



Monday 21 September 2020

COVID-19 UPDATE: Alert Level 2 visitation

Dear Residents and Family / Whanau of CHT Residents,

From Thursday 24 September all CHT facilities in the Auckland area will move into Alert Level 2, so we wanted to remind you of the conditions for visitors which are critical for us to implement in order to continue protecting the health and safety of our residents, staff, families and communities.

These policies around visitation hours, infection control and designated visiting areas, and we appreciate your continued co-operation.

Residents leaving the facility:

Residents cannot leave the facility except to attend outpatient appointments.

Visiting hours:

- All visitors must contact the Unit in advance to organise a visit within these daily time slots - 10.00am to 11.30am or 2.00pm to 3.30pm.
- Any visits on compassionate grounds outside these times must be authorised by the Unit Manager.
- Visits are limited to one person per resident during one timeslot.
- No children under 12 years of age will be able to visit unless the Unit Manager has authorised the visit.

Infection control:

- All visitors must complete COVID-19 screening questions and a temperature check on arrival. Entry will be declined if you are unwell or do not meet health screening thresholds.
- All visitors are required to wear a personal reusable mask or face covering during each visit. If you do not wear a mask or face covering, you will not be able to enter the facility.
- Visitors are required to use hand sanitiser supplied on arrival, check in, and stay at least 2 meters away from staff and other residents or visitors.
- Any items brought into the facility must be packaged up, labelled with the resident's name, and be able to be wiped down. Unit Managers reserve the right to refuse packages if they are not properly packaged. You may bring flowers or small plants for your relative.
- Residents' personal laundry will still be washed by CHT and cannot be taken home and returned

Designated visitation areas:

- All visitors must go directly to the resident's room and should remain there or in a designated area inside the facility or within the grounds. e.g. for smoking purposes.
- At the end of the visit, all visitors must take the most direct route back to the entrance and may not enter other parts of the facility.
- Visitors may bring pets at the discretion of the Unit Manager. Pets will need to be restrained and confined to the resident's room and not allowed to run freely within the facility.

CHT mandatory visitor check-in process:

Use your mobile phone to scan the CHT QR code. The location of the sign-in point is described on a poster at the front entrance. CHT's electronic records are used for the purpose of recording who has been on CHT sites. We require visitors to complete a health screening declaration.

Should you be unable to use CHT's electronic check-in, we have a book which you can use to write down your personal details and complete the health screening declaration.

We are also required by law to display the Government Covid QR code as it enables very swift contact tracing by Public Health if needed. You can use your mobile phone to scan the Government Covid QR code at the front entrance of our units. CHT's system is not linked in any way to the Government Covid QR code system.

Please feel free to contact the Unit Manager at your relative's facility should you have any questions about our visitor policy or check-in policy.

Yours sincerely,



Max Robins
Chief Executive