



SUNDALE

CREATING COMMUNITIES SINCE 1963



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15 September 2020

COVID-19 (novel coronavirus) update

Further to my letter dated 10 September 2020, as a valued Sundale team member, I wanted to provide you with an update and outline Sundale's current approach to managing the COVID-19 situation.

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 to the [listed locations](#) must also notify their manager immediately.

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 immediately.

ATTENTION:

BINDAREE, COOLUM WATERS, JAMES GRIMES, MCGOWAN, BOWDER, PALMWOODS AND ROD VOLLER TEAM MEMBERS:

In line with Phase 1 of [Sundale's roadmap to easing restrictions](#), the following conditions remain in place at Sundale's Care Centres (except at Aloaka, which remains a *Restricted Residential Aged Care Facility*), despite no confirmed cases of COVID-19 at any Sundale Care Centre or Retirement Community.

Care Centres

As a precaution and to protect the health and wellbeing of our care recipients and team members, Sundale's Care Centres remain closed to visitors.

If you believe your circumstances are extraordinary and you require additional access to meet with 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 Operations Engagement Manager or the Executive Manager Aged Care and Community Services.

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

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.

Window Therapy

Sundale's Window Therapy program allows family members to see and connect with their loved ones through a window.

Family members and friends can book a Window Therapy session by contacting their Care Centre.

Hairdressers

Sundale may allow approved hairdressers to visit its Care Centres, provided they adhere to the appropriate precautions Sundale has implemented, including the wearing of Personal Protective Equipment (PPE) for the duration of the visit.

This measure will help 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.

Ongoing conditions

In line with recommendations from the Queensland Government, 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.

Review

Sundale's precautionary decision to keep its Care Centres closed to visitors protects the health and wellbeing of our care recipients and team members and acknowledges advice from Queensland Health.

Sundale will continue to review this decision.

ATTENTION:

ALOAKA TEAM MEMBERS:

In line with [Aged Care Direction \(No.10\)](#) , Sundale's Aloaka Care Centre in Kilcoy remains a *Restricted Residential Aged Care Facility*, despite no confirmed cases of COVID-19 at a Sundale Care Centre or Retirement Community.

The decision to restrict access at Aloaka Care Centre follows a directive from Queensland Health relating to concerns a COVID-19 cluster linked to the Brisbane Youth Detention Centre and Queensland Corrective Services Academy could be widespread.

Restricted Residential Aged Care Facility

Not permitted

10. A person must not enter, or remain on, the premises of a residential aged care facility in the State of Queensland from the time of publication of this direction until the end of the declared public health emergency if:
- a. during the 14 days immediately preceding the entry, the person arrived in Australia from a place outside Australia; or
 - b. during the 14 days immediately preceding the entry, the person has been in a COVID-19 hotspot; or
 - c. during the 14 days immediately preceding the entry, the person had known contact with a person who has a confirmed case of COVID-19; or
 - d. the person has a temperature equal to or higher than 37.5 degrees or symptoms of acute respiratory infection; or
 - e. the person does not have an up to date vaccination against influenza, if the vaccination is available to the person.

Example – the vaccination is not available to a person with a medical contraindication to the influenza vaccine.

Care Centres

Person Permitted to Enter A Restricted Residential Aged Care Facility

29. A person must not enter, or remain on, the premises of a restricted residential aged care facility in the State of Queensland unless:
- a. the person is an employee, contractor or student of the restricted residential aged care facility; or
 - b. the person's presence at the premises is for the purposes of providing goods or services that are necessary for the effective operation of the restricted residential aged care facility, whether the goods are provided for consideration or on a voluntary basis; or
 - c. the person's presence at the premises is for the purposes of providing health, medical, personal care (such as hairdressing), or pharmaceutical services to a resident of the restricted residential aged care facility, whether the goods or services are provided for consideration or on a voluntary basis;
 - d. the person's presence at the premises is for the purposes of end of life visit for a resident of the restricted residential aged care facility; or
 - e. the person's presence at the premises is required for the purposes of emergency management, law enforcement or the exercise of a power or function of a government agency or entity under a law; or
 - f. the person's presence at the premises is in the person's capacity as a prospective resident of the restricted residential aged care facility or as a **support person** of a prospective resident of the restricted residential aged care facility; or
 - g. the operator of a residential aged care facility has granted permission for the person to enter a restricted residential aged care facility for the purposes of maintaining continuity of care for a resident that cannot be delivered by electronic or non-contact means.

Example: a resident may require support from their primary care giver to eat their meals.

30. A person may not visit a resident in a restricted residential age care facility other than in accordance with paragraph 29(d) above.

Note – personal visits are not permitted in a restricted residential aged care facility.

31. Despite paragraph 29, a person must not enter, or remain on, the premises of a restricted residential aged care facility in accordance with Part 1, paragraph 10.

Residents

32. The operator of a restricted residential aged care facility must not permit a resident, excluding an end of life resident, to leave the facility except:
- a. to receive or access health care; or
 - b. to attend a funeral; or
 - c. in the case of emergency or on any other compassionate grounds

Wearing of Face Masks

33. Any person (other than a resident) must not enter, or remain on, the premises of a restricted residential aged care facility without wearing a single use surgical face mask, in accordance with Queensland Health’s Residential Aged Care Facility and Disability Accommodation PPE Guidance.

Note – a person who does not, or is unable to wear a mask, must not enter a restricted residential aged care facility.

Workforce Management and Personal Protective Equipment

34. A person providing direct care to a resident, including providing health, medical, personal care or pharmaceutical services to residents in a restricted residential aged care facility, must wear appropriate personal protective equipment in accordance with Queensland Health’s Residential Aged Care Facility and Disability Accommodation PPE Guidance.
35. The operator of a restricted residential aged care facility must take all reasonable steps to ensure the appropriate use of personal protective equipment in paragraphs 33 – 34 by persons at a residential aged care facility, in accordance with Queensland Health’s Residential Aged Care Facility and Disability Accommodation PPE Guidance.

ATTENTION:

ALL TEAM MEMBERS:

In line with recommendations from Queensland’s Chief Health Officer, Dr Jeannette Young, I encourage you to wear face masks in public if you cannot practice social distancing.

Yours sincerely,



Danielle Mackenzie
Sundale CEO