



SUNDALE

CREATING COMMUNITIES SINCE 1963



1800 786 325



enquiries@sundale.org.au



144 Currie Street,
Nambour QLD 4560

ABN: 33 436 160 489

ACN: 164 270 946

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COVID-19 (novel coronavirus) update

Further to my letter dated 31 July 2020, 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 (formally known as novel coronavirus).

Sundale is working closely with Queensland Health following news a man, who has since tested positive to COVID-19, flew into Maroochydore (Sunshine Coast Airport) from Sydney on Jetstar flight JQ790 (12:50pm arrival) on Friday (31 July 2020).

Queensland Health is currently contact tracing people who were close to the man on the flight.

Anyone concerned they may have had exposure to man should ring 13 HEALTH.

In line with recommendations outlined in Aged Care Direction (No.8), the following restrictions remain in place at all Sundale Care Centres.

Part 1 - Requirements for all residential aged care facilities (Care Centres)

6. 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:
 - a. during the 14 days immediately preceding the entry, the person arrived in Australia from a place outside Australia; or
 - b. during the 14 days immediately preceding the entry, the person has been in 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 of acute respiratory infection; or
 - e. the person does not have an up to date vaccination against influenza, if the vaccination is available to the person.

Example – the vaccination is not available to a person with a medical contraindication to the influenza vaccine

7. 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.
8. Despite paragraph 6(e), 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 practice social 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 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.

9. Despite paragraph 7, the operator of a residential aged care facility may allow a person to enter and remain on the premises in accordance with paragraph 8.
10. 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.

Contact information

12. 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 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 within a stated time. The information should be securely stored, not used for any other purpose and deleted after 56 days.

Part 2 - Managing access to non-restricted residential aged care facilities

13. The purpose of this Part is to manage contact between residents and non-residents of a residential aged care facility, other than a ***restricted residential aged care facility***.

Visitors

14. ***Care and support visits***, other than an ***end of life visit***, are limited to a maximum of two visitors at a time per resident.

*In line with [Sundale's roadmap to easing restrictions](#), and in line with Aged Care Direction (No.8), the organisation has reverted back to **Phase 1**, which includes **Window Therapy**.*

Sundale's Window Therapy program allows family members to see and connect with their loved ones through a window. Family members and friends can book a Window Therapy session by contacting their Care Centre.

Importantly, all internal lifestyle programs in each Care Centre have been bolstered to further support our care recipients, including access to technology including smartphones and iPads for communication with family members.

15. For end of life visits, more than two visitors may visit a resident at one time.
16. If a person is attending a residential aged care facility to visit a resident, they must, to the extent reasonably practicable:
 - a. practice physical distancing; and

- b. limit their contact with other persons at the facility.

Residents

Sundale has made the considered decision not to 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.*

This appropriate decision has been made to protect the health and wellbeing of Sundale's care recipients and team members to help minimise the threat of COVID-19 entering a Sundale Care Centre.

Sundale will continue to review this decision

Wearing of face masks

Sundale has also made the considered decision to provide reusable cloth face masks and/or single use surgical face masks to all Care Centre team members and visitors to help minimise the threat of COVID-19 entering a Sundale Care Centre.

Sundale fully supports Aged Care Direction (No.8) which will help protect the health and wellbeing of care recipients and team members and minimise the threat of COVID-19 entering a Sundale Care Centre.

You only have to look at the distressing scenes currently unfolding at a number of Victorian aged care homes, where providers are struggling to maintain staffing levels and basic standards of care, following the recent outbreak of COVID-19, to understand the severity of the situation.

Sundale will continue to seek expert advice and take a responsible and considered approach to protect the health and wellbeing of its team members, residents and care recipients to help minimise the threat of COVID-19 entering a Sundale Care Centre.

Yours sincerely,



Danielle Mackenzie
Sundale CEO