



SUNDALE
CREATING COMMUNITIES SINCE 1963

Spotlight

NO 22 | JANUARY 2021

The Voice of the Sundale Community





From the CEO's desk

I hope you all had an opportunity to relax and unwind with family and friends over the Christmas period.

Happy New Year!

I hope you all had an opportunity to relax and unwind with family and friends over the Christmas period.

I'd like to start 2021 by thanking John Woodward, who has chosen to step down as Sundale Board Chairperson after three wonderful years in the role.

In terrific news for Sundale, Troy Wainwright has been elected the new Board Chairperson.

Troy has been on the Sundale Board for the past five years and has played a key role in creating the roadmap for Sundale's future.

Sundale is also thrilled to welcome Derek Lundberg to the Board. Derek's expertise and experience will complement the Board's strong knowledge base.

I'd like to congratulate the 32 Sundale volunteers who recently attended sessions relating to infection control, hand hygiene and manual handling.

Sundale is a richer, kinder and stronger organisation because of our volunteers, who frequently go above and beyond to support our community, in particular our care recipients.

By the looks of it our lifestyle coordinators have been extremely busy over the past month organising New Year's Eve celebrations, gardening sessions, cooking classes, mini-golf and campfire get-togethers to name but a few.

Thank you for the work you do and for going above and beyond for our residents.

Thanks, and appreciation,

Danielle Mackenzie
Sundale CEO

Care Centres

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

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

Face-to-face visitations may 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.

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:

- Practise social distancing - stay at least 1.5 metres away from others;
- Make certain there is at least 2 square metres per person when indoors;
- Practise hand hygiene;
- Practise respiratory hygiene;
- Frequently clean and disinfect your environment;
- Be willing to undergo a screening process (including temperatures / previous travel).

Masks

Team members are no longer required to wear face masks.

Aged Care Direction (No.22)

9. A person must not enter, or remain on, the premises of a residential aged care facility in the State of Queensland if:

- a. during the 14 days immediately preceding the entry, the person who is an international arrival arrived in Australia from a place outside Australia; or
- b. 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
- 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 consistent with COVID-19; or
- e. 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(c) 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.

10. Despite paragraph 9(e), a person may enter a residential aged care facility if the person is awaiting the result of a COVID-19 test taken in accordance with a surveillance testing obligation under a Public Health Direction or Protocol approved by the Chief Health Officer.

Note: A person awaiting COVID-19 test results as part of a surveillance testing obligation must still comply with the requirements in paragraphs 9(a) to (d). For example, a person awaiting results of a routine COVID-19 test required under a protocol must not enter, or remain on, the premises of a residential aged care facility if they have symptoms consistent with COVID-19.

11. The operator of a residential aged care facility must take all reasonable steps to ensure that a person does not enter or remain on the premises of the residential aged care facility if the person is prohibited from doing so under this Direction.

Workforce Management

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.

Retirement Communities

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.

Residents

18. The operator of a residential aged care facility must take reasonable steps to develop and document appropriate processes to ensure residents and their unique needs can be immediately identified in a COVID-19 event.

Example: This may include requirements for residents to wear identification if appropriate, and to ensure residents' personal preferences and needs are documented appropriately,

for example by keeping a hard copy of each resident's relevant records securely stored in the facility, including current medications list, personal care requirements and preferences, and their advance care planning documents and directions.

End of life visitors

19. Despite paragraphs 9(a) and 9(b), a person may enter, or remain on, the premises of a residential aged care facility, with the permission of the operator of the facility, if:

- a. the person's presence at the premises is for the purpose of an end of life visit for a resident of the residential aged care facility; and
- b. the person has been granted an exemption by the Chief Health Officer, Deputy Chief Health Officer or delegate for an end of life visit under a Public Health Direction.

Prevent the Spread:

- Stay home if you are sick;
- If you have any COVID-19 symptoms, no matter how mild, get tested then isolate at home until you get the results and your symptoms resolve;
- Stay 1.5 metres away from other people—think two big steps;
- Wash your hands with soap and water, or hand sanitiser;
- Leave a location if it is crowded.

Sundale will continue to work with Queensland Health and make responsible, considered decisions to help minimise the threat of COVID-19 entering Sundale.

Retirement Communities

Clubhouses / Hubs / Bus Trips

Sundale's Clubhouses have reopened.

In the past few days Sundale's Clubhouses / Hubs have undergone a thorough deep clean.

Any persons entering a Sundale Clubhouse / Hub must comply with the following Conditions of Entry.

