

PANDEMIC COMMUNICATION: COVID-19 PROVIDER UPDATE

31 MARCH 2020

The purpose of this update is to give you a round-up of the work we are doing inside our two DHBs – Hutt Valley and Capital & Coast. These are extraordinary times which call for extraordinary response. We acknowledge that, and the team here is committed to providing the support you need to work through the demands on you all.

The purpose of this update is to advise and guide around:

- Access to PPE and training
- A shout out Regional Public Health
- Homelessness
- Wellbeing
- Resources

ACCESS TO PPE AND TRAINING

We understand access to PPE is of significant concern. Please be assured we are connected to the central system for accessing PPE and following Ministry of Health advice. We are committed to supplying appropriate PPE to all health providers regardless of whether or not they are funded by the DHBs.

If you have any specific concerns around PPE, please email COVID-19questions@ccdhb.org.nz and copy in your contract manager if you have one.

SHOUT OUT TO REGIONAL PUBLIC HEALTH

An enormous amount of work is being done across the sector, but it's important to acknowledge the effort and commitment of Regional Public Health. The RPH team is managing borders, people, testing, advising people who test positive, contact tracing as well as general advice from the Medical Officer of Health as needed when needed.

RESIDENTIAL CARE AND HOME CARE SUPPORT

We have a team working to ensure age residential care, mental health residential care, respite and hospice are all supported to receive admissions and care for people who do, and don't require self-isolation for COVID-19. This includes access to PPE.

We are also working to ensure all of our residential providers, home care support workers, family-funded carers and disability support workers have the PPE they need.

A distribution pathway is in place to support the expected direction from the centre. PPE is accompanied by training and advice. It is so important in this environment that our patients and clients can move from hospital to the safe and caring places in our community.

HOMELESSNESS

The homeless, particularly those at risk of, or with suspected, COVID-19, pose significant challenges. We are aware of these challenges and have a team working hard to ensure providers and organisations working with these people have access to resources and support – including accommodation, health care, Civil Defence, and councils. This includes supporting the homeless when isolation is required for suspicion of, or a positive COVID-19 test.

WELLBEING

Wellbeing. On a personal level, think of wellbeing as you would an Air New Zealand safety video. Take care of yourself first so you can take care of others. It's important to reach out to your usual supports over the phone – family and whānau, friends and workmates.

If you haven't seen it already, there is an excellent resource on the dedicated COVID-19 website dedicated to welfare. [You can find it here.](#)

At a DHB level we are working hard to link up our community provider network with other Government departments to assist those working in high needs areas to access welfare support where people and their families are impacted by COVID-19 measures. This work is with the Wellington regional Emergency Management Office. This includes access to practical support for people and their families, and making the pathway to get that support as short as possible. In other words, we want to make it easy for you and your clients.

ROUND UP AND RESOURCES

New Zealand continues to confirm additional new cases of COVID-19 - and we expect the number of cases to increase for at least the next ten days. The majority of cases have a link to overseas travel.

Flutracking is an online survey which asks if you have had a fever or cough in the last week to help track COVID-19 in New Zealand. We encourage people to register online at www.info.flutracking.net. And on that note, as a frontline health worker please prioritise getting yourself and your staff vaccinated against influenza.

The COVID-19 website has a [wealth of resources](#) – including posters and information sheets which can be downloaded and printed as required.

THANK YOU

Once again, thank you all for the excellent work you are doing in such challenging times. We will continue to update and inform you if there are any changes to the advice we are giving.

Rachel Haggerty

Controller

Community EOC