

Hi Team

Firstly we would like to say a big thank-you to all of you who are going the extra mile during this Lockdown. We had many wonderful Support Workers ring in offering to work on their days off, to pick up extra work, cancel their holidays and even move their resignation dates. We are extremely grateful to each and everyone of you. To all the Support Workers who have been so understanding and offering sympathy and humour to us with all the extra work covid has given us - we are very appreciative.

*JoAnn (Coord Team Leader).*

## **UPDATE Tuesday 24<sup>th</sup> AUGUST 2021**

**(For your quick reference new information today is entered in green.)**

**The whole of New Zealand is at Level 4 Lockdown until 11.59pm until Friday 27<sup>th</sup> August (Auckland until Tuesday 31<sup>st</sup> August)**

### **\*\* Please continue working if you provide Essential Personal Cares to Clients \*\***

This includes necessary personal care like showering/bed sponges, toileting, medication support and meals. It is essential that Support Workers wear masks, and apply Best Hygiene practices of handwashing before and after supporting all tasks (gloves on/off, Personal Care, meals, meds etc)

### **\*\* All non-essential care has been suspended \*\***

Reminder – all non-essential care has been suspended while we are in Alert Level 4 **and will be the same when we go to Alert Level 3**. This includes just about all housework tasks, shopping, supervision, outings and community activities. If you are unsure whether you should be going to your Clients just give us a ring in the office to confirm. No activities should be undertaken that aren't a high priority.

### **\*\*TRAVEL – Essential Worker Identification Letter\*\***

When you are travelling for work you might need a document to prove you are an essential worker. Please contact the Employee Support Team - [est@homesupport.co.nz](mailto:est@homesupport.co.nz) during office hours if you are working and would like a letter and we will arrange to email or print one for you.

## **PPE**

**\*\* Please be sure to put on your mask before you come into contact with your Client \*\***

**\*\* Masks are mandatory – if you have any issues with this please call EST to discuss\*\***

PPE is available Monday to Friday from Whangarei Office (7am – 5pm) and Kerikeri Office (8am to 4pm). Remember, PPE will only be issued to Support Workers who are actually working. If you are currently on leave please save our limited supply of PPE for those who are working.

**Next PPE pick ups are on Thursday 26th August: (Bring your 50 ml pottle for sanitiser along)**

**Kaitaia: 11am to 12 noon - outside People's Centre**

**Coopers Beach : 1 to 2pm - Gravel Pit just past Fire Station, SH 1**

**Russell: 9.30am to 10.15 am - outside Four square**

**Paihia: 10.45am to 11.30am - in main carpark, by Countdown**

**Kawakawa: 12noon to 12.30pm - by Caltex**

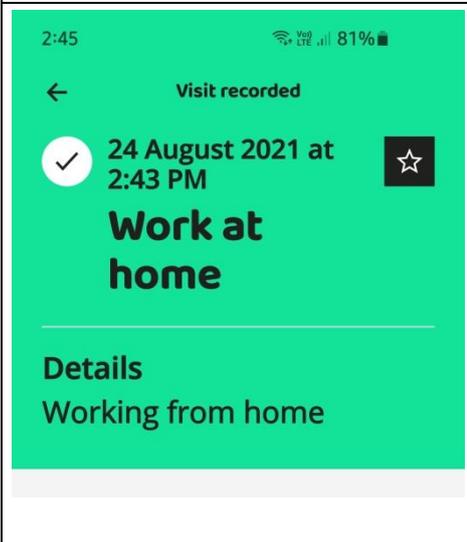
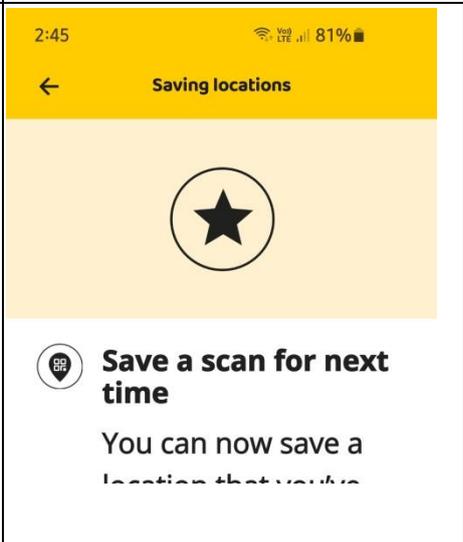
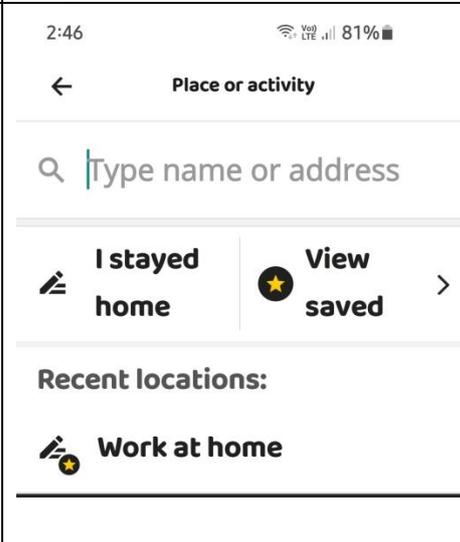
**Kaikohe: 1.15pm to 2.30pm - under the Big tree, Broadway Health**

