

PANDEMIC COMMUNICATION: COVID-19 EASTER PREPAREDNESS

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

Ahead of the Easter break, our focus is on ensuring you continue to have access to 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.

PURPOSE OF THIS ADVICE

The purpose of this advice is to give you guidance and pathways for referrals over the Easter long weekend. It covers:

- Community based assessment centre (CBAC) hours and locations
- Access to mobile assessment teams
- Welfare support
- Referral pathway for homeless
- Escalation pathway for mental health and addiction
- Support for aged residential care in the event of a positive COVID-19 case
- Tools for working providing health services to the disability community

COMMUNITY BASED ASSESSMENT CENTRES

COVID-19 community testing facilities have been established in areas where they can best meet the needs of the local community. These centres, also known as CBACs (Community Based Assessment Centres), are primarily to screen and assess people for testing, and test those who meet the criteria.

We have good coverage over the Easter period being provided by our CBACs. Easter hours and locations can be found on our website here.

A central referral number is available for CCDHB domiciled patients – 0800 885 022.

HVDHB domiciled patients can contact cbac@teahn.org.nz or phone 04 576 8619.

Detailed locations of the CBAC locations and hours are available - <https://www.ccdhb.org.nz/our-services/covid-19-community-based-assessment-centres-cbacs/>

MOBILE ASSESSMENT UNITS

Wairarapa, Hutt Valley and Capital and Coast District Health Boards together with our PHO partners have established mobile teams to provide **COVID-19 testing outreach services for people who can't leave their homes or residential care facility** (including Aged residential Care, disability, and mental health residences).

The service is available 7 days a week. Hours may vary by location and demand.

Over the Easter Weekend, to access mobile services please contact the appropriate service below based on where the person lives:

PATIENT DOMICILE	LEAD PHO/DHB	REFERRAL CONTACT DETAILS
Wellington Porirua and Kapiti	Tū Ora Compass Health – Wellington	Call 0800885022 or Healthlink e-referral
Hutt Valley region	Ropata Medical/Te Awakairangi PHO	027 3838860 for residential facilities cbac@teahn.org.nz or phone 04 5768619 for home visits
Wairarapa region	Wairarapa DHB	Call 06 946 9827

Please refer to Attachment One for the pathway from referral to test result.

Please note emergency care is still be accessed through 111 services

WELFARE SUPPORT

The Wellington Regional Emergency Management Office (WREMO) has a process in place to ensure people can access the welfare support they need throughout the COVID-19 response.

People are encouraged to try calling a neighbour, or friend or family member who lives nearby in the first instance. If they aren't able to access support, the following local hotlines are available for people to call:

For essential household goods, including food, prescription medicines, cleaning supplies and firewood call 0800 141 967. This number is open 7am - 7pm, 7 days a week. City Councils are delivering people what they need, usually within 24 hours.

For emergency temporary accommodation, call 0508 754 163. This is a 24/7 line.

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

A national guide has been developed to provide a one-stop-shop for support in relation to health, wellbeing, financial support, as well as household goods and accommodation. Alternatively, people can call 0800 779 997 for advice on where to get the welfare assistance they need.

REFERRAL PATHWAY FOR HOMELESS

An outline of contacts for councils, social and health agencies to support homeless and itinerant people over the weekend has been developed (attached). The outline includes advice on how to respond to mental health and accommodation needs based on individuals' COVID-19 status.

Refer to Attachment 2.

ESCALATION PATHWAYS FOR MENTAL HEALTH AND ADDICTION

A reminder that escalation pathways for mental health and addiction services over the weekend are the standard, 'business as usual' processes. There is a MHAIDs duty manager roster in place, backed up by the 24/7 crisis service and on call psychiatrists and registrars. The duty psychiatrist and manager can be contacted through the hospital switchboard.

Thanks to our NGO providers and DHB staff for their contributions to recent planning forums. As a result, all providers have up to date arrangements in place including MHAIDs and community provider referral protocols.

A reminder that the call centre for emergency housing is 0508 754 163. There are available emergency housing places as well as access to the homeless shelter over Easter.

ESCALATION PATHWAY FOR AGED RESIDENTIAL CARE RESIDENTS:

Escalation Pathways for managing the deteriorating health of Aged Residential Care residents during this time of COVID-19 have been developed in conjunction with Health of Older People clinicians, Psychogeriatricians, General Practitioners, ARC managers and nurses, our ethics advisor, Maori and Pacific Health, Palliative Care, and the Community Incident Management Team. Contact details are all included on the document.

Refer to Attachment 3 for contact details.

MORE INFORMATION FOR ARCS ABOUT COVID-19

The Health Quality & Safety Commission has developed a range of tools to support ARC during the COVID-19 Pandemic. You can find them here.

<https://www.hqsc.govt.nz/our-programmes/aged-residential-care/publications-and-resources/publication/3975/>

DISABILITY TOOLS

The attached Disability Panui outlines accessible support available to our disability community throughout the Covid-19 response. Please familiarise yourself with the support available.

Refer to Attachment 4.

QUESTIONS

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

THANK YOU

We would like to recognise and thank you for the work that you are doing and wish you all a fabulous Easter weekend.

We appreciate your ongoing commitment and professionalism in these challenging times.

Rachel Haggerty

Incident Controller
Community IMT

