

16 July 2020

## COVID-19 (novel coronavirus) update

Further to my letter dated 25 June 2020, 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).

The Queensland Government recently released Aged Care Direction (No.7). The Direction still allows care recipients to leave Sundale for a range of reasons, including but not limited to:

- Exercise;
- Attending small family gatherings of up to 20 people (as long as physical distancing can be maintained);
- Receiving or accessing health care including mental health and allied health services;
- Receive end of life support or Palliative Care;
- Attending a funeral;
- Visiting another residential aged care facility.

In line with Aged Care Direction (No.7), Sundale must not permit a care recipient to leave the facility for external excursions with a group of care recipients (e.g. a group of care recipients cannot be taken on a day trip to the beach).

Consistent with our approach for the past three weeks, Sundale will require 48 hours notification of any care recipient leave requests. This is to ensure sufficient time is allocated to undertake all relevant risk assessment processes prior to the care recipient's leave commencing.

In line with Aged Care Direction (No.7), care recipients can have two visitors at any one time. There is no limit on the number of visits allowed in a day or the length of each visit, however, visitors must register their intent to visit by contacting their Care Centre.

Sundale may also allow the following persons to visit a Sundale Care Centre, including but not limited to:

- Hairdressers;
- Legal advisors;
- Mental health providers (e.g. diversional therapists and music therapists);
- Allied health providers (e.g. podiatrists).

### End of life support

The most significant change to Aged Care Direction (No.7) is end of life support.

For end of life visits, more than two visitors may visit a care recipient at one time.

### **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.

### **Continuing conditions**

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

- Practice social distancing - stay at least 1.5 metres away from others;
- Make certain there is at least 4 square metres per person when indoors;
- Practice hand hygiene;
- Practice respiratory hygiene;
- Frequently clean and disinfect your environment;
- Be willing to undergo a screening process (including temperatures / previous travel).

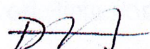
### **Sundale's roadmap to easing restrictions**

Sundale's roadmap to easing restrictions remains in place – we are currently in Phase 3.

Our four-phase approach is a guide for our care recipients and their family and friends. Importantly, it also aligns with recommendations from the Queensland Government and Aged Care Direction (No.7).

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

Yours sincerely,



Danielle Mackenzie  
Sundale CEO