

PANDEMIC COMMUNICATION: COVID-19 PROVIDER NETWORK UPDATE

August 24 2021

There were three further cases in Wellington confirmed today bringing our total cases in the Wellington community to 11. As you are aware, we will remain in Level 4 until midnight Friday 27th August pending further review.

In this update:

- Supporting Aged Residential Care
- Online self-help tools
- COVID-19 testing numbers
- Shout out to Wainuiomata Marae Vaccination Centre
- Compulsory scanning and what that might mean for whānau
- Financial assistance available for businesses

SUPPORTING AGED RESIDENTIAL CARE

We want to thank our Aged Residential Care providers for keeping their residents safe and supporting whānau during this time. An important part of this is supporting residents to stay connected to their whānau, as normal visits are not possible. We know that many facilities have come up with innovative ways to make this happen. Let us know if you have a story to share about how you are managing to do this as it would be great to share ideas.

Last year we heard about facilities setting up Facetime and their families. Staff members were also allocated to specific families to keep them reassured that their loved ones are doing OK. Extra goods in the shopping trolley which meant they could treat residents with the kinds of goodies normally supplied by families, like chippies, sweets, ice cream and popcorn.

So please share your own stories, tips and ideas with others – email COVIDquestions@ccdhb.org.nz or send them to your contract manager.

KEEPING OCCUPIED DURING LOCKDOWN

Dementia New Zealand also kindly shared some tips for keeping occupied (and sane) during lockdown. Video calling can help people with dementia stay connected, for some this might be easier than a phone call – here are some guidelines:

- Be realistic - if person is not familiar with using these, they may struggle to set up or use without support
- Limit number of people on call to a maximum of four – anymore may be difficult for person to keep up with – (some may only manage one person at a time)
- Establish a regular call time so it becomes part of person's new routine, and they have something positive to anticipate
- Video calling during meal times for people living alone may make meal time more pleasurable (especially if others on the call are eating at the same time)

- Plan topics to talk about before calling – reminisce, discuss topics of interest – encourage opinion – ideally supporting the person to talk rather than simply listening to you
- If the person lives in care facility – call the facility ahead of time to discuss their ability to assist with video calling and the best time to do this.

ONLINE SELF-HELP TOOLS

There are several online self-help tools at [melon](#) and [justathought](#) for people who are feeling anxious, stressed, worried or scared. These excellent resources provide different levels of support and practical strategies to cope with the stress and disruption of day-to-day life. Please share these with staff, whanau and friends.

Visit the *Getting Through Together* website: <https://www.allright.org.nz/campaigns/getting-through-together>

COVID-19 TESTING NUMBERS

We are publishing the latest numbers for testing in our two DHB regions [on our websites](#) and social media each day for the 24 hours prior.

Today's numbers – 22503 for CCDHB and 283 for HVDHB, making a total of 2,533 tests processed until midnight 23 August.

Full information around testing sites is available here.

Wellington: <https://www.healthpoint.co.nz/covid-19/wellington/>

Hutt Valley: <https://www.healthpoint.co.nz/covid-19/hutt/>

SHOUT OUT TO WAINUIOMATA MARAE VACCINATION CENTRE

Deputy Director-General Maori Health Directorate John Whaanga has given a shout out to Wainuiomata Vaccination clinic:

“I received my first COVID-19 vaccination today. It was awesome to be able to get my vaccination done today at Wainuiomata Marae. The kaimahi at the marae were fantastic, friendly, and well organised. Ngā mihi maioha ki a koutou katoa o te marae o Wainuiomata e whakahaumarua ana i ō tātou hapori. Mahi rangatira tā koutou mahi; me mihi ka tika!

Marae have always been the centre of our community - they've been places of refuge, safety, and care, and today was no different. Tēnā koutou o Wainui!”

COMPULSORY SCANNING AND WHAT THAT MEANS FOR WHĀNAU

Yesterday, Minister Hipkins announced that mandatory record keeping is being introduced for busy places and large gatherings to ensure the Government can contact trace quickly. Some of our whānau don't have a phone, so if anyone can't use the app, you can download the [NZ COVID Tracer booklet](#), keep a calendar or diary, or take photos so you can recall where you've been.

[Unite Against COVID-19](#) has some excellent resources for providers to download or order, as well as find information in other languages.

FINANCIAL ASSISTANCE AVAILABLE FOR BUSINESSES

If you have been affected by COVID-19 alert level changes, support packages are available for wage subsidies, short term absence payments, and leave support schemes, as well as help for individuals, families and whānau.

You can find all the information you need here: <https://www.workandincome.govt.nz/covid-19/index.html>

THANK YOU

I also know how difficult this can be personally and professionally, and it's important we all take care of each other in this challenging time. Remember there is a plan in place which is guiding our response and this experience will create the next level of improvement in these plans, as there continue to be learnings.

We also continue to benefit from a strong relationship with you, our community provider partners so if you have any questions or concerns please email us at COVID-19questions@ccdhb.org.nz and a member of the team will respond. Or you can contact your contract manager.

A reminder that our previous provider updates and any attachments can be found here

<https://www.ccdhb.org.nz/for-health-professionals/covid-19-resources-for-our-community-providers/>

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