



CADS & the COVID-19 Protection Framework (Traffic lights)

Information for clients at **RED**

All CADS sites are open because under the Protection Framework **Red** is not a lockdown. We are keen to see people face-to-face; to do this safely we are following guidance from the Ministry of Health and Waitematā DHB. We have a range of measures in place to **slow the spread** of COVID-19 and to keep you and our staff safe.

Some things you need to know:

1. You do not need a vaccine pass to come into CADS or to access **any** health service including community pharmacies
2. If possible please phone us on **0800 845 1818** before coming to one of our sites
3. Many of our groups are happening via Zoom. We know accessing a Zoom group can have some challenges - please let us know what they are so we can do our best to help
4. Although our walk-in clinics are not open we will offer support to anybody who turns up requiring assistance
5. If you're wearing a cloth mask you will be asked to use a surgical mask which we will supply.

Vaccination

We are still encouraging all of our clients to get vaccinated because the research is very clear that unvaccinated people are most severely affected by COVID-19 and that people affected by alcohol and other drug use are at greater risk of contracting COVID-19. So we strongly recommend that you get fully vaccinated: if you have had one dose, have the second – and if you've had two shots, please get the booster.

If you have questions or just want to talk with somebody about the vaccine or booster our staff can help you.

Engaging with CADS

Distancing

Although there are no official social distancing requirements under the traffic light system we know that maintaining at least 1m distances wherever possible will help protect people from transmission of COVID-19.

We are mostly offering booked appointments so please phone us before coming to one of our sites. We need to manage the number of people on-site and are better able to do this if we know how many people are expected on site at any one time.

However, we will not turn away anyone who arrives without an appointment. We are a public health service and are here to support you.

Most of our groups are still via Zoom though some small face to face groups are underway. If you need help to access Zoom groups please let us know.

Screening

Before we meet with you we need to ask you some questions to work out if you're likely to have COVID-19 or if you need a COVID test. We need to do this even if you have been double vaccinated and had your booster.

When you come to a CADS site chances are you will be met by someone wearing a N95 mask and maybe eye protection.

If you have a booked appointment at CADS or are arranging for your clinician to visit you will probably get a call the day before and will be asked the questions then.

If it turns out that you are a close contact of or may have been exposed to someone who has COVID-19 we will suggest you contact Healthline for guidance and we will discuss the safest way we can continue to support you. Whatever the

result of the screening process we are here to respond to whatever you came to CADS for and will arrange an appropriate response and plan for you.

Appointments

Staff are checking in with and providing advice and support to current clients over Zoom or the telephone. If you would prefer to come in and see someone please let us know and we will make the necessary arrangements. It may be possible to see you face to face at home or at another venue. Your clinician can give you more information about this.

If you attend a face-to-face appointment please follow the guidance in the box below

If you are bringing a support person to an appointment please let us know so we can arrange the room accordingly

Staff will maintain social distancing during appointments

If using the kitchen areas and toilets please maintain your distance so there not a collection of people waiting in either space

- Stay home if you are sick or feeling unwell
- **Please scan in** when you arrive at any CADS site and continue to scan in wherever you go
- Please keep your mask on at all times unless instructed otherwise. We can give you a surgical mask if you don't have one
- Maintain a 1m distance from other people as much as you can
- If using toilet or kitchen areas maintain your distance so there is not a collection of people waiting in either space
- Cough and sneeze into the crook of your arm or cover mouth with a tissue then throw in bin
- Wash hands thoroughly with warm soapy water (for at least 20 seconds) after use of toilet and dry them thoroughly
- Hand sanitiser will be available in all CADS sites

Medically managed withdrawal services: CHDS and the in-patient unit

The in-patient unit is open. All clients are screened and complete a COVID test before admission. Each client can nominate one person to visit.

There are two post detox groups happening online each week. For info on how to join please call us on 09 815 5100

The Community and Home Detox (CHDS) team is providing assessments virtually or by phone wherever possible. You can access information about Maintenance/Controlled Drinking from the team or at <http://www.cads.org.nz/more-info/brochures/fact-sheets/>

Anyone experiencing severe withdrawals is advised to contact IPU on 09 8155839 for advice or your local CADS unit.

Auckland Opioid Treatment Service (AOTS)

If you have been advised to stay at home, please contact your key worker. Follow the advice of your key worker and do not panic – we will ensure that you receive your medication. If needed, we will liaise with public health to support you.

Community pharmacies continue to be listed as locations of interest so if this happens to the community pharmacy you attend please call AOTS and let your key worker know so we can assist you.

The pharmacy at Pitman House is periodically run out of one of the downstairs offices. When entry to the pharmacy is available only one person is admitted at a time.

Any increase in takeaways increases the need for increased safety (storage, safe from children and people who are opiate naïve). Please note: any increase in the number of takeaways you receive during this time is temporary and will return to your usual regimen once we are past this crisis.

Clients may be advised to have some naloxone on hand in event of an overdose. Please contact us for a **prescription or a Nyxoid nasal spray emergency pack if needed.**

