

MANAGED ISOLATION
AND QUARANTINE

Unite
against
COVID-19

Welcome Pack

Managed isolation facility for returnees
to New Zealand

VERSION 3.2 | UPDATED 11 AUGUST 2020



MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HĀKINA WHAKATUTUKI

[New Zealand Government](https://www.govt.nz/)

Contents

- 2 Nau mai, haere mai: welcome
- 2 Contacts
- 3 Why you need to go into managed isolation
- 3 What is managed isolation?
- 4 Charges for managed isolation
- 6 What to expect during your stay
- 9 Food
- 9 Medical care
- 9 COVID-19 testing
- 10 Looking after your mental health and wellbeing
- 11 Support to feel safe from violence
- 11 Welfare support
- 12 Under 18
- 12 Plan for after you leave
- 13 Leaving the facility
- 14 Exemptions from managed isolation
- 14 If you become unwell after you leave

- 15 **Appendix 1:** COVID-19 testing information
COVID-19 testing consent
- 18 **Appendix 2:** Travel plan interview
- 19 **Appendix 3:** Your legal rights
- 20 **Appendix 4:** Safe use of face masks

Nau mai, haere mai: welcome

Kia ora, welcome back to New Zealand, it's good to have you home.

While the COVID-19 pandemic continues to grow around the world, in New Zealand we have stamped out the disease through a strict nationwide lockdown, and there are currently no COVID-19 cases in our communities. There are currently no restrictions in place on our activities, and we are at Alert Level 1 out of 4 in our Alert Level system.

To protect this unique situation and keep all New Zealanders safe we have implemented a system of Managed Isolation and Quarantine at our border to prevent new cases of COVID-19 from entering our communities.

Everyone entering New Zealand will go into a Managed Isolation Facility, or if there is reason to believe you might have COVID-19 then you will be placed in a Quarantine Facility, for at least 14 days.

These facilities are hotels where you will be given extensive support throughout your stay. We will do all we can to make your stay as pleasant as possible. While you are here please be kind to hotel and health staff, and follow their advice, guidance or directions.

This document has information you'll find useful during your stay including how to stay safe, our COVID-19 testing procedures and what needs to happen before you leave the facility. It is updated regularly and changes may be made during your stay.

The dedicated on-site staff are there to help you. Please talk to them if you have questions or concerns about any aspect of your stay.

Contacts

You should contact the on-site team first with any queries or concerns. There are other places you can go for information and contact details:

- › the managed isolation and quarantine website: **www.miq.govt.nz**
- › COVID-19 website: **www.covid19.govt.nz**
- › COVID-19 health information: **www.health.govt.nz**

If you believe someone isn't sticking to the rules or is behaving in a way that is likely to spread COVID-19, please report it to the on-site team – you can also report any issue at **www.covid19.govt.nz/compliance**

You have the right to consult a lawyer at your own expense (see information about your rights in Appendix three), or to contact the Human Rights Commissioner at **www.covid19.hrc.co.nz/report-an-issue**

Why you need to go into managed isolation

Everyone who enters New Zealand and is deemed low risk to have COVID-19, is required to stay in a managed isolation facility for a minimum of 14 days. During this time you may not leave the facility. This is to protect from COVID-19 and will be enforced.

Those with symptoms consistent with COVID-19 go into a separate quarantine facility.

This is a legal requirement under the COVID-19 Public Health Response (Air Border) Order 2020 that came into force at 11.59pm on 22 June 2020.

COVID-19 is a virus that can be passed between people. The 14-day period allows us to isolate you in case you are incubating the disease and means we can better control potential spread to the New Zealand community.

Having recently returned from an international destination means you are at risk of carrying the virus and potentially bringing it back into New Zealand. New Zealand currently has very few COVID-19 cases and we're trying to keep it that way.

What is managed isolation?

