



SUNDALE

CREATING COMMUNITIES SINCE 1963



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Dear Resident,

COVID-19 (novel coronavirus) update

Further to my letter dated 27 March 2020, as a valued member of the Sundale community, I wanted to provide you with an update and outline what Sundale is doing to monitor the COVID-19 situation (formally known as novel coronavirus) and changes we are about to implement.

To comply with the *Home confinement Direction* made by Queensland Health, as of today, Sundale's Retirement Communities will be effectively closed to everyone except residents, essential staff, health practitioners and essential services (including deliveries and In-Home Care), despite **no confirmed cases of COVID-19 in any Sundale Care Centre or Retirement Community**. The barriers at the entrance of our communities were installed as a visual deterrent to discourage the public entering.

This decision was made following recommendations announced by the Prime Minister which strongly advised people who are 70+ years-of-age and people with a chronic illness who are 60+ years-of-age to stay at home.

If a resident requires a loved one, family member or friend to visit or deliver essential supplies, Sundale politely requests the visitor(s) notify either myself [chris.davis@sundale.org.au / 0475 985 999] or Lee Smith [lee.smith@sundale.org.au / 0436 944 808] in the first instance.

This step will ensure our Retirement Communities are operating in accordance with Federal and State Government directives and Workplace, Health and Safety laws.

All visitors must adhere to the firm, but appropriate measures Sundale has implemented to try and prevent COVID-19 entering a Retirement Community.

Visitors who have recently returned from overseas, who are displaying flu-like symptoms or have been in contact with someone who has a confirmed case of COVID-19 will be refused entry. This step will help minimise the threat of COVID-19 entering a Sundale Retirement Community.

Following recommendations from Leading Age Services Australia, the national peak body representing all providers of age services across residential care, home care and retirement living, Sundale has also:

- Closed all onsite gyms, libraries, wellness centres, pools, community and/or function rooms, etc.;
- Suspended all resident gatherings, including all resident meetings;
- Suspended all real estate auctions and/or open house inspections (private appointments/inspections are still allowed);
- Suspended all beauty salons activities.

Residents should also be practising social distancing to help prevent the spread of COVID-19. Social distancing includes:

- Stay home as much as possible;
- Keep 1.5 metres away from others at all times.

Sundale also expects residents to respect and obey the public gathering recommendations handed down by the National Cabinet on Sunday evening which further limits most indoor and outdoor non-essential gathering to two people. The National Cabinet recommends you stay at home unless you are:

- Going to work or education (if you are unable to do so at home);
- Shopping for essential supplies such as groceries and returning home without delay;
- Going out for personal exercise in the neighbourhood, on your own or with one other;
- Attending medical appointments or compassionate visits.

To help residents' shop for essential supplies including groceries, Sundale is currently working with local supermarkets and other suppliers and is hoping to organise click-and-collect or delivery services. Our bus and maintenance staff will be coordinating these pick-ups and deliveries and will be in contact with residents to address their particular needs.

I understand and appreciate these are testing times, but rest assured, Sundale is doing everything it can to prioritise the safety, health and wellbeing of its care recipients, residents and staff.

Yours sincerely,



Chris Davis
Executive Project Director