



COVID Protection Framework: Life in the 'Red' setting

Village administration, social and common areas, recreational areas, dining areas, and care facility - visitors

- Entrance to our main facility remains through the controlled entrance at our reception.
- Visitors must provide proof of double COVID vaccination in order to gain entry. We will keep a record of all people entering the facility.
- Visitors must also scan in with the NZ COVID Tracer app.
- Visitors' temperatures will be taken and they must sanitise their hands before and after their visits.
- Visitors without exemptions will be required to bring and wear their own masks at all times.
- Visitors must observe physical distancing etiquette; sadly, this includes staying at least a metre apart from your loved ones at all times.

Care Facility - visitors

- There is no limit to the number of visitors a Care Facility resident can have, but only one person can visit at a time for up to an hour a day, Monday to Friday, between 10am and 4.15pm.
- Each visit must be pre-arranged with the Village by email or by calling 09 407 0070.
- Visitors must stay in the rooms of the people they are visiting, except in the Tui Wing where this is not always possible.

We're aware that these restrictions sound draconian but they are the conditions we are expected to comply with by the Northland DHB, the Ministry of Health and the recommendations from the NZ Aged Care Association. They're in place for the protection of the lovely people who call our Care Facility home.

Care Facility - residents

- Care Facility residents can walk around the Village grounds and take part in dedicated, vehicle-bound outings.
- The Chapel will be open for services for Village residents. Masks must be worn at all times while inside and Protection Framework [guidelines for places of worship](#) must be followed.
- Fully-vaccinated Village Support staff and healthy volunteers will have access to the Care Facility but will need to observe a heightened sanitisation protocol.

Care services

- Our hairdresser and podiatrist can operate but must follow [specific designated public health measures](#). Services cannot be delivered to people who are not double-vaccinated.
- The hairdresser will be asked to see customers from the Care Facility on different days to those living elsewhere in the Village. She will be able to accept appointments with people from outside the Village on different days from attending to our Village and Care Facility residents.
- Our Day Care programme is operational and available only to people who are double-vaccinated.
- Wellness activities like Yogalates are operational and available only to people who are double-vaccinated.
- Our Village Support services remain available to all residents, regardless of vaccination status. If Village support staff are caring for an unvaccinated resident they must wear full PPE.

Outpatient/medical appointments

- All outpatients and medical appointment services will follow designated protocols.
- Virtual consultations remain an option.

Day trips

Bus day trips can take place but will be restricted to double-vaccinated residents only. They are to stay on the bus and the driver is to wear a mask.

Shopping trips

Bus and van-based shopping trips for village residents can take place but will be restricted to double-vaccinated residents only.

Independent Living - residents

Distancing and sanitising procedures are in place for independent living residents wishing to speak with staff in the reception and administration area.

Independent Living - visitors

Our independent living residents are expected to follow all 'Red Zone' protocols as they apply to the general population. They have been advised that the elderly are particularly vulnerable to COVID-19 and that they should curtail their activities in public places.

Social gatherings and events

- Indoor and outdoor events for up to 100 people can be held as long as admittance is controlled through our main entrance, with its My Vaccine Pass requirement. One-metre physical distancing must be observed.
- At any event, when food and drink is being served you must remain seated and separated. You can move around when you are not being served or eating.
- These restrictions apply anywhere within the Village grounds, including the homes of our independent living residents.

Public viewings

Visiting to view our available dwellings in the Village is possible, with a maximum of one couple per viewing, by appointment. Physical distancing and sanitising protocols will be observed.

In conclusion...

We understand and sympathise with the emotional toll that these restrictions take. And we will always do anything that is possible both within the law and within the spirit of these guidelines to ease this burden for our residents and their loved ones. We encourage families to use email, phone calls and video-call services to maintain contact with their loved ones, both in the Care Facility and in our independent-living accommodation.

Our Village enjoys support for its access policies from families of those in the Care Facility and understanding from those living in the Village. We don't take this support lightly, or for granted. So THANK YOU!!

We need also at this point to acknowledge the heroic efforts of our staff; they work tirelessly both at work and in their personal lives to keep our residents safe by keeping COVID-19 out of our Village.

Health leaders around the country are crystal clear about the impact of COVID-19 on the elderly and infirm - it's a tricky virus and we know rest homes are particularly vulnerable. That's why we make absolutely no apologies for exercising a very high degree of caution for the safety of our residents. We know this is what they expect of us.

Kia kaha!