



SUNDALE

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## COVID-19 (novel coronavirus) update

Further to my letter dated 20 October 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.

In line with recommendations from the Queensland Government, Sundale has eased restrictions at its Care Centres and reintroduced care recipient excursions.

In line with [Aged Care Direction \(No.13\)](#), which was released yesterday, the following restrictions are in place at Sundale's Care Centres, despite no confirmed cases of COVID-19.

### PART 1 – REQUIREMENTS FOR ALL RESIDENTIAL AGED CARE FACILITIES

9. 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 the 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 place which at the time of entry is 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 consistent with COVID-19**; or
  - e. the person has been tested for COVID-19, and has not yet received the results of that test; or
  - f. 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*

10. 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 the direction.
13. Nothing in the 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.

### WORKFORCE MANAGEMENT AND PERSONAL PROTECTIVE EQUIPMENT

14. The operator of a residential aged care facility must develop a Workforce Management Plan that:

- a. requires employees, contractors, volunteers and students to notify a residential aged care facility of their additional place of employment, if relevant;
- b. requires employees, contractors, volunteers and students if they become aware of a COVID-19 case identified at an additional place of employment, to notify the operator of a residential aged care facility;

*Note: This is to assist with contact tracing when an identified case of COVID-19 is confirmed.*

- c. identifies how workforce surge requirements will be met if there is a COVID-19 event at the facility, in accordance with relevant guidance provided by Queensland Health;
- d. provides that the operator must notify the local Health Emergency Operations Centre of a critical workforce shortage for notification purposes.

*Note: The requirement for a residential aged care facility to notify the local Health Emergency Operations Centre will support Queensland Health's COVID-19 response.*

- 15. It is recommended that the operator of a residential aged care facility ensure, to the extent possible, that employees, contractors, volunteers and students do not work across multiple care facilities.

*Note: care facilities include but are not limited to hospitals, retirement villages, residential aged care facilities and distinct sections of a facility providing multiple types of care such as a Multi-Purpose Health Service.*

- 16. The operator of a residential aged care facility must ensure that where employees, contractors, volunteers and students do work across multiple care facilities, they must not enter, or remain on, the premises of the residential aged care facility without wearing appropriate personal protective equipment, in accordance with Queensland Health's **Residential Aged Care Facility and Disability Accommodation PPE Guidance**.

*Note: a person who does not, or is unable to wear appropriate personal protective equipment, must not enter a residential aged care facility.*

- 17. The operator of a residential aged care facility must take reasonable steps to ensure the following, in accordance with relevant guidance provided by Queensland Health:
  - a. employees, contractors who have contact with residents, volunteers and students undertake face to face infection control and personal protective equipment training; and
  - b. ensure an adequate supply of personal protective equipment is available to respond to a confirmed case of COVID-19 within the residential aged care facility.

## **CONTACT INFORMATION**

- 18. 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 to public health officers within a stated time. The information should be securely stored, not used for any other purpose and deleted after 56 days.

## RESIDENTS

19. The operator of a residential aged care facility must take reasonable steps to develop and document appropriate processes to ensure residents and their unique needs can be immediately identified in a COVID-19 event.

*Example: This may include requirements for residents to wear identification if appropriate, and to ensure residents' personal preferences and needs are documented appropriately, for example by keeping a hard copy of each resident's relevant records securely stored in the facility, including current medications list, personal care requirements and preferences, and their advance care planning documents and directions.*

## VISITORS FROM A COVID-19 HOTSPOT AND OVERSEAS

20. Despite paragraphs 9(a) and (b), a person may enter, or remain on, the premises of a residential aged care facility, with the permission of the operator of the facility, if:
  - a. the person's presence at the premises is for the purpose of an **end of life visit** for a resident of the residential aged care facility; and
  - b. the person has been granted an exemption by the Chief Health Officer, Deputy Chief Health Officer or delegate to enter Queensland for an **end of life visit** under either the:
    - i. *Border Restrictions Direction (No.17)*, or its successor; or
    - ii. *Self-quarantine for Persons Arriving in Queensland From Overseas Direction (No.6)* or its successor.

## PART 2 – MANAGING ACCESS TO NON-RESTRICTED RESIDENTIAL AGED CARE FACILITIES

### VISITORS

24. A person may enter a residential aged care facility under this part and in accordance with paragraph 9 above.

*Example – a medical practitioner, hairdresser or attorney*

25. **Care and support visits**, other than an end of life visit, are limited to a maximum of two visitors at a time per resident.
26. For **end of life visits**, more than two visitors may visit a resident at one time.
27. If a person is attending a residential aged care facility to visit a resident, they must, to the extent reasonably practicable:
  - a. practise physical distancing; and
  - b. limit their contact with other persons at the facility.

### RESIDENTS

28. The operator of a residential aged care facility may permit a resident to leave the facility, including to receive end of life or palliative care, receive or access health care, attend family gatherings, undertake exercise, or attend a funeral.

*Note – residents who form part of a familial group (for example, couples, siblings) or close friends should be permitted to leave the facility together.*

In line with Phase 3 of Sundale’s roadmap to easing restrictions, the following conditions remain in place at Sundale’s Care Centres.

## **CARE CENTRES**

Care recipients are allowed to leave Sundale for a range of reasons, including but not limited to:

- Exercise;
- Attending small family gatherings (as long as physical distancing can be maintained);
- Receiving or accessing health care including mental health and allied health services;
- Receiving end of life support or Palliative Care;
- Attending a funeral;
- Visiting another residential aged care facility.

**Sundale will require 48 hours notification of any care recipient leave requests. This is to ensure sufficient time is allocated to undertake all relevant risk assessment processes prior to the care recipient’s leave commencing.**

In line with Aged Care Direction (No.13), care recipients can have two visitors at any one time. There is no limit on the number of visits allowed in a day or the length of each visit. For end of life visits, more than two visitors may visit a care recipient at one time.

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

Sundale may also allow the following persons to visit a Sundale Care Centre, including but not limited to:

- Hairdressers;
- Legal advisors;
- Mental health providers (e.g. diversional therapists and music therapists);
- Allied health providers (e.g. podiatrists).

Visitors, including team members, health workers, volunteers, etc. will not be allowed to enter a Sundale Care Centre unless they have an up-to-date seasonal flu vaccination.

## **ONGOING 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).

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

## CONTACT TRACING

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 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.

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