

# 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://cdn.shopify.com/s/files/1/0606/1553/files/Coronavirus-Poster-2-Photosymbols-NZ.pdf?v=1584183393>
- <https://cdn.shopify.com/s/files/1/0606/1553/files/Coronavirus-Poster-3-Photosymbols-NZ.pdf?v=1584183530>

### **Coping with COVID-19**

- [https://nziwr.co.nz/wp-content/uploads/2020/03/NZIWR\\_Real-time\\_Resilience\\_Coping\\_with\\_Coronavirus.pdf](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](#))**

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