



18 August 2021

Dear Assessor

Accessible is an 'essential service' and will continue operating during the Alert Level 4 lockdown.

We are reactivating the protocols that guided our service during the previous Alert Level 4 lockdown period.

This link to the Government's website provides the latest information on Alert Level 4: [Alert Level 4 | Unite against COVID-19 \(covid19.govt.nz\)](https://www.covid19.govt.nz/alert-level-4-unite-against-covid-19/)

Please note: 'essential services' under Alert Level 4 lockdown refers to the directive from the MOH and varies from the EMS contract's funding terminology that we use as MOH EMS Assessors and Advisors. The criteria remains the same as in previous Alert Level 4 lockdowns.

#### **What are Alert Level 4 essential services?**

Principles underpinning the definition of essential service to the health and disability system include:

- Keep people at home living safely
- Keep people out of hospital where we can
- Where possible get people home from hospital quickly

The MOH's directive is that:

- Equipment and Modification Services (EMS) that are essential include the provision and repair of essential disability equipment and communication equipment according to the principles above
- Non-essential home modifications will be deferred
- Vehicles and vehicle modifications are not considered essential.
- Non-essential equipment trials, purchases and repairs will be deferred

#### **What do our essential services mean for you and your clients in practice?**

##### **Equipment**

We will continue to process your work behind the scenes to support timeliness of service delivery and management of workloads when the alert levels change and you are working with your clients again. However, the delivery of the equipment will be dependent upon the Government's direction on Alert Levels.

Accessible will be triaging requests and only actioning essential requests, as defined above, that will enable clients to safely remain in, or return to, their homes.

If you want to change a trial to a purchase or action a Service Request that has the status of 'Pending Approval', then please contact us on [moh@accessible.co.nz](mailto:moh@accessible.co.nz).

Please keep an eye on the Covid-19 section of our website for further updates - we'll put all the info you need here: (<https://www.accessable.co.nz/individual-pages-folder/covid-19-update/>)



### **Please indicate essential Service Requests as 'urgent' in the Service Request Summary field in aSAP**

To help us help you get the right equipment to the right people as quickly as possible under Alert Level 4, please ensure you indicate your request is 'urgent' in the Service Request Summary field in aSAP. Please indicate 'urgent' for only those requests that meet the definition of essential services as outlined by the MOH and where your client is at high risk of hospitalisation, delayed discharge or being unsafe at home (as per above). Please use the Summary field to support our triage process eg Summary: Urgent – hospital discharge.

### **Managing new trial requests from 18<sup>th</sup> August 2021**

We intend to support the need for any requests that would typically be trialled as follows:

- The request is reviewed by our Professional Advisory and Customer Support teams and they will review the level of urgency, complexity and safety of the client's situation using the definition of essential service above. You can assist this process by stipulating if your request is urgent in the Summary field in aSAP (above). Please also contact Customer Support if you wish to discuss your urgent request.
- If your request is identified as **urgent**, depending on availability, we will supply the item from refurbished stock or purchase it new.
- If your request is considered **non-urgent** it will be processed and then, if supported, will go into a holding pattern until the Alert levels allow the equipment to be delivered.

### **Collections**

There will be no equipment collections during Alert Level 4.

### **Housing**

Most modifications inside a person's home will be deferred. Any urgent and essential access modifications such as modular ramping and rails to allow for access to a person's home could be considered where a long term need for this has been identified (the person has a long term disability and will need this support for at least 6 months and is likely to continue living in their home for 2-3 years).

Your key contacts at Accessable are reviewing all current modifications and will be in touch shortly to advise on the management of any work in progress, including any projects that do not meet the essential service criteria.

### **Vehicles**

Vehicles and vehicle modifications are not considered essential during the Alert Level 4 period.

### **ACCESS Clinic**

During the lockdown period we have cancelled the ACCESS Clinic visits but may be able to provide some guidance via telehealth depending upon the client's need. Please contact Nini Smith on [patadmin@accessable.co.nz](mailto:patadmin@accessable.co.nz) if you have any questions about your client's ACCESS Clinic appointment or referral.

### **Our off-site visits to clients**

We are, of course, obligated to manage the health and safety of our contractors, clients and their families and whānau while we are on site to deliver or repair equipment or action housing modifications. We are in constant contact with our suppliers, repair technicians and contractors during this period. Please be assured that Accessable has implemented procedures to check in

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before booking a client visit, pre-start assessments upon arrival on site for a client visit and to manage infection control during and following a client visit. All our staff are required to comply with these protocols. We are also working with suppliers and contractors to ensure they are meeting the standards required.

## **Communication updates**

### **Website**

As we're sure you're aware, we're operating in a fast-paced and constantly changing environment now and things are changing daily. We will continue to assess our services, the supply chains that support them, our processes and the roles and responsibilities of all our stakeholders and update information for Assessors in response to this. Updates will be posted on our website regularly <https://www.accessable.co.nz/individual-pages-folder/covid-19-update/>.

### **Zoom meetings**

In addition to the information on this website, we will be holding a Zoom update for our Assessor community and answer any questions on Monday 23<sup>rd</sup> August, 2pm for up to an hour. You are invited to join us:

Join Zoom Meeting

<https://us02web.zoom.us/j/3403694033?pwd=YjlyN01oRFIQODZSTFZ1Q1BtT2hQdz09>

Meeting ID: 340 369 4033

Passcode: DHB

One tap mobile

+6448860026,,3403694033# New Zealand

+6498846780,,3403694033# New Zealand

Dial by your location

+64 4 886 0026 New Zealand

+64 9 884 6780 New Zealand

+64 3 659 0603 New Zealand

Meeting ID: 340 369 4033

Find your local number: <https://us02web.zoom.us/u/kubSkp4DW>

### **Connection with Customer Service and Professional Advisory teams**

You can of course continue to contact us in the usual ways. Currently we have a number of Accessable personnel working remotely, so availability may vary at times.

We are strongly committed to supporting you to ensure your clients remain safely in their homes and avoid hospitalisation during this lockdown period. Please contact us if you have any questions regarding the above information.

Sincerely

**Tracey Reason**

**EMS Contract Relationship Manager**