



SUNDALE

CREATING COMMUNITIES SINCE 1963



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COVID-19 (novel coronavirus) update

Over the Christmas New Year period the Sundale COVID-19 response team has been monitoring and responding to the progress of COVID-19 in the Queensland community. I wanted to provide you with an update and outline Sundale's current approach to managing the COVID-19 situation.

WE'RE PREPARED

The escalating COVID-19 situation in Queensland has once again highlighted the need for Sundale to take measured, proactive steps to prepare for a COVID-19 outbreak.

Sundale's COVID-19 Response Team is actively monitoring the evolving situation and has created a specific response plan which includes a step-by-step guide of what to do following the identification of a positive COVID-19 case. Sundale's COVID-19 response plan also has a comprehensive checklist, which Sundale management and team members will follow in the event of a positive COVID-19 case.

The COVID-19 Response Team is also monitoring close contact locations.

TEAM MEMBER SHORTAGES

In the event of a COVID-19 outbreak, team member shortages are likely to occur as staff isolate and adhere to guidelines put in place by Queensland Health.

Sundale's care recipients will continue to receive excellent care and support, however, some non-essential services may be paused.

RAPID ANTIGEN TESTS

Sundale has ordered a substantial amount of Rapid Antigen Test (RAT) kits to screen team members, regular visitors and care recipients.

It's anticipated key groups will be tested every 72 hours (3 days), alongside other screening practices such as monitoring for symptoms and not attending work if unwell.

PERSONAL PROTECTIVE EQUIPMENT

In accordance with [Residential Aged Care Direction](#) (No.11), Sundale team members are now wearing appropriate PPE, including face masks and/or goggles.

THANK YOU FOR YOUR PATIENCE

Thank you for your patience when entering a Sundale site.

Accurately completing Sundale's sign-in portal and using the Check In Qld app is a requirement of the Queensland Government.

Aggressive behaviour and/or abusive language towards Sundale team members will not be tolerated.

COVID-19 RESTRICTIONS

The Queensland Government's vaccine mandate is now in place and means only fully vaccinated visitors (and those with vaccine exemptions) are permitted to enter Sundale's Care Centres.

All visitors will be asked to show their immunisation status on arrival.

Unvaccinated people will be unable to:

- Visit vulnerable settings, including hospitals, **residential aged care**, disability care accommodation, and prisons.

There will be some exceptions for medical treatment, end-of-life visits, childbirth and emergency situations.

Masks must also be worn in all Sundale Care Centres.

Sundale will continue to make responsible and considered decisions to protect the health, safety and wellbeing of its care recipients, residents, clients and dedicated team members to help minimise the threat of COVID-19 entering a Sundale Care Centre or Retirement Community.

Yours sincerely,



Helen Sharpley
Interim Sundale CEO