

Dear Resident/EPOA/Family Member,

As you are aware that yesterday 10th November 2021 Auckland moved to Alert Level 3 step 2. With this the guidance for Aged Residential Care facilities from Ministry of Health remains the same as for Alert level 3 step 1. According to these guidelines, family and non-essential service visits are not allowed.

Family visits on compassionate grounds will be considered on a case-by-case basis by the healthcare provider.

i.e., when a resident is ill or dying, has increased in confusion or distress, mental health and wellbeing has deteriorated (as per provider's assessment) or have special care or support needs due to a disability

Therefore, please note that Reception will contact you if you are entitled to visit under compassionate grounds.

- It is advised that you call or email and make an appointment for the visit each time you want to visit.
- Reception may ask for the evidence of visitor's COVID-19 vaccination status, or a negative COVID-19 PCR test result within 48-72 hours of visits
- Length of the visits will be no longer than 30 minutes.
- When you are making an appointment, visiting area will be determined by the provider depending on resident's health and safety of other residents in the Care Centre.
- Where possible visits will take place outside the Care Centre or the Front Foyer and will be supervised by a staff member.
- Please do not enter the Atrium premises without the permission from the provider.
- Visitor must wear a mask at all times during the visit.
- Visitor must report to the reception staff if they flu or cold like symptoms including headache, body ache or general feeling of being unwell.

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.

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