



Shalom Court
Boutique Home & Hospital

March 21, 2020

Dear FOSCA Members, Relatives, Volunteers and Visitors to Shalom Court.

We'd like to provide you with an update regarding the COVID-19 pandemic and consequent visit restrictions at Shalom Court.

As you are aware, this afternoon the Prime Minister launched an alert level system for COVID-19. We are currently at level two of four which means "... the disease is contained, but the risks are growing because we have more cases. This is when we move to reduce our contact with one another, we increase our border measures and we cancel events. This is also the level where we ask people to work differently if they can, and cancel unnecessary travel."

Shalom Court Management would like to reiterate that we are vigilantly monitoring the situation using reliable sources like the Ministry of Health (MoH), World Health Organisation (WHO) etc. and that we will continue to follow and implement guidance from the MoH.

Currently there is no blanket ban on visits to Shalom Court but we are implementing restrictions.

Whilst we understand that visits are essential for many families and residents - and important to resident wellbeing - we now advocate other forms of contact as far as possible – for instance, telephone calls or video calls.

All relevant health professionals will continue to have access to our residents in order to carry out any necessary assessments or deliver care. However, non-urgent professional visits, or those which are not related to statutory requirements, will be ceased for the foreseeable future.

Non-clinical visitors will be requested to keep visits to a minimum – one adult visitor per day as per MoH guidelines.

Shalom Court advises all visitors and staff to stay away if they are ill. Any visitors who have cold or flu symptoms, should be symptom free for 48 hours before they visit.

Visitors who have travelled to New Zealand from **any country** in the last 14 days must not visit Shalom Court or any other aged care facility.

During visits, our staff will advise visitors to stay 2 metres apart. Please adhere to this request.

With immediate effect, the following procedures for managing restricted access are:

- All visits to take place by approval/appointment only
- Restricted visiting hours:
 - Monday to Friday - between 4pm and 6pm
 - Saturday and Sunday - between 2pm and 4pm
 - Visits to take place only in resident's rooms - not in communal areas
 - Please try and limit visits to 15 minutes
- Children under 16 should not visit except in extenuating circumstances at the discretion of Shalom Court Management
- External health care providers as pre-arranged
- Essential health care associated visits from health care professionals will continue
- Palliative care visitors, including hospice as prearranged

The welfare of our residents is our absolute priority as this situation evolves and Shalom Court reserves the right to determine who will be allowed access, including relatives and/or vetted key support people.

Rather than relying on the news headlines and social media for information, please use the following links for credible, independent information about the risks during the COVID-19 pandemic.

<https://www.who.int/> and <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/information-aged-care-providers>

Shalom Court relies on your understanding and full cooperation to mitigate the risks associated with this disease.

Should you have any other concerns, please feel free to contact me on 09 521 7325 to discuss.

Best wishes

Malindy Rose
Executive Officer