



email enable@enable.co.nz
web enable.co.nz

Our EMS service during Level 2

Thank you for your continued support and cooperation during this COVID-19 response period. It has been challenging and fast-paced, 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 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.

Palmerston North Head Office
1st Floor, 585 Main St, Palmerston North
PO Box 4547, Palmerston North 4442
06 353 5800

Christchurch Locality Office
78A Hammersmith Drive, Wigram, Christchurch
PO Box 33054, Christchurch 8244
03 343 8900

Hamilton Locality Office
8 Clow Place, Melville, Hamilton
PO Box 5744, Frankton, Hamilton 3242
07 843 9170



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 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 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.

Urgent requests for review of Service Requests need to be sent to ppa@enable.co.nz with specific rationale as to why 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.

Managing our backlog

All previous requests that were categorised as 'hold', as well as all new requests, will now be processed through our system. We appreciate your patience as we manage these requests, and advise that there may be a delay in getting the equipment to your client.

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 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.

We will return to normal Ministry of Health mandatory consultation guidelines for relevant service requests.

Enable New Zealand Housing and Wheelchair and Seating clinics

Housing and Wheelchair and Seating Outreach Clinics continue to be available in Level 2. The preferred method for all clinics is telehealth.

However, when 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.

The clinic appointment will be carried out safely as per MOH guidelines.

A guide to Telehealth

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**](#)

Referrals are to be submitted on the appropriate referral form and sent to outreach@enable.co.nz

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.

Please contact them at outreach@enable.co.nz or contact Robyn Williams, Advisory & Outreach Teams Administration Support directly on 06 3535844, who will put you 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, appropriate use of PPE, good hygiene practices and keeping a record of all interactions for contact tracing purposes should be followed.

Due to a potential backlog, there may be some delays in getting a collection completed. We appreciate your understanding and patience during this time.

Collections from DHBs

As of Monday 18th May 2020, our usual collections service from DHBs will recommence.

Equipment trials

Equipment trials can now recommence under Level 2 and will be processed as normal.

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, 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, minimal contact, contact 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 as normal.

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 so we can complete this trial for you.

Equipment Repairs (Equipment subcontractors)

All equipment repairs are now allowed if they are able to 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; 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 that 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 now also recommence 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.

Accreditation

We will review dates of credentialing expiry over this period of time and extend them out. Service accreditation and accreditation due to expire on 30th June 2020 have been extended out to June 2021. Provisional accreditation due to expire on June 2020 have been extended out 6 months to 31st December 2020.

Reissue Equipment

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

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.