Coronavirus (COVID-19)
Support Worker FAQ Sheet
Updated 23 March 2020

What is the risk of catching COVID-19?
There are 66 confirmed cases in New Zealand to date and the likelihood of importing a case is high. With continued vigilance the chance of widespread community outbreak is expected to remain low. VisionWest is monitoring the situation and following advice from the Ministry of Health.

What are the symptoms of COVID-19?
Symptoms are similar to a range of other illnesses such as influenza. Symptoms include fever, coughing and difficulty breathing.

How can I prevent the spread of COVID-19?
- Regularly wash hands (for at least 20 seconds with warm water and soap and dry thoroughly)
- Cover your mouth and nose if you need to sneeze
- Avoid close contact with anyone with cold or flu-like symptoms where possible
- If you feel unwell, contact your coordinator and arrange sick leave as necessary – avoid any further contact with colleagues or clients while you feel unwell.
- Contact HealthLine for advice on 0800 611 116.

What do I do if I have recently travelled overseas (within the last 14 days) or had close contact with someone who has recently travelled overseas
Follow general hygiene advice as above. You must contact your coordinator as soon as possible. Your coordinator will advise you of what you need to do.

My client or a person living with my client has recently travelled overseas (in the last 14 days) or had close contact with someone who has recently travelled overseas. What do I do?
Contact your coordinator as soon as possible. VisionWest will contact your client and will also advise you of what you need to do.

What do I do if I am over 70 or have pre-existing condition, such as chronic respiratory disease - including severe asthma, bronchiectasis and COPD or are immunocompromised?
Contact your coordinator as soon as possible. VisionWest will contact your client and will also advise you of what you need to do.

What do I do if I am showing flu symptoms?
If you have flu symptoms, please contact your coordinator and arrange sick leave. Telephone Healthline for advice on 0800 611 116.

Where do I find more information?
Look on the Ministry of Health website (www.health.govt.nz). A link to Coronavirus information is on the main page.

VisionWest Home HealthCare contact details are 0800 222 040