



SUNDALE

CREATING COMMUNITIES SINCE 1963



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COVID-19 (novel coronavirus) update

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.

NON-RESTRICTED RESIDENTIAL AGED CARE FACILITIES

In line with [Aged Care Direction \(No.25\)](#), Bindaree Care Centre, Coolum Waters Care Centre, Bowder Care Centre, McGowan Care Centre, James Grimes Care Centre, Palmwoods Care Centre and Rod Voller Care Centre are *Non-Restricted Residential Aged Care Facilities*.

For residential aged care facilities located in a non-restricted Local Government Areas, the following measures apply:

Visitors, staff or volunteers at a residential aged care facility should not be anyone who:

- is unwell
- has been diagnosed with COVID-19 or asked to quarantine
- has returned from overseas in the last 14 days (excluding safe travel zone countries)
- has had contact with a person with COVID-19 in the last 14 days
- has visited a [COVID-19 hotspot](#) in the last 14 days or since the hotspot was declared (whichever is shorter)
- has been tested for COVID-19 and is waiting for the result (except for tests due to surveillance testing obligations)
- has [COVID-19 symptoms](#) of fever (37.5 degrees or more), cough, shortness of breath, sore throat, loss of smell or taste, runny nose, diarrhoea, nausea, vomiting or fatigue
- You may enter a residential aged care facility if you do not fit into any of the above categories.

Visitors should:

- wash their hands before entering and leaving the facility
- stay 1.5 metres away from others where possible
- follow requests from the facility to help keep staff and residents safe

SUNDALE ROADMAP – PHASE 3

In line with Phase 3 of [Sundale's roadmap to easing restrictions](#), the following conditions remain in place.

Care recipients can 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.

Visitors must register their intent to visit by either booking online via the [Sundale website](#) or by contacting their Care Centre.

AGED CARE DIRECTION (No.25)

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 if:

- during the 14 days immediately preceding the entry, the person who is an international arrival arrived in Australia from a place outside Australia; or
- during the 14 days immediately preceding the entry, or since the start date identified for the COVID-19 hotspot, whichever is shorter, the person has been in a place which at the time of entry is a [COVID-19 hotspot](#); or
- 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

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.

- the person has a temperature equal to or higher than 37.5 degrees or symptoms consistent with COVID-19; or
- the person has been tested for COVID-19 and has not yet received the results of that test.

11. 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.

12. Nothing in this 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

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

- 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.

14. 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.

15. 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.

16. 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

17. 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 not less than 30 days and not more than 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 not less than 30 days and not more than 56 days.

RESIDENTS

18. 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.

END OF LIFE VISITORS

19. Despite paragraphs 9(a) and 9(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 for an end of life visit under a Public Health Direction.

20. A person who enters a facility under an exemption granted under paragraph 38 must comply with all conditions imposed by the Chief Health Officer, Deputy Chief Health Officer or delegate under the exemption.

21. If a person enters a facility under paragraph 19, 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, Deputy Chief Health Officer or delegate 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

22. The purpose of this Part is to manage contact between residents and non-residents of a non-restricted residential aged care facility.

VISITORS

23. A person may enter a non-restricted residential aged care facility under this Part unless the person is prohibited from entering the residential aged care facility under paragraph 9.

Examples – A relative, friend, medical practitioner, hairdresser or attorney

24. There is no limit under this Public Health Direction on the number of visitors at a non-restricted residential aged care facility.

Note – See paragraphs 28(d) and 29 for requirements for visitors to a restricted residential aged care

facility.

25. If a person is attending a non-restricted 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

The operator of a non-restricted 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. 8) and its successors place restrictions on the number of people who may gather outdoors or at residences.

Sundale will continue to work with Queensland Health and make responsible, considered decisions to help minimise the threat of COVID-19 entering Sundale.

Yours sincerely,



Michelle McGowan
Executive Manager Aged Care and Community Services