16 March 2020

Dear All

**Re Te Hopai: Covid-19 (Coronavirus) updated guidelines and advice #2**

As you are aware, the New Zealand Government changed their travel advisory yesterday. In view of this and the fact that Covid-19 is now potentially in Wellington, we are taking even more precautions. It is important that you comply with all the safeguards we have put into place to protect our residents from unintended infection with Covid-19 given our elderly are vulnerable if they contract it.

Please note ‑ if you or someone who is living with you has travelled overseas in the last 14 days or you have symptoms that may be related to Covid-19 e.g. fever, cough, sneezing, respiratory symptoms –DO NOT VISIT. Under the new advisory, self-isolation is required (from the date of entering New Zealand) if you, your family who reside with you, or visitors you have been in contact with, have entered New Zealand (except from the Pacific Islands) after 1am today (16 March).

Reminder ‑ the measures being put into place are for the protection of your loved ones and the staff who care for them.

We require that all visitors to the facility use the hand sanitiser provided on entry to and exit from the facility and self-declare that the above (in red) does not apply to them. We reserve the right to temperature check any person entering the facility. Please note that the temperature checking device is non-invasive and requires only skin contact in the forehead region.

We continue to keep our staff informed about changes to our Covid-19 response plan and are monitoring where our staff are travelling (if on holiday), checking in with them on their return, and discussing the new advisory where it might apply to them (e.g. if they have visitors from overseas).

**We remind you that we all need to do our part 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.

Thanks for your help in keeping us all as safe as we can!

**Pakize Sari  
General Manager**