A number of facilities in New Zealand have been set up by the government to manage the isolation of people returning from overseas. This is a measure at our border to ensure people who enter New Zealand at this time do not introduce COVID-19 from overseas into the community.

Managed isolation facilities accommodate returnees who have been assessed as being at low risk of having COVID-19 on arrival in New Zealand, for example who have passed a health screen or have no COVID-19 symptoms.

Staying in isolation is a short-term precautionary measure to protect you and those around you from contracting COVID-19. It means taking simple, common-sense steps, such as avoiding close contact with other people as much as possible, like you would with the seasonal flu virus.

Many of the managed isolation facilities are hotels, staffed by a team of health professionals, hotel and government personnel.

Most people will spend 14 days in managed isolation.

Charges for managed isolation

The Government recovers some of the costs for managed isolation to share the financial load in a way that fairly reflects the benefits to both the New Zealand public of having a robust system, and those who leave and enter the country.

The charging regime started at 12.01am on 11 August 2020.

How much will it cost?

\$3,100 for the first or only person in the room (whether that is an adult or a child) with \$950 for each additional adult and \$475 for each additional child (3-17 years old, inclusive) sharing that room, all GST inclusive. There will be no charge for children under the age of 3 if they are staying in a room with another person.

Who is liable to pay?

- › New Zealanders who are visiting New Zealand for less than 90 days, unless they qualify for a waiver or an exemption. New Zealanders are defined as New Zealand citizens (including those in the Cook Islands, Niue and Tokelau) and residence class visa holders, and Australian citizens and permanent residents who are ordinarily resident in New Zealand.
- › Temporary visa holders will have to pay, unless they left New Zealand on or before 19 March 2020, and were ordinarily resident in New Zealand as of 19 March 2020.
- › Everyone who is entering on a border exception as a critical worker will have to pay. Their employers may pay these costs.

If you are liable to pay, you will need to download and fill out the digital application form at www.miq.govt.nz/fee-and-waiver-form.pdf . Once you have completed this, please email it to fees@miq.govt.nz

What are exemptions and waivers?

An exemption is for people who are not liable to be charged for their managed isolation and quarantine.

A waiver is for people who are liable to be charged for their managed isolation and quarantine, but can apply to get some or all of the charge removed.

Who is exempt from the charges?

- › New Zealand citizens who will be residing in New Zealand for longer than 90 days
- › Partners, dependent children and legal guardians who are isolating or travelling with someone who is exempt from paying charges (unless they are entering under a critical worker border exception)
- › Someone in New Zealand who goes into managed isolation to care for a person who is exempt from charges
- › Anyone travelling to New Zealand to attend the sentencing of the person convicted of the Christchurch mosque attacks
- › Refugees, including claimants, protected persons and applicants under the special immigration category for victims of domestic violence, when they enter New Zealand for the first time

- › Anyone entering New Zealand after a medical air transfer or rescue at sea
- › Patients travelling as part of the Ministry of Health's High Cost Treatment Pool or the Ministry of Foreign Affairs and Trade's New Zealand Medical Treatment Scheme
- › New Zealand citizens ordinarily resident in the Cook Islands, Niue or Tokelau who are travelling to New Zealand for medical treatment
- › New Zealand citizens ordinarily resident in the Cook Islands, Niue or Tokelau, travelling from a third country through New Zealand (staying less than 90 days) in order to return to the Cook Islands, Niue or Tokelau (staying at least 90 days)
- › People being deported to New Zealand from Australia and people defined as "returning offenders" in the Returning Offenders (Management and Information) Act 2015 returning to New Zealand for the first time
- › Diplomats and consular staff, including their families, and official foreign government representatives.

To demonstrate you are exempt, you will need to download and fill out the digital application form at www.miq.govt.nz/fee-and-waiver-form.pdf . Once you have completed this, please email it to fees@miq.govt.nz

Who can apply for a waiver?

