



24 March 2020

Hi everyone,

This is a very unusual letter I have to write to you now that we are in the middle of the COVID-19 situation.

It's a scary time for everyone, and you may be worried about all sorts of things. I think we all are.

We will not be able to visit you at home, send out the next Kidney Society News or take orders for PD belts, fistula covers etc. until later this year, but I wanted to write to you anyway to assure you that we are still doing what we can to support you.

Our team have had a meeting to plan how we can still offer you some Kidney Society support, even when we may have to close the Centre and send staff home.

Once the Centre is closed, a CENTRE CLOSED notice will be on the door, but some of our staff will be working from home.

If you are worried about your health or anything to do with your treatment, our best advice is for you to contact:

- the renal social worker at your hospital
- your pre-dialysis nurse educator
- your haemo unit or your PD nurse
- your transplant coordinator.

You may have to be patient and try again later as all hospital staff will probably be very busy.

Unfortunately we no longer have a Kidney Society Social worker as Natalie has left.

You will need to contact:

- the social worker at your hospital
- WINZ 0800 559 009 Monday to Friday 7am-6pm and Saturday 8am-1pm
- Housing NZ Freephone 0800 801 601 (Mon-Fri, 8am-6pm)

You may have to be patient and try again later as all services will be very busy.

You can also contact the Kidney Society by phone on our usual numbers, 0800 235 711 or 09 278 1321. Your call will be diverted to me (Nora's) mobile or Gina's mobile.

You can also contact us by email, kidneysociety@adks.co.nz and your email will be answered.

When you phone or email, we may also be able to give you Brian's mobile number if you are worried about something to do with your treatment or health, or if you don't know what to do or who to contact to talk about that.

We may not be able to help a lot, but we can listen and it may be that you just need to talk.

Do what you can to keep well and keep safe.

The Kidney Society team: Nora, Brian, Tracey, Gina and Royalene