



SUNDALE

CREATING COMMUNITIES SINCE 1963



1800 786 325



enquiries@sundale.org.au



144 Currie Street,
Nambour QLD4560

ABN: 33 436 160 489

ACN: 164 270 946

10 September 2020

COVID-19 (novel coronavirus) update

Further to my letter dated 4 September 2020, as a valued Sundale team member, I wanted to provide you with an update and outline Sundale's current approach to managing the COVID-19 situation.

Visitor restrictions at Sundale's Care Centres remain in place, despite no confirmed cases of COVID-19 at a Sundale Care Centre or Retirement Community.

ATTENTION:

BINDAREE, COOLUM WATERS, JAMES GRIMES, MCGOWAN, BOWDER, PALMWOODS AND ROD VOLLER TEAM MEMBERS:

However, from today and in line with Phase 1 of [Sundale's roadmap to easing restrictions](#), we will re-introduce the Window Therapy program at our Care Centres, except at Aloaka, which remains a *Restricted Residential Aged Care Facility*.

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.

Sundale will continue to review this decision.

Any healthcare worker or employee of an Aged Care service who has travelled to, or has had close contact with someone who has travelled to/from to the [listed locations](#) must also notify their manager immediately.

Next steps, including whether you are allowed to return to work or enter any Sundale facility will be assessed on a case-by-case basis and could include a period of mandatory self-isolation.

Anyone who has been to the above-mentioned locations at these times should monitor their health and, if they develop even the mildest of COVID-19 symptoms, get tested immediately.

Care Centres

Sundale's Care Centres are closed to everyone except essential staff and health practitioners.

- Sundale Care Centres will not allow casual or 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 have been bolstered to further support our

care recipients.

From 1 May 2020, the Australian Government requires everyone who enters an aged care facility to have an up-to date seasonal flu vaccination.

Visitors will need to:

- Provide accurate details on their current health status to team members at Sundale's Care Centres;
- Be willing to undergo a screening process (including temperatures / previous travel);
- Reschedule their visit when feeling unwell.

All requests for additional access by families will be assessed on a case-by-case basis by the Site Manager, in partnership with the Operations Engagement Manager or the Executive Manager Aged Care and Community Services.

If you have any visitation queries, please contact your Site Manager or Clinical Nurse in the first instance.

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.

Ongoing conditions

In line with recommendations from the Queensland Government, visitors and team members should not enter a Sundale Care Centre if:

- They have been diagnosed with COVID-19 and have not finished their isolation;
- They returned to Queensland from overseas or interstate within the past 14 days;
- They have been in contact with someone who has had a confirmed case of COVID-19 within the past 14 days;
- They have been in a COVID-19 hotspot in the past 14 days; or have visited a Queensland COVID restricted area in the past 14 days;
- They have a fever or symptoms of a respiratory infection such as a cough, sore throat or shortness of breath.

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.

ATTENTION:

ALOAKA TEAM MEMBERS:

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 Brisbane Youth Detention Centre and Queensland Corrective Services Academy could be widespread.

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

Any healthcare worker or employee of an Aged Care service who has travelled to, or has had close contact with someone who has travelled to/from to the [listed locations](#) must also notify their manager immediately.

Next steps, including whether you are allowed to return to work or enter any Sundale facility will be assessed on a case-by-case basis and could include a period of mandatory self-isolation.

Anyone who has been to the above-mentioned locations at these times should monitor their health and, if they develop even the mildest of COVID-19 symptoms, get tested immediately.

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.

ATTENTION:

ALL TEAM MEMBERS:

In line with recommendations from Queensland's Chief Health Officer, Dr Jeannette Young, I encourage you to wear face masks in public if you cannot practice social distancing.

This advice acknowledges concerns COVID-19 clusters linked to the Queensland Corrective Services Academy and the Ipswich Hospital will grow this week.

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