



31 March 2020

## **CIRCULAR TO ALL RESIDENTS**

### **COVID-19 – Hope Island Resort Security Procedures Modified**

Dear Resident,

We act on behalf of the Hope Island Resort Primary Thoroughfare Body Corporate (PTBC) and Hope Island Resort Principal Body Corporate (PBC) as Strata and Facilities Managers and write to you in that capacity.

We write to you to provide a further update on what Hope Island Resort is doing to manage challenges relating to the Novel Coronavirus (COVID-19). Our priority is to reduce the risk of spreading COVID-19 and to prioritise the health and safety of Residents and our Hope Island Resort Security (HIRS) Team.

Accordingly, more stringent practices for HIR have been implemented so that the health of Security Officers and Residents are protected. Any possible exposure to COVID-19 by our Security Officers must be minimised, as any exposure will put at risk our security coverage of Hope Island Resort.

#### **Changes Implemented to HIRS Operations as at 31 March 2020**

1. That all concierge type support to Residents be discontinued. This includes all calls Security receive for some form of assistance at the Resident's home that is not a medical emergency.
2. That for all requests for medical assistance, the Resident will be asked if it is an emergency requiring an ambulance. If yes, the Resident will be requested to ring for the ambulance unless they are unable to. In an emergency, Security will immediately attend the Resident's house properly masked and gloved and carry out any emergency procedures (such as oxygen assistance, defibrillator) as per normal practice.
3. In situations where Residents call stating they have COVID-19 symptoms, the Resident will be advised to consult the Health Department guidelines, which are online and widely publicised. If they are experiencing difficulties, then they will be advised to call 000 for an ambulance. Security personnel are not to attend the Resident's house.
4. Security will respond to panic and house alarms but will take precautions, first evaluating by phone where possible to determine what the situation is and if entering premises will do so masked and gloved to respond and reset alarms.

#### **Self-Isolation**

All Residents are requested to notify Hope Island Resort Security if they personally or are aware of anyone who is in self-isolation. This information can be provided via the following means:

**Phone: (07) 5629 8999 Email: [HIRSEC@HIRS.com.au](mailto:HIRSEC@HIRS.com.au) Internal Phone: 59999**

queensland | new south wales | victoria | western australia

cambridge  
management  
services 

strata & facilities professionals

1300 766 022 **national** | 07 5530 9900 | [qld@cambridgems.com.au](mailto:qld@cambridgems.com.au) | [cambridgems.com.au](http://cambridgems.com.au)

Suite 6, 1 Rialto Quay Drive, Hope Island | PO Box 175, Oxenford Qld 4210

ABN 67 097 303 752

It is a criminal offence to fail to comply with the requirement to self-isolate under the Public Health Act 2002. Failure to comply may be subject to enforced quarantine, fines and other penalties. If you believe someone is failing to self-isolate, please notify Hope Island Resort Security or directly to QLD Health on 13 74 68.

We will continually review the situation and make changes where necessary. Any changes will be communicated. We encourage you to visit and to follow the advice available from the World Health Organisation for further information relating to COVID-19: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Thank you in advance for your cooperation. Should you have any queries please do not hesitate to contact the offices of Cambridge Management Services on (07) 5530 9900 or at [customercare@cambridgems.com.au](mailto:customercare@cambridgems.com.au).