



SUNDALE

CREATING COMMUNITIES SINCE 1963



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## COVID-19 (novel coronavirus) update

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 some of the changes we have implemented.

Sundale will continue to support you, your colleagues, our care recipients, our residents and their family members through COVID-19 for as long as it takes.

### Care Centres

In the past 72 hours, some of you may have heard Scott Morrison or Anna Palaszczuk's remarks about easing restrictions and allowing more visitors into residential aged care facilities.

Sundale will continue to take a responsible and precautionary approach to visitor restrictions to protect the health and wellbeing of care recipients and staff to help minimise the threat of COVID-19 entering a Sundale Care Centre.

Sundale fully supports [Leading Age Services Australia's](#) (LASA - the national peak body representing all providers of age services across residential care, home care and retirement living remain in place) swift and accurate response to the Prime Minister's remarks.

- The comments are not a green light to go back to pre-COVID-19 visitation routines and the vast majority of residents and family members support the decisions you have made;
- National Cabinet guidance and State and Territory rulings still stand;
- Providers can still put in place additional measures where warranted to save lives;
- Providers should be praised for their efforts so far in keeping people safe and saving lives.

It's important to highlight Sundale's care recipients are not in isolation or in lockdown, rather happy and healthy and receiving amazing, around the clock support from Sundale's fantastic team of nurses, carers and lifestyle coordinators.

The elderly and people with pre-existing medical conditions (such as asthma, diabetes, heart disease, etc.) remain the most vulnerable in our community of becoming severely ill from COVID-19.

You only have to look at providers in New South Wales and the devastation COVID-19 has caused at multiple aged care facilities. I will continue to take every appropriate step necessary to ensure a similar scenario does not happen at Sundale.

For the foreseeable future, Sundale's Care Centres will remain closed to everyone except essential staff and health practitioners, despite **no confirmed cases of COVID-19 in any Sundale Care Centre** in a continued bid to protect the lives of all care recipients. This means:

- Sundale Care Centres will not allow casual and non-essential access (which includes families, friends, school groups etc.);
- Visits from essential services such as GPs and allied health providers will continue;
- All internal lifestyle programs in each Care Centre have been bolstered to further support our care recipients.

However, if you believe your circumstances are extraordinary or you have a loved-one or family member in Palliative Care, Sundale will of course consider your request.

All requests will be assessed on a case-by-case basis by the Site Manager, in partnership with the Executive Manager Aged Care and Community Services.

If visitation is approved, you must adhere to the firm, but appropriate measures Sundale has implemented to try and prevent COVID-19 entering our Care Centre.

### **Care Centre Outreach**

In the coming days, a Sundale team member will be in contact via phone with each care recipients designated family member and/or representative to discuss Sundale's approach to managing the COVID-19 situation.

The conversation will include opportunities to discuss the following:

- Are you satisfied with Sundale's current approach to safeguarding your loved one due to the COVID-19 pandemic?
- Do you have any suggestions of how we could lessen the burden of this difficult time for you or your family?
- Would you like to be involved in the planning of activities via a group email / video discussion forum?

### **Care Centre Window Therapy**

Sundale is finalising plans for a Window Therapy program which will allow family members to see and connect with their loved ones through a window.

The initiative will include Noughts & Crosses and other games which can be played using a window.

Sundale is also exploring options to include care recipients who suffer from dementia and may find it difficult to sit in one position in the initiative.

Family members and friends can book a Window Therapy session with their loved one by emailing or calling their loved ones site manager.

### **Sundale Kindness Campaign**

Sundale has partnered with the Sunshine Coast Daily and the Gladstone Observer to launch the Sundale Kindness Campaign.

The Sundale Kindness Campaign is an initiative where Sunshine Coast and Gladstone/Boyne Island

residents are encouraged to write and send messages of support, paintings, drawings, etc. to Sundale's care recipients via [kindness@sundale.org.au](mailto:kindness@sundale.org.au)

Messages and drawings of support received will be published in the Sunshine Coast Daily and the Gladstone Observer and shared via their social media platforms.

Sundale's Facebook and LinkedIn accounts are also promoting the initiative.

### **Retirement Communities**

To comply with the Home confinement Direction made by Queensland Health, Sundale's Retirement Communities remain 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.**

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

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. Recommendations from LASA remain in place.

This means:

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

In line with recommendations from Queensland Health, 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 recently handed down by the National Cabinet which further limits most indoor and outdoor nonessential 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.

Sundale has also identified a number of local retailers who can supply and deliver groceries and medical supplies.

If you would like Sundale to place an online order on your behalf, please call 1800 786 325 and detail your name, phone number, village and unit number.

A Sundale team member will return your call and help you place your order.

### **Staff Team Members**

The compassion, kindness, empathy and creativity Sundale's team members continue to display is humbling and makes me extremely proud to be part of the Sundale team.

The ongoing care and support they have shown to Sundale's care recipients, residents and to each another is a wonderful example of what can be achieved under remarkable circumstances.

As we enter the second month of 'lockdown' I'd like to congratulate Sundale's team members for the amazing way they have adapted to the 'new-norm'.

### **Head Office**

Sundale's Currie Street HQ remains in hibernation and off limits to staff, with head office team members working from home.

The latest advice from the relevant authorities including Queensland Health and the Commonwealth Department of Health indicate the current measures, which were implemented to limit the spread of COVID-19 will remain in place for at least another month.

### **Sundale COVID-19 Response Team**

The Sundale COVID-19 Response Team (SCRT) was established last month to manage the evolving situation. Its purpose is to effectively direct and oversee organisational governance and to help reduce the threat of COVID-19 at Sundale and to:

- ensure consumer care is at the forefront of decisions with respect to ongoing delivery of Sundale services;
- facilitate a consistent approach and ensure decisions relating to a pandemic outbreak are made in accordance with current Federal Government, Commonwealth Department of Health, Qld Health, Aged Care Quality and Safety Commission directives and/ or recommendations;
- ensure compliance against any provision from these parties;
- ensure Sundale's facilities and services are supported in the preparation and management of a case, or an outbreak of, COVID-19 at Sundale. This includes supporting an Outbreak Management Team if that team is enacted;
- ensure staff are supported to complete their roles, and are clear in the organisation's expectations during the pandemic;
- develop actions to mitigate against the following;
  - impact on the care and clinical services provided to Sundale consumers;
  - staff absence due to illness, increased need at a site, caring for families away from

- work, or other reason;
- destabilisation of supply chain for critical business items including but not limited to PPE, food supply;
- lack of business continuity including but not limited to modelling financial scenarios for ongoing delivery of service;
- impact on sales in Sundale Residential Villages due to the pandemic;
- impact on Sundale's reputation in the community as a result of managing the COVID-19 pandemic;
- any other ongoing impact on current service delivery.
- coordinate and disseminate communications with respect to management actions taken to; residents and their families, staff, and other stakeholders;
- authorise and provide access to education and training where required;
- assist in the resolution of issues relating to a pandemic outbreak that may arise;
- ensure that management actions taken are benchmarked against industry resources;

Thank you for your ongoing support.

Yours sincerely,



Danielle Mackenzie  
Sundale CEO