Anyone who has come home, but cannot afford the charges will still be able stay in managed isolation and quarantine. People may apply for a waiver and these will be considered on a case-by-case basis. Waivers will be available in cases of undue financial hardship and other special circumstances including:

- › A New Zealander entering managed isolation because they left New Zealand to accompany a person back to New Zealand who is disabled or cannot travel alone
- › Someone needing to travel to or from New Zealand to receive medical treatment.
- › Other compassionate grounds, including when a person has travelled to visit a seriously ill or dying close relative or attend a funeral or tangihanga (whether in New Zealand or overseas).

Check www.miq.govt.nz for more information on who can apply for waiver.

How to apply for a waiver

To apply for a waiver you will need to fill out the digital application form at www.miq.govt.nz/fee-and-waiver-form.pdf . Once you have completed this, please email it to fees@miq.govt.nz

Paying your charges

People who are required to pay the managed isolation charge will receive an invoice at the end of their stay in managed isolation and will generally have 90 days to pay unless staying in New Zealand for a shorter period than that. The invoice will explain how to pay. People will not have to pay at the managed isolation facility.

For any further questions

Please check www.miq.govt.nz

What to expect during your stay

You will receive regular health checks. Tests for COVID-19 will be required during your stay, around days 3 and 12. See the section about testing and Appendix one for more information.

In almost all cases a negative COVID-19 test and confirmation from a health practitioner that you are a low risk of having or spreading COVID-19 are required before you can leave the facility at 14 days.

If you refuse a COVID-19 test or are not considered low risk, your stay could be up to 28 days in total.

Health checks and testing are vital for your wellbeing and treatment if required, and for others around you. Please cooperate fully with staff. They are there to care for you and ensure health checks are effective.

Physical distancing

You should follow physical distancing rules of 2 metres from others, except those you are isolating with. COVID-19 is spread by droplets so keeping away from others and following good hygiene protects you and others from any spread of COVID-19.

Your 14-day isolation period

Isolation is for 14 days from the time you land in New Zealand. Your 14 days may start from when you enter the managed isolation facility if you did not wear a face mask or follow physical distancing requirements from the time you arrived in New Zealand.

During your stay it is important to keep physical distancing from people you're not isolating with. If a new returnee arrives from overseas and joins you in your isolation room, or you come into contact with anyone who has COVID-19, your 14-day isolation period will begin again. This helps to alleviate the risk of transmission of COVID-19.

Suspected COVID-19 cases

If anyone is suspected of having COVID-19 in your facility, you may be asked to stay in your room. While this may be upsetting, it is for your safety. We will keep you up to date as much as possible.

Close contacts

People are considered close contacts of a positive COVID-19 case if they are within 2 metres of the infected person for 15 minutes or more. When it is confirmed someone has COVID-19, they are asked who they have been close to recently.

Everyone identified as close contacts will get a phone call. Remember to keep a physical distance of 2 metres from others during your stay and make a note of people you may have been in close contact with.

Follow basic health and hygiene precautions

- › Wash your hands with soap and water often (for at least 20 seconds) and dry thoroughly or use hand sanitiser.
- › Keep a distance of 2 metres from other people, other than those in your 'bubble'.
- › Cough or sneeze into your elbow or cover your mouth and nose with tissues. Put them in a bin immediately.
- › Avoid touching your face, including your eyes, nose, and mouth if your hands are not clean. Surfaces may have infectious droplets.

Going outside your room

Movement outside your room is allowed only in a strictly controlled manner. Please respect and follow the protocols, guidance and directions of staff at your facility.

Wear your face mask at all times when outside your room, or if someone needs to enter your room for maintenance or cleaning. Make sure you follow the instructions to put on, wear, take off, and dispose of your mask safely (see Appendix four).

Only interact with people in your 'bubble' and stay 2 metres away from other returnees. Do not enter the hotel room of anyone who is not in your 'bubble'.

