



**UPDATE 8<sup>th</sup> September 2021**

## **Update Alert level 2-Northland**

We are taking the opportunity to update you on the EMS services we will be providing during the Level 2 response to COVID-19 which starts in Northland Wednesday 8<sup>th</sup> September. We continue to work closely with the Ministry of Health and Enable NZ on a nationally consistent approach to service provision as Northland heads into Alert Level 2.

Within the Auckland region, the Level 4 protocols and processes continue to apply.

### **COVID-19 Status**

You **must continue** to let us know if a request is associated with any known risk related to COVID-19. We have two risk types in our alert field in aSAP which you need to action if appropriate:

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

Any request that has a COVID-19 risk identified in this way will be actively managed by Customer Support and the Professional Advisory Teams.

### **Does the category of “Essential Service” continue in Level 2?**

No.

We will action any non-essential requests that were on hold during Levels 4 & 3 as resources allow. We will return to processing your requests in order of date received instead of prioritising requests for essential services.

At all times during equipment, housing and vehicle service delivery, there should continue to be agreement between disabled people, family and whānau and all providers on who enters the client's residence. The client can decline and postpone services at any time.

### **So, what are the changes to EMS requests during Level 2?**

Level 2 allows all equipment, housing and vehicle modifications to go ahead if they can be done safely with physical distancing of 2 metres, use of masks, good hand hygiene, appropriate PPE protocols and good record-keeping to support contact tracing.

If service provision to clients requires contact of less than 2m, these services can go ahead as long as appropriate PPE and safety protocols are used. We will work with you and the clients, suppliers and contractors to arrange these services.



## **Equipment requests**

As we move into Level 2, if any of your clients' needs have changed and we need to deliver the equipment more urgently than initially indicated by the request, please call Customer Support, or drop the team a line on [moh@accessable.co.nz](mailto:moh@accessable.co.nz).

## **Delivery of equipment**

- Assessors retain the responsibility for ensuring clients can use the equipment safely.
- If the equipment is being delivered directly to the client, where possible this will still be by a non-contact delivery.
- Where equipment requires set up by an Assessor or sub-contractor or your clients have specific requirements for support, please advise us through the delivery instruction field in aSAP, the summary field, give us a call or drop us an email. We will then work with you, suppliers and sub-contractors to organise a plan for delivery and set up.
- Any physical interactions between sub-contractors or Assessors and clients should be recorded on the provided template (please see Contact Tracing section below), or your own organisation's interactions record sheet, for contact tracing purposes.

## **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 sufficient and includes the additional COVID-19 risk information (above). Great information in your submissions will enable our teams to understand your request without further communication with you and process it more quickly.

## **Refurbished stock**

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

## **Equipment Repairs and Annual Servicing**

In addition to the repairs service, routine annual servicing will start again during Level 2-with appropriate safety protocols in place

## **Housing Modifications**

All Housing Modifications will go ahead.

We will continue to ensure our team and sub-contractors carry out their work safely:



- A pre-visit checklist will be carried out to determine the health status of the household and prepare for the visit.
- Safety procedures include minimal physical interactions, wearing of masks, physical distancing, PPE use and the recording of interactions for contact tracing purposes. 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>).
- Accessable will be auditing sites to ensure that contractors are employing the required safety protocols.

### **Vehicle Modifications**

The vehicle modification service will return to normal as availability of Assessors and Modifiers within the region allows.

### **ACCESS Clinic**

The ACCESS Clinic will return to normal with appropriate safety practices in place.

### **Collections**

Where possible, equipment will continue to be picked up from the doorstep, or with minimal interaction with the household. Where contactless pickups are not possible, we will work on a case-by-case basis to determine the safest way to proceed.

### **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 associated with Accessable so the information can be submitted if ever it becomes necessary. For your convenience, we have created a template which you can use. You can find the template [here](#).

### **Customer Support**

We continue to be strongly committed to supporting you to get services and equipment to your clients as quickly and smoothly as possible. If you have any concerns about your requests or your client's situation changes please contact Customer Support [moh@accessable.co.nz](mailto:moh@accessable.co.nz).

All the best as you head into Level 2 Northland! We hope Auckland isn't too far behind you!



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