



COVID-19 ALERT LEVEL 2 UPDATE AND FREQUENTLY ASKED QUESTIONS FOR RESIDENTS AND FAMILY MEMBERS

28th of August 2020

INTRODUCTION

The government has made a decision to move the Auckland Region from Alert Level 3 “Restrict” down to **Alert Level 2 “Reduce” from 11.59 pm on Sunday 30th August 2020**. From this time the Village is **no longer in a Lockdown situation**.

Life at Alert Level 2 means we can resume many of our everyday activities- but we have to do so safely.

- All businesses can open if they can do it safely...
- We can go in-store at local businesses
- We can travel between regions
- Initially gatherings like funerals, weddings, religious ceremonies and social gatherings can have up to 10 people (the **Alert Level 2** along with the permitted **size of gatherings** will be **reviewed on Sunday 6th of September** by the Cabinet)
- We can safely connect and socialise with close friends and family, in groups of 10 (record the attendees to ensure contact tracing can be conducted).
- We can visit local cafes and restaurants bars and pubs to have a meal.
- We can return to our regular recreation activities, at first keeping to 10 people.

The following are **answers on key questions Villagers may have** under Alert Level 2:

Key information you need to know as a Villager under Alert Level 2

Q1. Will the wider Village remain in a “Restrict” situation?

A. No, the Village is moving to the “Reduce” stage which as advised above means that you can resume many of your everyday activities.



Q2. Can I have friends, family members, Caregivers to see me at my Villa in the Village?

A. Yes, you can safely connect and socialise with your close friends and family, in groups up to 10.

Any visitors should wherever possible wash and sanitise their hands on arrival at the resident's villa.

Q3. Am I allowed to go out for a walk inside or outside the Village?

A. Yes, you can go for a walk inside or outside the village as long as you maintain 1 to 2-meter distance between you and any other person you meet in the village or outside the village.

Q4. Can I visit or meet my Family or Friends who are living outside of the village?

A. Yes, you can visit your family or close friends outside the village as long as they are in good health and not showing any flu or cold like symptoms.

Q5. Can I go to the supermarket, superette or dairy, pharmacy, my Doctor, Vet (unwell pet), Hospitals, petrol station?

A. Yes, you can drive or walk to any of the above as long as **visit is necessary** and you maintain a 1-meter distance from the people you meet. Ons Dorp due to significant logistical and organisational problems unfortunately will not be organising any group grocery shopping's (including online) through a staff member or resident from the village. If you need someone to purchase groceries for you, you should contact an immediate family member or a friend you have in the village to request that they help you.

Q6. Can I meet for a coffee or tea with a small group (maximum of 10) of other residents outside or inside my Villa?

A. Yes, you can as long as you are sitting 1 metre apart.

Q7. What if something breaks in my Villa?

A. Electricians, telecommunication workers, plumbers and internet companies etc. are available to do any of these jobs at your Villa. You should contact Reception who will organise a contractor visit for you.



Q8. Am I still going to get mail and my New Zealand Herald?

A. **Yes**, this will continue.

Q9. As a resident within the village can I attend group activities and events which could involve up to maximum of 100 village residents in attendance?

A. **No**, under the current Alert Level 2, **gatherings** of a maximum of **10 people only** are permitted. This could change to allow gatherings of up to 100 as exists in the rest of the country outside of the Auckland Region. The Government will **reconsider Alert levels and gathering numbers** on **Sunday 6th of September**.

Q10. Can Villagers use the Atrium facility under the Alert Level 2?

A. **No**, this is not permitted under Alert Level 2 as the Atrium is the only outdoor space available for the Care Centre Residents. If the Government changes Alert Level 2 to Alert Level 1 then Villagers will be allowed to use the Atrium facility as well. You must also not enter a Resident's Studio or the Hospital Lounge from the Atrium at any time. Thank you for your understanding on these matters.

Q11. Can Villagers visit a Resident in the Care Centre?

A. **Yes**, between visiting hours which are restricted to 1pm to 4.30pm, Monday to Friday. Visits are by appointment only, are limited to 20 minutes duration and only for **2 nominated family members** or **a friend who is a Resident within the Village**. All visitors must **sign in** on the electronic device at Reception or fill in the Health Declaration Form, **wear a surgical mask** which they have to bring from home and **sanitise** their hands. Visitors to the Care Centre are restricted to the Resident's room and physical distancing of 1 meter must be observed.

Source: *The above information was obtained from the New Zealand Government COVID-19 website, and the Retirement Villages Association.*



Gary Williams - General Manager Rajender Gill - Clinical Manager