

PANDEMIC COMMUNICATION: COVID-19

PROVIDER NETWORK UPDATE

This update is prepared by the Capital & Coast and Hutt Valley District Health Boards. It is consistent with Ministry of Health advice. The Ministry of Health remains the definitive source of information.

Our focus is on ensuring you have the information you need, when you need it, in order for you to care for your staff and the people who depend on your service.

Any questions regarding this communication may be directed to COVID-19Questions@ccdhb.org.nz. All emails to the COVID-19 email address will be logged and responded to by an appropriate team member.

The purpose of this advice is to provide updates and guidance on:

- Youth One Stop Shop for Porirua getting closer - GETS tender open
- Whaia E Tatou Te Pae Tawhiti – Getting Through Together (plus attachment)
 - Actions For Happiness (plus attachment)
 - Staff wellbeing and fatigue
- PIKI service experiencing high demand
- Rheumatic Fever Update
- Mask kindness
- CBACs and key messages for testing
- Community Capability and Resilience Fund
- Te Wiki o Te Reo Maori

The advice for all health professionals page on the [Ministry of Health's website](#) is a source of up-to-date information. Please check it regularly.

INTEGRATED YOUTH MODEL OF CARE – GETS TENDER OPEN

Working alongside our #YouthQuake team, CCDHB is beginning the process of contracting a Youth One Stop Shop (YOSS) for Porirua. We are looking for providers to bring innovative ideas that will deliver a safe, culturally responsive, confidential service that meets the needs of rangatahi in Porirua.

An advance notice has been put on the Government Electronic Tender System (GETS) to give you some more information about the process. [You can click this link](#) or the RFX ID is 23204276, the Tender name on the GETS system is Youth Quake, One Stop Shop – Porirua. The tender closes on Friday 18 September. If you have any questions please contact Julia Jones, System Development Manager, Youth at CCDHB - julia.jones@ccdhb.org.nz or 0272528285.

Here's how #YouthQuake describes what they're looking for:

A Youth One Stop Shop for rangatahi is a place that is culturally relevant and responsive to our diverse community, is led by youth, and is easily accessible. It is a service that provides for Māori and Pacific rangatahi, those living in high deprivation, those living with disability, refugee and migrant families, and the LGBTQI+ community. We need a service that is confidential, but can offer a whānau based approach. We need a space in the centre of

*Porirua which offers us the right mix of health and social services to improve our outcomes.
The time for all this is now!*

As background, YouthQuake has been working in partnership with CCDHB since June last year to integrate youth services for rangatahi in Porirua. You can find out more about YouthQuake and the great work they are already doing in the community [here](#).

Attached you will find the final report for an integrated model of care for Porirua youth which was endorsed by the Health System Committee in September 2019.



Above: An enthusiastic YouthQuake team presented their wish for a youth-led health service to CE Fionnagh Dougan and Health Systems Committee last year.

WHĀIA E TĀTOU TE PAE TAWHITI

Whāia e Tātou Te Pae Tawhiti – ‘Getting Through Together’ – is a national psychosocial messaging campaign led by the Mental Health Foundation and the All Right? wellbeing campaign. It is about helping New Zealanders get through the effects of the pandemic together as a nation to pursue our future.

The campaign is developed by people a small team made up of public health specialists, health promoters, Te Ao Māori experts, community engagement specialists, writers, strategists, digital whizzes, marketers, web developers, and educators.

The **attached document** provides some key information about how you can use the campaign in your community and share content on your own social media channels.

The latest campaign is linked with Mental Health Awareness Week (21-27 Sep). Digital and non-digital resources are [available from here](#) so you can stay connected with the campaign by registering for Mental Health Awareness Week: <https://mhaw.nz/register>.

Getting Through Together also fits the national psychosocial recovery plan – Kia Kaha, Kia Maia, Kia Ora Aotearoa.

ACTIONS FOR HAPPINESS FOCUS ON SELF CARE

Self care isn't selfish. It's essential. That's why we **have attached this month's** calendar with an action for every day. Having said that, don't wait for the designated day to plan a fun activity, let go of being busy and allow yourself to take some breaks.

STAFF WELLBEING – FATIGUE

Fatigue is more than tiredness. We all get tired when the effort or the duration required for a task is large.

Fatigue represents a physical and psychological response to ongoing stress. The desire to do more, to reach further, to last longer and to push harder, can create new stresses and risks that may be beyond our immediate focus.

In the context of a pandemic, our need to maintain readiness for a potential future resurgence can result in fatigue. The Centre for Disease Control and Prevention has developed some useful tips for [managing workplace fatigue during COVID-19](#).

PIKI EXPERIENCING HIGH DEMAND

Like many mental health services across New Zealand, Piki is experiencing extremely high demand. Between 1 April and 31 July 2019, Piki received 930 referrals; but for the period 1 April to 31 July 2020, Piki received 1506 referrals – a 60% increase on the previous year.

As a result, the wait time for counselling with the Tu Ora Piki team has grown to 10-12 weeks for appointments in Wellington; and 4-6 weeks in the other areas. While Piki is able to provide a range of support options for new clients, including telephone counselling, peer support, CBT based webinars, and Melon Health services, it is temporarily unable to provide face-to-face counselling for Wellington based Tū Ora clients.

