

16 March 2020

COVID-19 Coronavirus Update

Please ensure this message is passed on to all staff.

As you know, this is a fast-changing situation, requiring us to review the information available and make decisions around this. Going forward, the YMCA exec team will be meeting on a daily basis to ensure we are sufficiently informed.

The COVID-19 Coronavirus pandemic continues to be unsettling for everyone - don't hesitate to make use of the Employee Assistance Programme (EAP*) and reach out to your manager if you have concerns and queries.

Please see below today's updates.

**EAP is a free and confidential service for YMCA employees. You can contact them by phoning 0800 360 364 and quoting XEROCUSTNZ and their services are available 24 hours, 7 days a week.*

A reminder around cleaning, hygiene and illness

A further request to everyone that if you are sick, please stay home. Please also continue to practice good personal hygiene.

YMCA staff information portal

We have set up a page <https://ymcauckland.sharepoint.com/sites/COVID-19/> which can be accessed internally and externally which will contain the following:

- Latest updates
- FAQs
- A feedback portal where anyone can submit a question or query. These will be collected and publicly replied to.

Meetings

As per yesterday's email, we are looking to limit large gatherings of people. Where possible, please use Skype for meetings.

YMCA Hostel

We have decided that as we cannot provide facilities which meet with Ministry of Health guidelines, we are unable to allow anyone to self-isolate at YMCA hostel. Our booking procedures have been updated on this basis. The accommodation team will continue to follow strict cleaning and hygiene guidelines as a precaution.

External communications

A reminder that customer communications must come from Support Office. Please do not post anything on the website or social media yourself around COVID-19 Coronavirus. If you require anything to be sent please go through your Group Manager.

Take care,
Julian