

## GBWCT Level 3 & 4 Protocols

<p><b>Preparation</b></p>	<ul style="list-style-type: none"> <li>• Ensure all students, participants, clients are aware of L3 &amp; L4 protocols</li> <li>• Have signs and FB notices prepared and ready to use as required</li> <li>• All offices/locations should have a good supply of hand sanitiser, masks, sanitising wipes and protective gloves at all times</li> <li>• Staff who have GBWCT laptops should take these home daily (in case of a L3/L4 announcement after hours)</li> <li>• Contact Tracing is now compulsory, ensure all locations have QR code and paper sign in sheets</li> </ul>
<p><b>General</b></p> <p>GBWCT has MSD L3 accreditation which means that our work is considered Essential</p>	<ul style="list-style-type: none"> <li>• At all times, staff must follow the instructions of the NZ Government and where there is a conflict between the GBWCT L3 &amp; L4 Protocols, the instructions from the NZ Government take precedent</li> <li>• GBWCT property and offices closed to the public until level 2</li> <li>• Signs put up at all entry points stating contact details for emergencies</li> <li>• Facebook pages updated with contact details for emergencies</li> <li>• Staff to work from home where possible, may collect a PC from work if required (there are WiFi dongles available at the main office)</li> <li>• Remote access to the server is possible to access work related documents (contact <a href="mailto:stacy@gbwct.org.nz">stacy@gbwct.org.nz</a> for assistance with accessing work documents from home)</li> <li>• All staff to continue to monitor work emails from home on scheduled work days (contact <a href="mailto:stacy@gbwct.org.nz">stacy@gbwct.org.nz</a> for assistance with accessing email from home)</li> <li>• Manager to provide staff with <b>Essential Worker</b> documentation as required</li> <li>• Manager to provide updates to all staff as and when required</li> <li>• All staff will continue to be paid as normal – with the expectation that they are available to work as per their usual hours</li> </ul>
<p><b>Main Office Users</b></p> <p>Alli Cait Robert Selena Stacy Tūi</p>	<ul style="list-style-type: none"> <li>• May access premises for emergency/essential work only</li> <li>• No more than one person in the office at a time (communicate prior to going in to ensure no overlap with others)</li> <li>• Work related to Youth Services or any property related emergency takes priority</li> <li>• Wear mask when in the office</li> <li>• Wipe down all surfaces touched before leaving</li> <li>• While visiting the property, all staff are to do a quick check/scan of whole premises to ensure security and make sure everything is as it should be</li> </ul>
<p><b>Motueka Office Users</b></p> <p>Maureen Nicole Selena</p>	<ul style="list-style-type: none"> <li>• May access premises for emergency/essential work only</li> <li>• No more than one person in the office at a time (communicate prior to going in to ensure no overlap with others).</li> <li>• Work related to Youth Services takes priority</li> <li>• Wear mask when in the office</li> <li>• Wipe down all surfaces touched before leaving</li> </ul>
<p><b>Heartland Services</b></p>	<ul style="list-style-type: none"> <li>• Enquiries diverted to GB Community Connector until L2</li> <li>• Phone line diverted to GB Community Connector until L2</li> </ul>

<b>Youth Services</b>	<ul style="list-style-type: none"> <li>• YS Coaches to check in with all clients within first 24 hours of L3 &amp; L4 announcement to ensure they have everything they need and to explain how the service works in lockdown</li> <li>• Follow YSSU instructions regarding processes and procedures while in L3 &amp; L4</li> <li>• Check ART daily for updates and notices</li> <li>• All work to be done remotely unless absolutely unavoidable and necessary</li> </ul>
<b>Community Connectors</b>	<ul style="list-style-type: none"> <li>• Connectors to check in with any vulnerable clients or clients who they were mid-way through a process with within 2 days of L3 &amp; L4 announcement</li> <li>• Defer any non-urgent tasks until L2</li> <li>• For urgent/emergency assistance, work with the Manager to do what is possible under L3 &amp; L4 guidelines</li> <li>• Continue to be available for enquiries by phone or email</li> </ul>
<b>Ākonga Youth Education</b>	<ul style="list-style-type: none"> <li>• Make contact with students by text/phone immediately following L3 &amp; L4 announcement to let them know GBWCT is closed</li> <li>• Ensure students have the means to continue some work at home – we may be able to assist with the loan of a desktop PC</li> <li>• Ensure the students have the means to contact you during the week if they require assistance</li> <li>• Make contact twice a week by email/phone to ensure they are doing OK in their bubble</li> <li>• Teacher may access the classroom as required to carry out essential work</li> </ul>
<b>Frontline</b>	<ul style="list-style-type: none"> <li>• Make contact with participants by text/phone immediately following L3 &amp; L4 announcement to let them know GBWCT is closed</li> <li>• Assist participants to continue some work at home (reading or video resources, job seeking etc)</li> <li>• Keep informed about any extra benefit assistance and inform participants</li> <li>• Ensure the participants have the means to contact you during the week if they require assistance</li> <li>• Make contact once a week by email/phone to ensure they are doing OK in their bubble</li> <li>• Enlist the help of Community Connector if other assistance is required</li> <li>• All external training courses postponed until further notice</li> </ul>

#### Tasks/Responsibilities:

Property Manager:	<ul style="list-style-type: none"> <li>• Inform and update tenants about L3 &amp; L4 Protocols</li> <li>• Ensure building/property is safe and secure for duration of L3 &amp; L4 protocol</li> <li>• Be main point of contact for tenants and others about property matters</li> <li>• Process financial authorisations from home</li> </ul>
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General Manager	<ul style="list-style-type: none"> <li>• Inform and update staff and BoT about L3 &amp; L4 Protocols</li> <li>• Inform and update external partners and other stakeholders about L3 &amp; L4 protocols</li> <li>• Ensure staff are able to work from home where possible for duration of L3 &amp; L4 protocol</li> <li>• Assist staff required to deliver essential services during L3 &amp; L4</li> <li>• Process payroll and ensure other financial systems run smoothly during L3 &amp; L4</li> <li>• Process financial authorisations from home</li> <li>• Be main point of contact for general public about GBWCT matters</li> <li>• Receive deliveries for 84 Commercial Street at home address</li> </ul>
Office Worker/Admin	<ul style="list-style-type: none"> <li>• Ensure L3 &amp; L4 signs are posted on buildings/entrances as required</li> <li>• Post notices on various GBWCT FB pages about L3 &amp; L4 protocols</li> <li>• Check GBWCT main phone for messages daily</li> </ul>
Finance/IT Admin	<ul style="list-style-type: none"> <li>• Conduct financial duties from home</li> <li>• Provide IT assistance to staff working from home</li> </ul>
Motueka Office Staff	<ul style="list-style-type: none"> <li>• Ensure L3 &amp; L4 signs are posted on buildings/entrances as required</li> <li>• Ensure building/property is safe and secure for duration of L3 &amp; L4 protocol</li> </ul>
All other staff	<ul style="list-style-type: none"> <li>• Inform and update clients/students/participants about L3 &amp; L4 protocols</li> <li>• Maintain contact with clients/students/participants during L3 &amp; L4 protocols</li> <li>• Be available to work during normal working hours</li> <li>• Respond to communication from GM, external parties, or other staff in a timely manner</li> </ul>