

COVID-19: NEW ZEALAND ALERT LEVEL UPDATES

12 August 2020

Dear Residents and Family,

Following the Government's announcement of Alert Level 3 restrictions for the greater Auckland area and Alert Level 2 for the rest of New Zealand, we have decided that all our MiLife Villages will follow stricter guidelines. Whilst all our villages are located outside of Auckland, we feel that it is prudent to take immediate measures to ensure the safety and health of our residents.

Below are the measures we are implementing immediately in response to the change to Alert Level 2.

COMMUNITY CENTRE

Community Centre use is restricted to residents only and all residents entering the Community Centre must sign in. People must use sanitiser provided upon entry and exit.

VISITORS

It is essential that residents resume recording any visitors to their villas. This includes visitors from within the village who come to your villa. This assists with contact tracing should the need arise. Please record the date, name, and details of anyone who comes to your villa. We do ask that visitors are kept to a minimum.

CONTACT TRACING

We have stepped up our contact tracing system to track and trace the movements of all visitors. QR code posters are available at reception along with paper sign in sheets. We ask that everyone coming into our villages use these each time they visit.

SELF-ISOLATION

Any resident awaiting a COVID-19 test result or feeling unwell at all must self-isolate and be extra vigilant around other residents. We also request that the Village Manager be notified

if you have been tested. Anyone awaiting a test result or feeling unwell cannot enter the Community Centre and we request that you remain within your villa.

The situation is evolving, and as more information comes to hand, we will review our response and we will not hesitate in taking extra measures if we feel it appropriate. Whilst we are independent living villages and not aged care facilities, we still need to be mindful of the risks that COVID-19 poses to the aged population.

We have been through this level of lockdown before and our residents acted with compassion and positivity. Our MiLife communities can do this again.

If you have any questions about your situation or the situation of a family member, please feel free to call or email.

We appreciate this can be an unsettling time for many, and we appreciate your ongoing support.