

COVID-19: IMPORTANT UPDATE FOR RESIDENTS AND OUR COMMUNITIES

31st MARCH 2020

Retirement villages are classified as an essential service and MiLife will continue to manage our villages whilst adhering to the strict guidelines of the Government.

Our priority is to support those village residents who do not have nearby family support and ensure they have access to groceries and essential items. We have set up grocery ordering and delivery systems at all our villages and will continue to provide these whilst required. We have had great support from several local business which has enabled us to provide such services.

Our villages remain closed to all but essential visitors only. Essential visitors are those delivering grocery and essential items to residents or providing in-home care.

We will continue to provide urgent home maintenance when required and basic grounds maintenance. Any non-urgent maintenance will be delayed as to minimise the amount of people coming into the village and the possibility of unnecessary person to person contact.

Our staff are following strict physical distancing and hygiene guidelines when operating in the village.

We understand that this is a difficult and anxious time, but we all need to heed the government's advice to reduce contacts between people to the bare minimum. We are taking measures to ensure that residents do not feel isolated during this time and we are ensuring social contact without physical contact and communicating regularly with all residents. They are all part of a lovely communities and have one another for support.

Our staff are working hard to assist all residents during this challenging time, and we are grateful for their hard work and commitment.

Please speak to the Village Manager if you have any questions or concerns.

23 MARCH 2020

Over the past weeks we have been taking precautions to protect our residents and our staff and we have been carefully following all Ministry of Health guidelines.

As the situation globally and nationally continues to escalate we are moving to take extra precautions to protect our residents and to encourage social distancing at our retirement villages.

On 21st March the Prime Minister announced that New Zealand is now on COVID-19 alert level 2. This advises minimising contact between people, and for all people over the age of 70 to remain at home as much as possible. Following this announcement MiLife villages are requesting that people only visit our villages if **essential**. Essential reasons would include such things as delivering medications, groceries or other supplies.

Our staff will also be assisting residents should they need supplies and we are establishing systems to do so.

The situation has escalated rapidly, and we have been making timely decisions to ensure that we protect our resident's health and well-being as best we can. We understand that it is a time that many want to be with family, however, please adhere to our request. These measures are the best way we can protect your loved ones and their fellow residents.

Whilst our reception is only staffed during office hours, we have established a sign in book at each reception entry. It is a requirement that people sign in and complete the declaration form to confirm you:

- Are well upon entering the village
- Have not travelled overseas in the last 14 days
- Are not living with someone who is in self-isolation.

You may be declined entry if there are any concerns that you do not meet the screening criteria.

This restriction on visitation is the latest step we have taken in our efforts to protect residents. Last week we closed our Community Lounges to prevent group gatherings, all activities have been cancelled and we have heightened hygiene and cleaning in high touch areas, including rubbish bays. Whilst our village managers and maintenance staff remain on site and are working hard to keep the villages running smoothly, they are reducing face to face contact with residents and communicating where they can from a distance or by phone. Our staff will not come to the village if they show even minor symptoms of illness.

Our residents have our staff and each other to rely on for support during this tough time and we feel proud of the communities they have created to support them during this time.

Please remember:

- **We need to significantly reduce visits to independent residents to essential only**
- Do not visit if you are unwell, do not come into a village.
- Do not visit if you have returned from overseas in the last 14 days, or are at any risk of having been in contact with someone who is unwell.
- Do not visit if you are currently living with someone who is self-isolating.
- While visiting, maintain a two-metre distance from other people, and continue practising good hand and cough/sneeze hygiene.

Staying connected

As we learn to work through this new way of life, we are looking at ways to ensure our residents remain well connected within the village community. Our aim is to remain social despite social distancing. We again, reiterate that our residents have their village community for support, which will hopefully reduce feelings of anxiousness and isolation. We are all in this together.