



3 December 2021

Update: COVID-19 PROTECTION FRAMEWORK

We continue to provide services under all settings of the COVID-19 Protection Framework (traffic light system).

COVID-19 Status

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

Accessable fully complies with the COVID-19 Public Health Response (Vaccinations Order 2021) and requires all those providing services on our behalf to be fully vaccinated.

Does the category of “essential service” continue in the new framework?

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

Equipment

We will continue to deliver all equipment through all settings of the framework.

Equipment Repairs & Annual Servicing

We will continue to carry out repairs and annual servicing under all settings of the framework with appropriate safety protocols.

Housing Modifications

All housing modifications continue to be actioned as long as safety protocols are observed. The construction industry has also updated standards in view of the change to the new framework.

- Basic modifications will proceed if distance can be maintained, 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 appropriate safety protocols.

All contractors must employ the protocols required by CHASNZ (<https://www.chasnz.org>).

- Accessable is 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 and protocols of the assessor and modifier allow them to proceed.

ACCESS Clinic

ACCESS Clinics will resume under all settings of the framework, with extra protection protocols in place.

Collections

Our collections service continues. Where possible, equipment will be collected contactless. Where this is not possible, we will work on a case-by-case basis to determine the safest way to proceed. Appropriate safety protocols will be in place.

Client agreement

At all times during equipment, housing and vehicle service delivery, there should be agreement between disabled people, whānau and service providers on how service delivery is undertaken.

Contact tracing requirements

Please record all instances where you have been in close contact with others during your service provision to assist contact tracing if required.

Please follow your organisation's contact tracing recording requirements whenever carrying out work under the EMS contract. A template for this can be found [here](#):

Communication

Updates will be posted on the Accessable website.

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