
COVID-19 Update

25 March 2020

As New Zealand shifts to COVID-19 Alert Level 4 at 11.59pm tonight, it is important to remind everyone of the information issued by the New Zealand Government:

Alert Level 4 indicates that the disease is not contained, and New Zealand is at risk of widespread outbreaks.

New Zealanders are being asked to stay at home. This means New Zealanders not working in essential services must stay at home and stop all interactions with others outside of your household.

We know that this is a big ask. Eradicating the disease is vital to protect people's health and ensure our health system can cope and look after New Zealanders who become sick.

Enforcement measures may be used to ensure everyone acts together, now.

<https://covid19.govt.nz/government-actions/covid-19-alert-level/>


We are asked to do this for four weeks, commencing Wednesday 25 March, 11.59pm.

These are unprecedented times and we understand you will have questions. We have attempted to answer as many as possible below.

Can I see my family and friends during the lockdown?

Official guidance is that from 11.59pm on Wednesday "everyone must stay at home unless they are working in essential services".

Visitors to the village will only be permitted to enter if they are critical visits. This is to limit the chance of someone bringing COVID-19 into the village. We have a duty of care to both our residents and staff.



It's important to stay in touch with family and friends over the phone or via video calls. We will be sending information on how to set up video calls and are available to assist with this.

If you live alone, you can meet with one person outside of your home. This person should be another resident or a Care Giver. Government advice is that you can only meet with one person for the month. We are happy to assist in pairing up residents, who live alone, so that no one is lonely.

If you do not live alone, you should refrain from socialising with others unless it is over the phone or via video calls.

Am I allowed outside?

Residents can go outside and exercise within the village, but please refrain from venturing outside the village unless absolutely necessary. The government asks that you always stay 2metres away from other people, unless you live with them, in your unit.

Can I use the Communal Areas and Facilities?

All village communal areas and facilities are closed until further notice.

Can I buy and order groceries?

Grocery stores are essential services and will remain open during the lockdown.

However, for your safety and that of other residents and staff, we ask that where possible you stay in the village and arrange for friends and family to do your shopping, or do it online. Online shopping instructions will be issued to all residents.

Shopping can be delivered to the front gate and Arena Living staff will then bring it to your door. Please advise your family or friends not to leave anything at the gate, if no one is there.

If you have concerns or do not have someone to help with your shopping, please call reception. We are here to help if you need us.

Additionally, we are currently working with local supermarkets and our suppliers to ensure that residents can get key supplies throughout the lock down.

Will the Restaurant/ Café remain open?

For those unable to make their own meals, meals can be delivered to your home, however we are operating a limited menu. Arena Living is waiving the delivery fee during this time.

The Restaurant/ Café dining areas will be closed and should not be used.

The free tea and coffee stations will also be removed for the duration of the lock down.

Can my Care Giver enter the village?

Care Givers are required to register and sign a declaration form at the main gate. We are aware of two other retirement villages that are dealing with positive COVID-19 cases and as such are asking Care Givers which other villages they have attended in the past 14 days.

We ask that you or a member of your family, contact your Care Provider and ensure they are taking the necessary steps to keep you safe from COVID-19.

Can I visit the pharmacy, doctors, hospitals?

Health facilities, hospitals, primary care clinics, medical laboratories are essential businesses but if you need to see a doctor or other medical professional, you MUST phone them first.

Most consultations will happen over the phone (or by videoconference) to stop any risk of the disease spreading by person-to-person contact. If a face-to-face meeting is required, your doctor or other medical professional will organise this with you.

If you are severely unwell, for example having trouble breathing, dial 111 or press the Emergency Call button in your home.


What should I do if I'm unwell?

See question above regarding doctors and hospitals.

Again, if you are severely unwell, for example having trouble breathing, dial 111 or press the Emergency Call button in your home.

How do I get to external medical appointments?

Taxis are operating during the lockdown, however, we recommend utilising a service such as Driving Miss Daisy or contacting a family member.



Remember to practice social distancing at all times, if a family member is picking you up there should only be the driver in the car and you should sit in the back.

Please let us know ahead of time that you have arranged to be picked up to go to a medical appointment.

Will I be able to renew my script / prescription?

Please phone your doctor or pharmacy to discuss renewal of any medical scripts, they should be able to advise and arrange delivery to the village gates. As with other deliveries a staff member will bring the parcel to your home.

Will I still get mail?

NZ Post will continue to operate throughout the lockdown period. Post and courier deliveries via NZ Post will still happen.

Deliveries will be dropped off at the front gate and an Arena Living staff will bring parcels to your doorstep. This may not happen at the usual time, please bear with us as we get around the village.

How do I post mail?

NZ Post will continue to operate throughout the lockdown period. We have not been advised that there will be any change to our collection services.

Will my recycling and rubbish be collected?

Most councils have advice on their websites about which services they're still providing.

All councils are still collecting rubbish but some aren't collecting recycling.

Where a council is not taking recyclables the advice is to stockpile your rinsed cans, plastic and cardboard. This kind of waste doesn't go off or start to smell like general waste.

If my pet gets sick, can I go to the vet?

Veterinarians are considered an essential service, but you should contact your Vet to discuss and make an appointment if necessary.



Will there still be builders working?

Essential property maintenance will take place, but all refurbishments and non-essential maintenance will be postponed until after the lock down is lifted.

What if something breaks in my home?

Electricians, telecommunication workers, plumbers, internet providers are classed as essential services and will still work on critical services.

Depending on what breaks we may be able to get it fixed. Please phone reception to raise a request and our Maintenance Supervisor will be in touch.

What if there is a fire?

Please leave the building immediately and follow standard fire evacuation procedures. If possible, please be mindful of practising social distancing.

Why aren't the staff all wearing uniforms?

During the lock down and leading up to, it has been difficult to source uniforms. All staff who do not have Arena Living uniforms will have an Arena Living lanyard.

If you're concerned about anyone, please follow the usual process and call reception.

What are you doing to prevent Arena Living staff from contracting COVID-19?

The safety and wellbeing of our staff is important to us, we are putting numerous measures in place to keep them safe. Without staff we cannot operate our villages.

We need your help. Please call reception where-ever possible, rather than visiting. All of our staff love to chat, but we need to keep our staff safe too – therefore please ensure you are 2metres away at all times.

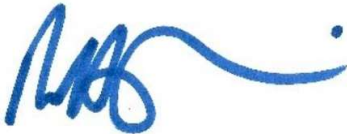
What can I do to help?

Keep in touch with your neighbours and friends within our village community. Use the phone, video chat or drop a letter in a letterbox. Find ways to bring joy to each other during this time. We are all in this together.

I have more questions...

We will continue to communicate regularly with you. Meanwhile, if you have any further questions please contact your Village Manager.

Finally... this is not a time to be seeing how much we can get away with. It's a time to accept that we need to stay home, for a short time, for the good of the country, our community, our friends, families and of course ourselves. Stay safe. Please.



Richard Davis
Chief Executive Officer
Arena Living