Summary from NZDSN Regional Zoom meetings 9 April 2020

# **Issues/Concerns:**

* Wages/leave/backfill/funding
* Mixed messages from MoH
* PPE supply/delivery/training on use
* Little whanau engagement
* Internet capability or lack of internet in some places
* Staffing – shortages / staff being told they are not allowed to come to work due to age or health conditions / anxiety / abandonment of job
* Clients unwilling to have support workers in their homes / support workers not turning up / natural supports not always appropriate / shared care concerns / exhaustion and fatigue of parents of disabled people without the normal supports
* Increased challenging behaviour
* Need clarity on what can and can’t be used with Respite funding
* No flexibility with VHN, unable to use for food delivery or home entertainment
* Being denied access to supermarkets as essential workers
* Payment issues, people being supported don’t always have eftpos cards
* No internet to be able to do online shopping
* Transport issues for accessing essential services – doctor appointments etc
* Providers wanting support on how to prepare for exiting Covid-19
* How to deal with any possible Covid-19 cases
* How do you manage staff hours?
* Who will cover and learn procedures if someone gets sick
* Orientation procedures
* Trying to get people to understand that disability service is essential
* Infection control can be a challenge to maintain
* Support person for someone in hospital – variable across DHBs as to whether or not this is permitted
* Consistency about discharge information and expectations – some residential providers asked to provide standalone service and others have not
* Recommendations and advice on discharge directly to the person/service/others who support them – not always received
* GPs writing vague medical certificates for staff
* Essential services subsidy - concern that more staff would try and take this up. Not sustainable longer term.
* Volume of information coming from multiple sources and at times contradictory. Especially for those with multiple contracts
* Increased service provision costs with more people at home.
* Increased cost of food
* Getting staff showing symptoms tested
* People supported struggling with physical distancing and changes to routine
* Advice from Healthline
* One provider had 20% staff off who met the criteria for special leave
* Concern regarding the next few weeks as boredom sets in and risk of behaviours due to change in routine

# **Support/Resources:**

**Welfare:**

Zhenxiu Xie [zhengxiu@ilsnz.org](mailto:zhengxiu@ilsnz.org) from ISL is offering online or telephone ethnic welfare services for (Asian) people.

Challenging behavior: Explore Online support (have set up an 0800 number – 0800 000 421)

Food Supply: Disability Connect have been sending food parcels

Employer: [www.employment.govt.nz](http://www.employment.govt.nz)

Employsure.com.au <https://employsure.com.au/?s-Covid+19>

Specific Cultural support for Maori community:

<https://www.protectourwhakapapa.co.nz/covid-19>

**IF Covid-19 Guidance:**

* <https://www.health.govt.nz/system/files/documents/pages/guidance-for-people-on-individualised-funding-3april-2020.pdf>
* Manawanui, Marsha Marshall can be contacted around IF to ensure consistency

**PPE:**

Supplyme.co.nz <https://www.supplyme.co.nz/>

Supply for Reusable face screens: TM Covers: [sales@tmcovers.co.nz](mailto:sales@tmcovers.co.nz)

Covid-19 Additional Easy Read Links & Resources

* Useful info on the MOH site AND scroll right down to the bottom and there is a link to the WHO re rationale for the use of protective equipment for COVID-19
* <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public/covid-19-novel-coronavirus-face-mask-and-hygiene-advice>

