

Submitting EMS requests during COVID-19 Alert Level 3

We would like to inform you of how our services will be changing following the Government's announcement that everywhere in New Zealand south of Auckland will move into Alert Level 3.

The principle for this level moves from 'essential' services to those that can be operated 'safely'.

For us this focuses on services where mandatory face coverings can be worn, physical distancing of two metres can be achieved, contactless support can be provided and if essential visits are required physical interactions can be easily and accurately recorded for contact tracing purposes.

This document provides guidance as to how our services and processes will operate during this time. We appreciate your understanding that we are still operating in a fast-paced and constantly changing environment, so things can change regularly. We will continue to assess our services, the supply chains that support them and the roles and capabilities of all our stakeholders and may need to make changes when necessary.

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.

Contact tracing requirements

It is necessary to record all instances where people have been in close contact with others so contact tracing can 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 here](#)

Band 1 equipment requests

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



Band 2 & 3 equipment requests

All Band 2 & 3 equipment requests can be submitted as usual during Level 3. Please see below for information on categorising your requests.

There may be a delay in processing while we work through the request backlog from the last few weeks. We appreciate your patience and understanding while we continue to work through our backlogs.

For urgent equipment, please ensure the client is in a position to take immediate delivery of the item. This will assist us in managing our delivery pipeline during this time.

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 and PPE where necessary. National health and safety measures such as physical distancing, mandatory face covering, and good hand hygiene practices will apply. They will contact the assessor prior to delivery to discuss the plan referenced in the section above.
- 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.

EMS Portal

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

Collections

Collection of equipment from everywhere except DHBs continues to be suspended. We will recommence our collections service from DHBs where there is a need. We will be asking DHBs to contact us to arrange a collection on a case-by-case basis.



If an assessor would like to request an equipment collection from a DHB collection point, please contact us via the usual channels to get this arranged.

Equipment trials

We will continue to process your equipment trial request under Level 3.

If the delivery of the trial equipment is deemed essential, please contact us to arrange the safe delivery of the equipment

Assessors will need to confirm the following conditions before a trial equipment can be delivered:

- The person, or their family, are capable of managing the trial equipment with contactless support, and have consented to having it delivered
- The person is able to engage with the Assessor and/or subcontractor via Telehealth OR have consented to the Assessor and/or subcontractor visiting them
- Visits can be undertaken in line with COVID-19 safety procedures as specified above e.g. physical distancing is able to be maintained during any visits

The equipment that will be provided to your client will either be pre-purchased by Enable New Zealand, or from our reissue stock, dependent on availability.

Unsuccessful trials

Automatic extensions will be placed on all trials. Please continue to send your Trial Unsuccessful Documentation to equipment@enable.co.nz as normal.

Collection of trial equipment continues to be suspended; it can remain in your client's home until such time we can arrange collection.

Successful trials

If the trial was successful, 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 we can complete this trial for you.

Equipment Repairs (Equipment subcontractors)

All repairs are now allowed under Level 3 if they are able to be carried out safely. We will continue to prioritise essential equipment.

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 will not take place during Level 3.

Housing modifications

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

- All referrals for external and internal complex modifications under the Ministry of Health modification service can proceed under Level 3.
- Modifications which were suspended during Level 4 will now recommence where it is safe to do so (please see below).

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: wearing of mandatory face coverings; minimal physical interactions; 2 metre physical distancing; good hygiene practices and the recording of interactions for contact tracing purposes
- Any modification that requires contractors to travel outside of their home region will need approval from Enable New Zealand prior to it commencing
- 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 that have been implemented

Where there are risks around COVID-19 exposure, these will be dealt with on a case-by-case basis in conjunction with the assessor and building consultants.

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.



Enable New Zealand Housing and Wheelchair and Seating clinics

Under Level 3, face-to-face wheelchair/seating or housing outreach clinics will not recommence.

Our 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](#)

Our Outreach service can offer Telehealth appointments in place of face-to-face clinics, for clients whom you have prioritised as urgent or where support can be completed safely under Level 3 COVID-19 restrictions.

Requests for Outreach Services are to be submitted on the appropriate referral form and sent via Pro Workflow.

If you have any questions or concerns regarding individual requests, we encourage you to contact our EMS Advisory team who are happy to help with any aspect of your requests.

Please contact at the Advisory Team at ppa@enable.co.nz or contact Enable New Zealand on 0800 362 253 who will put you in touch with a member of our Advisory team.

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