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EMS service delivery at Level 1

Firstly we'd just like to thank you for your patience and cooperation throughout the COVID-19 response period.

It was a challenging time for everyone, but collaboration across our whole range of stakeholders meant that we were all able to provide a high level of service for our customers.

Now we have reached Alert Level 1, we would like to clarify arrangements for our processes going forward.

The Ministry of Health reminds us to keep in mind that COVID-19 is uncontrolled in many areas overseas, and we should not be complacent because COVID-19 can spread quickly if it re-emerges.

People attending a Health or Disability Service may be more vulnerable to COVID-19 for a range of reasons. That is why it is important for Health and Disability Services to continue to maintain infection prevention and control measures, and to collect information from patients and other people interacting with patients at their services.

In the main, Enable New Zealand processes will go back to how things were pre-COVID. However, over the next little while we will be looking at whether we can improve things further based on learnings from this period. If there are any further changes introduced, we will be in touch to let you know.

For now, we recommend that you follow Ministry of Health guidance with regards to health services:

- Keep a record of where you have been and when to assist with contact tracing if necessary e.g. NZ COVID-19 tracer app
- Contact clients prior to a visit to determine if there is any illness in the household and discourage clients from attending appointments when they or you are unwell

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- Continue to practice good infection control measures such as frequent hand washing and cleaning
- Physical distancing is not required but is encouraged where possible

As always, any MOH funded reissue equipment continues to undergo a rigorous cleaning process.

Once again, thank you for your continued support and cooperation. If you have any questions or concerns, you can continue to contact us in the usual way:

Enable New Zealand Contact Centre: 0800 362 253