

Date: 11<sup>th</sup> November 2020



Dear Resident / EPOA / Family member,

We have reviewed the restrictions to the Care Centre in accordance with the NZ Aged Care Association Guidelines. Visitors to the Care Centre should be aware that Ons Dorp continues to be concerned about residents being exposed to any infection due to them being the most vulnerable, as almost all of them have pre-existing health condition.

Visitor access will be managed in the following way:

- Visiting hours will now be between **9 am to 5 pm Monday to Sunday**. Appointments at this stage are not necessary.
- Any visits outside the above hours need to be pre-arranged and authorised by the Clinical Manager or the Registered Nurse on duty.
- For any overseas visitors, an additional 14-day period symptom free after the completion of 14-days compulsory quarantine by the government and the use of PPE (a surgical mask) is required.
- Visitors to sign a Health Declaration form and Visitors Book at the reception before entering the Care Centre and sanitise their hands.
- Residents can resume back their social outings only to family homes (not to public places like shopping malls, wedding, and Funeral) and appointments etc.
- All the regular activities, outings and entertainment are back to normal in the Care Centre.
- **Please do not visit the residents if you are unwell with cold or flu symptoms and cooperate with our caring staff.**

We'd like to thank you in 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.

It is necessary that we maintain a precautionary approach, whilst endeavouring to relax our visiting hours. 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