

Now this feels like home



18th February 2022

Dear Resident,

As we are all aware the Covid -19 variant Omicron is now spreading through the wider community in New Zealand and particularly Auckland.

We also realise, that it is not a case of if we experience a case in the Fairview community but more likely a case of when. We as a business have been preparing as best as we can for the inevitability and how we can support you during this time.

Attached you will find an information pack the first two pages address how you can best prepare if you need to isolate because you are either a close contact or if you contracted the virus. The next section then deals with how we will manage if you have contracted the virus.

Of course, these plans need to be flexible and will be dependent on how many cases we have in the village and could also be impacted if the staff base is impacted by the virus. We will update you on this if we need to make changes.

The good news is that this particular strain appears to be milder in its symptoms, so the majority of cases are comfortably recovering at home.

I appreciate that this may be a concerning time for some residents so if you do have any major concerns please do reach out and talk to one of the team.

Kind regards

A handwritten signature in blue ink, appearing to read "Adrian Mc Inroy".

Adrian Mc Inroy
Village Manager

Preparing for Covid-19

Omicron (COVID-19 variant) is now in the community and there are things that you can do to prepare yourself in the event of contracting the virus or in the event of having to self-isolate if you have been in contact with someone who has the virus. Being ready is about having conversations, making connections and knowing what to do.

Your plan for how to manage should you be diagnosed with COVID-19, might include things like:

- If you currently receive DHB funded support e.g. cleaning, showering assistance etc you should contact your community provider now and ascertain whether or not they will continue to come to your unit if you do test positive for COVID-19. If they won't provide these services, then you may need to seek further advice around a back-up plan, noting that if you did test positive, you will not be able to have a family member or friend simply come into your unit due self-isolation requirements of the Ministry of Health. Planning ahead is essential and we do encourage you to discuss this with your family as well.
- Identify someone who may be able to do your shopping for you or investigate on-line options such as supermarket delivery. The café at the village will continue to offer essential meals, milk and bread if required.
- Please let your us know immediately if you are isolating due to being at a place of interest, unwell with COVID-19 symptoms or test positive for COVID-19. By isolating at home immediately and informing key people, you will help stop the spread of the virus.
- It would be useful to write down any regular household instructions such as paying bills etc so your friend or family member can help you out if needed.
- Make sure you have a supply of masks to last the duration of an isolation period.
- You may want to prepare a kit of things you like to do such as; a reading book, puzzles, crosswords, and a list of family and friends you can call to keep connected.
- If you have a pet living with you in the village, and you need to walk or toilet your pet outside of your unit, please make arrangements for a friend or family member to collect your furry friend. If you were diagnosed with COVID-19 you would not be able to leave your unit (even to toilet or exercise your pet) due to the risk of spreading the infection.
- Please also ensure that your emergency contact details such as your next of kin, doctor and pharmacy are accurate in your file at the village's reception should we need to contact anyone for you.

Preparing for Covid-19

Wellness Kit

You may also want to prepare a wellness kit at home and include things like;

- Face masks
- Easy to prepare nutritional meals e.g. soups
- Tissues
- Paracetamol
- Throat sprays, lozenges
- Thermometer
- Heat and cooling packs
- Ice blocks
- Electrolytes
- Vicks or eucalyptus for steaming
- Bowl and towel for steaming
- Saline nasal spray
- Kawakawa or other lip balm
- Cleaning products
- Hand sanitizer
- Rubbish bags
- A list of Emergency numbers and information
- Extra pillows and blankets
- Warm clothes
- Puzzles, books, DVDs
- Pulse oximeter

COVID-19 Signs & Symptoms to look out for;

- Sore Throat
- Body Aches and Pains
- Runny nose
- Headache
- Cough
- Tiredness
- Fever
- Loss of Taste or Smell
- Dizziness
- Rash on Skin and or Discoloration
- Red or Irritated Eyes Vomiting and or Diarrhea
- Stomach Discomfort
- Changes in Balance
- Increased Confusion
- Difficulty Breathing or Shortness of Breath

Once you have prepared your plan, don't forget to share it with your next of kin or a close friend who could support you in the event of you being diagnosed with COVID-19.

We're all in this together. Stay safe, stay connected and encourage your loved ones to make their own plans too.

Please do reach out to your village team if you have any questions. We are here to help.

COVID 19 ADVICE FOR RESIDENTS WITH A DIAGNOSIS OF COVID 19

This information pack is designed to help you understand how we can assist you when you have been diagnosed with COVID-19.

Please ensure you phone us as soon as you receive a positive COVID-19 diagnosis.

Most people who become sick with COVID-19 will only experience mild illness and can recover at home. Symptoms might last a few days, and people who have the virus might feel better in about a week. Treatment is aimed at relieving symptoms and includes rest, fluid intake and pain relievers.

We recommend that you should call Healthline (0800 611 116) and your doctor as soon as symptoms start.

Follow the recommendations you are given about your care and isolating at home. Talk to your doctor if you have any questions about treatments.

If you either receive a positive test result or are self-isolating because you have been in contact with someone who has the virus, please phone us immediately. We will discuss how we can help with things like delivering groceries, assisting with laundry and medications. We will also explain how we will respond to you if you require urgent maintenance support or press the emergency call button.

Your Village Manager will ask for your consent for us providing your name and unit number to other residents in the village so that they are aware that there is a positive case of COVID-19 in the village or you are self-isolating. *We will not divulge your name to other residents without your consent.* We would like to advise other residents so that they do not come into your unit and can identify themselves as to whether they have been in contact with you recently (and hence also at risk).

