

15 March 2020

COVID-19 Coronavirus Update

Please ensure this message is passed on to all staff.

As many of you may have seen, the Government has just announced [further restrictions](#) to ensure we do our utmost to respond to and ultimately stamp out the COVID-19 Coronavirus outbreak in New Zealand.

Today we have made additional decisions in response to the Government's restrictions. We are continuing to identify risks and put in place plans to keep our people well and to continue to operate to serve all customer requirements. This is a rapidly evolving situation across the world so it is important we build on the precautions and preparations we have in place already and add some further decisive actions.

Self-isolation

We will work within the [Government directive and Ministry of Health guidelines](#) where any of our people (or their family), suppliers, visitors returning from international travel will require 14-days of Self-isolation.

In the case of any other international travel that our people (or their family) may undertake, we ask that you let us know the details so that we can assess each individual case and determine if any self-isolation may be required. This precaution is to ensure that we know of anything, travel included, that could have potential implications on keeping our people well.

We recognise some people may find self-isolation lonely, so we are thinking about how we best care for our people during this time. We know being engaged and productive is important to peoples' wellbeing so we are continuing to think about how we tackle this.

Payment of Staff

This is an evolving situation that is and will continue to impact all parts of our business. Like many other NZ businesses we are already experiencing downturn of business and as a result I would like to draw your attention to our [Emergency Closure Policy](#) which details how YMCA will work with our people. We will do whatever we can to support our staff, but the following steps will be undertaken if and when required across the business (e.g. where people are required to self-isolate, where business is adversely impacted and we need to reduce staff numbers/rostered hours):

1. In the first instance we will request that people take available Annual Leave and Alternative Leave where available.
2. Where leave is not available, we will consider whether we can allow leave in advance, to a capped level.
3. Where options 1 and 2 above have been used, we will be asking people to take Leave Without Pay.

We are waiting to hear what the government support package will contain; this should be announced next week. The Exec team will also be reviewing if there are any applicable work from home roles within the business.

Staff may be able to get extra financial support through WINZ

If staff have been affected by COVID-19 Coronavirus, Work and Income may be able to provide financial support, even if the person is not on a benefit. In emergencies, WINZ can help with:

- loss of livelihood (where you can't work and have lost your income)
- food, clothing and bedding (immediate needs up to a maximum amount)
- accommodation costs if you have to move.

To find out what help may be available, who to contact for help, or for more information, call the Government Helpline on 0800 779 997 (9am–5pm, 7 days a week).

Events and meetings

Any large scale group gatherings will require prior approval by the Exec team before going ahead. This includes staff attendance at public work related events such as conferences. Internally we should only meet with smaller groups of no more than 10, and also consider if these group meetings can be done by other means (e.g. Skype or Teleconference).

Cleaning, hygiene and social distance

We will put an increased emphasis on cleaning across our centres and offices, ensuring there are additional cleaning materials available.

As per previous communications, we reinforce basic hygiene measures including:

- hand hygiene – that is, washing hands regularly with soap and water, or cleansing with hand sanitiser
- staying at home if you are sick
- coughing or sneezing into a tissue or your elbow and then performing hand hygiene
- cleaning surfaces regularly

Keeping social distance is known to be an effective precaution to slow down the spread of COVID-19 Coronavirus, so in addition to our precautions around meetings and gatherings noted above don't forget to keep using the elbow bump instead of handshakes!

Supporting and caring for each other

The COVID-19 Coronavirus pandemic is a challenging and unsettling time for us all, so remember to look out for each other. Many people will have loved ones overseas and may have other challenges on their mind, so don't hesitate to make use of the Employee Assistance Programme (EAP*) and reach out to your manager if you have concerns and queries.

It's also important to keep an eye on your own wellbeing. That means not only eating well and getting enough rest, but also being vigilant about your own health. Talk to your manager if you feel staying away from work is the right thing to do should you have any cold-like symptoms.

**EAP is a free and confidential service for YMCA employees. You can contact them by phoning 0800 360 364 and quoting XEROCUSTNZ and their services are available 24 hours, 7 days a week.*

More information

If you need further information or guidance, please speak to your team leader. You can also visit the following websites:

- [NZ Government Travel Advice](#)
- [Foreign embassies and consulates in NZ](#)
- [Airlines using Auckland Airport](#)

If you have anything of immediate concern between now and then please continue to reach out to your manager in the first instance.

Additionally if you feel concerned about your health, or the health of your family members, then please contact Healthline on 0800 611 116.

I do want to reiterate that while we need to have these plans in place, the risk around Coronavirus is no greater today than it was yesterday. Whilst everybody will feel anxious about this situation, the Exec team are working tirelessly to minimise the impact on our teams. It is not a time for panic, it's a time for working together.

Take care,
Julian