Exercise within the facility

- › We encourage all returnees to exercise within their rooms, where possible.
- › Exercise sessions outside of the rooms or walks may be possible at some facilities. If available, they must be supervised and at a low level to reduce perspiration and heavy breathing. Please talk to on-site staff to see if this is possible at the facility you are staying at.
- › Please remember to keep a distance of 2 metres from others if exercising outside.
- › If you're unwell you cannot exercise outside your room.

Acceptable behaviour

You are not permitted to take photos, film or audio-record in private areas at this facility. This includes the nurses testing and health rooms, and operations and security spaces.

If staff need to enter your room, please respect their privacy and turn off any film or audio recordings and do not take photos.

Supermarket and online shopping

You cannot leave the facility, but you can order items online and have them delivered to your facility. There are many supermarket online options, or other local shops that you can access. Talk to the hotel reception or on-site team. They will be able to advise what's available.

Medical prescriptions

There are health staff at all managed isolation facilities. Tell hotel staff you need to speak to a nurse who will be able to assist you with your prescription requirements.

Māori Pharmacists free phone line

Questions about your medicines? Call 0800 664 688 and a Māori pharmacist will call you back for a kōrero.

Ngā Kaitiaki o Te Puna Rongoā o Aotearoa – the Māori Pharmacists Association (MPA) has a free phone line to answer questions that kaumātua or whānau may have about their medicines. You'll have to leave your contact details and a Māori pharmacist will return your call within 24 hours. Talk to the on-site health staff if you need urgent medical advice.

Visitors at the facility

Family or friends cannot visit you. This is a precautionary measure to protect you and others and prevent the spread of COVID-19. You can use other communication methods such as making phone calls or using apps like Zoom, SKYPE, etc to keep in contact with family and friends.

In-room telephone services (landlines) and Wi-Fi

Internal calling, between rooms and for hotel services, is freely available to returnees. External calling is charged at hotel rates (per minute) and, to be enabled, can require a guest credit card to be lodged against the room.

Wi-Fi is free to returnees; talk to hotel staff for details. We recommend using internet-based calling apps like FaceTime, Messenger and WhatsApp if you want to avoid telephone in-room charges.

Drop-offs at the facility

We appreciate you may have friends or family that want to drop items to you while you're staying here. Please talk to the hotel staff or on-site team to see if there's a process to allow essential items to be dropped off.

Laundry

Laundry services are available during your stay. Talk to hotel staff or the on-site team for the services specific to your facility.

Media

There is high public interest in the managed isolation facilities and media might contact you. While it is up to you if you talk to them, there are ways to let us know if you have issues or concerns during your stay. Talk to the on-site team in the first instance. They are there to help.

You can also report any person you believe isn't sticking to the rules, or is behaving in a way that is likely to spread COVID-19. Visit: www.covid19.govt.nz/compliance

We are committed to making your stay as comfortable as possible.

Please remember journalists cannot enter the hotel. If you agree to an interview, consider remote options such as phone or video calling. You can speak to a journalist if they're outside the hotel and in a public space, but you must not leave the hotel and strict physical distancing rules of 2 metres must be followed to stop the spread of COVID-19.

In an emergency

All facilities will provide a specific emergency plan you should follow in an emergency. Please familiarise yourself with it and do as on-site staff request.

It is an offence to knowingly cause a false fire alarm, and doing so will result in prosecution.

Food

Your breakfast, lunch and dinner will be provided. Any additional food will need to be paid for.

Please tell the on-site team if you have any food allergies or medical conditions that require special diets, such as Crohn's disease.

There may be online options to order groceries and have them delivered to you. However, this will depend on availability of supermarkets. Speak to the on-site team about local delivery options.

Medical care

A team of health professionals is at your facility. They are there to care for you.

If you are feeling unwell, please stay in your room and phone the on-site team. They will advise what to do next.

If at any point during your stay you develop the COVID-19 symptoms of fever, cough, shortness of breath or sore throat, please remember to stay in your room and let on-site staff know immediately by phone. They will arrange for you to be assessed by the on-site health professional.

