

18 May 2020

Dear VisionWest Home HealthCare Support Workers,

First a word of thanks. Many of you have worked hard through Alert Level 4 and Alert Level 3, thank you for the work you have been doing. Others of you have had reduced work or no work through this time, you are a valuable part of the team and we (and the people you support) look forward to you being able to return to work over the coming weeks, thank you for your patience.

This letter explains how VisionWest Home HealthCare is operating in Alert Level 2 and what you need to know.

### **What does Alert Level 2 mean for VisionWest Home HealthCare?**

In Alert Level 2 all Home HealthCare supports can resume. However, we must ensure that:

- you and the people you support remain safe, and
- supports are resumed in a well-planned way so that no person is left out and that you get paid correctly.

### **How are VisionWest Home HealthCare helping everyone remain safe?**

We are employing a number of methods to ensure your safety. These include:

- Appropriate infection control measures.
- Client Screening.
- Assessing the workforce to ensure that you are safe to come back to work.

You should already be aware of correct infection control measures. Please ensure that:

1. where possible, you keep 1 metre between you and your client
2. you use appropriate PPE for the situation, and
3. most importantly, **keep up the Hand Hygiene**

We have attached the **latest PPE guidance** to this communication to remind you of what you need to wear in each situation. If you need more PPE or are unsure how this applies to any work you do, please phone your local branch.

Attached to this communication is a **client screening process** that you must always use before you enter a client's house. This process guides you through key questions you must ask each client to help you identify if, in supporting them, there is any risk to you.

We are **currently assessing risk for all support workers** who we put on COVID-19 Special Leave, who are over 70, or have already told us that they have a serious health condition. If you are in any of these categories, this assessment will help us identify what we need to do to ensure your safety. The assessment process includes a self-assessment form and may be

followed up with a phone conversation. If you haven't received the self-assessment form by the end of Wednesday, 20 May, please contact your local branch and we will send it to you.

### **How are VisionWest Home HealthCare resuming cancelled and reduced supports?**

The Home HealthCare team have commenced re-rostering supports.

To make sure that we do not miss anything, we are rostering each support worker one-by-one, based on the supports that have been cancelled or reduced.

Please be patient as we go through this process. It will take some time and you will be contacted where we start fixing your roster.

We are continuing to pay support workers usual pay until we have fixed individual support workers rosters. Once we have fixed your roster, we will stop paying the usual pre-COVID-19 payments and start paying you based on Guaranteed Hours and the work you do.

In Alert Level 2, people with caring responsibilities should be able to resume normal work. If there are any problems with your individual situation and you are unable to resume your caring responsibilities at this time, please talk to your local branch.

All people who are over 70, or who have a serious health condition, will need to have a risk assessment so that we know how best to ensure their safety.

People who are isolating due to potential COVID-19 contact or have recently returned from overseas will remain on COVID-19 Special Leave. These people will be available for work as soon as they are cleared of COVID-19.

### **How are VisionWest Home HealthCare going to keep you updated through Level 2?**

We are going to continue using the methods that we have been using over the last eight weeks, i.e. our website ([www.homehealthcare.org.nz](http://www.homehealthcare.org.nz)), our Facebook Group, email and text. We plan to contact you by text if an update is urgent.

Thanks again for the awesome work you do.

Kind Regards,



Murray Penman  
National General Manager Homecare