

## Covid-19 Coronavirus

### Q&A Factsheet #1 20 March 2020

#### Contracts

**Will contracts continue to be paid across all DHBs and Ministries to providers even if contract deliverables cannot be met?**

All contracts will continue to be paid as per usual.

Every effort should be made for the continuum of health care.

An agreed understanding will be reached with providers if certain activities cannot continue – such as day courses/activities, Whanau meetings etc.

**Will contracts that end soon be rolled over**

All contracts will roll over as per usual.

Instead of the usual process, we have developed a shorter, easier process so you don't have to spend any time on these.

A letter of variation will be sent to you when the time comes.

**Do DHBs and Ministries have the ability to auto pay contracts in the event of their key contract staff being absent?**

The current payment status will continue as BAU for every invoice received.

**In contracts where the provider is subject to clawback will this be waived in the event of staff not being available or services not able to be delivered?**

At this time no clawbacks will be requested.

Please discuss any issues and concerns around this with your contract manager.

**Will organisations still be required to submit reporting in the event of staff not being available or services not able to be delivered?**

We will understand if the quarterly reporting requirements (PMR) to your DHB cannot be met due to staff shortages.

Please discuss this with your contract manager at your DHB of service ahead of time.

**Will providers close to the coalface be supported to use their judgement and direct every resource they have to deliver services differently to meet wider emerging community need rather than contracted services?**

Right now it is important there is a continuum of care provided for all those at risk.

If there is something more important that requires resources to be diverted then please use your own judgement around this.

Please remember to have open discussions with your contract manager.

If you have further questions please email them to [COVID-19questions@ccdhb.org.nz](mailto:COVID-19questions@ccdhb.org.nz)

#### Staffing

**What if I or a staff member become unwell?**

You need to advise your manager or employer if you develop symptoms during your self-isolation period, particularly if you have been in the workplace prior to self-isolation.

If you have any symptoms – fever, cough, fatigue and shortness of breath – call Healthline 0800 358 5453. It's free and available 24/7 and you will get good advice on where to go. Or you can call your GP.

If you need to see your doctor or go to ED, call ahead so they can be prepared for you.

### **I am a manager, what should I tell my staff?**

If you are an employer or manager, you need to provide information and brief all your employees and contract staff, including domestic and cleaning staff, on relevant information and procedures to prevent the spread of COVID-19.

All staff who meet the above criteria should remain isolated in their home for the period of time recommended by Healthline.

### **If a staff member needs to self-isolate should they be paid?**

Yes, all staff should be paid as usual.

### **Can we access a technology fund to support all staff to work remotely?**

No, there is no technology fund available.

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## **Health & Safety**

### **What precautions should I take when cleaning?**

Minimise the risk of being infected with COVID-19 by wearing gloves and using alcohol-based hand sanitiser before and after wearing gloves. If cleaning rooms or areas of the workplace where a person with a confirmed case of COVID-19, or a person in isolation, has frequented, you may wish to wear a surgical mask as an added precaution.

If a confirmed case of COVID-19 or a person in isolation is in a room that you need to clean, you may ask them to put on a surgical mask if they have one.

### **Can food and water spread COVID-19?**

Food-borne spread is unlikely when food is properly cooked and prepared. With good food preparation and good hand hygiene, it is highly unlikely you will become infected with COVID-19 through food.

### **How can I help prevent the spread of COVID-19?**

The same way you help prevent the spread of flu will help prevent the spread of COVID-19 too.

- Wash your hands frequently with soap and water, especially before and after eating, and after going to the toilet, and before and after tending to someone in your care
- Cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser
- If you're unwell, avoid contact with others
- Have sanitising hand gel readily available for staff, residents and visitors to use
- Ensure anyone with a cough/cold stays away from residents
- Ask all visitors not to come in to the facility if they meet the risk criteria described above
- Provide clear signage outside the building that ask visitors to help keep residents safe by not visiting if they are unwell or have travelled overseas
- Encourage visitors to phone reception for advice on whether it is safe to visit

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