



SUNDALE

CREATING COMMUNITIES SINCE 1963



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2 July 2021

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.

CARE CENTRES

Despite the Queensland Government's decision to end stay-at-home orders at 6pm tonight (2 July 2021) for Noosa, Sunshine Coast, Gold Coast, Ipswich, Logan Redlands, Lockyer Valley, Somerset and Townsville, Sundale's Care Centres are still classified as Restricted Residential Aged Care Facilities as per the [Residential Aged Care Direction](#).

- Visitors
 - Will be assessed on a case-by case basis
 - Only people providing an essential service will be permitted to enter
 - Sundale will assist visitors with family members in palliative care or for the purpose of end-of-life support
- Residents
 - May only leave the facility to receive health care, attend a funeral, or for an emergency or on compassionate grounds

For more information, please contact your Site Manager or Care Centre.

PART 3 - RESTRICTED RESIDENTIAL AGED CARE FACILITIES

Person Permitted to Enter A Restricted Residential Aged Care Facility

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

- a. the person is an employee, contractor or student of the restricted residential aged care facility; or
- b. the person's presence at the premises is for the purposes of providing goods or services that are necessary for the effective operation of the restricted residential aged care facility, whether the goods are provided for consideration or on a voluntary basis; or
- c. the person's presence at the premises is for the purposes of providing health, medical, personal care (such as hairdressing), pathology or pharmaceutical services to a resident of the restricted residential aged care facility, whether the goods or services are provided for consideration or on a voluntary basis;
- d. the person's presence at the premises is for the purposes of end-of-life visit for a resident of the restricted residential aged care facility; or

Note – Paragraphs 23 to 25 require persons coming from overseas or COVID-19 hotspots to obtain an exemption before attending a residential aged care facility for an end-of-life visit.

- e. the person's presence at the premises is required for the purposes of emergency management, law enforcement or the exercise of a power or function of a government agency or entity under a law; or
- f. the person's presence at the premises is in the person's capacity as a prospective resident of the restricted residential aged care facility or as a support person of a prospective resident of the restricted residential aged care facility; or
- g. the operator of a residential aged care facility has granted permission for the person to enter a restricted residential aged care facility for the purposes of maintaining continuity of care for a resident that cannot be delivered by electronic or non-contact means.

Example: A resident may require support from their primary care giver to eat their meals.

33. A person may not visit a resident in a restricted residential aged care facility other than in accordance with paragraph 32(d) above.

Note – personal visits are not permitted in a restricted residential aged care facility.

34. Despite paragraph 33, a person must not enter, or remain on, the premises of a restricted residential aged care facility unless in accordance with Part 1 of this Direction.

Residents

35. The operator of a restricted residential aged care facility must not permit a resident, excluding an end-of-life resident, to leave the facility except:

- a. to receive or access health care; or
- b. to attend a funeral; or
- c. in the case of emergency or on any other compassionate grounds.

Wearing of Face Masks

36. Any person (other than a resident) must not enter, or remain on, the premises of a restricted residential aged care facility without wearing a single use surgical face mask.

Note – a person who does not, or is unable to wear a face mask, must not enter a restricted residential aged care facility.

Workforce Management and Personal Protective Equipment

40. A person providing direct care to a resident, including providing health, medical, personal care, pathology or pharmaceutical services to residents in a restricted residential aged care facility, must wear appropriate personal protective equipment in accordance with Queensland Health's Residential Aged Care Facility and Disability Accommodation PPE Guidance.

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

Yours sincerely,

A handwritten signature in black ink, appearing to read 'DM', with a horizontal line extending to the right.

Danielle Mackenzie
Sundale CEO