



SUNDALE

CREATING COMMUNITIES SINCE 1963



1800 786 325



enquiries@sundale.org.au



144 Currie Street,
Nambour QLD4560

ABN: 33 436 160 489

ACN: 164 270 946

24 August 2020

COVID-19 (novel coronavirus) update

Further to my letter dated 22 August 2020, as a valued member of the Sundale team, 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).

Effective immediately, Sundale has made the decision to restrict visitor access to the following Care Centres, despite no confirmed cases of COVID-19 at a Sundale Care Centre or Retirement Community:

- Aloaka Care Centre;
- Bindaree Care Centre;
- Coolum Waters Care Centre;
- James Grimes Care Centre;
- McGowan Care Centre;
- Bowder Care Centre;
- Palmwoods Garden Village Care Centre;
- Rod Voller Care Centre (Rotary Garden Village).

The decision to restrict access to Sundale's Care Centre's protects the health and wellbeing of our care recipients and team members and follows advice from Queensland Health relating to multiple new cases of COVID-19 linked to the Brisbane Youth Detention Centre in Wacol.

The proactive decision to restrict visitor access to Sundale's Care Centres acknowledges Queensland Health's concerns the COVID-19 cluster could be widespread.

Sundale will continue to review this decision.

Any healthcare worker or employee of an Aged Care service who has travelled to, or has had close contact with someone who has travelled to/from the [below locations](#) must also notify their manager immediately.

Date	Place	Suburb	Arrival time	Departure time
9 August 2020	IGA Express	Forest Lake	~6.30am	~6.40am
9 August 2020	Anytime Fitness, Village Square	Browns Plains	11am	12:10pm
9 August 2020	Woolworths, Browns Plains Grand Plaza	Browns Plains	11am	12pm
10 August 2020	Spotlight	Browns Plains	~9:30am	~9:45am
10 August 2020	Coles, Forest Lake Shopping Centre	Forest Lake	~10.00am	~10.15am

10 August 2020	Anytime Fitness, Village Square	Browns Plains	10:15am	11:25am
10 August 2020	Woolworths, Browns Plains Grand Plaza	Browns Plains	~11am	~12:30pm
10 August 2020	Greenbank Takeaway	Greenbank	5:30pm	5:40pm
10 August 2020	Woolworths, Forest Lake Shopping centre	Forest Lake	unknown	unknown
11 August 2020	BP Wacol (Cnr Boundary & Progress Rds)	Wacol	~6am	~6:15am
11 August 2020	Mt Gravatt Swimming Pool, Wecker Rd (updated)	Mt Gravatt	11.25am	12.05pm
11 August 2020	Dami Japanese Restaurant	Mt Gravatt	~12pm	unknown
12 August 2020	Lakeside Fruit Barn, Forest Lake Shopping Centre	Forest Lake	4pm	~4.30pm
12 August 2020	Woolworths, Forest Lake Shopping centre	Forest Lake	~4:30pm	~5pm
12 August 2020	Thai Antique	Carina Heights	6pm	6:15pm
12 August 2020	Coles, Browns Plains Grand Plaza	Browns Plains	~7:15pm	unknown
13 August 2020	Australian Nails, Forest lake Shopping Centre	Forest Lake	11am	~12am
13 August 2020	Forest lake Shopping Centre	Forest Lake	11am	3pm
13 August 2020	Fig Tree Bakehouse, Forest Lake Shopping Centre	Forest Lake	12pm	unknown
13 August 2020	Nandos, Forest Lake Shopping Centre	Forest Lake	after 12pm	unknown
14 August 2020	OfficeWorks	Browns Plains	~10am	~10:10am
14 August 2020	Coles, Browns Plains Grand Plaza	Browns Plains	After 10am	before 11am
14 August 2020	Ikea	Slacks Creek	11am	2pm
14 August 2020	Woolworths, Marsden on Fifth shopping centre	Marsden	~11:15am	~11:30am
14 August 2020	Anytime Fitness, Village Square	Browns Plains	2:20pm	3:30pm

