

15/05/2020

Wairarapa Village Care Facility and Serviced Apartments Visitor Guidance at Level 2 when there are no known COVID -19 cases.

The following is an outline of the guidelines and processes we are putting in place to manage visiting to minimise the risk of COVID-19 transmission to residents, staff, and visitors. These guidelines have been adapted from the Ministry of Health (MOH) and NZ Aged Care Association guidelines, to fit our organisations specific circumstances i.e. residents' conditions, geographical layout and staffing etc.

As we have all seen but in the NZ context and overseas, COVID-19 has had a devastating impact on families and communities. With no vaccine available and with this coinciding with our usual influence season; we are taking every practical precaution we can to prevent its transmission.

Due to the geographical lay out of the Care facility and connected Serviced Apartments and the reductions of community service provisions during Levels 4 and 3, it was essential for infection prevention and control reasons to combined the Care facility and serviced apartments into the one care model. For the same reasons, this will continue at Level 2. This effectively means that the same guidelines for activities and visitation etc will apply to both the Care Facility and Serviced apartments and will differ from that of the Village residents, who will follow guidelines closer to that of the general community.

With the change to Level 2, we anticipate that there will be high initial demand for visits. Unfortunately, not everyone is going to be able to visit immediately and we appreciate your patience as manage this transition.

We will continue to have one point of entry and exit (through the main facility door). This is to ensure accurate screening and infection prevention measures for all people entering the building.

Visiting Hours

- All visits will be by agreement with management
- Initially visiting hours will be from 9.30-11.45 Monday- Friday and 1-3.30 on Saturday and Sunday.
- Visits will be arranged on an appointment basis within these times and it will help with scheduling if you are able to pick a regular time each week to visits
- Please notify us if you cancel your visit

Designated Visitor and Check-in

- Visitors will be limited to one designated visitor per resident
- Children under 12 years may only with the prior approval of the clinical or facility manager
- All visitors will be expected to log in and sign a health declaration; this will include providing their contact details and who they have contact with during their visit (i.e. staff and resident visited)
- Staff have received education and are familiar with the correct sign in process and infection control measure to assist visitors. Please follow their directions.

Length of visits

- Visits will be limited to half an hour in duration to ensure we can manage the risk and demand for visits
- Management will use discretion to accommodate visitors travelling from out of town and other extenuating circumstances (e.g. palliative care)

Infection Prevention and Control

- All visitors must sign the health declaration (electronic) which includes screening questions, including verifying visitors have no signs and symptoms of potentially infectious illness.
- As part of the health screen, visitors will have their temperature taken prior to visits
- Hand hygiene (this will either be the use of sanitiser or hand washing) is required for all visitors on entry to the facility and when requested by staff for infection prevention and control.
- Physical distancing of 2 metres is required during all visits but limited physical contact can be allowed on compassionate grounds with the prior approval of the clinical or facility manager.
- In some circumstances, visitors may be advised to wear PPE (personal protective equipment e.g. a mask) visitors must comply with this request if it is made, and follow the instructions by staff in the use (putting on and taking off).
- Goods bought into the facility by the visitor must meet the infection control guidelines, (e.g. be wiped down) and is at the discretion of the clinical or facility manager.

Designated Areas

- Visits will be in designated areas only (resident's room)
- Following check-in, visitors will be escorted to and from the resident's room.

Animals

- While we understand the importance of pets, we are currently not permitting pets visiting.

External Activities

- Under Level 2 it is still advised that the elderly and vulnerable remain at home where possible. This includes continuing to use online shopping etc.
- Therefore, we will not yet be resuming our van outings etc.

Internal Activities

- We are currently awaiting the MOH directions on resuming our hairdressing, nail, and church services within the facility.
- Our Diversional Therapist will continue to provide activities for resident's enjoyment.
- Many of you have joined the Wairarapa Village Family/residents Facebook page and have shared wonderful photos and viewed the activities taking place at the facility. It is a closed Facebook group and photos are only posted with resident/family permission. If you have not already joined and wish to, please contact our Diversional Therapists via email DT@waiv.co.nz and they would be happy to get you signed up. This is a great way to stay connected.
- We also have electronic devices available should you wish to do a 'virtual visit' with friend and family. If you need assistance with this, please email the Diversional Therapists at the above email address.

Please be assured that we will continue to review the above guidelines. We appreciate how important it is for everyone to see their friends and family and that this is new for everyone. Balancing the activities and contacts with the risks of COVID is not an exact science but we endeavour to base our decisions on the most current evidence and advice available. Therefore, advice may change as more information becomes available and we will update you as soon as possible when that occurs.

Thank you all for your, anticipate support and co-operations. I am sure there will be many other questions as we proceed on this journey together.

Please, if you do have questions or concerns contact either the Clinical Managers Lucit@waiv.co.nz or Maryp@waiv.co.nz or myself, Rosannek@waiv.co.nz and we will endeavour to assist you however we can.

Keep safe, keep well,



Rosanne King
Manager