- Be willing to undergo a screening process (including temperatures / previous travel);
- Maintain social distancing;
- Stay at least 1.5 metres away from others;
- Make sure there is at least 2 square metres per person when indoors;
- Practise hand hygiene;
- Practise respiratory hygiene.

Sundale residents and visitors are not permitted to enter a Sundale Clubhouse / Hub if they answer yes to any of the screening questions or if their temperature is more than 37.5 degrees.

In accordance with the Queensland Government's 2m2 per person when indoors directive the following limits also apply:

Sundale has also implemented additional measures at its Clubhouses to help protect everyone's health and safety, including:

- Hand sanitiser stations, which are to be used before touching door handles;
- Small bottles of hand sanitiser, which are now available upon entry;
- Antibacterial wipes;
- Maximum room and floor capacity signs, which remind residents and visitors of the importance of social distancing and the maximum amount of people allowed in each room.

To help protect the health and wellbeing of all residents and to minimise the threat of COVID-19 entering a Sundale Retirement Community, it is essential residents and visitors thoroughly clean and disinfect all surfaces at the conclusion of all gatherings in a Sundale Clubhouse / Hub.

Sundale will also methodically clean and disinfect all Clubhouses / Hubs once a week.

Sundale has also reinstated its pre COVID-19 bus schedule.

Location	Capacity
Coolum Waters Clubhouse	50 persons maximum
Coolum Waters – The Hub	50 persons maximum
Palmwoods Gardens Village Clubhouse	Main area – 42 persons maximum Snooker area – 15 persons maximum
Rotary Garden Village Clubhouse	Main area – 35 persons maximum Snooker area – 12 persons maximum Cinema – 12 persons max (using alternate seating)

Please note, 50 persons only are permitted to be in the Palmwoods Garden Village Clubhouse at any one time.

Please note, 50 persons only are permitted to be in the Rotary Garden Village Clubhouse at any one time.

Retirement Communities

Care Centres

In line with Phase 2 of Sundale's roadmap to easing restrictions, the following conditions are now in place at Sundale's 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.

Travel

Queensland residents who have been in a declared hotspot since 11 December:

- Must apply for a Queensland Border Declaration Pass before entering Queensland;
- Can only enter Queensland by air and will be directed to quarantine in government arranged accommodation.

Queenslanders returning from NSW that have not been in a declared hotspot (currently Greater Sydney) since 11 December:

- Must apply for a Queensland Border Declaration Pass before entering Queensland;
- Can enter Queensland by any mode of transportation.

Hotspots are places in Australia or safe travel zone countries where health officials have found a lot of people with COVID-19, or places

that are at risk of a lot of COVID-19 infections.

From 1am AEST Monday 21 December 2020, 35 New South Wales LGAs are considered COVID-19 hotspots.

People who have been in a hotspot in the last 14 days or since the hotspot was declared (whichever is shorter), will only be able to enter Queensland if they are a returning Queensland resident or required to enter for a limited range of essential reasons. Queensland residents returning to Queensland from a hotspot must quarantine for 14 days on entering Queensland in government arranged accommodation at their own expense. This will help reduce the chance that they might infect other people.

Contact Tracing

Residents who have been to any of the below locations at the relevant times should:

- Monitor for COVID-19 symptoms;
- Notify Sundale Retirement Villages Manager, Leigh Kersnovske (0448 560 331 or leigh.kersnovske@sundale.org.au) immediately.

Prevent the Spread

- Stay home if you are sick;
- If you have any COVID-19 symptoms, no matter how mild, get tested then isolate at home until you get the results and your symptoms resolve;
- Stay 1.5 metres away from other people—think two big steps;
- Wash your hands with soap and water, or hand sanitiser;
- Leave a location if it is crowded.

Sundale will continue to work with Queensland Health and make responsible, considered decisions to help minimise the threat of COVID-19 entering a Sundale Retirement Community.

