

COVID UPDATE TO MEMBERS

7th September 2021

On 6th of September, 2021 the Government announced changes to the COVID Alert levels. While the Auckland region is to stay in Level 4, the rest of the country moves into Level 2. This is an unusual situation, with a large gap between the levels, borders in place and different restrictions on people in different places. Based on this, we felt it was important to make sure that our members are clear on what services we are offering.

Firstly, our office is open! Our staff are back after working from home and are able to support our members, in most part, as they always have.

The good news also is that our homes will open at Level 2 in Level 2 areas. Noting that all forward bookings will be honoured. If you have a booking in place there is no need to call and check as we haven't forgotten you! We encourage everyone wanting to make new bookings to use the App or online booking services so that you can check availability and make the booking yourselves without calling the office.

There are some other services that may not be available at certain Alert Levels. In addition we are anticipating some swift shifts up and down the levels as the nation comes to grips with this Delta version of COVID-19.

To help our members understand what we are able to provide through this time, we have created a table (similar to that developed by MBIE) on how we will work through the various levels. This chart is attached to this correspondence. But in summary these are the key points that we would like to reinforce:

- We will always be there to support the welfare of our members. At times, we won't be able to do this in person but our representatives are only a phone call away.
- At times, our regions will cross COVID boundaries. We will not be able to cross those unless it is an emergency and we have permission.
- All our online services are still available.
- We have chosen to keep our homes closed until level 2. This is to protect the health and wellbeing of our members, our representatives and our service providers.
- We encourage our members to "play by the rules" when it comes to the requirements of the Government. Do not cross borders to access our services, maintain your social distancing and wear your masks.
- We would like to make sure that our phones are free for emergencies and to support our member's wellbeing needs. With this, we ask that if you have any general enquiries or support requests, you please communicate with us through the following email:
office@firefighters.org.nz
- Be kind, respect each other and we will all get through this!

We look forward to everyone across the country safely getting back to level 1.

Regards

NZFFWS Board