



SUNDALE

CREATING COMMUNITIES SINCE 1963



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2 December 2020

COVID-19 (novel coronavirus) update

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.

Yesterday, Queensland Health released [Aged Care Direction \(No.14\)](#).

Effective immediately, 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 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 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.

Note: known contact with a person who has a confirmed case of COVID-19 under paragraph 9(c) does not include contact that occurs when a residential aged care worker or healthcare worker or practitioner providing health or medical care has been wearing appropriate PPE in accordance with Queensland Health's Residential Aged Care Facility and Disability Accommodation PPE Guidance and has followed recommended infection control precautions.

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 this Direction.

11. 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.

CONTACT INFORMATION

16. 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.

VISITORS FROM A COVID-19 HOTSPOT AND OVERSEAS

18. 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:
 - i. enter Queensland and leave quarantine for an end of life visit under the Border Restrictions Direction (No. 18); or
 - ii. leave quarantine for an end of life visit under the Self-quarantine for Persons Arriving in Queensland From Overseas Direction (No. 6) or its successor.

19. A person who enters a facility under paragraph 18 must comply with all conditions imposed by the Chief Health Officer under the exemption.

20. If a person enters a facility under paragraph 18, the operator of the facility must take reasonable steps to manage the person's visit in accordance with the conditions imposed by the Chief Health Officer under the exemption.

Example: An operator may need to ensure the resident being visited is in a single room, the visitor wears appropriate personal protective equipment, is escorted to and from the room, and avoids common areas and contact with other residents, visitors and staff.

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

VISITORS

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

Examples – a relative, friend, medical practitioner, hairdresser or attorney.

23. There is no limit under this Public Health Direction on the number of visitors at a residential aged care facility, other than a restricted residential aged care facility.

24. 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

25. The operator of a residential aged care facility may permit a resident to leave the facility for any purpose.

Note – Residents who form part of a familial group (for example, couples, siblings) or close friends should be permitted to leave the facility together. A resident who leaves a residential aged care facility must comply with other public health directions. For example, the Movement and Gathering Direction (No. 6) and its successors place restrictions on the number of people who may gather outdoors or at residences.

CARE CENTRES

Care recipients are allowed to leave a Sundale Care Centre 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.14), there is no limit to the number of visitors at any one time, however, social distancing will be enforced, with at least 2 square metres per person when indoors.

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

CONDITIONS OF ENTRY

Visitors, care recipients and team members must:

- Practice social distancing - stay at least 1.5 metres away from others;
- Make certain there is at least 2 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).

Under Aged Care Direction (No.14), an up-to-date seasonal flu vaccination for visitors is no longer required to gain entry to a Sundale Care Centre. However, to protect the health and wellbeing of Sundale's care recipients and team members, it's strongly encouraged all visitors have an up-to-date seasonal flu vaccination if one is available.

Sundale team members are still required to have an up-to-date seasonal flu vaccination to gain entry to all Sundale Care Centres.

HOTSPOTS

Any Sundale team member 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 Care Centre 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 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.

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Yours sincerely,

A handwritten signature in black ink, appearing to read 'Michelle McGowan', with a small flourish at the end.

Michelle McGowan
Executive Manager Aged Care and Community Services