



**SUNDALE**

CREATING COMMUNITIES SINCE 1963



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## COVID-19 (novel coronavirus) update

Further to my letter dated 4 September 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.

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.

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.

The decision to continue to restrict access at Sundale's Care Centres protects the health and wellbeing of our care recipients and team members and acknowledges Queensland Health's concerns COVID-19 clusters linked to the Queensland Corrective Services Academy and the Ipswich Hospital will grow this week.

*Sundale will continue to review this decision.*

### 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.

If you believe your circumstances are extraordinary and you require additional access to meet with a family member, Sundale will of course consider your request.

All requests 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.

Please contact your Site Manager 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.

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