Date	Place	Suburb	Arrival time	Departure time
Tuesday 5 January	Bunnings Warehouse	Acacia Ridge	2.00pm	2.40pm
Wednesday 6 January	Sunnybank Cellars (formerly Lucky Star Bottler)			
Wednesday 6 January	Cappriccios Italian Pizza Restaurant. Take-away only, waited outside	Maleny	6.30pm	7.00pm
Thursday 7 January	Purple Palate Cellars	Maleny	4.30pm	4.35pm
Thursday 7 January	Woolworths Supermarket	Maleny	4.40pm	4.50pm

Flight No.	Airline	Origin	Destination	Arrival date
JQ570	Jetstar	Melbourne	Brisbane	5 January 2021

Aged Care Royal Commission update

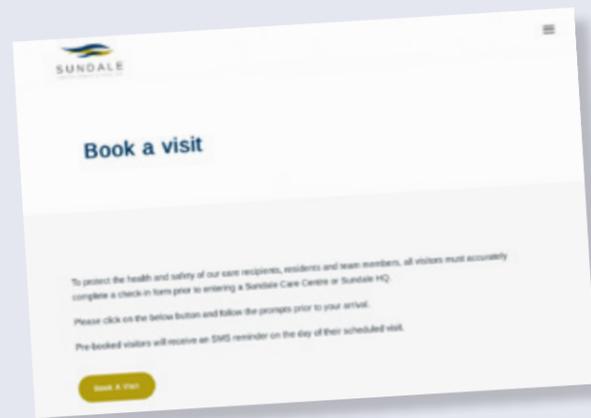
The Aged Care Royal Commission will provide a Final Report by 26 February 2021.

Zipline

Did you know you can book a visit to a Sundale Care Centre via the website?

To protect the health and safety of our care recipients, residents and team members, all visitors must accurately complete a check-in form prior to entering a Sundale Care Centre or Sundale HQ.

Pre-booked visitors will receive an SMS reminder on the day of their scheduled visit.



Thank you, John

After three outstanding years as Sundale Board Chairperson, John Woodward has stepped down.

On behalf of everyone at Sundale, thank you John for your leadership, passion and dedication.

We're delighted you've chosen to continue your long association with Sundale as a key member of the Sundale Board.



New Director

We're thrilled to welcome Derek Lundberg to the Sundale Board.

Derek's extensive executive career includes leading complex organisations across a diverse range of industries from engineering to FMCG.

Derek has held executive positions in large ASX and NYSE companies and played a key role on numerous board's in the not-for-profit and commercial sectors.

Welcome to Sundale Derek.

We Are Here For You Through COVID-19

If you are feeling overwhelmed, stressed or anxious, please contact our Employee Assistance Program on 1800 818 728.

The free, confidential employee assistance counselling service is available to Sundale team members who need additional support.



New Board Chair

Congratulations Troy Wainwright, who has been elected Sundale Board Chairperson.

For the past six years, Troy has played a key role on the Sundale Board, most recently as Deputy Chairperson and Chair of the Infrastructure and Development Committee.

Troy holds a Bachelor's degree in Business and a Masters of Business Administration.

With more than 15 years' experience within the property development and construction industries, including small business and top 25 ASX listed companies, Sundale is in very safe hands with Troy at the helm.



Meet our Mental Health Champions



Tanika Dymock	
Site / service:	Nambour
Role:	Registered nurse and In-Home Care coordinator
Contact details	5450 4444 tanika.dymock@sundale.org.au
What do you enjoy doing when you are not at work?	Watching documentaries, gardening, playing with my dogs, going for hikes, doing my art.
Tell us something interesting about yourself that other people might not know?	I have a 5-year-old pet bearded dragon called Gribble!
What drew you to the role of mental health champion?	I want to help support my co-workers during this time of increased stress and worry. I have also always had an interest in mental health and am currently studying my Masters in Mental Health Practice.
How do you see yourself supporting staff in your role as mental health champion?	Being an open ear to talk to, providing high quality support and information, always being available for a chat.



Julie Irving	
Site / service:	Rod Voller Care Centre
Role:	Personal Carer
Contact details	5453 8333 julie.irving@sundale.org.au
Availability to chat	I work nightshift 10pm-6.30. Happy to chat before or after shift.
What do you enjoy doing when you are not at work?	I enjoy getting in touch with nature so I enjoy walking along the beach and bushwalks. I find it very relaxing and a great way to re-set.
Tell us something interesting about yourself that other people might not know?	I have 10 grandchildren that I love spending time with. They all live at the Gold Coast so it's a great excuse for a weekend away too.
What drew you to the role of mental health champion?	I have seen people close to me suffer with mental illness and I wanted to be of better help to them and other people around me.
How do you see yourself supporting staff in your role as mental health champion?	I hope that the staff can see me as someone that is easily approachable and someone that can support them and assist them in finding the right person or organisation they feel could help them.

Sundale's Mental Health Champions

Sundale's Mental Health Champions are passionate about health and wellbeing and have undergone significant training. If you need support, a sounding board or help, please reach out.

NAME	LOCATION	PHONE	EMAIL
Melissa Hatch-Green	Aloaka	5422 4500	melissa.hatch-green@sundale.org.au
Ramya Ravavarapu	Aloaka	5422 4500	ramya.ravavarapu@sundale.org.au
Jocelyn (Joce) Cummings	Bowder	5441 0750	jocelyn.cummings@sundale.org.au
Fiona Amos	Bindaree	0448 098 459	fiona.amos@sundale.org.au
Lisa Wilkins	Bindaree	4975 2999	lisa.wilkins@sundale.org.au
Ross Drummond	Coolum Waters	5455 1111	ross.drummond@sundale.org.au
Trish Dominiak	Coolum Waters	5455 1111	trish.dominiak@sundale.org.au
Justine Baker	HQ	0436 807 363	justine.baker@sundale.org.au
Lee Smith	HQ	0436 944 808	lee.smith@sundale.com.au
Kim McGowan	In-Home Care	0436 832 861	kim.mcgowan@sundale.org.au
Tanika Dymock	In-Home Care	5450 4444	tanika.dymock@sundale.org.au
Alexis McLennan	JGCC	5441 0723	alexis.mclennan@sundale.org.au
Christine Sewpersad	JGCC	5441 0729	christine.sewpersad@sundale.org.au
John Mugliett	Nambour	0403 502 160	john.mugliett@sundale.org.au
Jodi Gillis	Palmwoods	5457 4444	jodi.gillis@sundale.org.au
Jan Van Loggerenberg	Rod Voller	5453 8333	jan.vanloggerenberg@sundale.org.au
Julie Irving	Rod Voller	5453 8333	julie.irving@sundale.org.au



Volunteer training

Late last year, the Learning & Development team hosted a series of workshops for Sundale's wonderful volunteers.

As part of a new on-boarding process, 32 volunteers attended sessions relating to infection control, hand hygiene and manual handling.

The infection control and hand hygiene sessions provoked interesting discussions about how much we all perform hand hygiene, use paper towels and water.

Many of our volunteers asked great questions in relation to hand hygiene and the requirement for additional PPE. All of our attendees were also able to demonstrate their ability to perform hand hygiene according to WHO recommendations, the same as our team members.

The manual handling session included learning how to correctly manoeuvre a wheelchair as well as lifting weights. There was quite a bit of fun during these sessions as the volunteers demonstrated their driving skills.

Many of our volunteers who attended the training sessions have been supporting Sundale for years.

Sundale is a stronger, kinder and more vibrant organisation because of our volunteers, who regularly go above and beyond to support our community.



Team in focus

NAME OF THE TEAM In Home Care

LOCATION 96 Windsor Road, Burnside, 4560

TEAM MEMBERS

Amanda Arnison – Manager
 Keeli Bradley – Receptionist
 Michelle Patterson – Roster Coordinator
 Mandy Kerr – Care Coordinator
 Rebecca Taskis – Care Coordinator
 Tanika Dymock – Care Coordinator
 Sandra Abraham – PCW
 Joanne Arathoon – PCW
 Skie Barry – PCW
 Michelle Benoiton – PCW
 Danielle Braddon – PCW
 Carolyn Christopherson – PCW
 Jenny Clark – PCW
 Simone Conway – PCW
 Wilma Denholm – PCW
 Jo Freeman – PCW
 Claudia Hickel – PCW
 Desley Jamieson – PCW
 Cheryl Karlsen – PCW
 Alison Kennedy – PCW
 Navdeep Kaur – PCW
 Mary Mackay – PCW
 Kim McGowan – PCW
 Jenny Parkes – PCW
 Robyn Price – PCW
 Hayley Smiley – PCW
 Angela Smith – PCW
 Karen Stanley – PCW
 Linda Strachan – PCW
 Kim Summersgill – PCW
 Alison Taripo – PCW
 Danielle Tippo – PCW
 Michelle Turner PCW
 Susanna Zanetti – PCW
 Wyngard De Guzman – Support Worker
 Suzanne Hennessey – Support Worker
 Charmaine Ratcliffe – Support Worker
 Sue Shaw – Support Worker
 Lynne Slade – Support Worker

WHAT IS YOUR TEAM'S ROLE WITHIN SUNDALE?

Supporting Home Care consumers to remain living in their own homes

WHAT DOES YOUR TEAM WANT TO BE FAMOUS FOR?

