

# COVID-19: When Staff arrive at a client's home

On arrival the staff ask:

- Has the client, or any household members, returned to NZ from overseas after 1am on 16 March 2020
- Had contact with confirmed case of COVID-19
- Is a suspected or confirmed case of COVID-19

**NO**

No additional actions required. Please proceed with visit as usual

**YES**

Staff will maintain social distancing (following MOH guidelines) and explain to the client that they will contact the office for advice.

Staff will report this case to their line manager immediately, who will contact a Care Manager for advice. The Care Manager will provide advice on:

- Delivery of essential cares only
- Availability of household members/whānau to deliver any care
- The use of PPE and following standard precautions such as hand hygiene.