

Ara Operations at Alert Level 2 – Your questions answered

Edition 3 – Friday 22 May 2020

Q. Some services for colleagues and students have been closed this week. Are there more areas opening from next Monday?

We're working hard to open services with appropriate health and safety measures in place. Please be aware it may take longer, or require you to follow different processes, to access facilities.

These facilities opened this week and will remain open:

- Ara's Early Learning Centre
- Ōtautahi House is open with visitor access strictly controlled.
- The Library at Madras is open during weekdays for book withdrawals, returns, scheduled appointments and access to printing. It is not available as a drop-in study space. You can also chat with a librarian remotely via [AskLive](#).
- The Library at Timaru is open for students self-study and to use the computer, *but only* for those who travel by Ara-provisioned transport.
- Student Support Services is open for scheduled appointments at Madras, Woolston and Timaru campuses. Zoom appointments also continue.
- Learning Services are open for scheduled appointments at Madras, Woolston and Timaru campuses. Zoom appointments will also continue. Learners returning to campus, who have been referred for learning support, can make an appointment with a learning or maths advisor at the Library Service Desk. Students can phone (03) 940 8089 or email learningservices@ara.ac.nz.
- Disability Services are open for scheduled appointments at Madras campus. Zoom appointments will also continue.
- Computer labs can be used for supervised learning and teaching during the week only
- Madras campus Atrium, Woolston Student Hub and Timaru A Block have front-line Admissions colleagues able to provide support and guidance where required.

These facilities will be open from Monday 25 May:

- The Heath Centre is open for limited appointments and booked vaccinations based on the priority of clients (see detail in questions following).
- Visions café will open for 'click and collect' and Espresso Alley in K Block is open.
- These Ara Connect sites are open from next week: Bishopdale, Hornby, Rangiora, New Brighton and Timaru. Sites are operating at part capacity to ensure appropriate distancing. If people have enquiries they should email cffsites@ara.ac.nz and not just call in to a site.

These facilities remain closed for the week beginning Monday 25 May:

- The Career Centre
- The Recreation Centre (including the gym).
- The Woolston café remains closed until the Student Services building is open and the opening date for Café X at Madras campus is likely to be next Wednesday 27 May.
- We are working on opening the Ara Connect sites at Madras and Oamaru. In the meantime students who usually attend the Madras site can access other sites located across Christchurch.

Q. Do we still need to bring ID cards to come on campus?

Yes, most doors still have controlled access and it's important all colleagues and students bring ID cards to access our buildings. Anyone who has misplaced their ID card should go to the security area to get a replacement organised.

Q: Do I still need to use the Ara Tracer app now that the Government has put out its own app?

Yes. When you come to an Ara site, you still need to use the Ara Tracer app so that we know who has been on our campus sites, in case there is a need to contact people in the future. Having this app in place and being used means we're complying with Government requirements.

Some colleagues have told us the app doesn't work on an iPhone. If you are experiencing this, please use the desktop version of the Contact Tracer at the moment which is available via your Ara computer desktop.

You're welcome to download and use the government app to track your *personal movements* and interactions. The 'NZ COVID Tracer' is available from the [Google Play Store](#) and the [Apple App Store](#) and more information about the app can be found at: www.health.govt.nz/NZ-COVID-Tracer.

Q. If I work in a shared office space and keep the correct physical distancing do I need to note the colleagues that share this office space with me in the Ara Contact Tracer app?

Yes, even though you are not in immediate contact with colleagues please note this type of detail in the Ara Contact Tracer.

Q: What do I do if I'm in the 'at risk' category?

Colleagues who are at greater risk of getting a severe illness from COVID-19 due to an underlying medical condition, those who are pregnant, and those who are over 70, are encouraged to continue to work remotely.

Colleagues in this category can return to site, if they are comfortable to do so, and their Manager has approval from the Health and Safety Manager. These conversations are to be facilitated through the relevant People & Culture Business Partner.

If you believe you fall into this category and you are yet to have a conversation with your Manager about your wellbeing, please contact them or your P&C Business Partner as soon as practical. Please work with them so an individual plan can be put in place to manage your Health, Safety and Wellbeing with your return to site.

Q: What cleaning is happening around Ara sites?

Cleaning of all campuses will continue to be carried out with particular care to ensure we meet Ministry of Health guidelines. Ara's cleaning company OCS and Ara's Facilities Management continually monitor guidelines and activities to ensure we meet the required standards.

Ara vehicles have all been cleaned and have sanitiser available so that you can wipe down touch points whenever you wish.

Q: Can I return to the Health Centre now for my healthcare?

From Monday you can phone the Health Centre reception for an appointment on (03) 940 7566. Please DO NOT drop in to our Health Centre to make an appointment, or ask for a vaccination.

The Health Centre team will be following the strictest possible health and safety procedures, so if you are coming to the Health Centre please read the following instructions carefully:

- When you get to the Centre, please take a seat in the waiting area, put on a face mask and wash your hands with alcohol gel – the receptionist will take your name and book you in - please don't approach reception.
- The nurse will call you in to one of the consultation rooms
- Make sure your clothes let the nurse easily get to the injection site – your arm!

- The nurse will go through the consent form with you - please bring your own pen to sign this
- You'll be able to leave the Centre directly after the vaccination unless you're at higher risk for a post-vaccination reaction. The nurse will assess this as part of the consent process.

Vaccinations are initially available to colleagues and students in the following categories:

- You have a pre-existing health condition (see <https://www.fightflu.co.nz>)
- You are pregnant
- You are a healthcare worker
- You are a resident of Otautahi House
- You are 65 years and over

It is essential you don't come in for a vaccination or other appointment if you are unwell or have any of these symptoms, no matter how mildly: fever, cough, sore throat, runny nose, body aches and headache.