



SUNDALE

CREATING COMMUNITIES SINCE 1963



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21 December 2020

## COVID-19 (novel coronavirus) update

Further to my letter dated 18 December, 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 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.

In line with Phase 2 of [Sundale's roadmap to easing restrictions](#), the following conditions are now in place at Sundale's Care Centres.

The conditions acknowledge the movements of a New South Wales woman who visited multiple Sunshine Coast locations while infected with COVID-19 last week.

### CARE CENTRES

Face-to-face communication between care recipients and their families and friends is permitted at Sundale.

Face-to-face visitations will take place in a designated visiting room at each site or within Sundale's grounds.

To manage expected demand and to ensure as many families and friends can visit a loved-one who resides at a Sundale Care Centre, visitations may be capped at 30 minutes.

Care Centre visits are limited to a maximum of two visitors at a time per care recipient.

**Visitors must register their intent to visit by contacting their Care Centre.**

### PALLIATIVE CARE

Sundale will help organise visits for family members in Palliative Care or for the purposes of end of life support.

### CONTINUING CONDITIONS

The following conditions are 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 2 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).

#### AGED CARE DIRECTION (No.16)

In line with [Aged Care Direction \(No.16\)](#):

9. 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:

- during the 14 days immediately preceding the entry, the person who is an international arrival arrived in Australia from a place outside Australia; or
- during the 14 days immediately preceding the entry, or since the start date identified for the COVID-19 hotspot, whichever is shorter, the person has been in a place which at the time of entry is a COVID-19 hotspot; or
- 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
- the person has a temperature equal to or higher than 37.5 degrees or symptoms consistent with COVID-19; or
- the person has been tested for COVID-19, and has not yet received the results of that test.

*Note: known contact with a person who has a confirmed case of COVID-19 under paragraph 9(e) does not include contact that occurs when a residential aged care worker or healthcare worker or practitioner providing health or medical care has been wearing appropriate PPE in accordance with Queensland Health's Residential Aged Care Facility and Disability Accommodation PPE Guidance and has followed recommended infection control precautions.*

#### WORKFORCE MANAGEMENT AND PERSONAL PROTECTIVE EQUIPMENT

13. The operator of a residential aged care facility must develop a Workforce Management Plan that:

- a. requires employees, contractors, volunteers and students to notify a residential aged care facility of their additional place of employment, if relevant;
- b. requires employees, contractors, volunteers and students if they become aware of a COVID-19 case identified at an additional place of employment, to notify the operator of a residential aged care facility;

*Note: This is to assist with contact tracing when an identified case of COVID-19 is confirmed.*

- c. identifies how workforce surge requirements will be met if there is a COVID-19 event at the facility, in accordance with relevant guidance provided by Queensland Health;
- d. provides that the operator must notify the local Health Emergency Operations Centre of a critical workforce shortage for notification purposes.

*Note: The requirement for a residential aged care facility to notify the local Health Emergency Operations Centre will support Queensland Health's COVID-19 response.*

14. It is recommended that the operator of a residential aged care facility ensure, to the extent possible, that employees, contractors, volunteers and students do not work across multiple care facilities.

*Note: care facilities include but are not limited to hospitals, retirement villages, residential aged care facilities and distinct sections of a facility providing multiple types of care such as a Multi-Purpose Health Service.*

15. The operator of a residential aged care facility must ensure that where employees, contractors, volunteers and students do work across multiple care facilities, they must not enter, or remain on, the premises of the residential aged care facility without wearing appropriate personal protective equipment, 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 appropriate personal protective equipment, must not enter a residential aged care facility.*

16. The operator of a residential aged care facility must take reasonable steps to ensure the following, in accordance with relevant guidance provided by Queensland Health:

- a. employees, contractors who have contact with residents, volunteers and students undertake face to face infection control and personal protective equipment training; and
- b. ensure an adequate supply of personal protective equipment is available to respond to a confirmed case of COVID-19 within the residential aged care facility.

## CONTACT INFORMATION

17. The operator of a residential aged care facility must collect and keep contact information about all visitors, including volunteers and contractors, for contact tracing purposes for a period of not less than 30 days and not more than 56 days, unless otherwise specified. This information must include: name, phone number, email address, and the date and time of the visit. If requested, this information must be provided to public health officers within a stated time. The information should be securely stored, not used for any other purpose and deleted after not less than 30 days and not more than 56 days.

Under Aged Care Direction (No.16), an up-to-date seasonal flu vaccination for visitors is no longer required to gain entry to a Sundale Care Centre. However, to protect the health and wellbeing of Sundale's care recipients and team members, it's strongly encouraged all visitors have an up-to-date seasonal flu vaccination if one is available.

Sundale team members are still required to have an up-to-date seasonal flu vaccination to gain entry to all Sundale Care Centres.

Sundale will continue to work with Queensland Health and make responsible, considered decisions 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', with a horizontal line extending to the right.

Danielle Mackenzie  
Sundale CEO