

23rd August 2021

We hope you are all staying safe and well during this uncertain time. As the number of confirmed cases grow, our Prime Minister has introduced further measures, and New Zealand will remain in a level 4 lockdown at 11.59pm 24th August 2021.

During alert level 4 as per our government's directions, we may only be providing essential cares.

We know there are a lot of our people, both carers and those they care for, who are extremely worried about the spread of Covid-19 in our community.

We want to re-assure you that we have taken many measures within Access Community Health to support the health and wellness of our teams who care for you and we are monitoring their health on an ongoing basis. We are communicating with them frequently with updates. By doing this we are safeguarding your health & wellness too.

We ask that you support us to stop the spread by keeping your bubble closed, unless someone is coming in to provide care for you. If we are alerted to any breaches of the level 4 rules, our support workers have no option but to leave the home. Breaches such as these pose a serious risk, and keeping our staff, and the community they care for safe, is our top priority. We take these restrictions seriously, and hope you can help us ensure they are in place.

Our staff will be asking some questions before they enter your home – please don't be offended by them. They will need to know if you or a person living at the same address:

- has visited one of the places of interest listed on the Governments covid-19 website; [Unite against COVID-19 \(covid19.govt.nz\)](https://www.covid19.govt.nz)
- is suspected or confirmed to have COVID-19
- have been tested for Covid-19 and are awaiting results
- is a close contact of a person with suspected or confirmed COVID-19
- are unwell and have symptoms such as, fever, cough, shortness of breath or sore throat. If you or a household member has any of these symptoms, your visit will need to be rescheduled and your care plan updated by our team

If any of these apply to you or someone in your household, **please call Access Community Health on 0800 284 663 so we can ensure you , our community and our team's health and wellness is prioritised.**

care + support



If you are required to be in self-isolation for one of the above reasons, we will work with you to develop an appropriate care plan, and ensure you are safe and well during this time. We may ask if you have any household members living with you, family or friends living close by who can support you with your needs at this time.

If we are providing care, our team visiting you will wear protective gear (like a mask or gloves) and they may provide some cares at a distance if possible. For example they may request we abide by physical distancing rules while completing meal preparation. Please do not be offended.

We also ask at this time for your understanding if our support teams are delayed visiting you. As essential workers all our teams carry a letter explaining to authorities the vital role, they play in looking after our communities but they can still be stopped and asked to verify this.

For up-to-date information on your care times and who will be attending to provide your care, if you have not already, we would suggest you enrol in the My Access personal client website that either you or your family and friends can access. To enrol or receive further information please e mail us on my.access@access.org.nz with your request quoting your name.

For any health-related questions about COVID-19 please contact the dedicated **COVID-19 Healthline number (0800 358 5453)**. You can find more information on the Ministry of Health Website. <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>

If you or your whānau have questions about this letter, please contact Access Community Health on **0800 284 663**

Please do not hesitate to contact us should you require any further information or clarification.

Thank you for supporting us to support you.



Yours Sincerely,

Androulla Kotrotsos

CHIEF OPERATING OFFICER