

Kia ora,

This letter is intended to answer questions you may have regarding today's shift in COVID Alert Levels.

The government has designated VisionWest Home HealthCare as an essential service and has set regulations about the use of PPE and other aspects of our work. As in the past, we will be adhering to government guidelines in all aspects of our work.

### **Auckland – Alert Level 3**

- **PPE and Hygiene**

- Masks must be worn by Support Workers for ALL tasks, for the entire time you are with your client.
- Clients do not need to wear masks. We will advise you if this changes. Please remember that you need a new mask for each visit
- Hand hygiene is, as always, essential. Please remember to wash / sanitise your hands before and after every client visit.

- **Pay and Leave**

- If you are immunocompromised or aged over 70 years of age, please contact your office and we will put you on COVID-19 Special leave.
- Where you are on COVID-19 special leave, or we reduce your hours due to reducing supports, we will pay you what you would have been paid.
- We have committed to make these payments until Friday August 14 (inclusive). Over the next few days, we will clarify future plans as we find out what direction the government gives.

- **Visit Clarification**

- If you are rostered for household management visits, please continue until such a time as you are told not to.

Please note, as time goes by, we will be cutting back on household management visits according to DHB advice. But continue with your roster until advised otherwise.

Please remember to wear a mask for all tasks, for the entire visit.

- **If you are sick**

- Please make sure you call in if you are sick.

- **Identification**

- When you are traveling around and performing your essential duties, please ensure that you have your ID on you to prove to authorities that you are an essential worker.

### **Regional Home Healthcare – Alert Level 2**

- **PPE and Hygiene**

- Masks must be worn by Support Workers for personal care tasks, or if you cannot keep 2m physical distance from your client. Masks are not required for household management unless it is not possible to keep 2m physical distance from your client.
- Clients do not need to wear masks. We will advise you if this changes.

- Hand hygiene is, as always, essential. Please remember to wash / sanitise your hands before and after every client visit.
- **Pay and Leave**
  - If you are required by your GP to stay in special leave, please contact your office.
  - All other people do not qualify at this point for special leave.
  - Where you are on COVID-19 special leave we will pay you what you would have been paid. We have committed to make these payments until Friday August 14 (inclusive). Over the next few days, we will clarify future plans as we find out what direction the government gives.
- **Visit Clarification**
  - Visits continue as usual. Under Alert Level 2, there is no change to provision of care.
- **If you are sick**
  - Please make sure you call in if you are sick.

Going back to an Alert Level situation is disappointing for all New Zealanders, but we have been here before and did an amazing job of looking after our whānau. Thanks again for all the incredible work you do, and will do, over this time.



Murray Penman  
General Manager, VisionWest Home HealthCare.