

## DEAR NEIGHBOUR

Thank you for being concerned about my personal safety, and the safety of others in our community.

This letter is endorsed by Capital & Coast, Wairarapa and Hutt Valley DHBs so I can explain that some people in the community, like me, require access to essential services.

I need assistance from others so I can have the basics of a good life, even during a lockdown. For those of us who do require these services, we understand it can be distressing for you to see people coming and going from our homes. Please be assured this is allowed.

The health and disability system has committed to provide essential services for the health and wellbeing of all New Zealanders. COVID-19 is an unprecedented situation and it is important not to cease social support services for those of us who require it for our ongoing wellbeing.

The Ministry of Health has stated that essential services at Alert Level 4 in the health and disability system are those that meet one of more of six criteria. The following two are the important ones that will help you understand what I need.

- A health and disability service that provides direct support that maintains a person's basic necessities of life.
- Community, Disability Support Services (DSS), Aged care services including Home and Community Support Services (HCSS) and Mental Health and Addiction Services that supports high risk and vulnerable client groups.

If I don't have access to continued community-based services, my needs will likely change to my detriment, and this will put added pressure on the health system.

The support workers who provide essential services are skilled in meeting my needs, and the needs of others in my situation, in a manner that ensures they adhere to safe practices before, during, and on leaving my home after a necessary visit. They understand the requirements for stopping the risk of spread, and have been fully briefed on safe practice.

If you are still concerned, please contact the Healthline team (it's free and available 24/7) on 0800 358 5453. They will be happy to provide you with more information.

Once again, thank you for being concerned about my welfare, and the welfare of my support worker.

Best regards.