

## **Haumaru Level 3 Communication to Residents**

### **Update for Tenants – Level 3: Restrict**

You will no doubt have heard the Prime Minister's announcement that New Zealand is moving from the COVID-19 Level 4 alert down to Level 3. It is welcome news for the country that we are heading in the right direction, but community transmission may still be happening, so we need to remain vigilant. I want to thank you, your whanau, and all our staff doing their part to make this possible. We all need to keep up the good work. That way we can help you live independently at Haumaru.

What does level 3 mean for Haumaru?

The short answer is that it will look pretty much the same as it is now. We plan to keep doing what we are doing currently – putting the health and safety of residents first and following national COVID-19 response recommendations from the Ministry of Health and the Ministry of Housing and Urban Development.

### **Stay home**

The Government advises us all to stay home in our bubbles and stay safe. We need to keep up our two-metre physical distancing if we are outside our homes. This is the advice for all New Zealanders, although there are exceptions for people who can remain safely distanced from other people in their workplaces, and for their children to return to school where it is necessary. This may mean that New Zealanders, including Haumaru family and friends, are moving about more than before.

### **Visitors**

The Level 3 guidelines allow people to expand their bubbles to reconnect with close family/whanau or bring in caregivers or support isolated people. Bubbles should remain exclusive which means sticking to the same people with existing medical conditions are at higher risk and should take additional precautions, which we take to mean making sure you can stay safe in your bubble and keeping it as small as possible. We will provide further guidance as it comes to us on when and how you can expand your bubble to bring in close family or caregivers.

### **Maintenance**

During Level 4, our staff have been regularly checking in with all residents, by phone and with regular drive-throughs of the villages. Our tradespeople have come in for urgent jobs, such as fixing hot water heaters or broken windows. Anyone entering a home has worn personal protective equipment such as masks and gloves, practising sneeze and cough hygiene, following the two-metre physical distance rule, and thoroughly hand washing. That will continue. If you have an urgent problem, call us and we'll get it fixed on a priority basis, by workers following.

You won't have seen regular, non-urgent maintenance such as lawn mowing or gardening taking place. We plan to hold off on that, along other general maintenance for another few weeks. Then we will resume work on routine procedures. Again, this extra precaution is to limit contact and make sure people stay safe within our villages for older people.

### **New and departing residents**

We are currently not accepting new residents into our villages and discouraging anyone from leaving right now. Unless there is an urgent need, we would like to minimize tenants' movement in or out of our villages until Level 2. We are happy to discuss if you have questions.

### **Wash your hands often**

Keep washing your hands with soap and drying them. Remember to cough or sneeze into your elbow not your hand, or a tissue that you throw away. Follow NZ government and public health advice to protect yourself and others. Information is available on the government site [www.covid19.govt.nz](http://www.covid19.govt.nz). If you are unwell phone your GP or call Health line on 0800 611 116.

### **Our Staff**

Haumaru staff are working hard for your wellbeing. We are working remotely when not doing village checks, but we are only a phone call away. Our staff continue to check in on residents regularly by phone. Please email [info@haumaruhousing.co.nz](mailto:info@haumaruhousing.co.nz), look at our web site [www.haumaruhousing.co.nz](http://www.haumaruhousing.co.nz) or call 24 hours a day on our hotline if you need us: 0800 430 101.

### **Keep a record of your movements**

To help with tracing anyone who may come into contact with Covid-19 the Prime Minister has asked us all to keep a record or diary of our movement. To help with this we have provided a suggested template that you may find helpful.

### **Contact Us**

Contact us on [info@haumaruhousing.co.nz](mailto:info@haumaruhousing.co.nz) or by calling us on 0800 430 101 if you have any concerns or require additional support.