

Hi Team

## **UPDATE ALERT LEVEL 3 Saturday 09<sup>th</sup> October 2021**

Northland moved into Alert Level 3 last night so we are back to only providing essential care.

### **\*\* 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). There may be some other necessary tasks that we will ask you to continue with, but virtually all non-personal care hours will be suspended.

### **\*\* All non-essential care has been suspended until midnight Tuesday the 12<sup>th</sup> for now \*\***

#### **The Exception is ACC Clients – \*\* All care to ACC clients continues as allocated\*\***

Reminder – all non-essential care has been suspended while we are in 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. You will be paid for all non-essential shifts that we have suspended **as long as we have notified you.**

### **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.

Normal PPE collection points will continue.

### **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 you have been advised it is non-essential, and finish the visit. You can then move on with any other Essential Care shifts. Contact us immediately to advise that a non-essential care shift has appeared on your app – we will confirm with you that it was not to be worked and make the change in the system to ensure you get paid.

### **Payments for non-worked shifts**

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 next payslip carefully as due to such short notice it has been a bit of a scramble to get the system set up again and the non-essential shifts suspended. If you do not get paid as you expected, please contact us – preferably by email - and we will look into it and get back to you.

### **Locations of Interest - Covid testing**

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 been tested so we keep everyone safe.

While Locations of Interest are still being updated, current advice is to be tested if you have been in Whangarei, Paihia, Onerahi or Kawakawa. If you have been tested but do not have any symptoms, you are not required to isolate. If you have been tested and have symptoms, please isolate. Either way let EST know what you are doing.

### **If you can't work at Alert Level 3 – contact Robert or the EST team**

Some of you may not be able to work at Alert Level 3 due to health concerns. If you fall into one of the following criteria then please contact Robert / EST:

- are the parent or caregiver of a dependant who has been told to self-isolate for a period by a doctor or health official through the National Contact Tracing process and the dependant needs support to do so safely
- have been directed to self-isolate, or are the parent or caregiver of a dependant who has been directed to self-isolate, by a Medical Officer of Health in accordance with the Health Act 1956
- are considered 'higher risk' if they contract COVID-19 and a doctor has told them to self-isolate while there's active community transmission, or
- have household members who are considered 'higher risk' if they contract COVID-19 and a medical practitioner has told them to self-isolate, to reduce the risk of transmitting the virus to vulnerable household members.

Supporting documentation will be required and you can discuss this with Robert / EST.

### **No Childcare**

If you are unable to work due to having no Childcare then please talk to EST about how you want to manage your time off.

### **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.

**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**