**Thanks Pip for the first – And Victoria for Info from CDHB and MOH Respectively**

**From:** Sarah Pullinger <[Sarah.Pullinger@cdhb.health.nz](mailto:Sarah.Pullinger@cdhb.health.nz)>   
**Sent:** Tuesday, 8 March 2022 9:39 am  
**Subject:** CDHB Contacts during Omicron

Kia Ora Koutou

A quick message to touch base with our local disability providers at this challenging time.

We have spoken with many of you, but as we manage a growing number of cases across our district and our health services, we are keen to ensure ongoing support is available to all of our community providers.

The key messages are;

1. The DHB would appreciate being kept up to date with staff and/or resident positive Covid cases. This is to ensure we are aware of the local situation so we are then able to offer support as required and communicate with the MOH. Details can be forwarded via email to [eocvp1@cdhb.health.nz](mailto:eocvp1@cdhb.health.nz). This email box is checked 7 days a week.
2. Any urgent need for support can be communicated to the DHB via [eocvp1@cdhb.health.nz](mailto:eocvp1@cdhb.health.nz) and we will respond as a matter of priority. This may be access to infection control advice, urgent PPE or RAT supply, staffing issues or general advice.
3. Make sure you keep your RATs and PPE well stocked via the MOH portal. Delivery timeframes have been impacted in the last few weeks, so please plan ahead

Any problems with access to the portal should be directed to [COVID.HealthSupplyChain@health.govt.nz](mailto:COVID.HealthSupplyChain@health.govt.nz)

1. We have again attached the situation analysis template which is a useful guide to assess exposure risk within your facility/home

Please continue to check emails from Karen Dennison via Eldernet. These messages often contain the latest info we have available from the MOH or CDHB

Thank you all and thanks for all your great work to support our community

**Sarah Pullinger**

**Project Specialist** - **Canterbury & West Coast District Health Boards** **| Planning & Funding**

32 Oxford Terrace, PO Box 1600, Christchurch 8140

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**From:** Nicky Aldridge-Masters <[Nicola.Aldridge-Masters@health.govt.nz](mailto:Nicola.Aldridge-Masters@health.govt.nz)>   
**Sent:** Wednesday, 9 March 2022 9:51 am  
**To:** Victoria Ross <[victoria.ross@skillwise.org.nz](mailto:victoria.ross@skillwise.org.nz)>; COVID Health Supply Chain/MOH <[COVID.HealthSupplyChain@health.govt.nz](mailto:COVID.HealthSupplyChain@health.govt.nz)>  
**Cc:** Helen Hayes <[Helen.Hayes@health.govt.nz](mailto:Helen.Hayes@health.govt.nz)>  
**Subject:** RE: Access to RATs - 341507

Hi Victoria,

Thank you for your email.  I can certainly understand your frustrations, however as Omicron has spread throughout the community our response to the provision of services has had to change, sometimes quite rapidly.

When we wrote the last Omicron update the delivery of Rapid Antigen Tests (RATs) for community providers was through the PPE portal.  However last week the Disability Directorate team were made aware of a new service developed by the Ministry of Health offering access to RAT kits on request to anyone who is symptomatic and/or a household contact.  Critical workers who are asymptomatic and a household contact can also use this service to access RATs. **The approach has changed as a result**.

Two channels are now available for people to request RATs:

1. Via a new website: [requestrats.covid19.health.nz](https://apc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Frequestrats.covid19.health.nz%2F&data=04%7C01%7Chenrietta.trip%40otago.ac.nz%7C9cdf92b3401c4129aba508da015be7bd%7C0225efc578fe4928b1579ef24809e9ba%7C0%7C0%7C637823791500818313%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=s7gvaclVcTDj%2BHF5cfyrQ6KpT43YwfXixWIfqGxzNRU%3D&reserved=0)
2. Via a free call at 0800 222 478 and choosing option 3.

People eligible for RATs through this service will be issued an order number. They can then pick up their RAT order from a collection site listed on Healthpoint, or have someone collect their order for them.

**RATS for critical workers**

Critical workers can use this service but will need to have their employers Critical Services Register Unique identifier number to make a RAT request. This will entitle the critical worker to a supply of RATs to facilitate daily testing during the 10 day period in which they would otherwise have to be isolated as a household contact.

All details on how to register as a Critical Business and receive the unique identifier are available on the [close contact exemption scheme webpage.](https://apc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fscanmail.trustwave.com%2F%3Fc%3D15517%26d%3DlM6n4jn5q16fDIs3ON-9OHUuPseKskPDAYUI4aazCw%26u%3Dhttps%253a%252f%252fwww.business.govt.nz%252fcovid-19%252fclose-contact-exemption-scheme%2523e-29078&data=04%7C01%7Chenrietta.trip%40otago.ac.nz%7C9cdf92b3401c4129aba508da015be7bd%7C0225efc578fe4928b1579ef24809e9ba%7C0%7C0%7C637823791500818313%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=1FaoRvXB8I%2BhRki%2FDLRrLpZB564JVPYhqY7lUlUJK%2F4%3D&reserved=0)

With the availability of this new service it was determined that non-residential disability support workers could access tests locally and in a timely manner, therefore their employers would no longer need to provide tests.  This new model particularly suits the distributed nature of the DSS and HCSS workforces as the supply is local.  Also, given the freight and courier delays currently being experienced, the provision of RATs via the local collection sites is going to be a lot faster than attempting to get orders through the system for providers

**RATs for worksites with multiple household contacts**

As part of supporting workers get access to RATs for use as part of the Close Contact Exemption Scheme, where worksites have more than 15 critical workers who are also household contacts, an order can be made directly to the covid health supply chain instead of individual workers needing to individually collect RATs from a RATs collection site.  More information is [available here.](https://apc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.health.govt.nz%2Fcovid-19-novel-coronavirus%2Fcovid-19-health-advice-public%2Fassessment-and-testing-covid-19%2Frapid-antigen-testing%23critical&data=04%7C01%7Chenrietta.trip%40otago.ac.nz%7C9cdf92b3401c4129aba508da015be7bd%7C0225efc578fe4928b1579ef24809e9ba%7C0%7C0%7C637823791500818313%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=ucEJ5SAZO2aV3PH4Y8pMbE%2BUyDfO9%2FZ9Dt29jueX3HY%3D&reserved=0)

**Update on N95 Mask Supplies**

The Ministry’s Infection Prevention & Control guidance was updated last week, to recommend that P2/N95 particulate respirators be utilised when providing care for a disabled person who is at moderate or high risk of having COVID-19 as per the IPC risk assessment. With these changes the Ministry updated the PPE Portal so that P2/N95 particulate respirators could be ordered by Disability Support Providers.

There are however significant volumes of PPE, including N95s being processed, and it **can currently take up to two weeks for goods to be delivered through the courier network,** owing to absenteeism and increased demand on courier services resulting from COVID-19. The effects of the constrained and congested supply chain does not stop at PPE and RATs but also extends to food and other products as you will have likely noted.

Every effort will be made to get your orders to you as soon as possible.

We are working on an Omicron Update for Providers containing all this information.

I understand Helen will be in touch to talk through my response with you.

Kind Regards,

**Nicky Aldridge-Masters**

Portfolio Manager Southern Team

Disability Directorate

M: 021 227 5957

