

COVID-19: Stepping down to level 2

Premier Lifestyle Villages continues to be committed to protecting our residents and staff through the COVID-19 health crisis. We would like to extend our deep thanks to all residents and staff for their commitment to each other's safety over the past two months; to residents for their understanding and cooperation while life in our villages has not included all the freedoms and facilities we usually enjoy; and to staff for their adaptability and hard work while aspects of their roles have been more challenging. On behalf of Premier's management, thank you very much.

Following the announcement that we are stepping down to Alert Level 2 we have updated some of our processes and procedures.

Alert Level 2 is not life as normal.

Some restrictions and other measures remain in place to reduce the risk of virus transmission:

- Maintain physical distancing.
- Anyone who is unwell, along with their close contacts, will have to self-isolate.
- If you have any symptom of COVID-19, contact Healthline or your GP immediately to arrange a test.
- Measures are in place to allow some safe travel and socialising.
- Only small, controlled gatherings are permitted.
- Physical distancing, hygiene standards and contact registers will help make businesses safe.

Gatherings at your home:

- Residents can have friends and family over to their home, but gatherings are limited to 10 people maximum.
- Play it safe - keep surfaces clean, wash your hands, and keep visitor numbers low so we can practice safe physical distancing.
- We will provide residents with contact tracing forms to record all visitors to their unit. It is paramount that a record of all visitors is kept, as this is a clear directive from Government to monitor contact tracing.

Contact tracing, social distancing and hygiene are the key priorities in our guidelines.

With this in mind, the following will apply:

- Security at the gate will cease from tonight.
- Friends and relatives visiting will be able to proceed directly to a resident's unit, where their visit will be recorded on the contact form.
- Contractors must still check in at reception and they must bring with them a copy of their safety plan.

The golden rules of Alert Level 2 are:

- Anyone with any symptom of COVID-19 has to stay home and arrange a test through Healthline or their GP. Don't socialise.
- Wash your hands frequently and thoroughly.
- Keep your distance from strangers in public, especially on public transport.
- Don't socialise in groups of more than 10 people.
- Keep a record of where you've been (and on what dates) and who you've been in contact with.

- Carers can go straight to the unit and their visit must be recorded on the contact form.
- Visitors to the village gathering in any one area will be restricted to 10 people including any residents that are part of this group.
- The community centre and facilities will remain closed to friends and relatives until further notice.
- The Restaurant will not be opening immediately, however residents can still pick up takeaway meals from the kitchen counter. For those residents that need their meals delivered, a delivery charge will be added.
- Sales will continue with physical distancing and hygiene rules in place.

Village Facilities

The reopening of all the facilities in the village and community centre will be staggered.

- **Restaurant.** Once we are clear as to what rules will apply specifically to retirement villages, we will expand this service accordingly.
- **Bowling Green, Petanque and Croquet.** We will consult with the committees that manage these facilities to draw up a safety plan. Residents will be able to take part in these activities once an agreed safety plan is in place.
- **Swimming Pool, Spa, Cinema, Gymnasium and Library.** We will consult with the Residents Committee to draw up a safety plan. Residents will be able to use these facilities once an agreed safety plan is in place.
- **Shopping.** The bus service to the shops will start again.
- **The Bar and Happy Hour.** We will consult with both the Residents Committee and the Bar Committee with respect to a safety plan for the service of drinks. Once an acceptable safety plan is in place, we will reopen this facility. Government guidelines are that bars are not permitted to reopen until 21 May.

The better side of life

