



## Disruption to VIP services during the Omicron outbreak

Some of the home support services arranged by us will be affected. Some will need to be postponed.

If there is any disruption to your services, the provider of that service will contact you to reschedule another time.

If you have any questions about how these services will operate, call that service provider. Some may be able to continue, others may not.

If you have trouble contacting that service provider, call us to speak with your Case Manager or the VIP Services team.

Contact us (<https://www.veteransaffairs.mil.nz/contact-us/>)

Our response to Covid-19 (<https://www.veteransaffairs.mil.nz/covid-19/>)

## More information

### Will I be informed if they aren't coming?

Yes, your service provider will be in touch. They will inform you if there are any changes to the scheduled time. We expect that in the coming months there will be a lot of disruption to services.

If you had expected them and they haven't turned up and if you have been unable to make contact with them please call us to speak with your Case Manager or the VIP Services team.

Contact us (<https://www.veteransaffairs.mil.nz/contact-us/>)

### I have tested positive for Covid-19 or I'm self-isolating. How can I let all of the service providers know I am isolating?

Call the relevant service provider to confirm the arrangements.

If you are unable to make contact with them please call us to speak with your Case Manager or the VIP Services team.

Contact us (<https://www.veteransaffairs.mil.nz/contact-us/>)

Also, please call the provider or us if you have a family member or any member of your household who is isolating.

### I am self-isolating. What VIP service can I receive?

All of our service providers want to know if you are self-isolating. However, each service provider has their own protocols with regards to working with the clients in their own home.

Call the relevant service provider to confirm the arrangements. If you are unable to make contact with them please call us to speak with your Case Manager or the VIP Services team.

Contact us (<https://www.veteransaffairs.mil.nz/contact-us/>)

## **If you require a service**

Let your Case Manager or the VIP Services team know. Some service providers have a close contact exemption and will be able to meet with you in your own home.

## **If you have an urgent requirement**

Contact your primary health provider (your GP).

## **The service provider has cancelled. What happens now?**

The service provider will call to reschedule. An alternative supplier will not be found for this service.

## **With increasing cases I feel uncomfortable having people around me, can I put a hold on the services I receive?**

Yes. Call the relevant service provider.

If you are unable to make contact with them please call us to speak with your Case Manager or the VIP Services team and let them know you want to put a hold on the services that you are receiving.

## **My service provider has advised they tested positive for Covid-19. Will I get another person providing the service?**

Some service providers may be able to cover the work of a staff member who is isolating. However, this may not always be possible. They may need to postpone the delivery of their service to you.

Call us to speak with your Case Manager or the VIP Services team if you urgently require the service.

Contact us (<https://www.veteransaffairs.mil.nz/contact-us/>)

## **How do I know if my service provider does not have Covid-19? Do they regularly get tested?**

If you are concerned at all about catching COVID from any of the service providers, call us to speak to your Case Manager or with the VIP Services team and ask them to postpone all of the services that you receive.

Contact us (<https://www.veteransaffairs.mil.nz/contact-us/>)

## **I am not vaccinated. Can I still receive VIP services?**

You may be able to receive some services.

However that will be dependent on the service provider and their own guidelines that manage the delivery of their services. Service providers have upgraded their personal protection equipment and have protocols in place to meet with both the vaccinated and unvaccinated.

Please discuss this with them when they call to schedule a time to meet with you.

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Date

24 February 2022

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Tags

[Updates for clients \(https://www.veteransaffairs.mil.nz/news-events/articles/?tag=20\)](https://www.veteransaffairs.mil.nz/news-events/articles/?tag=20)