

19 March 2020

Dear client

As you will be aware, a number of cases of COVID-19 (also known as novel coronavirus) have now been diagnosed in New Zealand, and there are outbreaks in a number of countries overseas.

We ask for your support in keeping our clients, staff and community safe.

In order to keep safe in this evolving situation we need you to inform us if, you or a person living at the same address:

- has returned from overseas in the last 14 days
- is suspected or confirmed to have COVID-19
- is a close contact of a person with suspected or confirmed COVID-19.

If any of these apply to you or someone in your household, **please call Nurse Maude: Canterbury on 03 375 4200, Nelson Marlborough on 0800 687 739 and Wellington on 0800 687 738** so we can prioritise your health and that of our team.

If you are required to be in self-isolation for one of the above reasons, we will work with you to develop an appropriate care plan. Our team will discuss this with you in detail. They may ask if you have any household members living with you, family or friends living close by who can support you with your needs at this time.

In order to protect our staff and clients we will be asking all clients at every visit if you are well before we enter the home and we will enquire if you or other household members have travelled overseas. We will also ask all clients to tell us if they or other household members are unwell and have symptoms such as, fever, cough, shortness of breath or sore throat. If you or a household member have any of these symptoms, service may be disrupted. We will contact you to discuss options and to update your care plan if needed.

In some cases, our team visiting you may wear protective gear (like a mask or gloves). Please do not be offended.

If you or your family have questions about this letter, please contact us on the relevant number above

For any health-related questions about COVID-19 please contact the dedicated **COVID-19 Healthline number (0800 358 5453)**. You can find more information on the Ministry of Health Website. <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>

We want to reassure you that Nurse Maude has a comprehensive plan to support the health of those who care for you and we are monitoring their health on an ongoing basis.

Two key messages are being relayed to all our teams, ensure good hand hygiene and if you are unwell do not come to work. We are also communicating with them regularly to provide updates.

PO Box 36126, Merivale  
Christchurch 8146  
New Zealand  
**Phone** 03 375 4200  
**Email** [info@nursemaude.org.nz](mailto:info@nursemaude.org.nz)  
**Web** [www.nursemaude.org.nz](http://www.nursemaude.org.nz)

Please do not hesitate to contact us should you require any further information or clarification of the document above.

Thank you for supporting us to support your good health.

Yours sincerely

A handwritten signature in blue ink, appearing to read "J. Magee". The signature is fluid and cursive, with a large initial "J" and a stylized "M".

**Jim Magee**  
**Chief Executive**