



**SUNDALE**

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## COVID-19 (novel coronavirus) update

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.

### AGED CARE DIRECTION (NO.28)

All Sundale facilities are classified as non-restricted residential aged care facilities in line with [Aged Care Direction \(No.28\)](#).

#### **PART 1 – REQUIREMENTS FOR ALL RESIDENTIAL AGED CARE FACILITIES**

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. the person has been to an interstate exposure venue, unless 14 days have passed since the person was at the interstate exposure venue;
- d. the person has been informed they are a close contact of a diagnosed person, unless their quarantine period has ended; or

*Note: Close contact with a person who has been diagnosed with COVID-19 under paragraph 9(d) 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.*

- e. the person has a temperature equal to or higher than 37.5 degrees or symptoms consistent with COVID-19; or
- f. the person has been tested for COVID-19 and has not yet received the results of that test; or
- g. after 30 May 2021, the person does not have an up-to-date vaccination against influenza, if the vaccination is available to that person.

*Note: the vaccination is not available to a person only if:*

- the person has a medical contraindication to the influenza vaccine; or

- the person is observing the recommended waiting period between receiving the COVID-19 vaccine and the influenza vaccine.

10. Despite paragraph 9(f), 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 tests results as part of a surveillance testing obligation must still comply with the requirements in paragraphs 9(a) to (e), and 9(g). 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. Despite paragraph 9(g), a person (other than a person whose presence at the premises is for the purposes of providing health, medical, personal care, or pharmaceutical services to a resident of the residential aged care facility), may enter and remain on the premises for the period reasonably required to provide an emergency service that is necessary for the effective operation of the residential aged care facility or to protect the health and safety of staff and residents on the condition that the person must practise physical distancing wherever possible, including maintaining a distance of at least 1.5 metres.

*Example – A plumber may make emergency repairs if an employee or contractor with an up-to-date vaccination against influenza is unable to attend.*

*Note – An ambulance officer, nurse, doctor or other health care worker, including a student, is not permitted to enter premises under this paragraph and must have an up-to-date influenza vaccination due to the health risks posed by close contact with aged care residents if the vaccination is available to the person.*

12. 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.

13. Nothing in this Direction is to be taken to prevent a resident of a residential aged care facility from entering or remaining upon the premises of the residential aged care facility.

### **Workforce Management and Personal Protective Equipment**

14. 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.*

15. 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.*

16. 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.*

17. 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**

18. 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**

19. 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

20. Despite paragraphs 9(a), 9(b) and 9(c) 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.

21. A person who enters a facility under an exemption granted under paragraph 39 must comply with all conditions imposed by the Chief Health Officer, Deputy Chief Health Officer or delegate under the exemption.

22. If a person enters a facility under paragraph 20, the operator of the facility must take reasonable steps to manage the person's visit in accordance with the conditions imposed by the Chief Health Officer, Deputy Chief Health Officer or delegate under the exemption.

*Example: An operator may need to ensure the resident being visited is in a single room, the visitor wears appropriate personal protective equipment, is escorted to and from the room, and avoids common areas and contact with other residents, visitors and staff.*

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

Yours sincerely,



Danielle Mackenzie  
Sundale CEO