

PROVIDING HEALTH SERVICES TO THE DISABILITY COMMUNITY

9 APRIL 2020

Disability INCLUSIVENESS spans across the three DHBs (CCDHB, HVDHB and Wairarapa DHB). Where possible we have provided advice that is relevant across all three.

TOOLS TO ENABLE A SAFE AND INCLUSIVE HEALTH SERVICE TO PEOPLE WITH ACCESS AND FUNCTIONAL NEEDS (DISABLED PEOPLE).

KEY AREAS COVERED

- Accessible information
- Accessible transport
- Access to NZSL Interpreters
- People with learning/intellectual disability
- Letter for neighbours
- Creating an inclusive environment

ACCESSIBLE INFORMATION ABOUT COVID-19

Accessible information is available on the COVID-19 website

- [NZ sign language](#)
- [Easy Read format](#)

Our [DHB information can be accessed here](#)

ACCESSIBLE TRANSPORT

Accessible transport for the 3DHBs is available at no cost for those using wheelchairs who cannot access public transport or regular cars to attend DHB appointments or hospital services. Book Dean directly on info@hoticetravel.co.nz or 027 478 5950 with your name, contact phone number, pick up address and destination.

ACCESS TO NZSL INTERPRETERS

To maintain the safety of NZSL Interpreters, Deaf patients, clinicians and all health service providers we have established a zoom link specifically to access NZSL Interpreters.

This service is for anyone – family, whanau, support workers, partners – not just the Deaf patient using NZSL either through a regular appointment (face to face/remote) or ad hoc. Usual payment mechanisms for interpreters will be in place.

Each hospital has an iPad available for use. Other locations will need to ensure there is a device available with strong internet connectivity.

Zoom: Contact Shoshanna Cleary on NZSLInterpreters@ccdhb.org.nz or text/phone 027 426 3235

Skype: video Interpreting Service www.nzvis.co.nz

PEOPLE WITH LEARNING/INTELLECTUAL DISABILITY

Access to essential services reinforces the fact that for some parts of our community being in a position to understand and respond appropriately so they are able to follow health service instructions. Just providing information is not enough.

The person needs to:

- **Trust** the message and know they can depend on who is giving them the information.
- **Believe** the information was meant for them before they will respond. They want verification.

Personal factors influence individual responses, so make the message meaningful, and make the discussion directly about the person.

LETTER FOR NEIGHBOURS

We have heard some support workers have experienced suspicion for visiting people in their homes. We have developed a letter explaining the role of support workers as an essential service.

Please email COVID-19questions@ccdhb.org.nz to request a copy of the letter if your support workers are experiencing difficulties.

CREATING AN INCLUSIVE ENVIROMENT

To enhance your service, where possible it would be great to

- Identify any team members who know NZ Sign Language and/or have experience in working with members of the disability community
- Establish a separate location/entrance/pathway where you can spend more time communicating clearly, explaining the process and making sure people are clear on what will happen, what is expected of them and what the next steps will be.

WE ARE HERE TO SUPPORT YOU

We know you will have lots of questions, so we have set up a dedicated email address for you to send your COVID-19 questions: COVID-19questions@ccdhb.org.nz Please use this for any **non-urgent** queries and we will respond to you directly as well as share the questions and answers for others.

Rachel Noble

3DHB Disability Strategy Team

0800 Disability (347 225)