. Further details on how this will work will be provided by your community manager.
4. Residents who have been absent from their apartment for any length of time (eg. holidays, hospital, family visits overnight) will be required to self-isolate for 14 days on their return home.

5. We will also be asking new residents to Seasons to self-isolate for 14 days after they move in as a precaution.

Community Managers will be able to explain more about what we mean by self-isolation.

6. Importantly, we ask again that residents do not attend external appointments, social activities, shopping etc. If you choose to leave the community, and in doing so put your health and that of your neighbours at risk, then we may have to impose further restrictions on your ability to move freely around the community in which you live in order to protect our residents and staff.

In addition, we will be screening staff before the commencement of each shift for signs of ill health. This initiative applies to both Seasons staff and those staff working with our care partner Envigor.

Finally, I know that many people will find these restrictions and those I mentioned in my earlier correspondence restrictive. I know that many of you are angry and upset that we have imposed these rules. Please be assured that we only have the best interests of our residents in mind and are looking forward to the day when we can all move freely around our communities without thought. Please remember that an important part of community living is a responsibility we have to our neighbours as well as ourselves. The last thing any of us want is to be responsible for causing harm to our neighbours and friends.

If you have any questions, or immediate concerns, contact your Community Manager. I have also asked your Community Manager to make copies available of the Department of Health's fact sheet.

Yours Sincerely,
Tracey Silvester
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