

Dear Client

Client Newsletter | December 2022

We hope our Newsletter finds you well and looking forward to the upcoming Summer season. Please, put your feet up and have a read about what's been going on in the Service.

We have also added a few reminders about service requirements, safety and the dreaded COVID "C" word. We will try not to overwhelm you, but do have a couple of safety tips.



Please visit our website for more info/news/links – www.homesupport.co.nz
We welcome your feedback on what you would find useful here



Kerikeri Office Move

After over 15 years in the old building in Homestead Road, the Kerikeri office has moved to new premises. With the change in rent we were required to find new premises and we are delighted to have moved into new lovely offices. We are now located in the Meridian Building, next to McDonald's, at 93 Kerikeri Road. Upstairs (above Pagani) and follow the signs.

Good news – there is a lift if required, located at the side entrance by Super Liquor.

We are still at the same address in Whangarei and you are welcome to pop in and visit either office at any time.

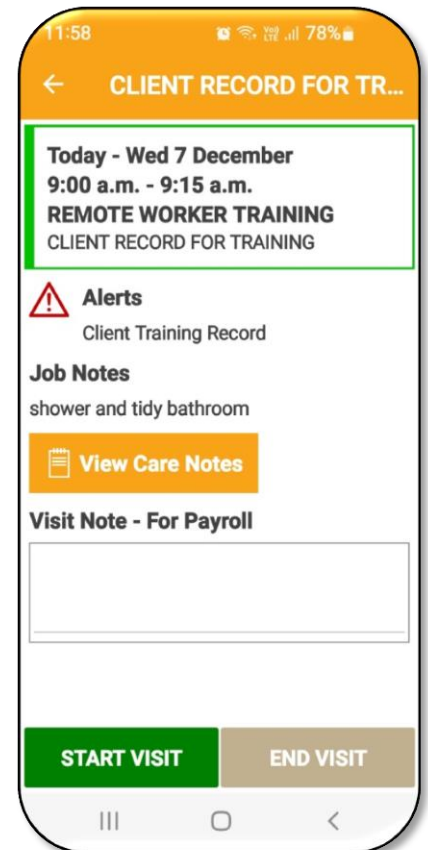
Support Worker Timesheet App (Remote Worker)

Over the last three years we have been introducing an electronic option for Support Workers instead of paper timesheets. You may have noticed that some Support Workers no longer require you to sign a timesheet.

How the App works: When the Support Worker arrives at your address, they open an App on their phone. Using GPS the App pinpoints the address the Support Worker is at and records the time the job was started.

This is the “Electronic Signature” confirmation the Support Worker is on the job. Once they ensure you are home to receive support they will “Start Job”. At the end of the shift they will “End Job” and the App will check they are still at your address and record the finish time. These are the **only** two times the App will, and can, record where the Support Worker is.

BUT please remember: if your Support Worker is not using the App you must still sign a timesheet as your confirmation that support has been provided.



In Your Best Interests...

The following are extracts from our Service Agreement. These clauses have been placed in the Agreement to benefit both you and your Support Worker.

You, the Client, should never:

- Make private pay arrangements with the Support Worker to provide additional services without first consulting with your Co-ordinator (it may be that you can be reassessed by a Needs Assessor if additional assistance is required).
- Request the Support Worker to assist with medications **OR** shopping, unless it is stated in your personalized Service Delivery Plan.
- Request Support Workers to perform tasks not documented in your Service Delivery Plan.
- Name or list any Support Worker as Enduring Power of Attorney, emergency contact or recipient of Client's Estate.
- Loan to, or borrow money from, a Support Worker.

Thanks for your help as we try to keep everyone safe

What Happens if you are Not Home?

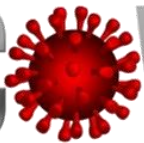


Please make sure you notify the office as soon as possible if you are not going to be at home to receive services.

Your Support Worker has been scheduled to turn up at the specified time and, if you are not at home, then the Support Worker has travelled for nothing and the Service needs to pay them a Short Notice Cancellation. The Support Worker instead could have been assisting someone else. If we know in advance you are not in need of service that day, we can organise work for the Support Worker elsewhere.

We appreciate your consideration here.

COVID-19



A subject we have all heard about more than we would like I am sure.

But it is still out there and we are trying to do our best to keep you safe.



In Brief

Support Workers are required to wear masks for all Personal Cares and attending High level Clients. **Please do not ask them to take their mask off;** it is in everyone's best interest to leave it on. Additionally, you may request your Support Worker to wear a mask if this makes you feel more comfortable.



