

Mid/Far North Office

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**Home Support
North**
Charitable Trust

Whangarei Office

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Phone: (09) 430 2090
Out of Area: 0800 832 383
Email: officewhg@homesupport.co.nz

For regular updates please click on the link to our website [Home Support North COVID-19 updates](#) also check our “NEWS” page for helpful links and tips - www.homesupport.co.nz/page/news.html

COVID-19 – Alert Level 2 update @ Thursday 13th 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 by reporting your concern to the Office.

1. All **Services will continue as allocated** for now, unless the Client chooses to isolate. Support Workers may encounter delays with traffic around Covid-19 Testing sites, and there were queues at the supermarket yesterday. Best if shopping is done online if possible.
2. Please can we ask that Support Workers **phone the office if delayed** – we will be able to let their Client know.
3. **Personal Protective Equipment (PPE)**
We do have a somewhat limited but currently adequate stock of masks and hand sanitiser, as well as the normal gloves, booties and aprons.

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 rural Mid and Far North Support Workers can phone the office if you need it posted out or parcelled up and left at a drop-off point when we are next in your area. Don't leave it till the last minute. You will need to contact the office before you run out of PPE as there could be delays in getting the PPE to you. Our drop-off deliveries are only occurring when we have staff travelling into your area. PPE is normally allocated one week in advance, for close personal care only. Please continue to monitor our website for any changes.

The Government advice - Alert Level 2 is not life as normal. You can still go to work and school, but you must:

- keep your distance from other people in public
- wash your hands
- sneeze and cough into your elbow
- keep a track of where you've been and who you've seen
- wear a face covering if you can. At Alert Level 2 the risk of COVID-19 being present in the community is higher. You should wear face coverings in situations where physical distancing is not possible, like on public transport or in shops. Unfortunately we cannot supply you with masks for your personal use.

If you are not working we will not be supplying you with PPE.

4. **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. If you are experiencing difficulties getting through to the office then please leave a message or email us at officewhg@homesupport.co.nz

5. **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. If you are not on the Remote Worker app, then we will give you a print out of your schedule to check when you collect your PPE.

6. **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.

7. **Inductions and training**

As long as our venues are available, these will continue as normal, with physical distancing and increased hygiene. They will also include advice relating to PPE and use. At Alert Level 2 we are unable to use the Kaitaia Hospital room or any of the Rest Home facilities. We may need to make alternative arrangements or delay planned Manual Handling Training. Phone us if you are unsure.

8. **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.

9. **Change in Alert Levels**

We are preparing for the worst and hoping for the best. Processes will change as Alert Levels change. Please check our website and read the email notices we send. Call us if you are unsure about anything at all. Thank you all very much for the great work you do.

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
Home Support North Charitable Trust