



Dear Resident / EPOA / Family Member,

As you are aware that Auckland Region will move to **Orange Setting** under the Traffic Light System of the COVID-19 Protection Framework from 11.59pm on Thursday 30<sup>th</sup> December 2021, we have reviewed the restrictions to the Care Centre in accordance with the Ministry of Health guidelines for **Orange Setting**. 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 **9.30am to 4.30pm, Monday to Sunday.**
- **Visits will be by appointment only** and within specific time slots from 9.30am as the first appointment of the day and 4.30pm be the last appointment for the day. Appointments for the weekend visits are required to be made during weekdays.
- Visits will be for **30 minutes'** duration only (with exception for those visiting palliative Residents or Residents approaching end-of-life stage). **Maximum of two visits per Resident per day** to allow us to manage the traffic in Care Centre and keep Residents safe. If the visitors are from the same household for e.g., a couple, father and daughter, they can visit together. This will be considered as one visit.
- Any Family Member or Next of Kin can visit the Resident.

Fully vaccinated visitors will need to bring/email the proof of their vaccination (My Vaccine Pass or Vaccine Record) to Reception prior to their visit.

Unvaccinated family members will be allowed to visit if they can provide a negative COVID-19 PCR test in the previous 48-72 hours.

- Visitors to sign a Visitors 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).



Date: 30/12/2021

- Physical distancing of 1-metre to be maintained as much as possible (please no hugging and/or kissing).
- The visiting family member can take their loved one outside to the Atrium, providing physical distancing is observed. The Atrium is for the use of Care Centre Residents **and Village Residents, therefore please keep the Residents at a 1-metre distance from any Village Residents.**

We appreciate that families want to continue to visit their loved ones during the new year period. However, in order that we can carefully control visitor numbers and maintain our infection-free environment, we will only be able to grant access to **two visitors per Resident at any time** and only to a **maximum of 5 visitors in the Care Centre in a specific time slot.** Visits will be by appointment only, with the name of the visitor to be provided to Reception in advance for inclusion in our visitor management register.

We would 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 Friday 31<sup>st</sup> of December 2021. Whilst it may appear overly cautious, it is important that we remain particularly vigilant at this time, especially since those in the wider community will be increasing their contact with others in the **Orange Setting**. It is 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 have any queries or require any further clarification.

Kind Regards,

Rajender Gill  
Clinical Manager  
"Ons Dorp" Dutch Retirement Village