

21<sup>st</sup> September 2021

Dear family member

Jacinda Ardern announced yesterday that New Zealand will be moving to level 3 on Tuesday 21<sup>st</sup> at 11.59 pm.

We have made the decision that we are still closed to all visitors and the rules that applied to Level 4 will stay in place for Level 3. As we are all aware, being fully vaccinated does not prevent someone from getting COVID 19- Delta variant, nor does it prevent you from passing it on. For this reason, we think it's safer to continue with our restrictions on visiting until at least Level 2.

Visits will only be allowed under exceptional circumstances – for families of residents in end-of-life or palliative care.

We appreciate this is a very difficult time for families with relatives in Fairview Care. Our care team is well prepared and are there for your loved ones. They are taking full precautions and we have full infection control and pandemic plans in place.

We cannot predict how long Fairview Care will be in lock down, but you are assured that these protocols are in place to ensure the safety and wellbeing of your relatives that are staying with us. We will continue to keep you updated.

The best way to stay in contact with your loved one is by phone or face to face communication. To facilitate this, we have set up an iPad for families who wish to use Skype. Please email Ellen and Glare on [activities@fairviewcare.co.nz](mailto:activities@fairviewcare.co.nz) to arrange an appropriate time for this.

If you have any concerns, please don't hesitate to contact me.

Darlene Eweje  
Care Manager