



Shalom Court

Boutique Home & Hospital

19/03/2020

Dear Residents, Relatives, Volunteers and Friends of Shalom Court

OPEN LETTER TO STAKEHOLDERS REGARDING COVID-19 (NOVEL CORONAVIRUS) PANDEMIC PLANNING

As you will be aware, on 11 March 2020 the World Health Organisation declared COVID-19 a pandemic. A pandemic is defined as global spread of a new disease, though the specific threshold for meeting that criteria is ambiguous. The term is most often applied to new influenza strains, and the Centre of Disease Control and Prevention (CDC) says it's used when viruses "are able to infect people easily and spread from person to person in an efficient and sustained way" in multiple regions. The declaration refers to the spread of a disease, rather than the severity of the illness it causes.

I am writing to you to advise you:

- what we are doing to minimise the risk of our Residents contracting COVID-19
- that we have plans developed should COVID-19 enter Shalom Court
- to request your assistance in helping us implement these precautions.

Shalom Court is working within the guidelines of the Ministry of Health and we have set in place a Pandemic Management Plan. This plan has three stages:

Stage 1: Preventing the COVID-19 entering the Home

Stage 2: Managing Residents with 'flu like' symptoms

Stage 3: Managing an outbreak of COVID-19 should it occur.

Currently there are no cases of the influenza suspected or confirmed within Shalom Court, however, we must be vigilant and proactively implement preventative measures to keep it this way.

We ask that you do not visit Shalom Court if:

- **You have any of the following symptoms,**
- **You have come in close contact with another person in the community with the following symptoms, OR**
- **You recently have had the following symptoms:**

✓ FEVER & CHILLS

✓ COUGHING OR SNEEZING

✓ HEADACHE & SORE THROAT

✓ A SORE CHEST

✓ BODY ACHES & PAINS

✓ EXTREME TIREDNESS

In addition, we ask that you refrain from visiting if you have travelled internationally and entered NZ after midnight on 15 March. If this applies to you, you are required to self-isolate for 14 days. See guidelines on self-isolation [here](#).

Stay away if you have been in [Category 1a and 1b countries and territories](#) or if you have been in close contact with someone confirmed with COVID-19 in the last 14 days. We ask you to stay away for 14 days from your date of departure or close contact.

During visits, please remain two meters apart from your loved one, and refrain from any personal contact i.e. hugging and kissing.

We also request that you advise other members of your family and friends who visit Shalom Court of these precautionary measures and to adhere to them.

Should New Zealand move to widespread community transmission, Shalom Court will need to implement stronger restrictions on visitors, but this has not happened yet.

We will be cautious in managing residents with symptoms of colds and 'flu like' symptoms during the Pandemic. This may include requesting them to stay in their bedroom whilst they have active symptoms.

Be assured that the nominated contact person for any Resident suspected or being confirmed as having COVID-19 will be advised promptly and their planned care and management discussed with you.

In order to plan, should there be an influenza outbreak at Shalom Court we need to anticipate how we would manage continuing to care for all the Residents should significant numbers of staff become infected.

The Ministry of Health's recommendations should this occur are:

- If Healthcare workers develop cold or flu symptoms, they should not come to work and should be symptom free for 48 hours before returning to work.
- They also cannot come to work if they are within 14 days of being in a country or area of concern, or close contact with a confirmed case of COVID-19.

Please be assured we are actively working to prevent COVID-19 entering Shalom Court. Should the situation change you will be contacted promptly.

Please do not hesitate to call me or the Registered Nurse on duty should you require further information.

You may also find the following contact details useful:

Ministry of Health's dedicated COVID-19 number: 0800 358 5453 or the Ministry of Health website: <http://www.moh.govt.nz/moh.nsf>.

Thank you for cooperating with us to keep our Shalom Court family safe!



Malindy Rose
Executive Officer



Anthony Hart
Shalom Court Board