

# 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](mailto: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:

- CBAC walk-ins encouraged
- Important information for CBAC teams
- Interest free loans
- Welfare Support
- Important information for all residential care facilities
- Passing on the aroha
- Disability update

## CBAC WALK INS

We have changed the way our CBACs work so people no longer need an appointment to be assessed for testing. This change is to make sure we are testing everyone who feels unwell with any of the symptoms – cough, runny nose, fever, shortness of breath.

The ability to walk in without an appointment to any of the testing centres means a higher turnout in numbers is anticipated. Not everyone who is assessed will need to get tested, but in all cases it opens up the opportunity to ensure people are doing ok during the lockdown, and know how they can access any welfare needs. [Locations and opening hours can be found here.](#)

## IMPORTANT INFORMATION FOR CBAC TEAMS

Ministry of Health has asked us to remind CBAC teams of the process followed by National Close Contact Service (NCCS) responsible for tracking down people who may have been exposed to COVID-19.

## CLOSE CONTACT WITH SYMPTOMS

- When NCCS identifies a close contact with symptoms they will refer that person to a CBAC or their GP for testing.
- The person is advised to quarantine themselves while Healthline completes daily check-ups until 14 days after exposure.
- NCCS advises the person to advise the CBAC or their GP that the Ministry of Health Call Centre advised them to get testes as they are a close contact with symptoms.
- NCCS provides details of those referrals to Regional Public Health who will then manage the case.

Email [nhcc\\_nccs\\_manager@health.govt.nz](mailto:nhcc_nccs_manager@health.govt.nz) if you have any questions.

## CLOSE CONTACT WITHOUT SYMPTOMS

- Healthline completes daily checks for 14 days after exposure.
- If symptoms develop, the process outlined above is followed – the person is advised to get tested and Regional Public Health is advised.

Email [nhcc\\_nccs\\_manager@health.govt.nz](mailto:nhcc_nccs_manager@health.govt.nz) if you have any questions.

## IF THE PERSON'S COVID-19 TEST IS NEGATIVE

The advice is:

- they still need to complete the full 14-day quarantine period if they have returned from overseas or have had close contact with someone with the virus
- if they are still sick with the same illness at the end of the 14-day isolation period, they will need to stay in isolation until they have been symptom-free for 48 hours
- if they are well, and have been for 48 hours, they can return to normal daily activity appropriate to the Alert Level.

### Note:

If the person's symptoms get worse or they feel more unwell, they will be advised to get in touch with their GP or phone Healthline for advice.

If they feel fully recovered, but develop a new illness while in self-isolation, they are advised to call Healthline.

## COMPLETION OF LAB FORMS

When completing Lab forms, please ensure all the information is completed – the labs require the name and practice of the person's GP to ensure the information gets to the correct GP in a timely manner. This is not only related to the test results, but allows that GP to be aware that the person was unwell and was concerned enough that they went for a swab. Having this information means GPs are able to follow up on their patients.

## INTEREST FREE LOANS

Good Shepherd is offering interest free loans for people who are financially impacted by COVID-19 so we encourage you to share this information with those who might need urgent financial relief for bills and other debts. Good Shepherd's Chief Executive Fleur Howard talked with Brian Sagala on Radio 531pi Pacific Breakfast about the no interest loan scheme, and the changes made to support people. You can watch [the interview here](#).

## WELFARE SUPPORT – ESSENTIAL HOUSEHOLD GOODS

If a patient, client or anyone else urgently needs essentials to get through Alert Level 3, such as food, medication, nappies or temporary accommodation, call the Wellington Region COVID-19 Helpline on 0800 141 967. Call centre staff will connect people with the services they need. With consent, health and social care staff can call this number on patients' or clients' behalf.

The call centre is available between **7am-7pm**, 7 days a week. When ringing, please hold the line. It may ring or be silent for some time – this is normal.

More information is available here - <https://wremo.nz/covid-19/seeking-support/>

## ACCESS FOR DEAF COMMUNITY

For the Deaf community, the free New Zealand Sign Language video interpreting service is available [here](#). The process involves:

- Clicking the website [link](#).
- Making a Skype call (there's a maximum 5-7 minute wait) and they will phone the 0800 141 967 helpline for you.

This service is available on Monday-Friday: 8am-8pm, Saturday 10am-5pm, and Sunday 12pm-5pm

## IMPORTANT INFORMATION FOR ALL RESIDENTIAL CARE FACILITIES

Attached please find information regarding management of residents and staff with COVID-19 symptoms which means any acute respiratory infection with any one or more symptoms including cough, sore throat, shortness of breath, coryza, anosmia – with or without fever.

It also contains links to donning and doffing procedure videos and other PPE guidance. If you need access to more PPE of any type, please contact [PPE\\_COVID19COMMUNITY@ccdhb.org.nz](mailto:PPE_COVID19COMMUNITY@ccdhb.org.nz).

## SHOUT OUT FROM US

With over 80 ‘virtual’ visits over two weeks with residential care facilities to work through their preparedness for a positive COVID-19 case we would like to thank everyone for making the time and being available, and for participating so openly.

We would also like to thank the Infection Prevention & Control team and the Health of Older People nurse practitioners for their ongoing support, not only for the Community IMT team, but for everyone working in the residential care space.

## D-G OF HEALTH ASHLEY BLOOMFIELD PASSES ON THE AROHA

Director General of Health Dr Ashley Bloomfield has joined the ‘Pass on the Aroha’ by sharing clips of [people thanking frontline health workers](#) supporting Aotearoa through COVID-19, headed up by Dr Ashley Bloomfield.

Responding to a pandemic takes all of us working together, so we are hoping you may like to produce your own version to share on social media, or join with us to make a collective community provider network video. Perhaps you’d like to thank a colleague, a team that’s done amazing work, or your family who are supporting you to work through this time. You would need to provide your own short clip in the same format – filmed portrait-style, passing a piece of paper with a message on it from left to right.



Watch the [Ministry of Health video](#) and get in touch if you would be keen to take part in a community provider network video, or if you make your own we will share it.

## DISABILITY UPDATE

### MINISTRY OF HEALTH UPDATE FOR ALERT LEVEL 3

We have attached an update from Ministry of Health for people with disabilities and their families, carers, which includes guidance on essential movements of individuals into community residential care under Alert Level 3, and how to determine appropriateness of a potential move.

### MINISTRY OF HEALTH SUPPORT FOR DISABILITY SERVICE PROVIDERS

The MoH Disability Directorate has provided an email to Disability Service Providers clarifying Government Subsidy schemes, surety of funding, extraordinary costs process, and contract extensions. There may be providers who are experiencing financial difficulty despite the arrangements being put in place, so please, if you are experiencing financial difficulty, contact your portfolio manager.

If you did not receive this email and believe you should have, please let us know through [COVID-19questions@ccdhb.org.nz](mailto:COVID-19questions@ccdhb.org.nz) and we can forward this on to you.

## THANK YOU

Thank you again for your ongoing commitment and hard work in these extraordinary times. Your efforts are recognised and appreciated. We will provide more advice as it becomes available.

**Rachel Haggerty**

Community IMT