

Guidelines for furniture movers working with Kāinga Ora

While New Zealanders work together to eliminate COVID-19, here are some easy steps you can take to ensure you are doing everything you can to help stop the spread. Please follow these guidelines when visiting a Kāinga Ora home.

Maintain

Always maintain a two-metre distance from anyone you are interacting with. This is the most important thing to remember and applies at all times, no matter where you are or what you are doing.

When visiting a customer, this includes stepping back two metres after knocking on the door, and maintaining this physical distance the entire time you are in their home.

During Alert Level 3, it may not always be possible to keep a two-metre distance from work colleagues. For example, when moving a heavy piece of furniture. In these situations, keep one metre away from those you are working with.

Explain

Introduce yourself, and discuss with the customer why you are at their home. Explain to the customer that you will need to ask them a few questions before you enter their home.

Talk through what you will be doing to keep everyone safe, including maintaining a two-metre physical distance from everyone on the property at all times.

Explain the hygiene measures you plan to adopt while you move their furniture, and how they can help you keep everyone safe. If possible, politely encourage them to move outside or to another part of the home while you work.

Obtain

You will need to ask the customer some important questions before you enter their home.

Firstly, make sure the customer is comfortable with you being in their home. If they are not, please do not continue with the work and leave the premises. Ask the customer:

- Have you or anyone else in your household, either currently or in recent weeks, had difficulty breathing, a dry cough or temperature?
- Have you or anyone else in your household returned from overseas in the past 14 days?
- Is anyone in your home over 70 years of age?
- Does anyone in your home have the following medical conditions?
 - A compromised immune system
 - Liver disease
 - Cancer
 - Kidney disease
 - Heart disease
 - Diabetes mellitus
 - Are they pregnant?
 - Are they taking any immunosuppressant medications?

Refrain

New Zealanders love to be good hosts. If a customer offers you a cup of tea or snack, politely decline their offer.

Anything that has the potential to bring you and the customer into close contact puts both of you, and everyone in your bubbles, at risk.

Health and wellbeing is paramount

We know this is a stressful time, but managing any risks with your move will help protect you, your whānau and wider community members from the spread of COVID-19 and other common infectious diseases.

We encourage you to **call or text 1737** for free if you need support for grief, anxiety, distress or general mental wellbeing concerns. A trained counsellor is available through this service 24 hours a day, seven days a week.