



**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 Sundale's current approach to managing the COVID-19 situation (formally known as novel coronavirus).

Approximately 36 hours ago, Queensland's Chief Health Officer, Dr Jeannette Young, changed Queensland's Aged Care Public Health Direction.

Unfortunately, Sundale and Queensland's other Aged Care providers were given no prior warning of the significant changes outlined in Aged Care Direction (No.6).

As such, the following temporary measures will remain in place at Sundale's Care Centres until next week.

This time will allow Sundale to evaluate Aged Care Direction (No.6) and implement consistent processes which will protect the health, safety and wellbeing of our care recipients and our dedicated team members.

### Visitations

Face-to-face communication between care recipients and their families and friends is now permitted at Sundale's Care Centres.

Face-to-face visitations will take place in a designated visiting room at each site or within Sundale's grounds.

To manage expected demand and to ensure as many families and friends can visit a loved-one who resides at a Sundale Care Centre, visitations may be capped at 30 minutes.

Care Centre visits are limited to a maximum of two visitors at a time per care recipient.

Visitors must register their intent to visit by contacting their Care Centre.

### Children

In line with Aged Care Direction (No.6), children under 16 years of age are now permitted on site.

### Continuing conditions

The following conditions remain in place at Sundale's Care Centres. Visitors and care recipients must:

- Visit in a specified area in the aged care facility or within Sundale's grounds;
- Avoid communal spaces;
- Make sure there are no more than two visitors at a time, including doctors;

- Wash your hands before entering and leaving the facility;
- Practice respiratory hygiene;
- Stay 1.5 metres away from care recipients where possible;
- Stay away when unwell;
- Make certain there is at least 4 square metres per person when indoors;
- Be willing to undergo a screening process (including temperatures / previous travel).

In line with Aged Care Direction (No.6), a person must not enter, or remain on, the premises of a residential aged care facility if:

- During the 14 days immediately preceding the entry, the person arrived in Australia from a place outside Australia;
- During the 14 days immediately preceding the entry, the person has been in a **COVID-19 hotspot**;
- During the 14 days immediately preceding the entry, the person had known contact with a person who has a confirmed case of COVID-19;
- The person has a temperature equal to or higher than 37.5 degrees or symptoms of acute respiratory infection;
- The person does not have an up to date vaccination against influenza, if the vaccination is available to the person.

### **Flu vaccinations**

From 1 May 2020, the Australian Government requires everyone who enters an aged care facility to have an up-to-date seasonal flu vaccination. Visitors will need to:

- Provide accurate details on their current health status to team members at Sundale's Care Centres;
- Be willing to undergo a screening process (including temperatures / previous travel);
- Reschedule their visit when feeling unwell.

Sundale will continue to take a responsible and considered approach to protect the health and wellbeing of its care recipients and team members to help minimise the threat of COVID-19 entering a Sundale Care Centre.

Yours sincerely,



Danielle Mackenzie  
Sundale CEO