**Supplementary Material 4. Situation in the Orange Home-Care Clinic during the heavy snowfall in 2018**

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| **Day** | **Situation in the Orange Home-Care Clinic** |
| Mon-5-Feb | Clinic’s normal operations were performed. |
| Tue-6-Feb | Clinical staff experience difficulties commuting to work; several staff experienced 5-times longer commutes compared to usual |
|  | Takes 3 hours to remove snow from around car used for home visits |
|  | Clinic director instructs staff living near the clinic to commute on foot and those living far away to stay at home and wait for further instruction |
|  | As clinic had to operate home visits with very few staff members, staff members phoned to check on patients’ condition, cancelled most of the planned visits |
|  | Extra staff were added to each home visit team and the safety of staff was prioritised |
| Wed-7-Feb | Clinic cancelled planned home visits, staff phoned patients to check on their status; home visits made when necessary |
| Thu-8-Feb | Clinic cancelled planned home visits, staff phoned patients to check on their status; home visits made when necessary |
| Fri-9-Feb | Clinic cancelled planned home visits, staff phoned patients to check on their status; home visits were made when necessary |
| Sat-10-Feb | Staff visited homes of patients whose visits were cancelled on weekdays |
| Sun-11-Feb | Staff visited homes of patients whose visits were cancelled on weekdays |
| Mon-12-Feb | Clinic cancelled planned home visits, staff phoned patients to check on their status; home visits made when necessary |
| Tue-13-Feb | Clinic cancelled planned home visits, staff phoned patients to check on their status; home visits made when necessary |
| Wed-14-Feb | Clinic cancelled planned home visits, staff phoned patients to check on their status; home visits made when necessary |
| Thu-15-Feb | Clinic cancelled planned home visits, staff phoned patients to check on their status; home visits made when necessary |
| Fri-16-Feb | Clinic cancelled planned home visits, staff phoned patients to check on their status; home visits made when necessary |
| Sat-17-Feb | Clinic’s normal operations resumed |
| Sun-18-Feb | Clinic’s normal operations were performed. |