

# Sundale's roadmap to easing restrictions

**Continuing conditions** - Practice social distancing - Stay at least 1.5 metres away from others - Make certain there is at least two 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).

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

- During the 14 days immediately preceding the entry, the person arrived in Australia from a place outside Australia;
- 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,
- During the 14 days immediately preceding the entry, the person had known contact with a person who has a confirmed case of COVID-19;
- The person has a temperature equal to or higher than 37.5 degrees or symptoms consistent with COVID-19;
- The person has been tested for COVID-19, and has not yet received the results of that test.

## Phase 1

### 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.

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 need to visit a family member, Sundale will of course consider your request.

All requests will be assessed on a case-by-case basis by the Manager/ Clinical Nurse, in partnership with the Executive Manager Aged Care and Community Services.

### 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.

### WINDOW THERAPY

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.

## Phase 2

### CARE CENTRES

Phase 2 of Sundale's roadmap to easing restrictions at its Care Centres will include face-to-face communication between care recipients and their families and friends.

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 / END OF LIFE

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

## Phase 3

### CARE CENTRES

Phase 3 of Sundale's roadmap to easing restrictions at its Care Centres will see care recipients 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.

In line with the Aged Care Direction, Sundale must not permit a care recipient to leave the facility for external excursions with a group of care recipients (e.g. a group of care recipients cannot be taken on a day trip to the beach).

**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.**

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).

## Phase 4

### CARE CENTRES

Phase 4 of Sundale's roadmap to easing restrictions at its Care Centres will see visiting hours for family and friends return to pre-COVID-19 restrictions.

Sundale will continue to implement processes which protect the health, safety and well-being of our care recipients and the wider Sundale community.

Sundale will be guided by the direction from the Chief Health Officer, in accordance with emergency powers arising from the declared public health emergency with regard to visitation arrangements for all visitors within their Care Centres.

Visitors will be required to register their details when entering a Care Centre.

Sundale will continue to take a responsible and considered approach to protect the health and wellbeing of its care recipients, residents and team members to help minimise the threat of COVID-19 entering a Sundale.

Sundale's roadmap to easing restrictions is subject to change. **Current as at 2 December 2020.**



**SUNDALE**  
CREATING COMMUNITIES SINCE 1963