

Moana House & Village

Newsletter: Special Edition 2

27th March 2020 *Big thanks to the staff*

Day 2 of the alert level 4 complete lock down– what a change in our world COVID-19 is creating. As the experts say, if we all comply with the rules, the time of restrictions will be limited but if not, this time will continue as long as it needs. This is to enable the infection rates to flatten out and thus the services, including health care, can be provided for those in need.



We have the lounges and dining rooms set up so there is at least a metre between the residents.

Take care, be kind, take deep breaths and we will get through this



We understand that this is a very anxious time for everyone and to be apart from your loved one must be very difficult. The resident family at Moana House are being amazingly resilient (at this stage). We are working out ways for everyone to keep in contact with families and appreciate that many will only have phone contact available. If video technology in the form of skype or Zoom etc can be sorted we will do our best to help your loved one see you. If you ring, the staff may arrange to ring you back at a later time so you can talk more satisfactorily.

A little educative reminder

Frequent hand hygiene– soap & water minimum 20 sec, dry or sanitiser, but use some moisturiser to care for you skin.

Coughing/sneezing etiquette-

Keep surfaces clean regularly

Face masks are only useful if you have respiratory symptoms

Physical distancing

2 metres apart

Meet our doorman



In Willson Gardens the residents are having to accommodate to doing things differently. As they are all over 70, they are needing to stay in their bubble also. No going out in the car for a drive but they do have plenty of safe grounds to walk around as long as the 2 metre rule is maintained. Getting food is important so New World are putting a system in place through Moana House. (gosh, the staff there need a big Bouquet) Julie is organising an ordering template for everyone and once a week they will deliver food for you. Julie will give you clear instructions about the process, days, times and payment. Please keep in touch with each other by phone. If you have any concerns, beyond the emergency systems that are established, you can always ring Moana House and we will try and work through the issues with you. *PS The message about no driving is important as should there be an accident it is putting the first responders at risk.*

An update: unit 6 has been sold but due to timing the resident can't move in until the lockdown is all over. Really unsettling for his wife who has been admitted to care. In the process we are having to create some further car parks which were not done initially.

The staff at Moana House are worth their weight in gold! Most are going beyond their contracted expectations but we have to ensure that they don't get fatigued. The duty roster has been completely changed to give them breaks. There are a number who are unable to work due to the governmental protocols and known people at increased risk to COVID-19. It is hard for those who are over 70 who feel fit and healthy but unfortunately their immune system isn't quite as resilient. All are still trying to cope with the day to day challenges of home and changed income streams. This industry as yet doesn't cover some of the people with the financial package. We are doing what we can to support the team. They are vulnerable and where possible also keeping 2 metres apart from their colleagues. *PS The coffee machine arrived today!*



Serving lunch on Friday, yes fish & chips



Peeling the gifted apples, thank you



Waiting for the fish & chips with physical distancing

Be calm

Be nice

Be patient

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Soon:

