



Stopping Violence Dunedin Incorporated

Stopping Violence Dunedin Inc: COVID-19



CLIENT UPDATE & PUBLIC NOTICE

15th May 2020

MOVING TO COVID-19 ALERT LEVEL TWO (2)

Kia ora All, hope you're all Safe & Well😊

COVID-19 – ALERT LEVELS FOUR & THREE

Firstly, another BIG Thank You to all our clients for working with us during the Covid-19 Alert Levels 4 & 3 lockdown periods, whether your attendance has been via Zoom video sessions or by phone your efforts have allowed us to ensure your well-being and to have you continue working on a positive forward path, so thanks from all the S.V.D. team.

COVID-19 – ALERT LEVEL 2 (effective from 11.59pm Wednesday 13th May 2020)

With the move into **Covid-19 Alert Level 2** on Thursday 14th May 2020 our facilitation team have discussed the option for returning to “Face to Face” appointments. The outcome being is that some will return and some will not. Your facilitator will contact you directly to advise on their position moving forward.

Our business position will be reviewed next on Wednesday 27th May 2020 with the aim to have “Face to Face” appointments resume for all clients (Individual and Group) from **Tuesday 2nd June 2020**.

From **Monday 18th May 2020 until further notice** we will be operating the following services as follows:

- **INDIVIDUAL SESSIONS (Dunedin Based Clients Only)** – as mentioned above, your facilitator will make contact with you directly about how your appointment will be completed.

For those completing “**Face to Face**” appointments at our offices, **please REMEMBER** Play it Safe and if you're Sick (**Cold or Flu like symptom's**) change your face to face appointment.

NOTE: Our admin team will send you a text reminder the day prior to ensure you are aware of your pending appointment. Please call us within **24** hours of your appointment time, should you need to cancel and/or reschedule your appointment.

IF YOUR APPOINTMENT IS AT THE S.V.D. OFFICES - ON ARRIVAL:

1. **Please** Sanitise your Hands at the clearly marked station/s.
2. For **EVERY** office visit (until further notice and even if you have been a client for some time), you must complete a **CLIENT/VISITOR form** and place it in the bucket located on the table near the reception desk.

COVID 19 – ALERT LEVEL 2

CLIENT/VISITOR SITE ENTRY SLIP



Stopping Violence Dunedin

FULL NAME: _____ **(Please Print) Signature:** _____

Contact Phone Number: _____ **or Email:** _____ @ _____

DATE: ____/____/2020 **TIME:** ____/____ AM or PM (delete one)

APPOINTMENT WITH: _____ **or DROP IN ONLY** _____ (please tick)

3. **Please** Sanitise your Hands again, once you have completed step 2
4. Please keep a safe/social distance (**1 meter minimum**) from your facilitator and other clients or staff at all times.
5. Please refrain from direct personal contact – **NO Hugs & NO Hongi's**
6. Please do not share your mobile phone with others.
7. If your using the toilets located on the 3rd & 2nd floors, please take the time to wash your hands for at least **20** seconds.

ON DEPARTURE:

1. **Please** Sanitise your Hands at the clearly marked stations

S.V.D. GUEST KITCHEN: – Regretfully the S.V.D. guest kitchen will not be accessible during Covid-19 Level 2, however we do have a filtered water station located in the main foyer for your use with disposal cups. Please ensure you dispose of your cup when you have finished with it ☺

If you wish to bring a hot drink with you, please do so.

- **INDIVIDUAL SESSIONS (Milton, Balclutha, Gore & Oamaru Only)** – due to Stopping Violence Dunedin not being able to manage, control and ensure the full hygiene safety practises at our remote venues, your appointments will continue to be completed virtually ZOOM until further notice. Your appointments and Zoom invites will be managed and sent by your facilitator.

NOTE: Our admin team will send you a text reminder the day prior to ensure you are aware of your pending appointment. Please call us within **24** hours of your appointment time, should you need to cancel and/or reschedule your appointment.

- **GROUP SESSIONS** – will remain virtually via ZOOM until further notice (at your set time for each group) and a Zoom invite will be managed and sent by your facilitators.

NOTE: You will not receive a text reminder for Group Sessions.

S.V.D. LOAN PHONES

If you have been allocated an S.V.D. loan phone, please retain this until we request it's return.

APOLOGIES & ADMINISTRATION:

- **APOLOGIES:** If for some reason you can't fulfil your appointment, please text or call the numbers below within 24 hours of your appointment time, thanks.
Phone: 0800 474 1121 or Text: 0272 019 922
- If you have any questions or require any documents to be completed, please contact the S.V.D. admin team on the above numbers for their assistance.

INFORMATION FOR YOUR PERSONAL WELL-BEING & HEALTH SAFETY

PERSONAL CARE

The Ministry of Health are carefully monitoring the coronavirus (COVID-19) situation in New Zealand and they recommend taking simple precautions as you would with the flu. That means:

- Washing your hands regularly and thoroughly for 20 seconds
- Covering coughs and sneezes with a tissue or clothing
- Keep a 2 meter distance from others at all times
- Staying home if you feel unwell

There is more information about COVID-19 and prevention measures on the Ministry of Health website.

[Go to the Ministry of Health website](#)

Contact Healthline for free on 0800 358 5453

CONCLUSION

We are very much looking forward to seeing all our clients "Face to Face" again, however for the personal safety of our team, we are supporting their individual requests to "Play it Safe", whilst completing your programme.

I again thank you for your patience and understanding and would very much like to acknowledge the efforts of our facilitators and staff for enduring the challenges of the past seven and a half weeks.

Ngā mihi

Cinnamon Boreham
Manager