

COVID-19 Protection Framework Webinar – 9 December 2021

Questions from transcript and answers provided

21 January 2022

Note: These answers will be reviewed to accommodate future Government announcements and relevant [Health Order Updates](#).

Webinar questions		
#	Question	Answer
1	Can you show us what a mask exemption would look like please?	<p>Read more information for people who are unable to wear a face covering and for businesses.</p> <p>COVID-19: Use of masks and face coverings in the community Ministry of Health NZ</p>
2	What are non-vaccine pass services?	<p>Whether you must require vaccine passes depends on the service you provide and the traffic light level you are in.</p> <p>Vaccine passes cannot be required for clients of some services (non-vaccine pass services):</p> <p>For social services, there are certain premises where my Vaccine Passes can't be required for people accessing certain social service premises, including:</p> <ul style="list-style-type: none">- Kāinga Ora premises or services delivered on premises- Premises let on behalf of registered community housing providers (as defined in section 2 of the Public and Community Housing Management Act 1992) but only if the tenancy was granted as a tenancy of social housing to a tenant assessed under the Public and Community Housing Management Act 1992 as eligible to be allocated social housing- Emergency accommodation funded by government agencies and premises delivering:- Any health and disability service- Out of School Care and Recreation (OSCAR) programmes- Other housing or accommodation services funded by government agencies to people in need - shelter or emergency and temporary housing in a civil defence emergency

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		Refer to our Guidance for Social Sector Providers
3	What does a vaccine exemption look like?	COVID-19: Exemptions from mandatory vaccination Ministry of Health NZ
4	Considering the purpose of these guidelines is to "empower social services" the definition of critical wellbeing service is incomplete. In the family and sexual violence space it only defines the crisis aspect. Is that legally all that can be considered a critical wellbeing service?	There is nothing to prevent services from continuing in line with the CPF and any additional public health requirements. It just means that your organisation must consider the operating model used to deliver the services. The critical wellbeing service statement relates to services, that if not provided, would impact critical wellbeing.
5	Our mandate is very clear that we are unable to provide services if staff are not vaccinated. However, legal advice to those staff is that we cannot end her employment because existing legislation does not support that? We are now in limbo - expensive limbo.	Certain roles in health and disability, education, corrections, Fire and Emergency New Zealand and Police must be fully vaccinated against COVID-19 . For all employment related advice related to COVID-19 and mandatory vaccines, visit the official Government employment advice website .
6	We are a health and disability service and covered by Health and Education mandates. So fully vaccinated staff but we know some of our rangatahi and whanau aren't. Our challenge is how to manage the interface between vaccinated and non-vaccinated rangatahi in group situations. We are keeping	It is possible that your operating model might need to be modified to deliver services to maintain CPF and Public health requirements.

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	level 2 guidelines in place so spacing masks scanning etc.	
7	A staff member who refuses to work with clients face to face. We are requiring My Vaccine Pass and all staff are vaccinated.	The employer will need to have good faith conversations about how they can feel safe in their role in the current situation with measures in place such as distancing and face masks.
8	We are a Disability - Vocational service, partially funded through MSD and all staff are Vaccinated. Do we need to require CVCs from our registered users?	Disability services are health services and so a My Vaccine Pass is not permitted.
9	For services that are critical and can't ask for vaccine passes do they have to operate under the limited numbers of a place that does not have vaccine passes?	<p>Some critical wellbeing services might provide services in close-proximity, but they are not included in the close-proximity services rules below. Social services that deliver critical wellbeing services (legally referred to as 'Specified Social Services') are excluded from the close-proximity business and service definition.</p> <p>Social services that deliver critical wellbeing are required to have systems and processes in place to ensure, so far as is reasonably practicable, that each relevant person who enters any workplace of the business or service scans the QR code for the workplace; or provides a contact record in accordance with the workplace's alternative contact record systems and processes. This requirement applies at all traffic light levels.</p> <p>Refer to our Guidance for Social Sector Providers</p>
10	How do we find out if each contract is a 'specified social service'?	The definition of a specified service – the organisation needs to assess if they meet this definition. Refer to our Guidance for Social Sector Providers
11	We work with rangatahi in an OT family home setting/transition to adulthood service. Is there training for PPE gear for our staff?	Guidance is being verified with health and will be available soon.

