

Via Zoom:

Grant Cleland (Chair), Harpreet Kaur, Kathy O’Neill, Rose Laing, Paul Barclay, Dave Nicholl, Shane McInroe, Dan Cresswell (Meeting Assistant), Catherine Swan, Helen Thorne, Janet Geddes, Mick O’Donnell, , Malu Tulia, Allison Nichols-Dunsmuir, Jane Hughes, Jacqui Lunday-Johnstone, Susan Wood, Rāwā Karetai, Lara Williams (minutes), Joyce Stokell, Waikura McGregor, Rekhi (Interpreter). Marlene (Interpreter)

Apologies: Simon Templeton, Akira Le Fevre (P&C), George Schwass, Sekisipia Tangi

**Summary of action points – today’s meeting**

**Action point:** advocate for a dedicated disabled contact role in CDHB, as single point of contact into CDHB, as raised in 2020. Being recruited soon?

**Action point:** Allison to raise with Kathy if Rats mobile support team messaging has gone out to Primary Care and wider.

**Action point:** Kathy will link Joyce to Rats distribution.

**Action point:** CDHB DSG to feedback to this enquiry as a group with summary points of our Delta-Omicron discussions.

**MINUTES**

	Agenda Item	Summary of Discussion	
1.	Welcome, Karakia, Apologies received, Mihi	Apologies as above.	
2.	Any conflicts of Interest Review and approval of previous minutes	January meeting minutes accepted. All action points completed.	
3.	Identify and discuss the experience and issue for disabled people during the current Omicron pandemic at a local and national level	Acknowledgement to primary and secondary care health workers during Omicron. Common theme from Canterbury Providers Network, Whānau ora services and Disability Leadership Canterbury including disabled leaders. Attached as <b>Appendix 1</b> . Some well resourced, some require support who have struggled. Link with GPs important. Information overwhelming, complexity of the information provided. Disabled and whanau left to fend for themselves, feeling let down. Canterbury Providers Network are using existing channels to get resources.	<b>Action point:</b> advocate for a dedicated disabled contact role in CDHB, as single point of contact into CDHB, as raised in 2020. Being recruited soon?

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	Agenda Item	Summary of Discussion
		<p>Could libraries be used as Rats collection points?</p> <p>Easy read instructions for Rats. Covid website – easyread documents section.  <a href="https://covid19.govt.nz/disability">https://covid19.govt.nz/disability</a>, 40000 hits this month. Attached as <b>Appendix 2</b></p> <p><b>Sight Impaired</b> – Rats, instructions text too small. Rats tests are visual so you do need help. Also has been raised by WCDSG. Simplified instruction sheets have been circulated but only at CDHB sites. There is a mobile rats support team, can be accessed via your GP, to help with Rats test.</p> <p>Sight impaired who are independent, concerned about doing tests in case they lose independence and have to isolate.</p> <p>Support workers being sick with Omicron, having an effect. Funded support workers, no guarantees they will turn up.</p> <p><b>Migrant communities</b> – those in isolation feel they don't have enough information. Migrant community confused about isolation time. Do they return to work after 7 days if they are still testing positive?</p> <p>Mask exemptions, eligibility being queried at health sites.</p> <p><b>Deaf community</b>, how do older people get info if they don't have a computer? Deaf Aotearoa giving out resources but this is online. There are deaf cases isolating at home, but breakdown in communication with Welfare Hub. Allison confirmed the Hub is using text.</p> <p><b>Mauri Ora</b> summary has been emailed to group from Waikura.</p> <p>Waikura is happy to receive any referrals for active cases  <a href="mailto:ruth@kanohikitekanohi.org">ruth@kanohikitekanohi.org</a>  <a href="mailto:cate@whanauwhanake.org">cate@whanauwhanake.org</a>  <a href="mailto:waikura@kanohikitekanohi.org">waikura@kanohikitekanohi.org</a>  Mauri Ora, Waikura Tau-McGregor, Whanau Ora Navigator, Hei Whakapiki Mauri-Supporting Maori living in the community with Disability, 027 559 1341,  <a href="mailto:waikura@kanohikitekanohi.org">waikura@kanohikitekanohi.org</a></p>

**Action point:**  
Allison to raise with Kathy if Rats mobile support team messaging has gone out to Primary Care and wider.

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	Agenda Item	Summary of Discussion	
		<p><b>Primary care</b> – Rats tests provided are from different companies, with different instructions. Overall, general practices feeling supported.</p> <p><b>Covid Hub and Coordination</b></p> <p>1) if you are positive, via the Covid website, the self assessment form has been updated this week, if you have a disability, tick the box, you will be given extra support. There is a phone alternative to this form.</p> <p>2) Risk stratification tool being setup.</p> <p>PPE and rats, supply of rats is now good. PPE is available for providers via CDHB ECC.</p> <p>Acknowledgement is it is hard to get to CDHB ECC is you are outside. Joyce requested to have RATS in building to distribute to elderly Deaf community if they don't have a car.</p> <p>Communications – Rats tests and reporting positive results is vital for CDHB resourcing, making sure you get what you need.</p> <p><b>MOH summary</b> – all to check  <a href="https://covid19.govt.nz/disability">https://covid19.govt.nz/disability</a></p> <p>Rawa is broadening the messaging on how to contact if you don't have a computer and you are positive. Free text 8988. As well as 0800 28 29 26 and push 2.</p> <p>Acknowledged response has grown quickly , now vaccination, rats, welfare all big areas.</p> <p>Disability Rights Commissioner has set up an enquiry for feedback on Omicron response.</p>	<p><b>Action point:</b> Kathy will link Joyce to Rats distribution.</p> <p><b>Action point:</b> CDHB DSG to feedback to this enquiry as a group with summary points of our Delta-Omicron discussions.</p>
4.	Determine what/if should be added to a WorkPlan in relation to experience and lessons learnt as we have identified in the discussion about COVID	Not discussed	
5.	Anything that's different in a disabled person's life since we last met.	Harpreet gave closing karakia.	

