

Tuesday, 12th May 2020

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ULTIMATE
CARE GROUP

Dear Resident Families & Friends

RE: Alert Level 2

Thank you for the valuable part you have played in helping to keep our care facilities COVID-19 free over the past few months. Our own carers, our residents, and their families and friends have united and kept us all safe. There have been anxious times for many, and we are grateful for everyone's ongoing commitment to protecting our residents.

In the facilities, we have all got to know each other better, however we respect the love shared by family is hard to beat. As we move into Level 2 on Thursday we openly welcome you to visit and give that long-awaited hug. In anticipation of the happy reunions, we also ask for some practical protection:

- a) Please keep the number of people to a few at a time. We would like to have the people visiting to be the same as your lockdown bubble because this is a practical way to keep the groups small, and safe. If anyone in your contact group is feeling slightly unwell, please stay away until you are all at least 48 hours symptom-free.
- b) Please remember to complete the Contact Tracing Register when you come in, and sanitise your hands thoroughly. There will be Personal Protection Equipment (PPE) available for you to use.
- c) Please continue to be mindful of social distancing and keep 2m away from those you are not there to visit.
- d) In the early stages of Level 2, we ask you be considerate of other people wanting to see their family, and so space out your visits. If you have any concerns, please contact the facility for their preferred visiting hours.

We ask that you refrain from taking your loved one out into the wider community for another couple of weeks until the rest of New Zealand has settled into the new way of living.

Thank you again for all your support and encouragement over the past couple of months. We look forward to taking what we have learned to make the new normal in New Zealand even better than it was.

Warmest regards

Jill Darcey
OPERATIONS MANAGEMENT
ULTIMATE CARE GROUP