



SUNDALE

CREATING COMMUNITIES SINCE 1963



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COVID-19 (novel coronavirus) update

Further to my letter dated 18 December, 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 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.

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.

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,



Danielle Mackenzie
Sundale CEO