



SUNDALE

CREATING COMMUNITIES SINCE 1963



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COVID-19 (novel coronavirus) update

Further to my letter dated 23 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.

Sundale has made the considered decision to ease restrictions at its Care Centres, despite no confirmed cases of COVID-19 at any Sundale Care Centre or Retirement Community.

In line with Phase 3 of [Sundale's roadmap to easing restrictions](#), the following conditions are now in place at Sundale's Care Centres.

Care Centres

Care recipients are allowed to leave Sundale for a range of reasons, including but not limited to:

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

In line with Aged Care Direction (No.11), 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).

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

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).

Visitors, including team members, health workers, volunteers, etc. will not be allowed to enter a Sundale Care Centre unless they have an up-to-date seasonal flu vaccination.

Ongoing 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 their environment;
- Be willing to undergo a screening process (including temperatures / previous travel).

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

In line with recommendations from the Queensland Government, visitors and team members should not enter a Sundale Care Centre if:

- During the 14 days immediately preceding the entry, the person arrived in Australia from a place outside Australia;
- During the 14 days immediately preceding the entry, the person has been in a place which at the time of entry is a [COVID-19 hotspot](#), outside of the [Border Zone](#);
- During the 14 days immediately preceding the entry, the person had known contact with a person who has a confirmed case of COVID-19;
- The person has a temperature equal to or higher than 37.5 degrees or symptoms of acute respiratory infection.

Note: for the purposes of this Direction, a COVID-19 hotspot does not include an area in the Border Zone.

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.

Contact tracing

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 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.

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