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12	<p>We run a critical service, transitional accommodation and social services for homeless people. This is a shared living environment for 20 men. We have carried out Work Safe risk assessments, and are covered by the health mandate, therefore we have been running a fully vaccinated and vaccine pass site for staff, clients, visitors contractors etc. Should a client living with us contract Covid 19, are there going to be any local MIQ spots for clients to move to whilst they are unwell or do we need to manage this onsite. We are in the Bay of Plenty, Tauranga, there is no information currently about MIQ facilities locally.</p>	<p>Under the COVID Protection Framework, most people with COVID-19 will isolate in the community. MSD has been asked to coordinate the welfare side of Care in the Community, allowing the Ministry of Health to focus on health support as case numbers increase. This will help ensure people receive the support they need to isolate and avoid spreading COVID-19.</p> <p>MSD's regional teams are co-ordinating the welfare response through existing local partnerships with community providers, iwi, councils and government agencies. This process ensures the response is tailored to local needs, and people and whānau are linked with trusted local providers in their community who can best meet their needs.</p> <p>Teams of experienced people in each region are available seven days a week.</p> <p>They will triage referrals received – connecting people to appropriate local providers where needed, as well as directly assisting people where they can.</p> <p>Helpline staff aim to ensure people get initial help for urgent needs, with more complex needs being co-ordinated by local providers.</p> <p>Helpline number: 0800 512 337</p> <p>More information can be found here.</p> <p>We aim to have an updated list of Providers with Community Connectors also who are key for helping with complex situations. Read more here.</p>
13	<p>We need some clear statements from MSD that vaccine passes should not be used to determine whether a person gets a critical wellbeing service or not. We risk create further barriers to accessing help, which is not helpful at this point in time</p>	<p>If a critical service, a My Vaccine Pass is not required but other measures apply – Refer to our Guidance for Social Sector Providers</p>

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14	Are there any documents that are more youth friendly about Covid/Vaccine passes etc? A lot of them don't understand all the terms and technical terms and are heavily influenced about whatever is going around on Facebook.	Information factsheets about the vaccine: https://covid19.govt.nz/covid-19-vaccines/get-the-facts-about-covid-19-vaccination/
15	If whanau are receiving benefit assistance, are they able to apply for water tank re-fills, particularly important for our rural isolated whanau.	If whanau need assistance visit our website https://www.workandincome.govt.nz/ or Call our contact centre on 0800 559 009 to check what support is available.
16	Ministry Youth Development - are these included under the guidelines?	Yes.
17	Who and where can refuge get the support for non-residence clients experiencing family violence – Support can be found at community providers who provide the community connection service.	They'll be able to link in the appropriate family violence supports.
18	Access to saliva testing is critical for staff?	People may find providing saliva as a sample for COVID-19 testing to be a more comfortable and convenient way compared to a nasopharyngeal or nasal swab taken by a healthcare worker. Saliva samples can be self-collected and dropped off at a collection point or observed by health care worker. Testing is then undertaken by accredited laboratories and follows almost the same process as the testing of samples from nasopharyngeal swabs – both are Reverse Transcription Polymerase Chain Reaction (RT-PCR) tests which identify genetic material in the virus. Saliva can also be used as a sample for some rapid antigen tests, which is processed differently.

	<p>Find more information on the Rapid antigen testing page.</p> <p>Who can use saliva testing?</p> <p>Saliva testing is currently available as a testing option in the following settings:</p> <ul style="list-style-type: none">• Border workers required to undertake regular testing under Schedule 2 of the Required Testing Order. Find more information if you are a border worker and want to do saliva testing.• Permitted workers crossing the Alert Level boundary who are required to provide evidence of a test 7 days prior to their travel across the Alert Level boundary. Find more information on the testing requirements for crossing Alert Level boundaries.• Health care workers in hospitals (only Auckland metro and currently voluntary)• Teachers and support staff in the education sector (only those working in Alert Level 3 regions who are not fully vaccinated)• All workers in managed isolation facilities• Workers in managed quarantine facilities (Auckland only) <p>COVID-19: Saliva testing Ministry of Health NZ</p>
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