23 March 2020

Dear All

**Re Te Hopai: Covid-19 (Coronavirus) updated guidelines and advice #3**

We have received further advice from the Ministry of Health (MoH) in relation to appropriate responses for aged-care facilities for Covid-19.

The advice we have received is that it is now time to restrict access to Te Hopai given the vulnerability of our residents to the virus and so that we can keep our staff safe and well (so that we can care for our residents). For this reason, access will now be restricted. If you want to discuss your personal situation, please feel free to call me on 027 544 6220.

We are also aware that contact with family at this difficult time is important and we will be taking the necessary steps to assist families to visit with each other either virtually (via FaceTime, WhatsApp, or Skype) or physically for those who are actively dying or where we have concern. If you want to take advantage of virtual contact, please would you email [delanie@tehopai.co.nz](mailto:delanie@tehopai.co.nz) with details of your virtual contact details.

We are putting isolation facilities into place as we speak, just in case we do have residents who have or potentially have symptoms that present like the Covid-19 virus. These are two-fold:

1. Isolation for residents with symptoms (based on MoH guidelines) that might indicate that they have the virus (until swabbing has been completed); and
2. Isolation (in a different area) if Covid-19 is confirmed.

We are requiring all visitors who are allowed to the facility to use the hand sanitiser provided on entry to and exit from the facility and stay in the room of the person they are visiting. We continue to reserve the right to temperature check any person entering the facility.

We are keeping our staff informed about changes to our Covid-19 response plan. Staff who have been on holiday overseas or have visitors who have been overseas are currently self-isolating so that we can be sure they are not infected before allowing them to return to work. We are also reminding our staff about the importance of maintaining social distancing in their personal lives.

**We remind you that we all need to help prevent or slow the spread of Covid-19 by:**

* Abiding by the NZ Government self-isolation advisory.
* Practising good hand hygiene and sneeze/cough etiquette.
* Wash hands frequently and for approx. 20 seconds with soap and water and use alcohol-based hand sanitiser between hand washes (there are plenty around the facility).
* Cover coughs and sneezes and dispose of tissues appropriately.
* If unwell, avoid contact with others (touching, kissing, hugging, and other intimate contact) and ring the dedicated Covid-19 Healthline on 0800 358 5453 for further advice.

We will continue to update you as MoH advisories change. Thank you again for supporting us as we work to keep us all as safe as we can!

**Pakize Sari  
General Manager**