

# HOME SUPPORT NORTH PANDEMIC LEVEL RESPONSES

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## Alert Level 1

### SUPPORT WORKERS @ Level 1:

- Business as usual but if returning to work for the first time, contact office to check that your work schedule is still the same.
- Keep to your schedule to support best contact tracing process. (QR Codes)
- If you are sick or symptomatic, stay home. Do not go to Clients until medically cleared. Advise office (EST) as per usual process.
- If you live with a compromised person and have to self isolate, advise EST.
- If you get tested, self isolate until results are in and advise EST.
- When you go to your Client, ask at the door whether they are well.
- If the Client is not well, do not enter and contact HSN immediately for further instructions.
- Collect your PPE from the office or usual collection point.
- Retain social distancing when dealing with Clients 1mtr. (*See guidelines for wearing PPE – June 2020*).
- Keep social distance from other people in public of 1mtr.
- Ensure regular hand washing through the day.
- Maintain cough and sneeze hygiene routine.
- Follow strict instructions on how to don and doff PPE. If required.
- Report any information which might affect the wellbeing of your Client and or yourself to HSN as soon as possible.
- Any exposure / risk cases will be managed individually. IP&C Nurse to report and record.
- Contact EST Team Leader with any enquiry re payment of wages.

**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

### **SUPPORT WORKERS @ Level 2:**

- Contact office to check that your work schedule is still the same. Especially if you had non essential cares on your work schedule which could be on hold.
- Keep to your schedule to support best contact tracing process. (QR codes)
- If you are sick or symptomatic, stay home. Do not go to Clients until medically cleared. Advise EST as per usual process.
- If you live with a compromised person and have to self isolate, advise EST.
- If you get tested, self isolate until results are in and advise EST.
- When you go to your Client, ask at the door whether they are well. If the Client is not well, do not enter and contact HSN immediately for further instructions.
- Collect your PPE from the office. (Mid/Far north and rural SW's – phone office to arrange) Check news update.
- Retain social distancing when dealing with Clients. 1mt. (See guidelines for wearing PPE – June 2020) If social distancing is not possible for 15 minutes or more, wear mask & PPE.
- Keep social distance from other people in public – 2mtrs.
- Ensure regular hand washing through the day.
- Maintain cough and sneeze hygiene routine.
- The wearing of a mask or face covering will complement the abovementioned hygiene measures.
- Follow strict instructions on how to don and doff PPE.
- Report any information which might affect the wellbeing of your Client and or yourself to HSN as soon as possible.
- Contact EST Team Leader with any enquiry re payment of wages. 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.
- Clients encouraged to keep 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.

### **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

### **SUPPORT WORKERS @ Level 3:**

- If you are sick, do not go to Clients until medically cleared. Advise EST as per usual process.
- If you are COVID symptomatic, phone Health Line and follow advice. Advise EST of advice given.
- If you get tested, self isolate until results are in. Advise EST.
- If you are over 70 do not go to work. Advise EST.
- If you have underlying health conditions, phone Health Line and follow advice. Advise EST and submit Med Cert if self isolating.
- If you live with a compromised person and have to self isolate, advise EST.
- Advise EST if you plan to self isolate before you start your self isolation.
- When you go to your Client, ask at the door whether they are well. If the Client is not well, do not enter and contact HSN immediately for further instructions.
- Visits per day are limited.
- No HC / Shopping or Supervision hours are worked.
- Collect your PPE (HSN flowchart weekly) from the office. (Mid/Far north and rural SW's – follow instructions on update)
- If you are going to Clients wear PPE as usual, including mask.
- Keep to your schedule to support best contact tracing process.
- If social distancing is not possible for 15 minutes or more, wear full PPE.
- Keep social distance from other people in public, small bubbles.
- Ensure regular hand washing through the day.
- Remember cough and sneeze hygiene.
- Follow strict instructions
- Report any information which might affect the wellbeing of your Client and or yourself to HSN as soon as possible.
- Contact EST Team Leader with any enquiry re payment of wages.

### **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

### **SUPPORT WORKERS @ Level 4:**

- If you are sick, do not go to Clients until medically cleared. Advise EST as per usual process.
- If you are COVID symptomatic, phone Health Line and follow advice. Advise EST of advice given.
- If you get tested, self isolate until results are in. Advise EST.
- If you are over 70 do not go to work. Advise EST.
- If you have underlying health conditions, phone Health Line and follow advice. Advise EST and submit Med Cert if self isolating.
- If you live with a compromised person and have to self isolate, advise EST.
- Advise EST if you plan to self isolate before you start your self isolation.
- When you go to your Client, ask at the door whether they are well. If the Client is not well, do not enter and contact HSN immediately for further instructions. (follow HSN flowchart)
- Collect your PPE from the office. (Mid/Far north and rural SW's – follow instructions in update)
- If you are going to Clients wear PPE as usual, including mask.
- Keep to your schedule to support best contact tracing process.
- If social distancing is not possible for 15 minutes or more, wear full PPE.
- Keep small bubbles.
- Ensure regular hand washing through the day.
- Remember cough and sneeze hygiene.
- Follow strict instructions on how to don and doff PPE.
- Report any information which might affect the wellbeing of your Client and or yourself to HSN as soon as possible.
- Contact EST Team Leader with any enquiry re payment of wages.

### **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.

**MOH GUIDELINES RE PAYMENT OF WAGES WILL BE FOLLOWED AT ALL TIMES:**

- All staff will continue to be paid for the hours that they work.
- Staff can take paid holiday leave, sick leave etc. as per the terms of their contract of employment with HSNCT.

Any questions on payment of wages during Alert Level 1 to 4 – SW's contact EST Team Leader, Robert Towers – 09 430 2090 Ext 800