



SEASONS LIVING AUSTRALIA

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To all Seasons residents and families

COVID-19 UPDATE

As you may have seen from media reports this morning, the Chief Health Officer has lifted the restrictions regarding the wearing of masks, effective 6am tomorrow 15 April 2021. This is great news; thank you to everyone (including our staff) over the last 2 weeks.

Please maintain social distancing and be vigilant with your hand hygiene and to still carry a mask when you go out in case you can't socially distance yourself. We will recommence our social programs next week for outings and other activities. You will also start to notice some changes to our check in process at each site. We have subscribed to the Queensland Government "Check In Qld" app for use by visitors to our communities for the purpose of COVID-19 tracking. Residents still need to sign in and out so we know who to look for in the event of a fire but we are hoping using the app will make it easier for everyone to come and go.

We have had some questions from residents and families over the last few weeks about why we didn't go in to "lockdown" like aged care facilities did. The simple answer to that question is that we weren't required to. To clarify, Seasons is an operator of retirement living and as such is not required to comply with the requirements of the Aged Care Act (and the Queensland Health Public Health directions for residential aged care facilities).

During the early days of the pandemic last year, we did enforce a lockdown. There was a good reason at the time including that we (like everyone else) had no idea what would happen with the virus. We erred on the side of caution on the basis that if the worst were to happen, we were in a good position to protect our residents. As time went on, and more became known about the behaviour of the virus, the need to enter a full "lockdown" became less important, unless of course the whole community went into lockdown.

I was (and remain) acutely aware of the mental health impact on our residents of the early lockdown days and don't want to contribute any further to this situation than we absolutely have to. This is why we have been able to resume semi normal activities at our communities over the last 2 weeks (except the requirements to wear masks). I know this may seem confusing and a little bit contradictory; please be assured that we always consider the interests of our residents when making policy decisions and examine each issue based on its relative risk at the time. I hope this clarifies any confusion you may be feeling.

Stay safe and well everyone and as always, if you have any questions or require clarification, please contact me on t.silvester@seasonsliving.com.au or your local Community Manager.

Yours sincerely

Tracey Silvester CEO