You should follow instructions from the medical officer of health or health protection officer during your stay. As well as COVID-19 testing, you will also be required to have a medical assessment. If asked to wear personal protective equipment (PPE) such as face masks at any time during your stay, you must do so.

It is important you are honest about your health during your stay in managed isolation. This is the best way your health needs and wellbeing can be managed. While isolation can be difficult, the reason for it is to keep New Zealand safe and stamp out COVID-19. By isolating and monitoring your own health, you're playing the most important role you can to achieve both these objectives.

COVID-19 testing

While you are in managed isolation you will be tested twice for COVID-19, around days 3 and 12. Testing works with the 14-day isolation period to stop COVID-19 being introduced into New Zealand's community. It also helps us provide you with medical treatment if you've been exposed to the virus.

The first COVID-19 test is around day 3 as the average time most people develop infection after exposure is 5 days, and we account for 2 days of travel. We then test again around day 12 as the infection may take longer to develop in some people. This second test is also one of the checks we use to determine if a person is low risk and can leave the facility at 14 days.

On-site staff will talk to you about the COVID-19 tests, including how they will be done and when. They will also talk to you about the implications of both positive and negative test results.

If you test positive for COVID-19 you will be moved to a quarantine facility or area. While this may feel distressing, you will receive a high level of clinical care from a dedicated team of health professionals. See Appendix One for more information about the testing procedure and the consent form.

Looking after your mental health and wellbeing

It is normal to not feel right all the time during this period of isolation. It's not easy to return to New Zealand and be unable to do what you want straight away. It's understandable to feel sad, distressed, worried, confused, or anxious.

These are difficult and challenging times. Everyone will respond differently: some may find it harder than others. The ways people think, feel and behave are likely to change over time – we all have good days and bad days. So, it's important to look after your mental health, as well as your physical health.

If you or those around you are concerned about how you're feeling or your wellbeing, there is information and tools available to help you feel mentally well and get through.

Free counselling service

If you feel you are not coping, it is important to talk with a health professional. In the first instance you should talk to the on-site nurse or health staff. You can also call or text Telehealth on 1737 for support with grief, anxiety, distress or mental wellbeing. This service is free, and you can call anytime, 24 hours a day, 7 days a week to talk to a trained counsellor.

Mental health and wellbeing resources

Getting Through Together is a mental wellbeing campaign focused on things we can all do to maintain our mental wellbeing during the COVID-19 pandemic, with practical tips for looking after yourself and your whānau.

www.allright.org.nz/campaigns/getting-through-together

Sparklers at Home is an online toolkit for parents, full of fun activities that support the wellbeing of primary and intermediate students.

www.sparklers.org.nz/parenting

The Ministry of Health's website has more information and resources to support your mental wellbeing, as well as information about organisations that can help if you need extra support.

www.health.govt.nz/covid-19-mental-wellbeing

Tools and apps

The Ministry of Health is funding free online tools and apps over the next couple of months as part of the COVID-19 response, to help you with your mental wellbeing.

Mentemia is an app that you can use to monitor, manage and improve your mental wellbeing by setting daily goals and tracking your progress.

www.mentemia.com/covid-19

Melon is an app with a health journal, resources and self-awareness tools to help you manage your emotional wellbeing. You can also join their online community to connect with and support others, and watch webinars about health and wellbeing.

www.melonhealth.com/covid-19

Melon Manual is a website to support young people, with videos, tips, worksheets, shareable social media illustrations and a mini-course on managing anxiety.

www.melonhealth.com/manual/

Staying on Track is an e-therapy course that teaches you skills and strategies to manage worry, stress and keep the wellbeing of you and your whānau on track.

www.justathought.co.nz/covid19

Support to feel safe from violence

New Zealand takes family violence and sexual violence seriously. No-one should feel scared or be harmed by others. Help is available for all adults and children.

