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## Our EMS service during Level 2

Thank you for your continued support and cooperation during this COVID-19 response period. It has been challenging, however the collaboration and teamwork among all our stakeholder groups has helped us to continue to provide a safe service for our clients, colleagues and staff.

As we now move into Level 2, we wanted to touch base and make you aware of which services will be operating, and any additional safety measures that will be in place.

We continue to operate based on guidance issued by the Ministry of Health 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.

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## Contact tracing requirements

It continues to be necessary to record all instances where people have been in close contact with others. This will allow contact tracing to be carried out if necessary.

Please follow your organisation's Contact Tracing recording requirements whenever carrying out work for or on behalf of Enable New Zealand so the information can be submitted if ever it becomes necessary. For your convenience, we have created a template which you can use if this is useful for you. [You can download this from DFI](#)

## Band 1 equipment requests

The usual Band 1 equipment request process will remain in place during this time.

## Band 2 & 3 or non-list equipment requests

All Band 2 & 3 or non-list equipment requests can be submitted as usual during this time.

Request for urgency can be considered for people who are at **very high risk of serious harm or hospitalisation** and where that risk could be resolved with provision of equipment. Please note, all other options need to be fully explored before your urgent request can be considered.

Urgency requests for Enable to review a Service Requests needs to be sent to [ppa@enable.co.nz](mailto:ppa@enable.co.nz) with specific rationale as to why an urgent provision of equipment is required.

Equipment required to support discharge from hospital will be considered following the usual processes. Short-term loan equipment remains a DHB responsibility.

## Delivery of equipment

- If the equipment is being delivered directly to the client, where possible the courier will leave at the door without contact with the client.
- Where it is not possible to leave a piece of equipment 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, the wearing of face coverings, and other PPE where necessary. National health and safety measures such as physical distancing and good hand hygiene practices will apply.
- If the equipment is being delivered to you to pass on to your client, we ask that you align with your organisation's practice around contact with clients and follow your agreed infection prevention protocols.
- Any physical interactions between sub-contractors or assessors and clients should be recorded on the provided template, or your own organisation's interactions record sheet, for contact tracing purposes.



## **EMS Advisory Service**

The EMS Advisory Service is functioning as normal, whilst complying with all protocols around working remotely.

## **Enable New Zealand Housing and Wheelchair and Seating clinics**

Housing and Wheelchair and Seating Outreach Clinics via telehealth are available in Level 2.

However, where a telehealth clinic is not viable and all other avenues have been explored, a face-to-face outreach clinic appointment may be considered in exceptional circumstances. Full details of why a telehealth visit was not viable and what other avenues had been explored must be provided to the [PPA@enable.co.nz](mailto:PPA@enable.co.nz) for a risk assessment to be completed prior to approval of a face to face clinic be considered.

### **A guide to Telehealth**

Enable New Zealand has 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 regarding individual requests, we would encourage you to contact our EMS Advisory team who are happy to help with any aspect of your requests.

For any enquires relating to the outreach service or EMS advice requests contact [ppa@enable.co.nz](mailto:ppa@enable.co.nz) or contact us on 0800 362 253, where you can 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.

## **Collections**

Our collections service continues to operate as usual, and 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, wearing of face coverings, appropriate use of PPE, good hygiene practices and keeping a record of all interactions for contact tracing purposes should be followed.



Due to no collections occurring during level 4 and 3 there is currently a backlog of collections our freight agents are currently managing, therefore there may be some delays in getting a collection completed. We appreciate your understanding and patience during this time.

### **Collections from DHBs**

As of Wednesday 8 September 2021, our usual collections service from DHBs will recommence.

### **Equipment trials**

Equipment trial requests will continue to be processed as normal under Level 2.

The equipment that will be provided to your client will either be from our reissue stock, or through the normal supplier network.

Where equipment needs to be delivered and set up by a supplier or sub-contractor, we will ask them to follow our pre-screen checklist procedure to determine any COVID-19 risk. Any interactions with a household will require them to follow the set safety procedures of physical distancing, face coverings, hand hygiene and contact tracing as well as the use of any appropriate PPE.

If the equipment is being delivered to you to pass on to your client, we ask that you align with your organisation's practice around contact with clients and follow your agreed infection prevention protocols.

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, wearing of face coverings, 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.

Please continue to send your Trial Unsuccessful Documentation to [equipment@enable.co.nz](mailto:equipment@enable.co.nz) as normal.

### **Successful trials**

If the trial was successful, please follow the usual process by contacting [equipment@enable.co.nz](mailto: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](mailto:equipment@enable.co.nz) by the due date so we can complete this trial for you and avoid any unnecessary follow ups.

## **Equipment Repairs (Equipment subcontractors)**

All equipment repairs are now allowed to be completed if they can be carried out safely.

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 now recommence.

## **Housing modifications**

All housing modification requests can continue to be submitted as per the usual process.

Where internal access is required, the following processes will be followed by our sub-contractors to ensure they are carried out safely:

- 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; wearing of face coverings; physical distancing; good hygiene practices and the recording of interactions for contact tracing purposes

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 or sub-contractors.

Pre-construction site meetings can now also recommence with the appropriate safety protocols in place around physical distancing, mask wearing 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 for equipment, and you must notify Enable of the item being reissued and to which client.

### **Keeping you informed**

Thank you once again for your patience and cooperation during this time. We will continue to send out communications if things change as we move forward so please continue to read any updates we send.