

HOME SUPPORT NORTH PANDEMIC LEVEL RESPONSES

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Alert Level 1

CLIENTS @ Level 1:

- Clients may choose to continue to self isolate and place cares on hold. Client to advise HSN. (Park and make good explanatory event notes.)
- Clients may extend request to have reduced number of Support Workers entering their home. Client to advise HSN. (Arrange reduced SW and make good explanatory event notes.)
- Clients should be encouraged to ensure sufficient food / groceries / meds / water in home.
- If Client was exposed to COVID-19 (area or people) they should immediately phone Health Line or their GP and follow advice. Advise HSN of advice given.
- Clients to advise HSN if they become symptomatic. Client should phone Health Line or their GP and follow advice. Advise HSN of advice given.
- Keep social distance of 1 mtr from other people in public.
- Clients to maintain good hand-washing, cough and sneeze hygiene routine.
- Client to advise HSN of any change to their circumstances relating to COVID-19. (exposure to overseas visitors, people staying, etc.) or travelling out of Region.

Most important things you can do to assist in combatting the spread of COVID-19 @ Level 1:

- Hand hygiene
- Physical distancing
- Wear a mask if social distancing not possible.
- Coughing and sneezing into your elbow
- Regular cleaning of high touch surfaces – Office (desks, cabinets, door handles), Clients & Support Workers (high touch surfaces, door handles)
- All staff - Staying home if you are sick and seek medical advice via your doctor or Health Line on 0800 358 5453.
- Clients – advise HSN immediately if symptomatic or tested positive.

Alert Level 2

CLIENTS @ Level 2:

- Clients to advise HSN if they become symptomatic. Client should phone Health Line or their GP and follow advice. Advise HSN of advice given.
- Clients to maintain social distancing as far as possible when Support Worker doing cares.
- Expanded bubble – keep social distance of 2 mtrs from other people in public.
- Clients to maintain good hand-washing, cough and sneeze hygiene routine.
- Environmental cleaning of regularly used surfaces to be maintained frequently.
- Client to advise HSN of any change to their circumstances relating to COVID-19. (exposure to overseas visitors, people staying, moving to join another bubble etc.)

Most important thing you can do to assist in combatting the spread of COVID-19 @ LEVEL 2:

- Hand hygiene
- Physical distancing – 1mtr.
- Wear a mask if social distancing not possible.
- Coughing and sneezing into your elbow
- Regular cleaning of high touch surfaces - Office (desks, cabinets, door handles), Clients & Support Workers (high touch surfaces, door handles)
- All staff - Staying home if you are sick and seek medical advice via your doctor or Health Line on 0800 358 5453.
- Clients – advise HSN immediately if symptomatic or tested positive.

Alert Level 3

CLIENTS @ Level 3:

- Clients may choose to self isolate and place cares on hold. Client to advise HSN. (Park and make good explanatory event notes.)
- Clients will have reduced number of Support Workers entering their home. Client to advise HSN. (Arrange reduced SW and make good explanatory event notes.)
- Clients should be encouraged to ensure sufficient food / groceries / meds / water in home.
- Clients to arrange alternative means of doing shopping (on-line, family, neighbours).
- If Client was exposed to COVID-19 (area or people) they should immediately phone Health Line or GP and follow advice. Advise HSN of advice given.
- Clients to advise HSN if they become symptomatic.
- Clients to maintain social distancing as far as possible when Support Worker doing cares.
- Closed bubble – only main carer to enter home.
- Clients to maintain good hand-washing, cough and sneeze hygiene routine.
- Clients to ensure regular cleaning of all surfaces as necessary.
- Client to advise HSN of any change to their circumstances relating to COVID-19. (exposure to overseas visitors, people staying, moving to join another bubble etc.)

Most important thing you can do to assist in combatting the spread of COVID-19@ Level 3:

- Hand hygiene
- Reduce movements and travel – only necessary travel or outings for essential supplies.
- Wear a mask if social distancing not possible.
- Coughing and sneezing into your elbow
- Regular cleaning of high touch surfaces – Office (desks, cabinets, door handles), Clients & Support Workers (high touch surfaces, door handles)
- All staff - Staying home if you are sick and seek medical advice via your doctor or Health Line on 0800 358 5453.
- Clients – advise HSN immediately if symptomatic or tested positive.

Alert Level 4

CLIENTS @ Level 4:

- Clients may choose to self isolate and place cares on hold. Client to advise HSN. (Park and make good explanatory event notes.)
- Clients will have reduced number of Support Workers entering their home. Client to advise HSN. (Arrange reduced SW and make good explanatory event notes.)
- Clients should be encouraged to ensure sufficient food / groceries / meds / water in home.
- Clients will have alternative means of doing shopping (on-line, family, neighbours).
- If Client was exposed to COVID-19 (area or people) they should immediately phone Health Line or GP and follow advice. Advise HSN of advice given.
- Clients to advise HSN if they become symptomatic. Client should phone Health Line or their GP and follow advice. Advise HSN of advice given.
- PPE worn when Support Worker doing cares. (essential)
- Clients to maintain good hand-washing, cough and sneeze hygiene routine.
- Clients to ensure regular cleaning of all surfaces as necessary.
- Client to remain at home where possible.
- Client to maintain tight bubble. Client to advise HSN of any change to their circumstances relating to COVID-19. (exposure to overseas visitors, people staying, moving to join another bubble etc.)

Most important thing you can do to assist in combatting the spread of COVID-19 @ Level 4:

- Hand hygiene
- Physical distancing – 2 mtrs.
- Wear a mask if social distancing not possible.
- Coughing and sneezing into your elbow
- Regular cleaning of high touch surfaces – Office (desks, cabinets, door handles), Clients & Support Workers (high touch surfaces, door handles)
- All staff - Staying home if you are sick and seek medical advice via your doctor or Health Line on 0800 358 5453.
- Clients – advise HSN immediately if symptomatic or tested positive.
- No outings – Keep bubble closed.
- One person to do essential shopping.