



SUNDALE

CREATING COMMUNITIES SINCE 1963



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COVID-19 (novel coronavirus) update

Further to my letter dated 24 August 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).

In line with [Aged Care Direction \(No.9\)](#), Sundale's Aloaka Care Centre in Kilcoy remains a *Restricted Residential Aged Care Facility*, despite no confirmed cases of COVID-19 at a Sundale Care Centre or Retirement Community.

The decision to restrict access at Aloaka Care Centre follows a directive from Queensland Health relating to concerns a COVID-19 cluster linked to the Queensland Corrective Services Academy could be widespread.

In partnership with Queensland Health, Sundale will continue to review this decision.

Restricted Residential Aged Care Facility

Not permitted

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.
 - f. Example – the vaccination is not available to a person with a medical contraindication to the influenza vaccine
 - g. Sundale will continue to work with Queensland Health and make responsible, considered decisions to protect the health and wellbeing of its care recipients and team members to help minimise the threat of COVID-19 entering a Sundale Care Centre.

Care Centres

Person Permitted To Enter A Restricted Residential Aged Care Facility

23. 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 or contactor 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 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; or
 - 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
 - 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.
24. A person may not visit a resident in a restricted residential aged care facility other than in accordance with paragraph 23(d) above.

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

25. Despite paragraph 23, a person must not enter, or remain on, the premises of a restricted residential aged care facility in accordance with Part 1, paragraph 6.

Residents

26. 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

27. 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 mask, must not enter a restricted residential aged care facility.

Workforce Management and Personal Protective Equipment

28. The operator of a restricted residential aged care facility must ensure, to the extent reasonably practicable, that employees, contractors and volunteers do not work across multiple residential aged care facilities.

Note – care facilities include but are not limited to hospitals, retirement villages and residential aged care facilities.

29. The operator of a restricted residential aged care facility must ensure that employees, contractors and volunteers who do work across multiple care facilities:
- a. wear, if necessary, appropriate personal protective equipment, in line with the Australian Guidelines, when working at a restricted residential aged care facility; and
 - b. use new personal protective equipment when entering a different residential aged care facility. The doffing and donning of personal protective equipment should be done in accordance with the Australian Guidelines.

Note: this paragraph is in addition to the requirement to wear masks as outlined in paragraph 27.

30. A person providing health, medical, personal care or pharmaceutical services to multiple residents in a restricted residential aged care facility, must ensure compliance, where relevant and if necessary, with the wearing of personal protective equipment in accordance with the Australian Guidelines.
31. The operator of a restricted residential aged care facility must take all reasonable steps to ensure:
- a. the appropriate use of personal protective equipment in paragraphs 29-30 by persons at a residential aged care facility; and
 - b. adequate supply and stock management of personal protective equipment.

Palliative Care / End of Life

Sundale will ensure visits for family members in Palliative Care or for the purposes of end of life support including children under 16 years of age will occur.

Sundale will continue to work with Queensland Health and make responsible, considered decisions to protect the health and wellbeing of its care recipients and team members to help minimise the threat of COVID-19 entering a Sundale Care Centre.

Yours sincerely,



Danielle Mackenzie
Sundale CEO