# **More Plain Language flyers**

* [https://cdn.shopify.com/s/files/1/0606/1553/files/Coronavirus-Poster-1-Photosymbols-NZ.pdf?v=1584183342](https://apc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcdn.shopify.com%2Fs%2Ffiles%2F1%2F0606%2F1553%2Ffiles%2FCoronavirus-Poster-1-Photosymbols-NZ.pdf%3Fv%3D1584183342&data=02%7C01%7Chenrietta.trip%40otago.ac.nz%7Ccf10644bf3ee444c272808d7c8b86b3f%7C0225efc578fe4928b1579ef24809e9ba%7C1%7C1%7C637198566757996584&sdata=kJti5R2eqUswOykcb14hBWsOE8FFwugspSv8k%2FNuQ5U%3D&reserved=0)
* [https://cdn.shopify.com/s/files/1/0606/1553/files/Coronavirus-Poster-2-Photosymbols-NZ.pdf?v=1584183393](https://apc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcdn.shopify.com%2Fs%2Ffiles%2F1%2F0606%2F1553%2Ffiles%2FCoronavirus-Poster-2-Photosymbols-NZ.pdf%3Fv%3D1584183393&data=02%7C01%7Chenrietta.trip%40otago.ac.nz%7Ccf10644bf3ee444c272808d7c8b86b3f%7C0225efc578fe4928b1579ef24809e9ba%7C1%7C1%7C637198566758006577&sdata=EQyfCgqQtvYjih75Zo2EgHkMM4USjJaffEjAgIt%2BaW8%3D&reserved=0)
* [https://cdn.shopify.com/s/files/1/0606/1553/files/Coronavirus-Poster-3-Photosymbols-NZ.pdf?v=1584183530](https://apc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcdn.shopify.com%2Fs%2Ffiles%2F1%2F0606%2F1553%2Ffiles%2FCoronavirus-Poster-3-Photosymbols-NZ.pdf%3Fv%3D1584183530&data=02%7C01%7Chenrietta.trip%40otago.ac.nz%7Ccf10644bf3ee444c272808d7c8b86b3f%7C0225efc578fe4928b1579ef24809e9ba%7C1%7C1%7C637198566758006577&sdata=uysOXJtmMQplrQThZWLKfmCkvhS4jMDJh8C%2B6NrZ2Rw%3D&reserved=0)

**Coping with COVID-19**

* <https://nziwr.co.nz/wp-content/uploads/2020/03/NZIWR_Real-time_Resilience_Coping_with_Coronavirus.pdf>
* <https://afirm.fpg.unc.edu/supporting-individuals-autism-through-uncertain-times>

# **Beyond Words – Beating the Virus (**[Books Beyond Words/beating-the-virus](https://booksbeyondwords.co.uk/downloads-shop/beating-the-virus)**)**

For those not familiar with the *Beyond Words* publications, the pictures provide an opportunity to work directly with people with IDD to ascertain their interpretation and understanding, support them to develop a narrative using their own words about a situation or scenario. The end of the book contains guidance about *How to Read This Book* and *Suggested Storyline* **-** to support the process. It is an important way to support the learning, retention and adaptation to new and/or familiar challenges.

* Zoom and Teams
* Skinny $5 plan and free modem
* Social media groups

# **Ideas/Suggestions:**

* Use of over 70’s staff on other tasks – calling clients/families to check in
* Have sign for car with name of business on it
* Day Services – sending equipment (musical, online programmes direct to clients’ homes)
* iPads & laptops issued to families who don’t have one so they can join online programmes
* Any possible Covid-19 cases and how would you deal with it – split staff into two discreet units, keep them in their main houses, social distancing, cleaning regime. Locking down certain houses – not set up for anyone to get sick, wouldn’t be able to cope.
* Be prepared for media attention
* Check if staff working for multiple providers, case by case to manage risk.
* Share plans on what will happen if someone does get sick.
* Residential services making “pastoral payments” to families
* Contact aged care and see what they have planned
* Staff working across multiple houses – happy to work with residents and stay on sight for 5 days and work in teams
* Use a limited number of platforms to make it easier to navigate
* Use technology to connect teams – zoom and teams, increased connection and learning to take forward
* Running competitions – who’s got talent, recycled fashion shows involving families
* Natural networks – some people moving home, other had family move in
* Redeploying staff to groceries, PPE and pharmacy runners rather than multiple staff and people out
* Having robust plans and being well prepared
* Staff reward and recognition – increased to top of pay parity band for duration of lockdown, additional days off
* Bubble mapping

There has been positive feedback on these meetings