

Hello All

## UPDATE FOR CLIENTS AND THEIR NEXT OF KIN - WEDNESDAY 18<sup>th</sup> AUGUST 2021

We are at Alert Level 4 for the next 3 days and, as before, all non-essential cares are suspended during this time. Essential Personal Care will continue with Support Workers using PPE (Personal Protective Equipment).

Our Co-ordinators and Supports are working their way through contacting all Clients to confirm what their supports will be for this three days of Alert Level 4. Hopefully we return to normal for the weekend.

All Support Workers have been reminded to check that their Client's are well before entering their home and will be supplied with the necessary personal protective equipment (PPE) during this period – including masks, hand sanitiser, gloves, aprons and booties.

**If you would like your supports suspended please call the office on 0800 832 383 between 7am and 5pm.**

Testing and contact tracing remain critical. [Covid-19 Contact Tracing Register](#) - please download to keep a record of your contacts to help with contact tracing if needed or download the Covid-19 tracing app to your phone [Tracer App Info](#). The use of a mask or face covering will complement basic hygiene measures.

The most important things you can do to protect yourself and others are:

- hand hygiene
- physical distancing
- coughing and sneezing into your elbow
- regular cleaning of high touch surfaces
- staying home if you are sick and seek medical advice via your doctor or Healthline on **0800 358 5453 (see list of symptoms to look out for below)**.

A reminder of COVID-19 symptoms (If you have any of these symptoms, please let us know, stay at home, and contact your GP or call the COVID-19 Healthline on 0800 358 5453 to arrange a COVID-19 test):

- a cough
- an elevated temperature (at least 37.5°C)
- shortness of breath
- a sore throat
- sneezing and runny nose
- temporary loss of smell and taste
- conjunctivitis
- muscle aches
- nausea, vomiting and diarrhoea

**Thank you for helping us to keep everyone safe and supported during this time.**

**Stay safe and check back on our website for updates - <https://www.homesupport.co.nz/page/568458>**

**The Management Team  
Home Support North Charitable Trust**