



Dear Resident / EPOA / Family member,

As the Auckland region is moving to COVID-19 Alert Level 2 from Sunday 30th August midnight at 11.59 pm, we've now reviewed the restrictions to the Care Centre in accordance with the Ministry of Health Guidelines for Alert level 2. Residents and family members will be able to visit their loved ones, but in a way that will enable us to continue to provide a safe environment for our most vulnerable residents.

Visitor access will be managed in the following way:

- Visiting hours are restricted to **1pm to 4.30pm, Monday to Friday**
- Visits will be by appointment only and within specific time slots from 1 pm as the first appointment of the day and **4 pm be the last appointment** for the day.
- Visits will be for **20 minutes'** duration only (with exception for those visiting palliative residents or residents approaching end-of-life stage)
- A maximum of two family members (or a family member and a friend) to be nominated as visitors for the entirety of Level 2, with visiting restricted to these same two people only for the duration of Level 2
- Only **one** of the above designated visitors to visit at any one time
- Visitors to sign a health declaration form at the reception before entering the Care Centre, have their temperature taken, **wear a surgical mask** (bring your own) and sanitise their hands.
- Visiting to be restricted to the resident's room (meetings not to take place in the communal areas like lounge or dining)
- Physical distancing of 1 meter to be maintained as much as possible (please no hugging and/or kissing)
- The visiting family member will be allowed to take their loved one outside to the Atrium, providing physical distancing is observed. Atrium is for the use of Care Centre residents **only** under Alert level 2.

We appreciate that families will be eager to visit their loved ones again after such a prolonged period of time away. However, in order that we can carefully control visitor numbers and maintain our infection-free environment, we'll only be able to grant access to **one visitor per resident at any time** and only to a **maximum of 4 visitors in the Care Centre in a specific time slot**. Visits will be by appointment only, with the



Date: 28th August 2020

name of the visitor to be provided to the Clinical Manager or Reception in advance for inclusion in our visitor management register.

In line with best practice, and as advocated by the NZ Aged Care Association, **residents or their activated EPOAs should designate** a maximum of two people to be their nominated visitors for the entirety of the Alert Level 2 period. These named individuals will be the only persons who'll be permitted visiting access under our Level 2 precautions (with just one person visiting at any one time). With this in mind, **please can activated EPOAs provide the names of those they wish to nominate as visitors to the Clinical Manager or the reception**, it would be helpful if you could do that at your earliest convenience, so we know who to expect and thus avoid any delays in granting admission to the care centre.

Where a resident has no EPOA, we'll ask the resident who they would like to nominate to visit them, and will contact the individuals accordingly. In case the resident is unable to choose, we'll ask them who they'd like to make that decision on their behalf, and we'll contact the persons so named.

We'd like to thank you in advance for your understanding in this matter and for your cooperation and support, which will help us to keep our care centre COVID-19 free and to continue to protect the vulnerable residents in our care centre.

This new arrangement will take effect from Monday 31st of August 2020. Whilst it may appear overly cautious, it's important that we remain particularly vigilant at this time, especially since those in the wider community will be increasing their contact with others as they start to resume their pre-COVID activities and daily routines. It's therefore necessary that we maintain a precautionary approach, whilst endeavouring to relax our visiting restrictions slowly.

Thank you for your cooperation in adhering to this new restricted access system, which is designed to protect those in our care and keep them safe from COVID-19. Please do let us know if you've any queries or require any further clarification.

Kind Regards,

Rajender Gill
Clinical Manager
Ons Dorp Dutch Retirement Village