



Te Roopu Taurima Guidelines for Whānau Visits During Alert Level 3 27 April 2020

What Alert Level 3 Means at Te Roopu Taurima (TRT)

The aim is to have all whare stay at Alert Level 4 in terms of keeping their bubbles as tight as possible during Alert Level 3. This approach was the preferred approach by kaimahi who responded to our survey about moving safely from Lockdown to Alert Level 3. If whare bubbles are not extended (for very good reason), then we ask whare kaimahi to keep their personal bubbles tight as well.

Alert Level 3 restrictions mean that there is a high risk the disease is not contained so we have to continue to be cautious to keep us all safe. We are managing a very complex situation in terms of both balancing the needs of tangata to connect with their whānau and any risk of transmission for kaimahi and flatmates.

We are fortunate at TRT, as the majority of whānau we have contacted are happy to suspend all visits to the whare during Alert Level 3. They are keen to keep tangata, kaimahi and themselves as safe as possible.

Ministry of Health Advice

The Ministry of Health advises that, "Residents can have an extended 'bubble'. Residents, their family and whānau, and the disability provider will decide who is in the extended bubble. This will be managed by the provider so that extended bubbles do not get too big and do not mix with others."

"People must stay within their immediate household bubble, but can expand this to reconnect with close whānau, or bring in caregivers, or to support isolated people. It is important to protect your bubble once it has been extended. Keep your bubble exclusive and only include people where it will keep you and them safe and well. If anyone within your bubble feels unwell, they self-isolate from everyone else within your bubble (covid19 website)".

How this Applies to Te Roopu Taurima

For the health and well-being of the tangata we support, it is vital that whānau are observing the Level 3 restrictions. **Approval of any visits to whare will be made on a case-by-case basis by the Service Manager. All visits to a whare by a whānau member must be approved prior to the visit. No visits will take place without an appointment.** All staff are to ensure adherence with these contact and movement restrictions for the whole of the Level 3 period.



Whānau members should therefore be encouraged to keep in touch in many other non-contact ways, e.g. telephone, Zoom, FaceTime, and Skype. It can include whānau staying outside the whare and talking to the tangata who is visible but inside the whare with doors and windows closed, in the yard of the whare where a distance of two metres can be maintained at all times, or at a nearby park or garden, still maintaining two metres distance at all times.

If the tangata we support or a whānau member does feel the need to visit in person, the following procedures must be followed to determine if this can be accommodated **on a case by case basis** - with the final approval being provided by the **Service Manager**.

Tangata or Whānau Request a Visit in Residential Services

Under Alert Level 3, daytime visits between tangata and their close whānau can occur, but not visits with extended friends and family to maintain the integrity of whānau and whare bubbles.

A tangata or whānau can make contact with kaimahi at the whare to let them know they would like a visit either at the whare, or visit with tangata outside of the whare

Three steps need to be followed once a request has been made.

1. A request and purpose for a visit needs to be passed from whare kaimahi to their Kaitaataki. The Kaitaataki in discussion with the tangata and the whānau and in consultation with whare kaimahi, other flatmates and their whānau assesses the level of risk that may affect others in the whare bubble. There must be a named member of the whānau who will be the visitor.
2. The Kaitaataki will make a recommendation to their Service Manager and provide the relevant information about the proposed visit. The Service Manager will either approve or decline the request for a visit.
3. The Kaitaataki will inform the tangata and whānau of the Service Manager's decision. If the visit is declined, the reasons will be carefully explained to the tangata and the whānau. If the visit is approved, the rules for the visit will be explained to the tangata and their whānau.

Step 1

The Kaitaataki must hold a discussion with whānau prior to the first visit taking place to ensure a common understanding of any potential risks of whānau visiting during Level 3 and confirm the following:

- a) The risk profile of the residential whare has been considered including age and compromised health of all flatmates living together in the home.
- b) The whānau need to be clear about the reasons for direct contact during Level 3 and whether this will be in the whare or outside of the whare. Commitment from the

whānau that they will not extend their own whānau bubble beyond the inclusion of the tangata they want to visit during Level 3.

- c) Discussions with whare kaimahi, flatmates and their whānau (if relevant) will also take place by the Kaitaataki.
- d) The Kaitaataki might want to encourage tangata and their whānau to think about whether a visit is the safest option. The following information may help the tangata and the whānau to decide:
 - if they are at high-risk of severe illness from COVID-19 (<https://covid19.govt.nz/individuals-and-households/health-and-wellbeing/vulnerable-people/>), they may not want to see anyone outside of their bubble or they may want to be cautious and wait until we move into Level 2
 - someone else in their home may be at a high-risk of severe illness from COVID-19 (<https://covid19.govt.nz/individuals-and-households/health-and-wellbeing/vulnerable-people/>), they may not want to see anyone outside of their bubble or again, they may want to be cautious and wait until we move into Level 2
 - if the tangata and their whānau want to continue with the requested visit the whānau may also need to be encouraged to consider who might be the safest, nominated visitor from the whānau. Preferably, it should not be a member of the whānau who is an essential worker, for example, working in a hospital or supermarket.

