



COVID-19 CHANGE IN ALERT LEVEL FROM LEVEL 4 TO LEVEL 3 UPDATE AND FREQUENTLY ASKED QUESTIONS FOR RESIDENTS AND FAMILY MEMBERS

21st September 2021

INTRODUCTION

The Government has made a decision to move the Auckland Region down from **Alert Level 4 “Lockdown”** to **Alert Level 3 “Restrict” at 11.59pm on Tuesday 21st September 2021**. The Auckland Region will remain at Alert Level 3 until Monday 4th October 2021 when the Cabinet will reconsider Auckland’s Alert Level and any possible drop to Alert Level 2.

Therefore, the wider Ons Dorp Village will no longer be in a formal “Lockdown” situation, however the Care Centre will still continue to operate in “Lockdown mode”, until the Auckland Region moves to Alert Level 2 as these Residents are the most vulnerable/at risk in the Village. Only then will Visitors be allowed into the Care Centre on a restricted basis.

Under Alert Level 3 the **following Q&A answers to some key questions** that Residents could have:

Key information you need to know as a Villager under Alert Level 3

Q1. Will the Care Centre be in a “Lockdown mode”?

A1. Yes, the Care Centre, due to Residents living there being the most vulnerable/at risk, will continue to be in a “Lockdown mode” until the Auckland Region drops to Alert Level 2.



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

A2. No external visitors with the exception of Caregivers*, local relatives or who can drop off groceries / other essential items at the front door (not entering the Villa) and other “essential services” e.g. emergency maintenance services, plumbers, electricians, roofers etc.

**A Caregiver means a designated family member who has been / will be authorised by the Clinical Manager or a Carer either from Vision West / Geneva Health Care to assist a resident with purchasing or delivering groceries, dropping off meals or laundry, doing house cleaning etc.*

Q3. How big can my bubble be?

A3. *“Your household bubble is the group of people you have day-to-day physical contact with. At Alert Level 3 it includes the people you live with and, if necessary, close family, isolated people or Caregivers. You must keep your bubble as small as possible. You cannot invite friends, whanau and extended family who are not in your bubble.”**

Q4. Am I allowed to go out for a walk inside or outside the Village?

A4. Yes, you can go for a walk inside or outside the village. If you live alone, you may arrange with another person living alone or a household to be part of your household bubble. This can include at most 2 households, and they must be in the same town or city.

Q5. Can I visit or meet my Family or Friends who are living outside of the Village?

A5. No, you should not do this at any location. However, if you are visiting a “buddy” at their home inside or outside of the Village at their home this is permitted.



Q6. Can I go to the supermarket, superette, dairy, pharmacy, my Doctor, Vet (unwell pet), Hospitals, petrol station?

A6. Yes, you can drive or walk to any of the above as long as your **visit is necessary** and you maintain a 2-meter distance from the people you meet. For those Residents who do not have friends in the Village or external family members who can do your grocery shopping (to drop it off at your front door) you can contact NZ Basket via volunteer Margie van Staalduinen on phone 974 4713 or 222 6833, who can do the grocery shopping for you at a one off cost of \$15 per each order (for further details see the notice which you received on 25th August 2021).

Q7. Can I meet for a coffee or tea with a small group (maximum of 6) of other Residents outside the front or back of my Villa?

A7. Yes, you can as long as you are sitting outside your Villa and 2-metres apart and bring your own coffee or tea.

Q8. What if something breaks in my Villa?

A8. Electricians, telecommunication workers, plumbers and internet companies etc. are available to do any of these jobs at your Villa. You should first contact Reception, who will organise a contractor-visit for you.

Q9. Am I still going to get NZ Post mail and my New Zealand Herald?

A9. Yes, this will continue.

Q10. Will the Care Centre supply masks to Village Residents?

A10. No, if you are going to the supermarket or pharmacy etc. you should be wearing a mask which you can purchase from a supermarket or pharmacy.



Q11. Can I go into the Atrium or use the Pavilion to access the Library or the Village Shop?

A11. As a Villager you still cannot go into the **Atrium** until the Auckland Region is in Alert Level 2.

While for the **Pavilion** you can go into the building, but only for access to the **Library** which you can use, but only 1 Resident at a time.

The **Pavilion Shop** will re-open under Alert Level 3. However, you must make contact-free purchases by keeping 2-meters distance from the person serving you in the shop and from other shoppers. The person in the shop will ask you what items/s you want and bring them out from the shop to place them on the table in front of the shop counter. The shop person will keep a record of what you have purchased, for you to pay at a later date

Q12. Do I still have to wear a mask?

A12. For Residents living in the Village, on the NZ Government COVID-19 website it states: *“We encourage you to wear a face covering when you cannot maintain physical distance from others. If you are around people you do not know it is a good idea to wear a mask. *”*

Thus wearing a mask is not compulsory at Alert Level 3 except where:

*“In some situations you legally must wear a face covering if you are aged 12 or over. For example on public transport, (visiting the supermarket), inside small retail businesses and public venues. *”*

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