



info@ultimatecare.co.nz
www.ultimatecare.co.nz
0800 824 732

ULTIMATE
CARE GROUP

12th August 2020

Dear Residents, Families and Friends,

Re: COVID-19 Update

As most of you will be aware by now the government has announced Alert Level 3 for the greater Auckland area and Level 2 for the remainder of New Zealand. This means that due to the vulnerability of our residents, we will be in lockdown as of midday today. This will be for the next three days, pending further announcements.

Lockdown means no visitors, no onsite contractors, PPE usage, drop-boxes where necessary, supplies will be sanitised, increased extensive contact tracing of all staff, and so on.

Even in these times, there are compassionate exceptions, as outlined by the Ministry of Health. During the Alert Level 4 Lockdown we had the occasional End of Life resident who had family visits. These are managed carefully with prearranged times, limited numbers, restricted hours and with appropriate Personal Protection Equipment. They must be arranged with the Facility Manager and can only be permitted if it does not jeopardise the integrity of the facility 'bubble'.

We understand this can be distressing for your family, and our residents. To assist in 'face-to-face' contact again we are redeploying the use of technology (skype or equivalent) where hopefully some of the anxiety can be reduced. Please contact your facility to arrange the details. One thing which practically helps our facilities is the management of the phones. They are incredibly busy times so if you can use email to arrange the skype catch-ups rather than the phones, that would be helpful.

Last time we went through this, your encouraging words, gestures, and thanks were so welcomed and appreciated by our teams – it truly shows how the little things matter.

Without doubt this is a disappointment felt throughout NZ however we have proven we can crack it so let's stand together and do it again. We managed to gain our freedom from it last time, and by taking the above precautions early again, we give ourselves every opportunity to remain infection-free throughout our homes.

Thank you for your support and encouragement.

Warmest regards

Jill Darcey
OPERATIONS MANAGEMENT
Ultimate Care Group