

Kerikeri Retirement Village at Public Health Alert Level Three

SUBJECT TO UPDATE AND CHANGE

Northland is now at Public Health Alert Level Three. Kerikeri Retirement Village remains closed until further notice. For the protection of our vulnerable residents please, please do not enter the Village during Level Three unless you have formed a combined bubble with an Independent Living resident (more on this below).

There will continue to be no visitors to our Care Facility, sadly, and external activities will be curtailed - as will all activities that bring people into the Village area. We will facilitate help with shopping and supplies as much as possible for those Village residents who don't have support in place.

SOCIAL DISTANCING OF 2 METRES IS REQUIRED BY ALL, except for essential personal care.

Care Facility lock-down

- Friends and Family access suspended
- Village resident access suspended
- Private healthcare and support service staff access suspended
- Village Support staff access to the Care Facility suspended
- No 'window visiting' allowed
- Please no gifts for residents, only essential items to be left outside the reception door

Services and programmes suspended

- Podiatry
- Day Care programme
- Wellness Activities; eg, Yoga, Tai Chi

Services and Facilities closed

- Social Centre closed
- Chapel Services suspended
- External meetings in Social Centre and HH Murray room suspended
- Hairdresser closed

Services and Facilities curtailed/restricted

- Village Support will continue; all staff are provided with PPE
- All outings are cancelled for the week

INDEPENDENT LIVING RESIDENTS

Under Level Three all our Independent Living residents must confine themselves to their family or individual bubbles in the same way as everyone else in the country. However their bubbles can include close family, isolated people or caregivers. But these 'combined' bubbles must remain 'exclusive' - no other bubble buddies allowed!

We will, of course, continue to support our village residents and they can call reception (09 407 0070) for help with shopping, etc.

STAFF

Our Village is deemed an Essential Service. Under Level Three we continue to ask all care, maintenance and grounds staff to continue coming to work if they are healthy and to observe rigorously the personal and family protocols they are all so familiar with by now. Masks will be worn by all staff on site and they will maintain physical distancing wherever possible.

Reception remains closed but our phone lines remain attended. Residents or their families can still contact us by phone on 09-4070070.

FRIENDS AND FAMILY

We are acutely aware of the impact, stresses and strains these measures will place on friends and family. We will bear this in mind with every decision we are forced to take. We ask for peoples' patience and trust as we manage our way through these times for the benefit of our Village community; our residents and our staff alike.

Please rest assured that we will be taking good care of everyone in the Village. Our staff are familiar with our Level Three protocols, which include extra cleaning and sanitising procedures as at Level Four. We are arranging support for those of our residents who are most isolated and if you feel a loved one needs any particular support please don't hesitate to contact reception.

Please keep an eye on our website for notices and updates.

PLEASE REMEMBER TO OBSERVE THE PROTOCOLS OF SOCIAL DISTANCING AND HAND HYGIENE, PLUS SCANNING – AT ALL TIMES.

As ever, thank you from the bottom of our hearts for your support and aroha during these difficult times. We always appreciate it. Kia kaha!