

23 July 2020

## COVID-19 (novel coronavirus) update

Further to my letter dated 16 July 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).

Recently, the Australian Health Protection Principal Committee (AHPPC) reviewed and updated the [Visitor Access Code](#).

The Visitor Access Code is a compassionate and consistent visitor policy which reduces the threat of COVID-19 entering a Care Centre, while providing innovative on-site visiting solutions which help maintain the mental health of care recipients.

In total, 13 aged care peak bodies and consumer advocacy organisations created the nationally consistent Visitor Access Code, which aims to ensure the safety and wellbeing of care recipients in aged care without compromising their health when being visited by family and friends.

The recent changes to the Visitor Access Code reflect changes in the AHPPC guidance.

The wishes and preferences of care recipients will continue to be at the heart of decision making in relation to who visits them at Sundale, unless the visitor is prohibited under a State directive.

Given the evolving situation in Victoria and New South Wales and in line with AHPCC guidance, if there is a suspected or actual local cluster of COVID-19 on the Sunshine Coast or Boyne Island/Gladstone or a suspected/known case of COVID-19 within a nearby Care Centre or Retirement Community, Sundale may decide to temporarily increase restrictions on visitors.

At present, 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).

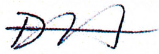
To help simplify the process, the organisation recently developed [Sundale's roadmap to easing restrictions](#). We are currently in Phase 3.

Sundale's 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, Aged

Care Direction (No.7) and acknowledges the conditions outlined in the Visitor Access Code.

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,

A handwritten signature in blue ink, appearing to read 'DM', is positioned above the printed name.

Danielle Mackenzie  
Sundale CEO