

RETIREMENT VILLAGES ASSOCIATION

GUIDANCE FOR MEMBERS – VILLAGE COVID-19 OUTBREAK

Operators need to be ready for an outbreak of COVID-19 in a retirement village. These Guidelines are intended as a starting point and members should expand and vary them as circumstances require.

1. If a village has protocols around managing infections such as norovirus outbreaks, these should be used as a starting point. The focus should be on containing the outbreak and stopping its spread.
2. Should a resident show any flu-like symptoms, they should be tested promptly and maintain self-isolation. If the resident is in an apartment block, it should be locked down and all surfaces in public areas cleaned. Security provisions may be needed to ensure compliance with lockdown requirements.
3. Place the village in lockdown under the same restrictions as a COVID-19 Level 4 alert. Ensure staff and residents continue to observe social distancing rules, self-isolation and good hygiene. Consider putting 24 hour security at the gate and close all other entrances to the village. Stop all non-essential visitors and vehicles.
4. Cancel all group activities, meals in the dining room, close the café and bar and deliver meals to residents in their rooms.
5. Plan for staff shortages.
6. While waiting for test results, start a contact- tracing process by getting as much information from the resident about where they've been, who they've spoken to or seen, even if contacts have maintained social distancing. It's important to stay calm and ensure the investigations are undertaken by the people best equipped to do so. This may be clinical or quality and risk staff.
7. If the tests are positive, engage with the public health authorities in your DHB, and review the information on the Government's [COVID19.govt.nz](https://www.govt.nz/covid-19/) website.
8. If the resident is admitted to hospital, maintain contact with the hospital and the resident's family.
9. Maintain good communication with the village's other residents, their families and the community where the village is located.

10. Manage the resident's return from hospital and keep other residents informed.
11. Ultimately, it's important to ease stress within the village and provide support for the affected resident, their family and the wider resident community.
12. Contact the RVA for more assistance as needed.

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Executive Director

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