14 August 2020	Bunnings	Browns Plains	~2:30pm	~3pm
14 August 2020	Aldi, Forest Lake Village Shopping Centre	Forest Lake	~4pm	~4:30pm
14 August 2020	Coles, Forest Lake Shopping Centre	Forest Lake	~4pm	~4:30pm
15 August 2020	K-Mart, Browns Plains Grand Plaza	Browns Plains	~9:30am	~9:45am
15 August 2020	Anytime Fitness, Village Square	Browns Plains	10:25am	11:35am
16 August 2020	Woolworths, Marsden on Fifth shopping centre	Marsden	~10am	~10:15am
16 August 2020	Coles, Browns Plains Grand Plaza	Browns Plains	~10:30am	~11am
16 August 2020	Anytime Fitness, Village Square	Browns Plains	1:20pm	2:30pm
16 August 2020	Riverlink Shopping Centre	Ipswich	Morning	Morning
16 August 2020	The Reject Shop	Ipswich	Morning	Morning
16 August 2020	Jamaica Blue coffee shop	Ipswich	Morning	Morning
17 August 2020	Indooroopilly Shopping Centre	Indooroopilly	11:00am	1pm
17 August 2020	BUPA	Indooroopilly	11:00am	1pm
17 August 2020	Origin Kebabs	Indooroopilly	11:00am	1pm
17 August 2020	Greenbank Takeaway	Greenbank	~6:30pm	~6:40pm
17 August 2020	Costco Bundamba self-service fuel station	Bundamba	Afternoon	Afternoon
18 August 2020	BCF	Greenslopes	~12:30pm	~1pm
18 August 2020	Rock and Roll Butcher (Formerly Brisbane Bulk Meats), Logan Rd, Greenslopes	Greenslopes	1pm	Unknown
18 August 2020	Chemist Warehouse (Waratah Dr)	Crestmead	Afternoon	Afternoon
18 August 2020	Uncle Bill's Takeaway	Brassall	5:45pm	6:15pm
18 August 2020	BP Wacol (Cnr Boundary & Progress Rds)	Wacol	Evening	Evening
19 August 2020	12 RND Fitness	Birkdale	8am	9:30am

19 August 2020	Woolworths, Browns Plains Grand Plaza	Browns Plains	~9:30am	unknown
19 August 2020	The Jam Pantry	Greenslopes	10:30am	11:45am
19 August 2020	Red Cross Op Shop, Sherwood Rd	Sherwood	12.30pm	~1pm
19 August 2020	Westfield Carindale Shopping Centre	Carindale	~1pm	~3pm
19 August 2020	Indooroopilly shopping Centre	Indooroopilly	1pm	4pm
19 August 2020	Myer	Indooroopilly	1pm	4pm
19 August 2020	David Jones	Indooroopilly	1pm	4pm
19 August 2020	Touch of Indian	Indooroopilly	1pm	4pm
19 August 2020	Bras 'n' Things, Westfield Carindale	Carindale	~1pm	~3pm
19 August 2020	Ghanda clothing, Westfield Carindale	Carindale	~1pm	~3pm
19 August 2020	Myer, Westfield Carindale	Carindale	~1pm	~3pm
19 August 2020	Newsagent in Sherwood, Sherwood Rd	Sherwood	1.10pm	~1.20pm
19 August 2020	Baskin Robbins, Camp Hill Market Place	Camp Hill	~5:30pm	~5:40pm
19 August 2020	Pho Inn, Camp Hill Market Place	Camp Hill	~5:30pm	~5:40pm
19 August 2020 - 20 August 2020	Ipswich Hospital ED	Ipswich	11:00pm	6:19am
20 August 2020	Woolworths, Marsden on Fifth shopping centre	Marden	~10am	~10:15am
21 August 2020	Woolworths, Forest Lake Shopping centre	Forest Lake	~10:30am	~10:45am
21 August 2020	The Chop Shop (Butcher), Forest Lake Shopping Centre	Forest Lake	~10.45am	~11.15am
21 August 2020	Best & Less, Forest Lake Shopping Centre	Forest Lake	~10.45am	~11.15am

Next steps, including whether you are allowed to return to work or enter any Sundale facility will be assessed on a case-by-case basis and could include a period of mandatory self-isolation.

Anyone who has been to the above-mentioned locations at these times should monitor their health

and, if they develop even the mildest of COVID-19 symptoms, get tested.

Care Centres

Sundale's Care Centres are closed to everyone except essential staff and health practitioners.

- Sundale Care Centres will not allow casual or 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.

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.

If you believe your circumstances are extraordinary and you need to visit a family member, 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.

Palliative Care / End of Life

Sundale will ensure visits for family members in Palliative Care or for the purposes of end of life support including children under 16 years of age will occur.

Ongoing conditions

In line with their recommendations, visitors and team members should not enter a Sundale Care Centre if:

- They have been diagnosed with COVID-19 and have not finished their isolation;
- They returned to Queensland from overseas or interstate within the past 14 days;
- They have been in contact with someone who has had a confirmed case of COVID-19 within the past 14 days;
- They have been in a COVID-19 hotspot in the past 14 days; or have visited a Queensland COVID restricted area in the past 14 days;
- They have a fever or symptoms of a respiratory infection such as a cough, sore throat or shortness of breath.

Face masks

Sundale has also made the considered decision to provide reusable cloth face masks and/or single use surgical face masks to all Care Centre team members and visitors to help minimise the threat of

COVID-19 entering a Sundale Care Centre.

Sundale will continue to work with Queensland Health and make responsible, considered decisions 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,

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

Danielle Mackenzie
Sundale CEO