

PANDEMIC COMMUNICATION: COVID-19

DISABLED COMMUNITY PANUI

WORKING WITH OUR DISABILITY COMMUNITY

25 March 2020

The 3DHB Disability Team is working to ensure that information is accessible. In doing so we are applying a disability lens across the three DHBs – Wairarapa, Hutt Valley and Capital & Coast – ensuring we respond to our community needs for tackling COVID-19 and what it means for our disability community.

NO ONE LEFT BEHIND

We understand that through any response it is important to preserve the services and care our disability community needs to live independently, while showing we value disabled people's lives. We are taking the 'no one left behind' approach.

When it comes to thinking about people with disabilities we also focus on highlighting access and functional needs. This includes ensuring all communications are accessible for all communities. This includes sign language tools.

As you are aware there are services provided by the Disability Support Services (DSS) through National Assessment Service Coordination (NASC) services. They support older people, and those with disabilities.

We are working with NASC and DSS to ensure that communications consider the needs of people under the age of 65, regardless of their funding source. People will still receive updates from their service providers.

ITEMS OF INTEREST

This information follows the CMIST Framework which was designed to be used in emergency settings to promote an inclusive approach to emergency preparedness, response, recovering and planning. It arranges functional needs into five basic categories: Communication, Maintaining Health, Independence, Safety, Support Services and Self Determination, Transportation.

ACCESSIBLE INFORMATION

Two of our team members have been actively working within the Ministry of Health to develop accessible documents. With information changing so fast these are needing to be updated at a rapid pace.

NZSL resources are available on each DHB website and on <https://covid19.govt.nz/>.

We have also developed some resources for use by staff members at testing stations. There is still more to do, but we assure you it's a priority.

25 March 2020

PERSONAL PROTECTIVE EQUIPMENT

Guidelines on how to access PPE from the DHB are being prepared now. A number of logistical elements needed to be understood first. Our current priority are people providing home care and disability support.

Remember: PPE is only required if people are self-isolated or show symptoms of having COVID19.

ESSENTIAL HEALTH SERVICES

The provision of health services are essential to our communities. This means we have essential providers, essential services and essential workforce. There are some things that we do that we can and will defer in this four week Alert Level 4. We are working with services to agree what is essential and non-essential to be provided.

Supporting people at home is important. We will know the detail of which disability-related services will be identified as essential over the next two days.

SUPPORT PEOPLE / HOME-BASED SERVICES

Carers coming to your home will contact you before they arrive to ask questions in order to confirm you are not showing signs of COVID-19. This could be by telephoning, texting, calling through your door, or other ways. If you have signs of COVID-19 they will be told to contact their GP immediately.

As a recipients of support in your home you should feel comfortable to ask these same questions of your worker. As New Zealanders we must all be comfortable with this screening.

DISABILITY-RELATED EQUIPMENT

The Ministry of Health has advised that Equipment and Modification services are 'essential'.

That means if you currently have equipment through ENABLE, the providers available to assist you with repairs are not required to be in lockdown for the next four weeks.

The hours of operation are the same as for the Christmas holiday period. Some repairs may be affected if parts are not be available, but if there is a problem the technician will discuss options with you.

Due to staff availability and the need to be safe, calls may take longer to be answered. Keep trying and you will get through.

At this stage it looks as though equipment for blind/low vision and Deaf/Hard of Hearing people will not be identified as essential.

Region	Service name and Contact Details	Hours of operation
Wairarapa region	Evolved Performance 0800 515 351 06 379 5153 021 211 0051	Available Monday to Friday 8am to 4.30 After hours Call your technician.
Wellington Porirua Kapiti Coast Hutt Valley	Capital Mobility 04 238 4731 www.capitalmobility.co.nz	Available Monday to Friday and after hours.

MOBILE UNITS

Plans are underway to establish Mobile Teams so services can reach people when mainstream services are inaccessible. This includes people requiring screening and assessment for COVID-19. More on this when it comes to hand.

WORKFORCE

There have been questions about what will happen when staff members or support staff members are unwell or in self isolation. Across the DHBs there is a Community Workforce Unit being developed which will oversee the availability of staff and the recruitment or redeployment and training of additional people as required. NASC organisations will also be able to utilise this service.

MEDICATION AND PHARMACY

In her address on Monday 23 March 2020, the Prime Minister clarified that pharmacies would remain open and medication supplies will not be interrupted. There are discussions here to ensure those who need access to medication will be able to do so.

TRANSPORT

We have been asked about accessible transport for those attending essential health services. We are working to find a solution to this.



[The 3DHB Facebook Group is live.](#) Please join. We welcome questions and will do our best to find the answers.

HOW CAN WE HELP?

We know you will have lots of questions, so we have set up a dedicated email address for you to send your COVID-19 questions: COVID-19questions@ccdhb.org.nz Please use this for any **non-urgent** queries and we will respond to you directly as well as share the questions and answers for others.