

From: HSN Mailout
Sent: Wednesday, 18 August 2021 10:31 a.m.
Subject: Covid-19 Level 4 Update for Support Workers

Hello All

UPDATE WEDNESDAY 18th AUGUST 2021

****Please continue working to provide all Essential Personal Cares to Clients ****

We are again at Alert Level 4 for the next 3 days - all non-essential cares are suspended during this time. Essential Personal Care will continue with Support Workers using PPE (Personal Protective Equipment). Please check Ministry of Health locations of interest <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-public/contact-tracing-covid-19/covid-19-contact-tracing-locations-interest> and if you have been to any of these locations at these times **do not go into your Clients - call the office.**

PPE is available from Whangarei Office (7am – 5pm) and Kerikeri Office (7am to 4pm). Fiona (our Trainer) will be in Kaitaia today (Wednesday 18th) from 1pm – 3pm outside the People’s Centre, and Kay (Coordinator) will be available at 11 am for one hour outside the Four Square in Russell today (Wednesday 18th) for collection of masks and hand sanitiser (gloves, booties & aprons still available from Russell Medical Centre).

Further details will be posted on our website as processes change

<https://www.homesupport.co.nz/page/covid-19>

Offices are closed but staff will be there to provide you with your PPE.

Safety reminder - ask at the door before entering – is the Client well? If not, please phone the Office for further instructions. DHBs recommend you undertake a STOP and WATCH for every visit, and escalate appropriately, as older people may have less typical symptoms.

Testing and contact tracing remain critical. [Covid-19 Contact Tracing Register](#) - please download to keep a record of your contacts to help with contact tracing if needed or download the Covid-19 tracing app to your phone [Tracer App Info](#). The use of a mask or face covering will complement these basic hygiene measures.

The most important things you can do to protect yourself and others are:

- hand hygiene
- physical distancing
- coughing and sneezing into your elbow
- regular cleaning of high touch surfaces
- staying home if you are sick and seek medical advice via your doctor or Healthline on [0800 358 5453](tel:08003585453) (see list of symptoms to look out for below).

ALERT LEVEL 4

SUPPORT WORKERS @ Level 4:

- If you are sick, do not go to Clients until medically cleared. Advise EST as per usual process.
- If you are COVID symptomatic, phone Health Line and follow advice. Advise EST of advice given.
- If you get tested, self isolate until results are in. Advise EST.

- Advise EST if you plan to self isolate before you start your self isolation.
- When you go to your Client, ask at the door whether they are well. If the Client is not well, do not enter and contact HSN immediately for further instructions.
- Collect your PPE from the office. (Mid/Far north and rural SW's – follow instructions in update)
- If you are going to Clients wear PPE as usual, including mask.
- Keep to your schedule to support best contact tracing process.
- If social distancing is not possible for 15 minutes or more, wear full PPE.
- Keep small bubbles.
- Ensure regular hand washing through the day.
- Remember cough and sneeze hygiene.
- Follow strict instructions on how to don and doff PPE.
- Report any information which might affect the wellbeing of your Client and or yourself to HSN as soon as possible.

Finally - a reminder of COVID-19 symptoms (If you have any of these symptoms, please stay at home and contact your GP or call the COVID-19 Healthline on 0800 358 5453 to arrange a COVID-19 test)

- a cough
- an elevated temperature (at least 37.5°C)
- shortness of breath
- a sore throat
- sneezing and runny nose
- temporary loss of smell and taste
- conjunctivitis
- muscle aches
- nausea, vomiting and diarrhoea

Remote Worker App users

If you still have a non-essential visit showing up on your app for today (we may not have gotten to all to suspend them in time) then please start the visit, load a note that the shift wasn't worked as it is non-essential, and finish the visit.

Payments for non-worked shifts

We are seeking confirmation from our funders about payment of scheduled non-essential care for the next two days (Thursday and Friday), but for today everyone will be paid as normal for all non-essential shifts that have been suspended.

Thank you for helping us to keep our Clients safe and supported during this time.

Stay safe and check back on our website for updates.

**The Management Team
Home Support North Charitable Trust**