

Visiting under COVID-19

Pandemic restrictions - Auckland



Thank you to all friends and family/whānau for your continued understanding whilst we have COVID 19 pandemic restrictions in place. As you may have heard, COVID-19 has targeted many facilities similar to our own. However, with your help, we have been able to protect the safety and welfare of your loved ones within our service. We remain COVID-19 free.

We are carefully expanding visitation procedures in a controlled manner to maintain a safe environment for our at-risk patients. This means we will still need to control traffic in and out of our facilities and restrict access to all areas as people coming in and out of ABI services increases the risk of viral spread to all of our clients and staff. Please continue to prioritise contact by video or phone in preference to physical visits.

If you must visit in person, we have adjusted procedures to maintain safety for our at-risk patients in keeping with Ministry of Health guidelines.

If you are planning to visit, be advised of the following:

1. Visits, due to staffing resources, can only occur between 8am to 6pm
2. You must phone, at least one working day prior, of your visit and book in your visiting time.
3. Visiting is restricted to two nominated people.
4. If the visitor or anyone in the visitor's bubble, present with any cold or flu like symptoms such as; sore throat, temperature, runny nose, cough or shortness of breath or if have had contact with suspected or known cases of COVID-19 they must inform us and must not visit
5. Visiting can be up to four hours from arrival
6. No visitors to be under the age of 16
7. Visitors are to restrict themselves to the clients' room. It is important that you do not mingle with other visitors in the common areas.
8. Masks are to be worn throughout the time on site. Please ensure you follow good hand hygiene procedures.
9. You must maintain a 1 metre distance from the person you are visiting. This means no touching of the person including in greeting or leaving.
10. You must try to maintain a 1 metre distance from ABI staff for the visit with the exception of the arrival process
11. Attending therapy sessions outside the clients room, can only occur with approval from the therapist involved. In is important we limit numbers in common treatment areas.

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12. To book a visit please call during business hours:

Auckland Intensive	Soana	0292944988
Auckland Residential	Kristen	09)8364860

The booking process includes answering some health questions and agreeing to the process for entry including screening on arrival to the service. This will be done on every occasion.

13. Please arrive at the agreed date and time. You will lose your place in the cue if you are late. On arrival (and on every occasion):

- a. remain in your vehicle and call the number you were given at the time of booking to inform the service you have arrived. This allows for required physical distancing
- b. your temperature will be taken (using a forehead scanner thermometer) by staff as we will not allow those with raised temperature to enter the facility
- c. you will need to sign a short declaration of wellness as you can't visit if you have any respiratory or cold like symptoms
- d. You be required to wash your hands prior to and following the visit and wear a mask during the visit (provided by ABI)
- e. You will be restricted to the client's room. Please note, clients are not able to go off-site, on home-visits or walks and there will be no overnight leave.

It is important you inform us immediately should you experience any flu like symptoms such as; sore throat, temperature, runny nose, cough or shortness of breath or if anyone in you come in contact with is diagnosed as suspected or confirmed COVID-19.

[In summary, our visitation policies have been expanded to allow for two family members/whanau to visit by appointment and we have increase the visiting hours and time allowed on site. The increased allotment is contingent on ability to safely staff and may change.](#)

Thank you for your continued understanding as ABI facilitates visitation in the safest manner possible for your loved ones during this COVID-19 pandemic.