

28th February 2021

Dear Resident

COVID – 19 Update

Our Prime Minister announced yesterday that we will step up to Alert Level 3 from Level 1 at 6am 28th February for the next seven days. This will be reviewed regularly and updates provided by the government. If the government extends the period of the lockdown the village restrictions will continue accordingly.

Following this decision to transition to Alert Level 3, we have reviewed and updated our policies.

Under Alert Level 3 we will be returning to significant restrictions on our day-to-day lives.

Access to Settlers village, Fairview village and Fairview Care is now restricted, and all visitors will be screened at the gate at both facilities. Global Security have been contracted to return to the village and commenced this morning. The gates will be manned by Global Security Staff between the hours of 07.00 am through to 08.00 pm. Outside of these hours the gates will be closed to visitors. Residents and staff to show name badges to security for free access. If you do not have or cannot find your badge, please contact reception.

All facilities and group activities in the village are closed whilst we are under COVID-19 level 3 alert. This includes the fitness area, pool and spa, second floor recreation area, all outside recreation areas including bowling green, croquet lawn and petanque. Happy hour, café and the dinners are also cancelled until further notice.

Food Provision – we will be offering a pickup meal option Tuesday to Friday this coming week. We have slightly changed the Tuesday meal from the advertised option in the newsletter.

Tuesday	Italian Meatballs with Pappardelle Pasta	\$12.00
Wednesday	Roast Lamb \$17.00 or Beef and Mushroom Stroganoff	\$15.00
Thursday	Chicken Schnitzel with creamed mash potato, mushroom sauce	\$12.00
Friday	Chicken Parmigiana \$17.00 or Swedish Meatballs in a gravy sauce	\$15.00

Please place your orders Monday between 9.00am and 4.00 pm for the whole weeks choices so that Ruth can make sure she has the stock required. Each day you can pick up your food from the Café between 2.00 pm and 3.00 pm.

The hairdresser is closed, and the nurse's clinic will operate as normal, however we ask that you please phone to make an appointment.

We all understand and respect social distancing and safe practices living under COVID -19 alert level 3. Please can I ask that we all take responsibility as we step up to level 3, so that we do not put any of our residents or staff at risk.

If for any reason you have personal circumstances that might require approval on a matter outside of this document, then please contact myself on 020 444 2265 to discuss.

Visitors to Fairview Care under Alert Level 3

- Fairview Care is closed to all visitors and the rules that applied to Level 4 will be in place for Level 3.
- Visits will only be allowed under exceptional circumstances – for families of residents in end-of-life or palliative care.

Visitors to our Villages under Alert Level 3

- In line with the Government's advice, our independent living residents should remain at home in their bubble other than for essential personal movements.
- Visitors to the village will be screened at the gate before being given permission to enter the village. Please feel free to use the Contact Tracing sheet provided previously to record anyone who enters your dwelling (to provide care). QR tracing code will be used at the gate for anyone entering the village.
- Visitors will only be allowed to drop off or pick up outside the entrance to your building/block and your visitors and yourselves are requested to keep safe social distancing through the duration of the visit.
- Essential support services (medication or showering for example) can continue to provide services into the home, providing they are using the appropriate PPE.

No under-18s are allowed into our villages under alert level 3:

- There is no change to this policy at alert level 3.
- As clinical evidence is that younger people may be more likely to spread the virus as they have a higher chance of carrying the illness without showing symptoms of being unwell.

Grocery delivery service

- If you are unable to do your own supermarket shopping and you do not have a close relative or friend to assist you in dropping off essential items and groceries, then please call reception and let us know.
- Supermarket chains and courier services can deliver direct to your building/block without reporting to reception.
- If personal items are being delivered from friends or family, we recommend that they are delivered to the main door of your block and social distance is maintained at all times.

Viewing units for sale by interested parties

- We know a number of people are interested in viewing our villages because they or a family member need the safety and security that living in a retirement village offers.

- Under Alert Level 3 we will be able to offer viewings by appointment with very strict screening, hygiene, and physical distancing measures. Viewings are limited to one or two people from within the same bubble.

Contractors

- Under alert level 3, contractors can undertake work at the village, as long as this work is approved by the village manager and that the contractor can work at a safe distance from all staff and residents with no chance of putting anyone at risk.
- You might require a contractor to undertake personal work for you in your unit, e.g. Sky TV repair / installation. This must be approved by the village manager and the contractor must report to the village manager with a safety plan for approval prior to visiting the unit.
- Unit refurbishments - only one contractor will be able to work in a unit at any one-time and they will be under instruction to keep a safe distance from all residents and staff at the village.

Under Alert Level 3 the following people must not visit or enter our village:

- Anyone who has been in contact with someone who has completed the mandatory 14-day isolation after returning from overseas. As previously advised, we need a minimum of another seven days after someone has cleared isolation facilities, this includes people who have had contact with them.
- Anyone who has been in contact with someone who is being tested for or is a suspected, probable, or confirmed case of COVID-19 Coronavirus – pending the result once they have been tested.
- Anyone with cold or flu-like symptoms (even very mild symptoms such as a cough or sneezing).

The common symptoms of COVID-19 include:

- a cough
- a high temperature (at least 38°C)
- shortness of breath.

These symptoms do not necessarily mean you have COVID-19. The symptoms are similar to other illnesses that are much more common, such as cold and flu.

We do not yet know how long symptoms take to show after a person has been infected, but current World Health Organization assessments suggest it is 2 to 10 days.

If you have these symptoms and **have been in close contact with someone confirmed with COVID-19** or visited any places of interest recorded on the MOH website, please telephone Healthline (for free) on 0800 358 5453 or your doctor immediately.



Gary Jarvis
Village Manager

