

We are introducing new measures at Higher Ground to guard against the spread of COVID-19, including restricting non-essential visits and Multiple Family Group sessions. Any visits will need to be by appointment only.

We are following Prime Minister Jacinda Ardern's advice to restrict visitor access to Higher Ground, which we think is wise given the impact we have seen from the virus overseas.

We want to make sure Higher Ground is safe for our residents.

The new measures include:

- We ask visits to Higher Ground residents are put on hold, except by appointment
- All visits to Higher Ground by children under 12 years of age are put on hold
- We are adding a security check-in at Higher Ground, in addition to the reception check. Once these are in place, all visitors will be required to check in at reception.
- Any visitor that presents as unwell will be declined entry.

We know these measures may be isolating for some residents.

While they may cause a degree of disruption, we think it is the right thing to do in the face of this pandemic.

We will support our residents and their families in any way we can to help them remain as connected as possible.