

15 February 2021

Our Equipment and Modification Services (EMS) during COVID-19 Alert Level 2 – Monday 15 February 2021 to Wednesday 17 February 2021

Information for equipment, housing and vehicle modification assessors

Yesterday, three community cases of COVID-19 were confirmed in Auckland. The Prime Minister has announced that, from 11.59 p.m. Sunday 14 February until midnight Wednesday 17 February, Auckland has moved to Alert Level 3. The rest of New Zealand has moved to Alert Level 2 for the same period.

The Ministry of Health advises that at Alert Level 2 equipment, housing and vehicle modifications can still go ahead if they can be done so safely (physical distancing of 1 metre, good hand hygiene and cough/sneeze etiquette, good record-keeping to support contact tracing).

We would like to inform EMS assessors how our EMS services will operate during this time.

Contact tracing

When carrying out work for, or on behalf of, Enable New Zealand please follow your organisation's contact tracing recording requirements.

Band 1, 2 and 3 equipment requests

Band 1, 2 and 3 equipment request processes are operating as usual.

Equipment delivery

If equipment is being delivered directly to the client

Where possible, the courier will leave the equipment at the door without contact with the client. The courier will ask the client for their name and update their records to confirm delivery.

If equipment cannot be left on the doorstep

- We will provide our delivery partners with clear instructions on the next steps on a case by case basis.
- This will include a pre-screening health check of the household and PPE where necessary.
- National health and safety measures such as physical distancing and good hand hygiene practices will apply.

If equipment is being delivered to you to pass on to your client

- Please follow your organisation's practice around contact with clients and infection prevention protocols.
- Any physical interactions between sub-contractors or assessors and clients should be recorded for contact tracing purposes.

EMS Advisory Service

The EMS Advisory Service is operating as normal, while complying with remote working protocols.

Wheelchair and seating clinics via Telehealth

Wheelchair and Seating Outreach Clinics will be available via telehealth during this time. Please submit your referral on the appropriate referral form to outreach@enable.co.nz

The Outreach team have created a guide to using Telehealth as an alternative to face to face assessments.

[Download the Guide to Telehealth for ENZ Housing and Wheelchair & Seating Outreach Services](#)

If you have any questions or concerns about individual requests, please:

- email our EMS Advisory team outreach@enable.co.nz, or
- contact Robyn Williams, Advisory & Outreach Teams Administration Support, 06 353 5844, to be put in touch with a member of our Advisory team.

EMS Portal

You still need to come through the EMS portal and provide your clinical rationale for your requests as normal.

Equipment collections

- Our equipment collections service continues to operate as usual.
- People can use our [Collection Request form](#) on our website.
- Where possible, equipment will be picked up from the doorstep, or with minimal interaction with the household.
- **Where contactless pickups are not possible**, we will work on a case by case basis to determine the safest way to proceed.
- Measures such as physical distancing, appropriate use of PPE, good hygiene practices and keeping a record of all interactions for contact tracing purposes should be followed.

Equipment trials

- Equipment trials will be processed as normal.
- The equipment provided to your client will either be from our reissue stock, or through the normal supplier network.
- Any interactions with a household will require them to follow the set safety procedures of physical distancing, hand hygiene and contact tracing as well as the use of any appropriate PPE.
- **Where equipment needs to be delivered and set up by a supplier or sub-contractor:** We will ask the supplier/subcontractor to follow our pre-screen checklist procedure to determine any COVID-19 risk.
- **Where a piece of equipment requires support and set up by an assessor or sub-contractor:** The equipment supplier will contact you ahead of delivery to confirm a plan around installation and safe and proper use of the equipment.

Unsuccessful trials

- Unsuccessful trial equipment can be collected from your client's home if it is safe to do so.
- Physical distancing, minimal contact, contract tracing recording and good hygiene practices will be followed by any suppliers, sub-contractors or freight agents who pick up the equipment on our behalf.
- Where it is not possible to collect the equipment safely, it can remain in your client's home until such time we can arrange collection.
- Send your Trial Unsuccessful Documentation to equipment@enable.co.nz as normal.

Successful trials

- Please follow the usual process by contacting equipment@enable.co.nz to let us know the outcome.
- Please send the final quote from the supplier with the trial approval document to equipment@enable.co.nz so we can complete the trial for you.

Equipment repairs (equipment subcontractors)

- Our sub-contractors have been provided with a pre-screen health checklist to determine the health status of the household ahead of any scheduled repair.
- If they can carry out the repair safely it will go ahead.
- **If the repair cannot be carried out safely:** We will need to assess these instances on a case by case basis.
- We may be able to support a carer or support person to carry out a repair, or we can focus on replacement rather than repair.
- Standard annual checks of equipment can take place.

Housing modifications

All housing modification requests can be submitted following the usual process.

Where internal access is required

Our sub-contractors will follow these processes:

- A pre-screen health checklist will be carried out to determine the health status of the household.
- **Where there is no risk of COVID-19,** the modification can continue with safety procedures in place: minimal physical interactions, physical distancing; good hygiene practices and the recording of interactions for contact tracing purposes
- A copy of the contractor's **Site Safety Plan** should be submitted to ENZ prior to work commencing. This should include any COVID-19 Safety Management Plan measures the have been implemented
- **Where there are risks around COVID-19 exposure:** These will be managed on a case by case basis in conjunction with the assessor and building consultants.
- **Pre-construction site meetings** can take place with the appropriate safety protocols in place around physical distancing and contact tracing.

Vehicle modifications

- Where we receive a vehicle modification request we will process it through our system as per the normal process.
- Requests will be managed on a case by case basis in collaboration with the assessor and sub-contractors.
- Any modification requests that cannot be carried out safely as per government guidelines will remain in our system until such time as they can commence safely.

Reissue equipment

If you choose to reissue equipment, the equipment cleaning must meet your DHB infection control process.

Keeping you informed

We are following issued by the Ministry of Health and the Government to ensure that all our activities can be carried out safely. The health and wellbeing of our clients, stakeholders and staff remains our highest priority.

Please ensure you read any updates sent to you by Enable New Zealand so you can be confident you are up to date with the latest developments and process requirements.