



SUNDALE

CREATING COMMUNITIES SINCE 1963



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COVID-19 (novel coronavirus) update

Further to my letter dated 15 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.

Sundale has made the considered decision to ease restrictions at its Care Centres (except at Aloaka, which remains a *Restricted Residential Aged Care Facility*), despite no confirmed cases of COVID-19 at any Sundale Care Centre or Retirement Community.

In line with Phase 2 of [Sundale's roadmap to easing restrictions](#), the following conditions are now in place at Sundale's Care Centres.

Care Centres

Face-to-face communication between care recipients and their families and friends is permitted at Sundale.

Face-to-face visitations will take place in a designated visiting room at each site or within Sundale's grounds.

To manage expected demand and to ensure as many families and friends can visit a loved-one who resides at a Sundale Care Centre, visitations may be capped at 30 minutes.

Care Centre visits are limited to a maximum of two visitors at a time per care recipient.

Visitors must register their intent to visit by contacting their Care Centre.

Palliative Care

Sundale will help organise visits for family members in Palliative Care or for the purposes of end of life support.

Continuing Conditions

The following conditions remain in place at Sundale's Care Centres. Visitors and care recipients must:

- Practice social distancing - stay at least 1.5 metres away from others;
- Make certain there is at least 4 square metres per person when indoors;
- Practice hand hygiene;
- Practice respiratory hygiene;
- Frequently clean and disinfect your environment;

- Be willing to undergo a screening process (including temperatures / previous travel).

Ongoing conditions

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

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.

Hairdressers

Sundale may allow approved hairdressers to visit its Care Centres, provided they adhere to the appropriate precautions Sundale has implemented, including the wearing of Personal Protective Equipment (PPE) for the duration of the visit.

This measure will help 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.

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