Check back regularly on our website for updates: <https://www.homesupport.co.nz/page/covid-19>.

Under Alert Level 4 our offices are closed but staff will be there to provide you with your PPE. **Please let us know if you are running low and can't come to either office so that we can arrange a drop off.**

## Covid Tracer App

You can manually log your whereabouts when you go to a Client's address/home. **If you go regularly to particular Clients you can save the entry as instructions below.** Always scan QR codes where available.

1. Enter the details (Client ID) and click on the black star	2. Scroll down and save	3. You can now go back and click on "View Saved" next time you are at that Clients
		

## Bubbles

Please keep to limited bubbles and encourage others not to enter your bubble unnecessarily.

## Remote Worker App users

If you still have a non-essential visit showing up on your app (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. You can then move on with any other Essential Care shifts.

## Payments for non-worked shifts

Both the Ministry of Health and our DHB have indicated that we will be paid for un-worked/non-essential shifts, so we are confident that we will be able to pay you for what you would have worked. Complete your timesheets with hours worked only, and we will have a record of the rest of your usual (unworked) shifts that have been suspended as not essential. **Please check your payslip carefully as due to such sort notice it has been a bit of a scramble to get the system set up so you did not have to complete a form (some of you will remember those from last time). It is NOT our intention to disadvantage anyone, but pay as per the rules set out by the government. If you have not been paid as you expected, please contact us – preferably by email and we will look into and get back to you.**

**Your pay will go through on Thursday next week like normal.**

## COVID-19 Vaccinations

**We have been provided with priority code for booking COVID-19 Vaccinations . To book go to <https://bookmyvaccine.covid19.health.nz/> and then enter BQEN9Y6KTG in the field under "Access Code (optional)". Alternatively, you can call 0800 282 926 and book over the phone.**

## Previous Updates

Check our website if you want to read previous updates, which have more information about vaccinations, symptoms and testing <https://www.homesupport.co.nz/page/covid-19>

### **Covid testing**

This is available by calling your GP or Medical Centre. Northland DHB has testing sites listed on their website: <https://www.northlanddhb.org.nz/home/covid-19/covid-19-northland-hub/northland-community-testing-centres/> Please advise us if you or someone in your bubble has needed to be tested so we keep everyone safe.

### **Final tip**

If you are ever in a situation where our updates don't cover your Covid 19 queries / circumstances then please contact our office.

**Stay home. Stop the virus.  
Save lives.**

-  Stay in your bubble
-  Stay local when exercising
-  Stay 2m away from others
-  Stay off playgrounds
-  Stay positive

**Te Kāwanatanga o Aotearoa**  
New Zealand Government

**Unite  
against  
COVID-19**

**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**