All new clients will be contacted to discuss and agree the best mix of available services for them.

Piki's mental health therapy services for other age groups are also oversubscribed, with more than 100 people on the waiting list for therapy, and therapists booked solid for 2 months. Alternative (non-face to face) options are being offered for these groups in Wellington also.

RHEUMATIC FEVER UPDATE

Our Sore Throat/Well Homes awareness campaign run by the two DHBs and RPH is well underway. See attached for posts you can share to encourage parents to have their children's sore throats checked at a free sore throat clinic. [A link to the clinics can be found here](#).

Rheumatic Fever has been wiped out from nearly every other country in the western world but in New Zealand we just can't seem to eradicate it. Rheumatic fever is firmly entrenched here and rates are on the rise as evidenced by the spike Wellington region has experienced this year. If you haven't already, take some time to watch [TVNZ's Sunday programme – Fever Spike](#) – with a 26-year old rugby player, who's lucky to be alive, and hear from the doctors, including Porirua Union Community Health Service's Dr Bryan Betty, who call this disease and its ongoing spike in cases "distressing" and "disgraceful".

#MASKKINDNESS

Many of us are having the new experience of wearing masks on public transport and in other public spaces, where social distancing is difficult to maintain. While wearing a mask can help to protect us and the people we love, it can make it harder to communicate and connect with others.



Some tips for maintaining connections through the mask:

Think about what gestures and body language you feel comfortable using to reinforce your words and intention e.g. a thumbs up, a hand wave, nodding and shaking your head.

Use your body language to reinforce a calm, friendly and open approach, e.g. lean back slightly on your feet and open your arms and hands a little to create a welcoming stance.

Speak clearly, perhaps slowing your words down a little if you tend to speak quickly.

Keep smiling! If you look in the mirror with a mask on, and smile – your eyes show the smile.

An online international community has formed with resources and ideas to promote mask wearing. Search for [#MaskKindness](#) online. Don't forget to take a selfie with your mask and use the [#OnBoardWithMasks](#) hashtag on social media.

CBACS AND COMMUNITY COVID-19 TESTING UPDATE

Thank you to our PHO teams for their tremendous work running our CBACs and providing designated testing services at many medical practices around the Wellington region. Their ability to respond professionally and rapidly to the changing situations is outstanding. There has been some confusion around who, when and where to get swabbed, so Ministry of Health has clarified the messages we need to share around COVID-19 swabbing as:

- Widespread testing is a critical part of our COVID-19 elimination strategy.
- We are encouraging more people to get tested because it helps identify cases quickly, stops COVID-19 spreading and keeps your whanau and community safe.
- Call Healthline (0800 358 5453) or your doctor, or visit a testing station to get a test:
 - If you develop symptoms consistent with COVID-19
 - If you are connected to a COVID-19 case or to the sites where there have been cases
 - If you are a contact of someone who has had close contact with a case.
- The tests are free and should be easy to access for everyone. [See the link for up-to-date locations and operating hours.](#)

It's also important to remember the basic public health measures which keep communities protected: staying home if you're sick, frequent hand-washing, and good sneeze and cough etiquette.

MSD'S COMMUNITY CAPABILITY AND RESILIENCE FUND (CCRF)

The fund is available to community groups for initiatives that support the rebuild and recovery from COVID-19. The \$36 million fund is available from 1 August 2020 to support communities over the next two years. The CCRF will be targeted towards initiatives that support priority groups, which include Māori, Pacific, ethnic migrant communities, and culturally and linguistically diverse (CALD) groups. The fund has an initial cap of \$5,000, but groups can request more than \$5,000 and are considered by exception.

[Details and applications can be found here](#). Please share the information with other community organisations you work alongside and support where possible in the application process. You can talk to your contract manager as well if you need any support.

TE WIKI O TE REO MĀORI

With Te Wiki o Te Reo Māori coming up from 14-20 September, here are some resources you can use in your work spaces and share with your teams.

Here is a list of te reo Māori terminology that has been approved for the COVID-19 response <https://www.tetaurawhiri.govt.nz/en/te-reo-maori/press-releases/maori-terminology-for-covid-19/>

These are te reo Māori versions of the common signs:

- [Protect yourself and others from COVID-19](#)
- [Wash and dry your hands](#)
- [Sanitise your hands](#)
- [Clean and disinfect surfaces](#)

On another note Te Taura Whiri I Te Reo Māori – the Māori language moment – is an opportunity to engage in listening, speaking or reading te reo Māori. The aim is for people to sign up and choose one thing to do, for that one moment, alongside hundreds of thousands of New Zealanders at 12pm on 14 September.

It could be as easy as playing a Māori language song, starting your Zoom call with "mōrena", or starting lunch with a karakia!. [Check the link for more ideas and how to sign up](#).

QUESTIONS

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[Don't forget past updates, attachments and resources can be found here](#).

THANK YOU

Thank you for all you do, and continue to do, every day to keep our communities safe.

Rachel Haggerty

Community IMT