

PANDEMIC COMMUNICATION

COVID-19 IMPORTANT INFORMATION FOR RESIDENTIAL FACILITIES

We recognise and thank you for the work that you are doing front and centre in this COVID-19 response and we appreciate your commitment and professionalism in these challenging times.

This information sheet provides residential services with important information about the local pandemic response.

MANAGEMENT OF RESIDENTS AND STAFF WITH COVID-19 LIKE SYMPTOMS:

A suspect case of COVID-19 satisfies the following clinical criteria:

Any acute respiratory infection with at least one of the following symptoms: cough, sore throat, shortness of breath, coryza (runny nose), anosmia (loss of sense of smell) with or without fever.

If you notice any of these symptoms in your residents then consult your outbreak management plan, and

- Isolate and use appropriate PPE
- Contact your GP
- Arrange for a COVID-19 test
- Inform Regional Public Health: phone (04) 570-9267, or alternatively (04) 570 9002; 7 days a week
- Update your daily situation report (see below).

If staff develop any of these symptoms:

- Stand down from duties
- Advise them to contact their GP to arrange for a COVID-19 test
- If you know that a staff member is being tested for COVID-19, contact Regional Public Health who will arrange for the test results to be prioritised.

DAILY SITREPS

All residential services are required to advise their NASC services and/or Portfolio Managers of any COVID 19 issues, these staff will then raise to the DHB.

Currently, Aged Residential Care and Residential Mental Health facilities must complete a situation report each day. This template is sent to the Care Coordination Centre, and provides information about:

- occupancy
- number of residents (people using services) in precautionary isolation
- number of residents in isolation with COVID-19 like symptoms. Please provide information in the comments section about when testing is done
- number of staff stood down from work with COVID-19 like symptoms
- identify any staffing challenges you need assistance with

COVID-19 TESTING IN RESIDENTIAL FACILITIES/SERVICES

Mobile testing teams* are available to provide outreach testing in residential facilities. These teams are available between 10am and 4pm, 7 days a week.

LOCATION	MOBILE TEAM PROVIDER	REFERRAL CONTACT DETAILS
Porirua basin: Linden to Pukerua Bay (including Whitby and Titahi Bay)	Ora Toa Health	Call 0508 ORA TOA (0508 672 862) Self-referrals accepted
Wellington and Kapiti	Tū Ora Compass Health – Wellington	Call 0800885022 or Healthlink e-referral
Hutt Valley region	Ropata Medical/Te Awakairangi PHO	Call 027 3838860 for residential facilities Email cbac@teahn.org.nz or phone 04 5768619 for home visits

*Residential Mental Health facilities can also access if needed the MHAIDs Mental Health Clinical Services testing / swabbing capability.

If you arrange for in house testing please note that the electronic laboratory form needs to state that the test is for a 'Residential facility', resident or staff member. Likewise, if on paper form this must clearly state RESIDENTIAL FACILITY.

State that COVID and INFLUENZA tests are required.

Results: The IPC teams or Nurse Practitioners can look up results if asked. Results will be sent to GP.

GUIDANCE FOR PREVENTING & CONTROLLING COVID-19 OUTBREAKS

The Health Quality and Safety Commission [has released a comprehensive suite of tools](#) including guidance, checklists, templates and posters.

Whilst they are specifically designed to support ARC facilities to prepare for and manage COVID-19 in their facilities, the information is useful and can be applied in other residential facility settings.

ACCESS TO PPE

If you need to access to more PPE of any type please contact PPE_COVID19COMMUNITY@ccdhb.org.nz.

DONNING AND DOFFING VIDEOS

Please take the time to refresh staff with the correct donning and doffing procedures for PPE.

- [Donning and doffing PPE](#)
- [PPE N95 donning and doffing](#)
- [Donning Doffing PPE Mask Visor](#)

[Ministry of Health guidance on the use of PPE in health care can be found here.](#)

QUESTIONS ABOUT INFECTION CONTROL AT YOUR FACILITY

Our Infection Prevention and Control teams are available to support you and provide advice.

- For facilities in HVDHB, call 0272363652.
- For facilities in CCDHB, please email InfectionControlNurses@ccdhb.org.nz

WORKFORCE SUPPORT

The DHB Workforce Office can provide workforce support for you in a couple of ways:

- Providing senior RN, RN and carer support with Aged Care, and in some cases disability and mental health experience to work alongside your staff
- On site PPE training.

The Workforce Office may be able to identify staff for you when you are experiencing staff shortages after you have exhausted your usual mechanisms for finding staff.

Please email COVID-19commWorkforce@ccdhb.org.nz if you would like to discuss any of these options.

QUESTIONS

Again, please email any questions to COVID-19questions@ccdhb.org.nz and a member of our team will respond.