

## **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 – Lockdown update @ Monday 6<sup>th</sup> April 2020**

### **1. Essential Services**

We continue to provide essential services. Thank you to all our Clients for being understanding in these difficult times. To our Staff, thank you all so much for caring and being willing to do whatever is required. With the ceasing of non-essential services, daily visits have dropped by more than 100. But we are still providing more than 600 essential visits a day, with 100 fewer Support Workers working.

#### **Essential Services – which we will keep providing wherever possible:**

- Personal Care (including showering supervision and medication supervision)
- Most Meal Preparation
- Some essential Shopping (see number 9)

#### **Non-essential services – not provided during the lockdown:**

- Household Management (Home Care) will not be provided
- Supervision (attendant care of a Client, where the spouse/partner is relieved from being the sole carer and can have a rest, go shopping, go out, etc) will not be provided during the lockdown
- Most Shopping will not be provided during the lockdown. Alternative arrangements have been made or discussed with Clients or family.

*To our Support Workers - Call us if you are unsure whether to go to work or not.*

*To our Clients - Call us if you are unsure about your service.*

### **2. Staff Wages**

Sam will put a schedule of types of "COVID-19" leave and how we are proposing to pay them up in the Support Worker section of the Website shortly. We intend to pay as normal on Thursday the 9<sup>th</sup>, and will check and fix any errors in the following week.

For any urgent questions about your pay (like for instance you didn't get paid), Sharon and Karen will be in the pay office in Kerikeri from 8am to 10am on Good Friday and be happy to try and resolve it with you. Although I don't think the banking system will be operating again until the Tuesday after Easter, so very unlikely we can fix anything and pay you until then.

### **3. ACC funding**

No update on this – still as per Friday 3<sup>rd</sup> April.

### **4. Preserving and sustaining the workforce**

To all our Staff, please, everyone, be assured that your employment will continue and we will do our best to support you through this unsettled period. You are a vital part of the health system and your

work is crucial. The community will once again rely on you to resume normal duties once this lockdown and isolation period is over.

## **5. Personal Protective Equipment (PPE)**

We received our first supply of PPE from the NDHB on Friday. Saturday some Whangarei Support Workers collected their ration, and today they have been available in Kerikeri and Kaitaia.

Supplies are only for Support Workers that are currently working.

Russell– tomorrow (Tuesday 7th) between 11am – 12noon for supply of masks and hand sanitiser. Please bring your own bag for carrying supplies.

Broadway Health (including Ohaewai & Okaihau)– Tomorrow (Tuesday) between 11am – 12noon for supply of masks and hand sanitiser. Please bring your own bag for carrying supplies. Look for the Blue Mitsubishi Lancer by covered walkway.

Paihia – text Pamela 0276153757 - for your supplies – she will provide you with collection details

Doubtless Bay/Coopers Beach area – text Lynn 0274410968 - for your supplies – she will provide you with collection details

**Reminder - Supplies in high demand and short supply. These are allocated to those currently working. Please apply the ration of use guidelines.**

## **6. Communication**

No change from Friday 3<sup>rd</sup> April.

## **7. Gloves and forms, and timesheets as usual**

No change from Friday 3<sup>rd</sup> April.

## **8. SW Identification badges**

No change from Friday 3<sup>rd</sup> April.

## **9. Supermarkets**

Sam has an update from NorthAble about Support Worker access to supermarkets around Northland – see separate posting on our Website.

## **10. Appreciation**

We have been talking to hundreds of Clients over the last week, and overwhelmingly they are very grateful for the Support Workers who have continued to work at this time. And our office staff are even more grateful to those Support Workers who offer to take on more work, as we try to find someone to go in at short notice to some complex cases. We especially appreciate your patience and understanding when we make a little mistake – never intentional but we are trying really hard to accommodate everyone as best we can in this confusing situation.

## 11. Keeping yourself safe

Debra has loaded a section onto our website about best practice at this time – have a look here:-

[Our Welfare/Behaviour](#)

## 12. To our Clients who are vulnerable (over 70, underlying medical conditions, compromised immunity) - you need to take more precautions to protect yourself against all infections, including COVID-19.

Avoid close contact with people with cold or flu-like illnesses.

- Cover coughs and sneezes with disposable tissues or clothing.
- Wash hands for at least 20 seconds with water and soap and dry them thoroughly:
  - before eating or handling food
  - after using the toilet
  - after coughing, sneezing, blowing your nose or wiping children's noses
  - after caring for sick people.

On top of the normal self-isolation that we are all practicing (staying within our bubbles at home, etc) - additional measures that you and your whānau and friends can take include:

- Stay at home, and ask others to pick up supplies for you. You just need to ask them to leave these at the door, rather than come in. Drop-offs at the door, rather than coming in, will protect vulnerable people from exposure to COVID-19.
- Stay at least 2 metres away from people who are unwell.
- If you're unwell, avoid contact with someone who is immune-compromised.
- If your health care provider advises you to wear a mask when in public areas because you have a particularly vulnerable immune system, follow that advice.
- If you are taking immunosuppressive drugs we advise that you do not stop this medication without first consulting your GP or specialist.

### **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)

## **Stay safe and keep in touch.**

The Management Team

**Home Support North Charitable Trust**