Meeting closed at 1pm. Next meeting 26 May 2022.

## Appendix 1

### Grants meeting with Canterbury Providers Network, Whānau ora services and Disability Leadership Canterbury including disabled leaders

#### Notes for the DHB Meeting – 25<sup>th</sup> of March 2022

1. We would like to acknowledge that primary, secondary health & DHB staff are overworked, exhausted and working under considerable pressure.
2. We are finding that some people are incredibly well resourced and know what is expected of them/can get the support & resources they need; and other people/families require a lot of support.
3. Some GPs sound like they have been fantastic. Other people have struggled to get the support they need. The How and the Who is often blurry in regards to support around Covid.
4. There are a number of people both within disability services and living independently in the community who have COVID.

Some are being hospitalized, some are struggling to get access to transport to get to appointments or to get RATs tests, many are needing food parcels, support with testing and other supports.

5. Providers and disabled people living independently had to purchase their own PPE & RATS Tests because they weren't available when they required them and they were really unclear about where to get them.

*'On one day there were six different messages sent regarding who could access RATS and where to access them.'*

6. Many disabled people living independently have caregivers/support staff who have Covid and are having to look at alternative support arrangements with whanau, etc e.g. 1 family with 3 support staff down.
7. Disabled people and whānau are overwhelmed by the amount and complexity of information being provided – certainly not in line with the Accessibility Charter that the CDHB has signed.

- What disabled people and whānau have needed is just some key points.

8. Many disabled people and whānau feel like they have been left to fend for themselves and feel let down by the health system, particularly with the Omicron.
9. People are left wondering why these things have happened in the disability community, when often Rest homes have had an abundance of PPE/Rats Tests.

Just seems to be a lack of coordination with the response with the disability community and that the health system is responding by complaint rather than in a coordinated way using the key networks in the disability community.

It is a shame that it has taken from early February to now to advertise the Disability Advisor Role within the Communication Team – this could have made a real difference with coordination.

## Feedback from the Providers Network

It's not just disabled people and whānau who are overwhelmed by information – as a provider, the constant changes and the delay in getting information from official sources has created huge amounts of uncertainty.

Further, the inconsistent messaging and disparity in the systems (i.e. PPE portal!) has also significantly increased provider workloads – spend time going back and forth with officials to try and understand why we can't get the information or resources we have been told are essential.

Many providers have had no luck using the 'correct' channels and have had to rely on existing relationships at the DHB or MOH to get what is needed.

Increasingly concerned about those people who are not part of or known to the MoH disability directorate or CDHB - still don't have a dedicated pathway for our local disabled community.

We have been relying on existing relationships to navigate PPE, RATS tests and access day to day support.

### Solutions

1. More coordination through the Provider Networks – community connectors through these providers.
2. Single point of contact - Disability advisor in ECC.
3. The new Whānau Ora Connector Roles are only 1FTE and currently it is not just our known disabled community who are accessing these services.
4. We need to be talking about data collection of disabled people experiencing Covid and those of us who have been vaccinated.

This should be done with the disabled community here in Canterbury.

5. We need to be asking disabled people and their whanau:

*"Do you have any access needs that need to be considered while you are self-isolating, while you recover from COVID-19 or due to other reasons that we can make our staff aware of?"*

6. Provide more information that is accessible, shorter and easier to understand.
7. The DHB along with the MoH needs to take action to pull together the longer term effects of disabled people experiencing Covid and those isolating longer than the general population, compromised health and disability.
8. Get more regular feedback from DSAC and DSG about the Covid needs of the disability community.
9. The Tangata Whaikaha Campaign came directly as a result of the lack of easy to access and relevant information from MOH or AOG – continue this and similar programmes.

## Appendix 2

**From:** Grant Cleland <grant@creativesolutions.co.nz>

Here is the link that Rawa provided with specific Covid information for the disability community:

<https://covid19.govt.nz/disability>

Kathy is happy to be contacted if there is anyone having difficulty getting RATS Tests. Allison is also another contact point.

Here is how disabled people and whānau can contact the Covid Health Line:

- Free text: 8988
- Call: 0800 28 29 26 and push 2 line

Mick and Kathy to confirm how to do raise disability related issues through Emergency Communication Centre.

If there are any other key messages, please circulate these to the group.

Thank you for all your support and stay well!!