

## Mid/Far North Office

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Home Support  
**North**  
Charitable Trust

## Whangarei Office

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For regular updates please go to our website "NEWS" page - [www.homesupport.co.nz/page/news.html](http://www.homesupport.co.nz/page/news.html)

## **COVID-19 – Alert Level 2 update @ Monday 15<sup>th</sup> February 2021**

### **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. After all this time (since September 2020) at Alert Level 1, unfortunately we are now temporarily back in Alert Level 2. Let's hope we get back down to Alert Level 1 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 may even be queues at the supermarket. As in previous Alert Level 2's, it is best if shopping is done online if possible. Please can we ask that Support Workers **phone the office if delayed** – we will be able to let their Client know.
3. Standard practice for **monitoring your own health** – please call the Healthline **0800 358 5453** or your GP for advice if you have travelled to the affected areas and are symptomatic. Locations of interest are on our website and the MoH website. Please do not unnecessarily get tested or stand down from work when you have had no risk/exposure and have no symptoms.
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. And regular cleaning of surfaces. 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. You may want to use a mask in a busy public area like the supermarket for instance. And of course using public transport.
5. **The office is open**  
Our doors are open, you can enter as normal but remember to scan the QR code for the NZ Covid Tracer app or complete the ballot registrations. Physical distancing applies.
6. **Support Workers to stick to their normal planned 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.

10. **Increased hygiene practices and awareness in groups.** It is important that your Clients SEE you increase your vigilance with hygiene practices to provide them with comfort and security. Remember about infection prevention and control measures, minimise unnecessary movements and maintain physical distancing where possible.

11. **Avoid travel to Auckland and Taranaki.** Please avoid travel to Auckland and Taranaki if possible. If you do travel to these areas please let the office know. And can you please ask your Clients to alert us if they have to travel to Auckland or Taranaki for an appointment or any other reason.

12. **Travel that crosses the Level 3 and Level 2 boundaries.** Any Support Workers that need to cross the policed boundary between Northland and Auckland for work will need to carry evidence that it is essential. Call us.

13. **Working from home.** We will continue with our normal office staff who work some of the time from home (those that currently do). We will review immediately if there is a community case in Northland, or if our Alert Level rises.

## **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**