

Mid/Far North Office

19 Homestead Road, Kerikeri 0230
Phone: (09) 401 6657
Out of Area: 0800 729 787
Email: hsnwageskk@homesupport.co.nz



Home Support
North
Charitable Trust

Whangarei Office

7A First Avenue, Whangarei 0110
Phone: (09) 430 2090
Out of Area: 0800 832 383
Email: officewhg@homesupport.co.nz

For regular updates please go to our website "NEWS" page - www.homesupport.co.nz/page/news.html

COVID-19 – Alert Level 2 update @ Wednesday 12th August 2020

Safety reminder

ask at the door before entering – is the Client well?

If not, please phone the office for further instructions.

The DHBs recommend you undertake a STOP and WATCH for every visit, and escalate appropriately, as older people may present with less typical symptoms.

1. Well isn't that a little disappointing – to be back in Alert Level 2. Let's hope we maintain our Covid-19 free status in Northland, and can get back to normal soon.
2. All **Services will continue as allocated** for now, unless the Client chooses to isolate. Support Workers may encounter delays with traffic, and there have certainly been queues at the supermarket today. Best if shopping is done online if possible.
3. Please can we ask that Support Workers **phone the office if delayed** – we will be able to let their Client know.
4. **Personal Protective Equipment (PPE)**
Support Workers – please remember to follow the PPE guidelines for wearing when with a Client. Handwashing is still the best thing to maintain frequently before and after all tasks or contact with anything or anyone. Collect your PPE from the office, or phone the office if you need it parcelled up and left at a drop-off point. PPE is allocated one week in advance, for close personal care only. Of course, if you are not working you won't need any PPE.
5. **Phoning the office**
If you call us on our 0800 numbers, and the call might be a bit complicated and take some time, can you please let us know when you call. It may be best if we call you back. Calls that are made from the offices are free, whereas we pay for every 0800 call received. That is normally approx. \$700 each month, but as you can imagine there was a considerable increase over the last Alert Level 4/3/2 period (more than 60%). Anything that we can do to reduce this cost will be useful to the Service's ongoing sustainability.
6. **Support Workers to stick to their schedule**
This will help if any contact tracing is required. Thank you. Call the office if any timing needs to be changed.
7. **Short Notice Cancellations (SNC)**
These continue as normal – so if a Client chooses to isolate the SNC will be 48hrs for GH Support Workers and 1hr-same day for non-GH Support Workers. Remember to be talking to the office so the SNC can be loaded into the system to ensure you get paid.

8. Inductions and training

These will continue as normal, with physical distancing and increased hygiene. They will also include advice relating to PPE and use.

9. Support Workers - do you have an underlying health condition?

We are fortunate to have a diverse range of Support Workers who vary in age and health. At this stage there is no reason to be overly concerned if you have underlying health conditions and they are well controlled. The advice we have is that it is safe for you to work but it is recommended that you take additional precautions when you leave home. Please contact Robert in EST if you have any questions.

Final message –

Be vigilant with your contact tracing records, use the NZ Covid-19 Contact Tracing App and QR Posters where you can, limit your movements and try to keep your bubble as small as possible.

Also checkout the following links for regular updates:

[MOH COVID-19 Info - \(www.health.govt.nz\)](http://www.health.govt.nz)

[Government Website - All info related to COVID-19 – \(www.covid19.govt.nz\)](http://www.covid19.govt.nz) Home

[Support North Website COVID-19 Page \(www.homesupport.co.nz/page/covid-19\)](http://www.homesupport.co.nz/page/covid-19)

[NZ Covid-19 Contact Tracing App Info and Download](#)

Stay safe and keep in touch.

The Management Team

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