If you don't wish to be identified, that is fine, however at a minimum we will need to advise other residents that there is either a positive case or someone is isolating on a particular floor in an apartment block or townhouse.

We will phone you daily to check your wellbeing and to support you to access essential supplies, including any healthcare services required. Please note that, unless already provided to you by us, we will not be able to provide additional services to you while you are isolating (for example housekeeping).

Please do not leave your unit at any stage.

General advice for a resident that tests positive to COVID-19:

- Do not leave your unit — even to exercise.
- Please keep your unit door shut at all times, please don't open your door to talk with other residents during this time. We need to reduce the chance of spreading as much as possible.

COVID 19 ADVICE FOR RESIDENTS WITH A DIAGNOSIS OF COVID 19

- If someone else lives with you, find a way of limiting contact with them — for example, sleep by yourself and limit the time you spend in shared spaces. You should stay at least 2 metres apart and wear a face mask that covers your nose and mouth when near them.
- Do not share items with others in your household - for example, dishes, toothbrushes, and towels.
- Please use your own laundry facilities within your unit.
- Do not have visitors in your unit.
- Clean and disinfect surfaces regularly. This includes items frequently touched like door handles, light switches and phones.
- We recommend opening windows to increase fresh air flow inside. The risk of spreading COVID-19 is highest in poorly ventilated indoor spaces.

Accessing our village team – Please note that the provision of any services during isolation is reliant on the village having adequate staff to provide them. If we have reduced staff numbers through staff isolation or infection we will speak directly to any isolating residents to try and assist in putting a revised support plan in place.

- We can continue to provide any essential contracted services that are provided you already (e.g. medication administration or housekeeping) during your isolation period. The service will be provided by a suitable member of our team. They will be in Personal Protective Equipment (PPE) e.g. gown, mask, visor. If these services are not already provided to you, unfortunately we may not be able to commence providing them during your isolation period. If these services are currently provided, we will discuss and agree with you if it is essential that they continue whilst isolating.

Accessing community services

- If you receive any community services, such as a caregiver to assist with showering, shopping or laundry, you will need to contact your provider immediately to ascertain whether they are still willing to come to your unit in the event you are isolating or have COVID-19. If the service you receive is defined as 'essential', then your provider should continue to visit you or alternately, it is their responsibility to make other arrangements to support you for the duration of your isolation period.

Support from friends or family

- We understand your family and friends will naturally be concerned about you during this period. They are welcome to drop off groceries and other supplies to reception but they will not be able to visit you in your unit due to the risk of contracting COVID-19 and potentially spreading it throughout the village.
- If you would like to have someone stay with you in your unit while you isolate, you would need to obtain permission from your local Public Health team first. Please also let us know if this is approved.
- If you do not have any support people, please let the village team know.

Grocery ordering / delivery / Ordering meals etc from the Village

- If you require meals from the Village, bread or milk, you can order them through the same method as previous lockdowns, please contact Reception.

COVID 19 ADVICE FOR RESIDENTS WITH A DIAGNOSIS OF COVID 19

- Your family can drop groceries off to our reception and a staff member will deliver them outside your unit. We will place a small table outside your unit so we can leave items for your collection on top.
- If you need help with ordering any groceries, we encourage you to ask a friend or family member in the first instance. If you are unable to get help from someone else, please call us and we will assist.
- All deliveries to your unit need to be contactless, which means staff will leave the items outside your door.
- It is very important that you keep your unit door shut when any deliveries are made. Please don't open your door to talk with the staff delivering. We will place any items outside your door for you to collect. Staff will be in Personal Protective Equipment (PPE) when making deliveries. This may include a gown, gloves, a face mask, a face shield and possibly goggles as well.

Rubbish collection

- Staff will assist to take your rubbish out. We will arrange a day and time for you to place your rubbish double bagged outside your unit door. Please ensure your rubbish is not leaking in any way.

Pharmacy deliveries

- We ask that your pharmacy drops your medications at reception and one of our staff members will deliver the medications to outside your unit.

Maintenance Support

- Our team will only be able to provide emergency maintenance services while you are isolating, for example a leaking pipe or a blocked toilet.
- If you do require an emergency maintenance service during your self-isolation, please contact reception and our maintenance team will phone you to discuss the issue.
- If you do require emergency maintenance, our staff will attend in PPE.
- We also ask that you open windows to ventilate your unit, put on your mask and remove yourself from the area where the maintenance work will be completed. Please remain in your unit, e.g. if it is the kitchen please stay inside your bedroom while the repairs are being completed.

Caring for your pets

- We ask that you make arrangements for someone else to take care of your beloved pet as you will be unable to leave your unit to walk or toilet it.

Emergency Response (from the village team)

- Should you push your emergency button for urgent assistance, our team will phone first to confirm the nature of the emergency and to determine whether it would be more suitable to call an ambulance straight away.
- If staff need to come into your unit they will be in PPE.

COVID 19 ADVICE FOR RESIDENTS WITH A DIAGNOSIS OF COVID 19

Items that may be useful during an isolation period:

- Face masks
- Easy to prepare nutritional meals e.g. soups
- Tissues
- Paracetamol
- Throat sprays, lozenges
- Thermometer
- Heat and cooling packs
- Ice blocks
- Electrolytes
- Vicks or eucalyptus for steaming
- Bowl and towel for steaming
- Saline nasal spray
- Kawakawa or other lip balm
- Cleaning products
- Hand sanitizer
- Rubbish bags
- A list of Emergency numbers and information
- Extra pillows and blankets
- Warm clothes
- Puzzles, books, DVDs
- Pulse oximeter

If we can assist with anything else or you have any questions, please get in touch with us.
We are here to do everything we can safely do to support you during this difficult time.