



SUNDALE

CREATING COMMUNITIES SINCE 1963



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30 March 2020

Dear Sundale Family Member,

COVID-19 (novel coronavirus) update

Further to my letter dated 18 March 2020, as a valued member of our Sundale Community, I wanted to keep you up-to-date with what Sundale is doing to monitor the COVID-19 situation (formerly known as novel coronavirus), as it is evolving on an almost daily basis.

Sundale's Care Centres remain closed to everyone except essential staff and health practitioners, despite **no confirmed cases of COVID-19 in any Sundale Care Centre.**

Sundale made the proactive decision in a bid to stop the spread of COVID-19. This means:

- Sundale Care Centres will not allow casual and non-essential access (which includes families, friends, school groups etc.);
- Visits from essential services such as GPs and allied health providers will continue;
- All internal lifestyle programs in each Care Centre will continue as normal whilst Sundale's Care Centre remains free of COVID-19.

I'm acutely aware of everyone's health and wellbeing during this testing period.

Sundale's amazing carers, nurses and lifestyle coordinators are assisting family members who may be feeling anxious. We've also enhanced our lifestyle programs to further support our care recipients.

I appreciate there's a lot of information in the public domain at the moment. Sundale is working closely with and taking advices from the [Commonwealth Department of Health](#), [Aged Care Quality and Safety Commission](#) and [Queensland Health](#) regarding COVID-19.

We've found the below links and resources particularly useful over the past few days.

1. <https://www.health.gov.au/resources/publications/coronavirus-covid-19-frequently-asked-questions>
2. <https://www.health.gov.au/resources/publications/coronavirus-covid-19-what-you-need-to-know>
3. <https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-on-social-distancing>
4. <https://www.health.gov.au/resources/publications/coronavirus-covid-19-isolation-guidance>
5. https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-information-for-older-australians_3.pdf

I understand these are testing times, however, rest assured Sundale is doing everything it can to prioritise the health, safety and wellbeing of our care recipients, residents and staff.

Thank you for your ongoing support.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'DM', is positioned above the printed name.

Danielle Mackenzie
Sundale CEO