



UPDATE 21st September 2021

Update Alert level 3 – Auckland Region

We are taking the opportunity to update you on the EMS services we will be providing during the Level 3 response to COVID-19 which starts in Auckland Wednesday 22nd September.

Within the Northland Region, Level 2 protocols and processes continue to apply

COVID-19 Status

You must continue to let us know if any request is associated with any known risk related to COVID-19 status, through the risk alert field in aSAP and by contacting us directly.

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

Yes. The same definition of essential service continues. We will continue to prioritise requests that are indicated as essential.

So, what are the changes to equipment requests during Level 3 then?

Equipment

We will now be able to deliver all equipment, including those requests that were put on hold during Alert Level 4.

We will, however, be reviewing each request on a case-by-case basis to make sure the availability of Assessors, suppliers & sub-contractors, and their Level 3 protocols, allow us to proceed. In addition, clients will need to confirm they are happy for us to be on site

Equipment Repairs & Annual Servicing

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.

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.

Our annual routine checks of equipment will not take place at Level 3.

Housing Modifications

Essential modifications will be given priority. However, all housing modifications can now be actioned as long as safety protocols are observed.

- **External modifications** will be approved to proceed during Level 3 as long as safety measures including minimal physical interactions, mask use, 2 metre physical distancing, 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.



For **internal work** the following processes will be followed by our sub-contractors to ensure the work is carried out safely:

- The process that we are employing at Level 4 is that contractors are issued with letters detailing the sites they are approved to work on. This process will continue at level 3.
- Basic modifications will proceed if distance can be maintained, and construction protocols are adhered to and the client agrees. 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, mask use, 2 metre physical distancing, sound hygiene practices and the recording of interactions for contact tracing purposes.
- All contractors must employ the protocols required by CHASNZ (<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.

Vehicle Modifications

Vehicle modifications and assessments can be actioned as long as they can be carried out safely and the availability of the Assessor and Modifier and their Level 3 protocols allow them to proceed.

ACCESS Clinic

ACCESS Clinics are still on hold during Level 3. You can refer your clients to the ACCESS Clinic and we will process the request as far as we can and then put the process on hold until the Alert Levels allow the clinics to take place safely.

Collections

Our collections service is up and running. Where possible, equipment will 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. Measures such as pre-visit checks, physical distancing, mask use, appropriate use of PPE, sound hygiene practices and a record of all interactions for contact tracing purposes will be actioned.

Client agreement

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

Contact tracing requirements

Please record all instances where you have been in close contact with others during your service provision so contact tracing can be carried out if necessary.



Please follow your organisation's Contact Tracing recording requirements whenever carrying out work under the EMS contract so the information can be submitted if ever it becomes necessary. For your convenience, we have created a template which you can use if this is useful. You can find the template [here](#).

Communication

Updates will be posted on the Accessable website, so please keep an eye on the site.

You can of course also continue to contact our Customer Support team at moh@accessable.co.nz if you have any questions regarding a specific client or other queries.



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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.