

Moving to alert level 3 – a guide for residents and families

We would like to update you on what the Government's move to COVID-19 Alert Level 3 on April 27 2020 means for you. The RVA has developed these guidelines in conjunction with our members and reflects best practice in these uncertain times.

In practical terms, there will be very little change for residents and families. As the Prime Minister has said, maintaining social distance, practising good hygiene and restrictions on social contact remain the same. Sadly, there have been several COVID-19 related deaths, and the 70+ age group is the most vulnerable.

As a nation we have been very successful at managing the outbreak so far – and that success is down to the superb cooperation we have had from you all since the COVID-19 emergency began. We have had a huge amount of support for the measures we have taken, and we appreciate this.

Individual villages may vary aspects of the factsheet in line with their company policies because it's not always possible to have a 'one size fits all' approach.

A small expansion to your bubble

We know that many residents have experienced difficulties in the level 4 lockdown, so in line with wider public policy, residents are invited to nominate one other person either from within or outside the village to join their bubble, but please make sure you talk to the village manager first. The level 4 rules around the extended bubble still apply – you can't expand it any more beyond your new bubble buddy.

However, if you're living in a villa, a friend or family member can drop things off at your door and say hello – provided they keep two metres away!

Please let the village know who your new bubble buddy is and we will keep a record of that person.

Please also keep your own records of who you see, where, and when, for the same reason.

If your visitor is coming from outside the village, they'll need to register with the village reception and confirm that they are free of any flu-like symptoms and in good health, but their contact with you will be limited to that outlined above.

Please do not invite anyone else to the village until your village manager says that it is safe to do so. Our aim is to continue to maintain the village as a safe haven for you.

External contractors

Building work is permitted under level 3 and you may see contractors and others coming into the village. All suppliers and contractors will need to register with us and, if this is their first visit for the week, sign a declaration that they do not have any flu-like symptoms and have their temperature recorded.

They should proceed directly to their job site, complete their business promptly and leave the village.

New residents

We can resume sales of ORAs in level 3, so there will be an occasional person visiting to check out their new home. Again, we will be making sure these people keep their distance and we will ensure all cleaning protocols are strictly observed after their visit.

All new residents, or residents returning from staying outside the village, must have a 14-day self-isolation period to make sure they're in good health.

Village staff

We appreciate the work of our village team, who, we hope you'll agree, have been doing a great job.

Our staff will continue to be temperature-checked each day and will continue to work with strict infection controls in place. They will be available to you as they have been during the level 4 lockdown.

Village amenities

Our approach to managing the community facilities reflects the approach taken in the wider community. This means that, sadly, our village's amenities will remain closed until the country or region goes to level 2. This is to make sure the risk of transmission of Covid-19 is minimised.

Resident activity groups should also remain inactive while we are in level 3. We appreciate that this may cause some concern, but the importance of keeping our community safe cannot be stressed highly enough.

However, you can still exercise outside your home or the village as you did while in alert level 4, provided you keep at least two metres from anyone else not in your bubble.

Deliveries and services

The Government has stressed that 70+ year olds should not leave their homes unless it's to keep a medical appointment or similar. You should not go shopping if you're over 70.

Deliveries and services will continue as they did during level 4. Our aim is to deliver anything you need so that you do not need to leave the village.

If there is anything you need please do not hesitate to get in touch with your village team.

Mental wellbeing

We know the lockdown, even at level 3, is likely to be stressful for you. It's really important that you continue to join in with village activities where you can. There have been some great virtual initiatives ranging from yoga and puzzles to story-writing and art competitions. We will continue to work hard to find ways to keep you occupied.

If you need more assistance, please contact Healthline for free on **0800 358 5453**, or your GP if you begin to feel unwell. The symptoms of COVID-19 are cough, fever, and shortness of breath.

For all non-health related questions, call **0800 Government (0800 779 997)**.

Staying safe and well

At every alert level you should take measures to stay safe and well.

- Regularly disinfect surfaces
- Wash and dry your hands thoroughly and regularly
- Don't touch your face
- Stay home if you are sick
- Get tested for COVID-19 if you have flu like symptoms – call your GP or Healthline
- Continue to seek primary medical care.

We know we have been conservative throughout these guidelines, and we know it has been hard at times. If the restrictions are causing hardship for you or your family, please do not hesitate to let your village manager know.

Prime Minister Jacinda Ardern made a really good point that, during Level 3, we will need to maintain the status quo from a social point of view so we don't throw away the progress we have made.

The principle is simple: Stay home, save lives. This will break the chain of community transmission.

Unite
against
COVID-19



For more information

Please check the Ministry of Health's website <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus> where you can find information specifically for older people.