Step 2

Following this discussion to assess the level of risk, the Kaitaataki will provide the information provided by the whānau, including the reason they want to visit the tangata, to the Service Manager. The Service Manager will either approve or decline the request.

The Kaitaataki and the Service Manager may be faced with multiple requests for visits. The following points will be considered if there is a need to limit the number of visitors or visits:

- Is there anyone in the whare whose social connections have been completely cut off or dramatically reduced i.e. is there anyone who does not have a phone or internet connection to talk to their whānau? They could be prioritised to have a visitor.
- Is there anyone in the whare who will be particularly confused, distressed, anxious about not seeing whānau, or will be particularly distressed/confused if they do?

Step 3

The Kaitaataki informs the tangata and whānau of the Service Manager's decision. If declined the tangata and whānau will be given the reasons. If approved, the kaitaataki will explain the entry criteria to the whānau (see below) and advise whare kaimahi of the whānau member who will be visiting during Level 3. Only the named whānau member will be permitted to visit the tangata. If visit is approved and deemed necessary:



Te Roopu Taurima

Entry Criteria for Approved Whānau Visits in the Whare

1. Only one, nominated whānau member can visit the tangata and he/she will need to meet the following criteria in the first instance, to find out if there is any risk and the potential suitability for visiting on the day of the visit:
 - a) They are symptom-free (and if previously symptomatic, they must have been symptom-free for at least 72 hours)
 - b) They must not have been exposed to anyone who is suspected or confirmed with COVID-19 in the last 14 days

If these criteria are not met, the visit will not be allowed to proceed.

2. Approved visits need to be arranged in advance and meet the following criteria
 - a) Only one, nominated visitor per person in the whare at any one time across all flatmates. Visits must not overlap with another person's whānau member visiting.
 - b) All planned visits are recorded in the communication diary, pre-booked with the Kaitaataki once the visits has been approved.
 - c) Visits should occur
 - i. At a convenient time
 - ii. Outside of mealtimes
 - d) Where necessary, limit visits to no longer than one hour within the whare.
3. The following entry, safety and hygiene measures must be undertaken at each visit.
 - a) Visitor is to sign into the Visitor's Book, stating contact details, on entry into the whare
 - b) Kaimahi to ensure the visitor is symptom free, as above
 - c) Manuhiri to remove or change shoes when entering the whare
 - d) Handwashing on arrival (and during the visit if required)
 - e) Limit movement in the home and remain in the tangata's own bedroom, own living space or outside areas throughout the visit
 - f) Utilise the designated bathroom as identified by staff upon arrival
 - g) The manuhiri/visitor understands that they are visiting their own relative, not all flatmates
 - h) Physical distancing to be maintained at all times from other people being supported and kaimahi who work in the whare
 - i) The manuhiri/visitor must not use communal areas such as kitchen, shared living or dining rooms. Should a manuhiri/visitor need anything, requests can be made to kaimahi
 - j) The manuhiri must not bring unnecessary items into the home, including food
 - k) Complete infection control and disinfection once manuhiri has left.

Alternative Visiting Options Outside of the Whare

The Kaitaataki in consultation with the Service Manager can approve visits by whānau with tangata, outside of the whare. As with the whānau visits to a whare, the visits need to be requested, the risk assessed and the visit approved by a Service Manager on the recommendation of a Kaitaataki.



1. Whānau may support the tangata, within the limits of Level 3 to access outside spaces such as park or garden for a visit.
2. More than one whānau member is permitted for outside visits as long as they were already within the same existing whānau bubble that was in place at Level 4.
3. Overnight stays are not permitted during Level 3. This will be reviewed for future levels.
4. A tangata may only go to visit their whānau in the whānau home during the day. The same risk assessment and criteria are considered for this type of visit. These requests will be considered on a **case by case basis** taking the following risks into account:
 - a. Confirmation that the home whānau bubble has not expanded since Level 4.
 - b. Confirmation that no one in the whānau has had symptoms of Covid19 in the last 14 days or had come into contact with a suspected or confirmed case of Covid19.
 - c. Whānau can request the need for the visit and confirm that they can provide a safe environment for the duration of the visit.
 - d. Whānau confirm that physical distancing and hygiene protocols are understood and will be followed for the duration of the visit.
 - e. Whānau will agree and commit to a return time.
5. For approved whānau home visits only, if transport is required to assist the person to travel to the family home this should be discussed with Kaitaataki and agreed in advance acknowledging staff capacity and Level 3 travel restrictions.
6. When a person meets up with their whānau member outside of the TRT where as an extra precaution upon return, the person should be assisted to change their clothing and have a shower to minimise any potential risk of exposure to Covid-19 from external environments.

There may be instances where visits may not be possible during Level 3 due to difficulties of managing some of the health risks posed to tangata and kaimahi. **If you have not made a prior appointment to visit your loved one, and the Service Manager has not approved your visit you will be refused entry to the whare.**

We want to make sure you can keep connected to your whanaunga/relative in our service and we want to do this in the safest way possible.

If you, as a whānau member have any questions about these guidelines please contact the relevant Kaitaataki or call the whare asking the kaimahi to get the Kaitaataki to contact you.

Thank you for your patience and understanding.