Providing outstanding care and support to our community Home Care consumers

HOW DOES YOUR TEAM MAKE A DIFFERENCE?

In Home Care always go the extra mile for our consumers and their families. We provide exceptional consumer directed care. We listen to our consumers and work in partnership with them to assist them in achieving their goals

WHO OR WHAT INSPIRES YOUR TEAM AT SUNDALE?

Our amazing consumers who have a wealth of knowledge and life experience

HOW HAS YOUR TEAM ADOPTED SUNDALE'S RECENTLY INTRODUCED VALUES & BEHAVIOURS?

Our team is open and honest, we promote open disclosure and provide a safe environment for our colleagues to raise issues or concerns without fear of retribution. We value each which is reflected in the care we provide to our consumers

WHAT'S THREE WORDS SUMS-UP YOUR TEAM AT SUNDALE?

Amazing, dedicated, caring

CELEBRATING AT SUNDALE

Happy New Year from the residents at Bowder Care Centre! (1)

Sundale's Rod Voller residents celebrated the start of 2021 with music, watching past New Year's Eve fireworks displays from around the world, a countdown and singing Auld Lang Syne together. (2,3)

Residents at Bowder Care Centre have been getting creative with paint and plastic cups, producing some absolute masterpieces. We're excited to see these on the walls! (4,5)

Turns out Elvis never did leave building... he's been at McGowan the entire time!

Residents recently celebrated Elvis's birthday with a documentary, listening to some of his biggest hits, some Elvis inspired trivia and a movie.

At morning tea residents were also offered two of Elvis's favourite treats – a peanut butter and banana sandwich and a small can of coke. (6)

Sundale's lifestyle coordinators have been very busy planning amazing activities for McGowan's residents recently, including gardening sessions, cooking classes and mini-golf. (7,8)

Gee, afternoon tea at Coolum looks good. Is that a cheeky glass of rosé we can see? (9)

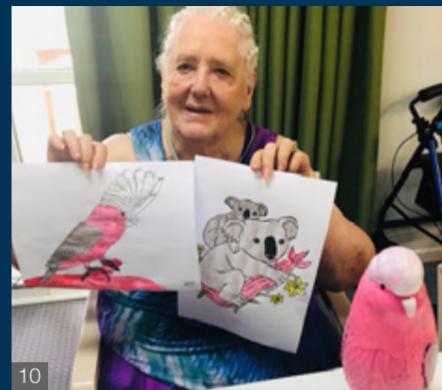
Rod Voller residents have been busy sharing stories around the campfire.

Yarns included what it was like to be a scout, campfire recipes and a few war stories.

The residents have also been busy preparing for Australia Day. (10,11)

Turns out you can exercise, while social distancing, as the residents of Bowder recently demonstrated. (12,13)

Arts and crafts at Bowder took on a distinct Australiana-feel ahead of Australia Day. (14,15)



Milestones

There's plenty of Summer babies at McGowan with Pam Thorburn, Shauneen Gallagher, Shirley Bolin, Joyce Howes and Moira Forbes all celebrating birthdays.

Hip, hip hooray ladies.



Welcome to Sundale Eve Kerr.

We're thrilled you chose Rotary Garden Village.



In focus

NAME Derek Lundberg

POSITION Non-Executive Director

LOCATION Hunter Valley NSW

HOW LONG HAVE YOU LIVED AT SUNDALE?

About two weeks

WHAT WAS THE BEST CONCERT YOU EVER ATTENDED?

Paul McCartney 'One on One' tour 2017

WHERE'S YOUR FAVOURITE PLACE IN THE WORLD?

An Irish Pub run by a Chinese guy in Florence, Italy

WHAT'S THE LAST BOOK YOU READ?

Good Vibrations, My Life as Beach Boy – Mike Love

WHAT ARE YOU PASSIONATE ABOUT?

Good strategic decision-making

WHAT'S YOUR FAVORITE MOVIE?

Kelly's Heroes

WHAT ARE YOU CURRENTLY WATCHING ON NETFLIX?

The Queens Gambit

WHO WOULD YOU MOST LIKE TO SWAP PLACES WITH FOR A DAY?

Paul McCartney

WHAT'S YOUR SECRET TALENT THAT NO ONE KNOWS ABOUT?

I have an extraordinarily good memoryno really

WHICH FOUR INDIVIDUALS, LIVING OR DEAD, WOULD YOU LIKE TO EAT DINNER WITH THE MOST?

John Lennon, Paul McCartney, George Harrison, Ringo Starr