

# Update: Visiting under COVID-19 pandemic restrictions



**Thank you** to all friends and family/whānau for your continued understanding whilst we have COVID 19 pandemic restrictions in place.

We are carefully expanding visitation procedures for Wellington 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 Wellington facility as people coming in and out of ABI services increases the risk of viral spread to all of our clients and staff.

## **ABI Auckland Intensive and Residential Sites**

As Auckland remains at **alert Level 4**, unfortunately **no visits** can be permitted to the ABI Auckland Intensive and Residential sites. Our teams will continue to support your loved ones with their rehabilitation programmes and help facilitate connection with you via video or phone.

## **ABI Wellington Intensive and Level 2**

ABI is happy to continue to offer visits and we are gradually reducing restrictions based on guidance from the Ministry of Health. **ABI staff will re-commence community outings with clients.**

Please review these updated visiting guidelines for Wellington.

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

1. You must be prepared to wear a **mask** at all times. No exceptions.
2. Visits, due to staffing resources, can occur **Monday to Saturday** between **9am to 4pm**.
3. You must phone, at least one working day prior, of your visit and **book in your visiting time** – there will be limited availability. Please call within business hours.
4. Visiting is limited to two people per designated zone at a time and one visit per client per day.
5. Each client may be visited by a maximum of two whānau members per visit. The primary designated family member and patient will decide who the additional visitor may be.

6. 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.
7. Visits must be kept to a **maximum of 90 minutes** from arrival to departure of the service, ideally shorter, to allow others to visit their loved ones – exceptions may be made for those travelling significant distances.
8. You are able to participate in therapy sessions with your whanau member, however please maintain physical distancing and continue to wear your mask in these sessions.
9. No visitors to be under the age of 16 unless under compassionate circumstances.
10. You must **maintain a 2 metre distance** from the person you are visiting. This means no touching of the person including in greeting or leaving.
11. You must try to maintain a 2 metre distance from ABI staff for the visit with the exception of the arrival process.
12. If you wish to take your whānau member for an outing, please contact the Nursing Services Manager or Rehab Services Manager to discuss.
13. Please note, there will be no overnight leave at this time.
14. To book a visit or to come and pick up your loved one please call during business hours:

**Wellington Reception (04) 2370128**

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

15. Please arrive at the agreed date and time. You will lose your place in the queue 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 will need to scan in to ABI.

- e. You be required to **wash your hands** prior to and following the visit and **wear a mask** during the visit (provided by ABI).

We regret that visiting isn't available outside of our prescribed visiting times with exception made on a case by case basis of our few clients. If you would like to visit outside the set visiting times please contact us so we can discuss the special circumstances that need to be considered.

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 participation in therapy sessions as well as family members/whānau to visit. All visits you must be prepared to be masked up and physically distanced.**

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