

17 August 2021

Dear residents and whanau and SST stake holders,

WE ARE NOW OPERATING ON LEVEL FOUR LOCKDOWN for covid-19.

WE ARE CURRENTLY ACCEPTING NO VISITORS.

We will remain at Level Four lockdown until we are advised otherwise by the government.

This is how we manage services in this level 4 period:

- Staff and residents are adhering to social distancing and handwashing guidelines.
- Staff are using PPE where necessary.
- All community external activities for residents has stopped. Residents can go on local walks. Staff will help residents with daily activities inside the homes.
- Groceries are purchased online.
- Medications are delivered, and medical assessments are completed through video conferences.
- No visitors are permitted to the residents' homes.
- Staff are working effectively in "bubbles" and not working across the residential sites.
- If people need to be transported to appointments, a driver and/or one other staff member from their bubble will take them.
- Any case managers who need to come on sites are covid-19 screened. Their visits are pre-arranged and social distancing managed.
- All homes have no more than 6 people living together and they will stay in their bubble.
- We may establish a separate isolation house. This can be used for people to stay in for 14 days before re-entry back into their original bubble, if they had had a stay in hospital, a bubble breach or become physically unwell.
- Staff complete environment cleans using bleach in every home on every shift.
- Staff change their clothes between home and work.

Hope deferred makes the heart grow sick, but when dreams come true at last, there is life and joy. Proverbs 13:12

- Everyone (residents and staff alike) have their temperature taken and recorded every day.

We are looking forward to getting out of our bubbles and back to life as we knew it before this four-day level 4 lockdown. The people who live and work in our residential homes are doing an amazing job keeping each other safe, happy and cared for during this time.

Like all aged care and mental health residential providers, Stepping Stone Trust has been given very strict guidelines to follow by the Ministry of Health. These are very rigorous. Anyone who breaks their bubble will be required to have a 14-day isolation period in a “clean” facility before they return.

We really appreciate your support with all the regulations we need to comply with, but we understand that it is in all our best interests. Thank you.

Please look after yourselves. Stay at least 2 meters away from others, stay at home if you can and wash your hands between every interaction and between tasks. Be kind to yourselves and other people, these are testing times for us all.

If you have any concerns or questions that you think we can answer for you, please ask the staff on site, phone and email.

Kind regards

Fiona Barr

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