



**UPDATE 3<sup>rd</sup> September 2021**

Morena

We are taking the opportunity to update you on the services we will be providing under the EMS contract with Northland now being at Alert Level 3 (enjoy your takeaway coffees & Maccas this morning Northland!) and the Auckland region continuing at Alert Level 4. We are working closely with the Ministry of Health and Enable NZ to ensure a nationally consistent approach.

## **So, what are the changes during Level 3 then?**

### **Equipment Repairs**

All repairs are allowed under Level 3 if they are able to be carried out safely.

The Accessable team and sub-contractors are all following rigorous pre-visit, on-site and post-visit infection control processes and physical distancing practices. Repairs are only actioned if they can be carried out safely.

If the repair cannot be carried out safely, we will need to assess these instances on a case by case basis. We may be able to support a carer or support person to carry out a repair, or we can focus on replacement rather than repair.

Regular annual checks of equipment will not take place during Level 3.

### **Housing Modifications**

We are now able to action non-essential housing modifications as long as safety protocols are observed:

- Essential modifications will be given priority.
- **External** modifications, grabrails and basic modifications will be approved to proceed during Level 3 as long as safety measures including minimal physical interactions, 2 metre physical distancing, use of masks, sound hygiene practices and the recording of interactions for contact tracing purposes are in place. The construction industry has also issued standards contractors are required to adhere to (see below).

Where **internal access** is required, the following processes will be followed by our sub-contractors to ensure they are carried out safely:

- The process that we are employing at Levels 4 and Level 3 is that contractors are issued with letters detailing the sites they are approved to work on.
- A pre-visit checklist will be carried out to determine the health status of the household and prepare for the visit. Where there is no identified risk of COVID-19 and the modification can continue safely it will go ahead with safety procedures in place including



minimal physical interactions, 2 metre physical distancing, mask use, sound hygiene practices and the recording of interactions for contact tracing purposes.

- In addition, all contractors must employ the protocols required by CHASNZ. CHASNZ is an accredited charitable trust that has been developed to raise the standard of health and safety across the whole of the construction industry. (<https://www.chasnz.org>).
- Accessible will be auditing sites to ensure that contractors are employing the required safety protocols.
- Complex modifications will be reviewed on a case by case basis to ensure the safety of those involved. We will work with Assessors and contractors to determine the safest way to proceed with each job during this time.

## **During Levels 3 & 4 the following continue to be in place.**

### **COVID-19 Status**

You must continue to let us know if any request is associated with any known risk related to COVID-19 status. Do this through the risk types in our alert field in aSAP which you need to action if appropriate:

- COVID-19 Positive
- COVID-19 Self-isolating

Any application that has a COVID risk identified in this way will be intercepted by Customer Support and the Professional Advisory Team will be involved in the review of the request-even for Band 1 equipment. We will then actively manage COVID-19 positive/self-isolating clients with you to respond to this alert.

### **Does the category of “Essential Service” continue in Level 3?**

Yes. The same definition of essential service continues.

Please follow the instructions in our communication last week on how to action the COVID-19 and Essential Service notifications [here](#).

### **Essential Equipment**

Essential equipment will be delivered via a non-contact delivery where possible. If delivery cannot be achieved through a non-contact delivery and set up, the requests will be managed on a case-by-case basis in conjunction with you, suppliers and clients.

### **Non-Essential Equipment**

The overriding principle governing deliveries of non-essential equipment is whether the equipment can be delivered without contact with the client. If it can, we will deliver. Currently, if Band 1 equipment is requested and we can deliver as a non-contact delivery, it will be delivered the day after we receive the request. There are information sheets available on our [website](#) for



equipment set up. Please do contact the suppliers if you need specific information on their products.

If the request is non-essential and requires contact with the client it will be put on hold until Alert Levels allow us to deliver it.

### **Client Safety**

The safe use of any equipment Accessable supplies remains, as always, the Assessor's responsibility.

### **EMS advice requests**

Our Professional Advisory service is functioning as normal, although remote work may change an individual Advisor's availability at times.

### **EMS Portal**

You still need to come through the EMS portal and provide your clinical rationale. Please ensure the information is robust and includes the Essential/Non-Essential & COVID-19 risk information required (above). This will enable our teams to understand your request without further communication with you and process it more quickly. We've had some requests where the Assessors didn't include this required information. We were unaware of the urgency and therefore couldn't respond as quickly as our processes are set up to respond when we receive the full information. This caused additional work for the Assessors who had to follow up their request with us, more work for our teams to follow up and delayed the delivery to the client. So, it is important to take the time to identify if your request is essential and tell us why-we rely on this information to deliver the right service to you.

### **Refurbished stock**

Depending on availability, we will supply items from refurbished stock as a priority before purchasing new. This protects supplies of new products for use only when needed, which makes even more sense than usual given the current uncertain environment.

Our Professional Advisory, Customer Support and Warehouse teams are working really closely together to ensure that the refurbished equipment delivered meets your request.

Our cleaning and infection control processes of all equipment is of a reliably high standard. You and your clients can have confidence that refurbished equipment meets appropriate hygiene standards.

### **Vehicle Modifications**

These are still on hold during Level 3 and Level 4.

Vehicle modification requests are considered non-essential and will be processed through our system as far as safety allows, in collaboration with the Assessors and Modifiers, until such time as they can be completed safely.

Please be aware that the information contained in this document may be constantly updated as the situation evolves.

Please keep an eye on our website for updates.



## **ACCESS Clinic**

These clinics are still on hold during Level 3 and Level 4.

You can still refer your clients to the ACCESS Clinic and we will process the request through as far as we can until the Alert Levels allow the clinics to take place safely. We are also reviewing referrals to see if they are suitable for telehealth support.

## **Collections**

Our collections service is up and running for non-contact collections.

## **Client agreement**

At all times during equipment and housing service delivery, there should be agreement between disabled people, family and whānau and all providers on who is in the client's bubble and how the bubble will be protected. The client can decline services at any time.

## **Contact tracing requirements**

It is necessary to record all instances where people have been in close contact with others so contact tracing can be carried out if necessary.

Please follow your organisation's Contact Tracing recording requirements whenever carrying out work for or on behalf of Accessable so the information can be submitted if ever it becomes necessary. For your convenience, we have a template which you can use. You can find the template [here](#):

## **Website**

We're operating in a fast-paced and constantly changing environment. 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 you in response to this. Updates will be posted on this website.

## **Connection with Accessable**

If you have a general enquiry please contact our Customer Support Team on [moh@accessable.co.nz](mailto:moh@accessable.co.nz).

We are strongly committed to supporting you to ensure your clients remain safely in their home, return home following discharge and avoid hospitalisation during this lockdown period. Thank you for your understanding as we adjust our processes to meet the needs of our current situation.



**Tracey Reason**  
**MOH Contract Relationship Manager**  
**p.** 021 728 140  
**e.** [treason@accessable.co.nz](mailto:treason@accessable.co.nz)