



SUNDALE

CREATING COMMUNITIES SINCE 1963



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COVID-19 (novel coronavirus) update

Further to my letter dated 10 September 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.

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.

Please contact your Site Manager in the first instance.

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.

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,



Danielle Mackenzie
Sundale CEO