Support Workers are not ever to come to support you if they are unwell. Masks and gloves are supplied to Support Workers by the office.

More info available on our website: www.homesupport.co.nz/Client_area.html

Health & Safety in the Workplace is a priority for the Service as well as the legislation and rules by the Government and ACC. This is to help ensure we do everything possible to keep everyone safe, including you. **What does this mean?** Your home is the Support Worker's workplace, we need to ensure that staff are not at risk of injury while at work in your home. Our experienced Co-ordinators will discuss these things with you at their initial visit. However, things change, so to help with this we have outlined a few things.

We all need to work together to ensure we do our best to keep everyone safe. Here are some actions that you can take to assist with this.



Please keep all the equipment that your Support Workers use, in good working order:

- Vacuum cleaners; hoists; and walking frames.

Notify us if things in your home change:

- acquire new equipment for Support Worker use (training may be required);
- new extensions or building renovations;
- changes to bathrooms or wet areas; and
- new pets – especially dogs.

Health & Safety



Please Keep all access to your home clear of clutter and ensure walkways are kept clean of mould. Waterblast / clean if slippery – especially in winter months:

- Steps and ramps; driveways and footpaths; decks; and access to the clothesline.

Check that items in your home do not present a danger to your self or the Support Worker – which could include:

- unsecured mats or rugs that slip or move when you walk on them;
- wet areas – keep dry; and
- Clutter in passage ways or regular walk areas.



In case of illness:

- we ask Support Workers not to attend work if they are unwell; and
- We ask you to advise us if you are unwell or are suffering from a contagious condition.

If you move address a new Hazard Register will need to be completed.

Your safety and wellbeing is very important to us

Shopping

You may have shopping hours allocated to you by the NASC, being carried out by your Support Worker. Please be aware that any associated Support Worker costs are not covered under their Employment Agreements. Therefore we ask that you pay your Support Worker directly for any costs e.g. petrol money, if they are using their own car to do shopping for you or take you shopping. This needs to be fair and reasonable to both parties. The reimbursement would depend on the distance travelled and, as a suggestion, we think that \$5.00 for all trips under 5km return, and 0.79 cents per kilometre thereafter, is reasonable. Just a note – a Support Worker can only do your shopping if it has been requested of them by a Co-ordinator and is identified on your Support Plan.



Support Worker Training – Update



Our training program has been running for 9 years now and we enjoy seeing the progress our Support Workers are making reaching their goals in training. Many have already participated with a 100% pass rate. Well done to those Support Workers. Please be aware, due to this training, some Support Workers may need to change their schedule from time to time, however most training sessions have been arranged at times to have the least impact on your needs.

Funded vs Private Hours

Most of our Clients receive hours of support funded by the Ministry of Health (now Whaikaha), Northland DHB (now Te Whatu Ora) or ACC. However we do have some Clients who have requested additional, non-funded hours.

Additional hours are available to people of any age who wish to pay for them. If you, or anyone you know, may be interested We'd be very happy to send you a brochure or you can visit our website (www.homesupport.co.nz) for more info.



Collective Employment Agreement



In July this year we signed an Employment Agreement negotiated jointly between Support Workers, ourselves and the Union. You may ask, how does this impact on you? A large part of the Agreement is around what is called Guaranteed Hours. This means a Support Worker who is a member of the Collective Agreement is likely to have a set “agreed” number of work hours we are to give them each week. If for any reason we cannot give the Support Worker this work (for instance a Client is away and does not need support) we need to arrange for replacement work for them. Replacing the work for this Support Worker may be a priority. This means you may get different Support Workers coming to you from time to time.

As we fast approach the holiday season and the warmer weather, we remind you to keep hydrated and be aware of the visitors to our region and extra traffic on the roads.

We also ask – if over this time – you are going to be away, have family staying, or are not going to be in need of your Support Worker, please let us know as soon as you can.

This allows us time to make sure we find other work for them, or not try to find relief for you if your normal Support Worker is away.

The Summer period is also a time when a lot of Support Workers are asking for leave. We try to let as many as we can have a break. We will do our best to ensure that your support continues, but in some cases for low needs support, this might not be possible, or we may need to send Support Workers you are not as familiar with.

We appreciate your understanding.



Office Closure Dates: 26th & 27th December 2022 | 2nd & 3rd January 2023

After Hours Service available for urgent contact regarding your support



HAPPY
Holidays

Have a wonderful holiday season and a safe and happy New Year