If you're in immediate danger call the Police on 111. If you're unable to talk, listen for the option to dial 55 – this will put you directly through to the Police.

On-site staff are also there to help. Reach out for them for information available to help or call one of the helplines.

Family violence help: **0800 456 450**

Sexual abuse help: **0800 044 334**

Welfare support

There is help available if you need essential information or support services, including applying for financial assistance (and other support you may need).

The Ministry of Social Development can help in lots of different ways and situations. You can also ask on-site staff to refer you. It's a good idea to consider your options early in your stay so assistance is available if you need it when you leave the facility.

Employment

If you're needing work when you leave the facility, there's an online tool that connects employers with people looking for work: **www.workandincome.govt.nz/work**

If you find a job you're interested in there's help for you to apply or talk to the employer. There's also help available with training and work experience, with your CV, cover letter or filling out applications.

Financial

If you don't have a job or can't work in the near future, you may be able to get a benefit or some financial help.

This website helps you check what financial support you might get: **check.msd.govt.nz**

Travel costs

There may be help available if you need support with travel costs to get home. You don't have to be on a benefit. Email us at **riqc@msd.govt.nz**

Housing

Everyone deserves to have somewhere safe and healthy to live.

If you have nowhere to go when you leave isolation there may be help available to help you find somewhere to live. Email us at **riqc@msd.govt.nz**

For any other information please visit: **www.workandincome.govt.nz**

Under 18

If you are under 18, we will help you and your whānau/parents/guardian to make your stay comfortable and safe. There may be some special provisions available, for example to enable school work.

You can also apply to have a parent or guardian join you in managed isolation through the exemption process. Information about exemptions is later in this pack.

Learning resources

You can access Home Learning TV at [tvnz.co.nz on-demand](https://www.tvnz.co.nz/on-demand). There are over 300 episodes that have lessons designed for all early learning and school ages.

There's also a range of learning and wellbeing resources at learningfromhome.govt.nz to support you and your child during isolation.

Plan for after you leave

It's important you are clear about where you will go when you've completed your stay at the managed isolation facility.

On-site staff will ask you for your travel plans before you leave. During your stay take time to think about a plan of where you will go next and how you'll get there. This helps us understand the time you're leaving so we can organise check out and better support you during your departure.

We will transport you back to the airport you arrived at, if you wish, unless you indicate otherwise. Otherwise you will need to arrange your own transport from this facility to your next accommodation. If you are unable to organise your travel, please contact the on-site staff for advice.

If you do not have an appropriate destination to go to, please talk to on-site staff who may be able to assist or refer you to government agencies that can help.

When you leave the facility and enter the community, you will be under the same restrictions as other New Zealanders at the alert level current at the time. More information about restrictions that apply during this time can be found here: www.covid19.govt.nz/alert-system

Please tell the on-site team if your accommodation or travel plans change at any stage during your stay.

Leaving the facility

You are required to stay in the isolation facility for a minimum of 14 days (336 hours). This may start from the time you land in New Zealand, or from when you entered the managed isolation facility if you didn't follow requirements to wear a face mask and physical distance. In almost all cases a negative COVID-19 test and confirmation from a health practitioner that you are a low risk of having or transmitting COVID-19 are needed before you can leave the facility.

Low risk of having or transmitting COVID-19 includes confirming you have:

- › Been in managed isolation for at least 14 days
- › No symptoms consistent with COVID-19, which includes sore throat, cough, or difficulty breathing/ shortness of breath
- › You do not have a temperature of 38°C or higher
- › In almost all cases, tested negative for COVID-19

You must meet these criteria to leave the facility and receive a letter confirming you have completed managed isolation. You will also need to complete an Exit Managed Isolation Form. A nurse will help you with this and sign it off.

Once you leave the facility, your travel plan will begin. You are responsible for organising your own transport from this facility (or the airport you arrived at if you wish to be taken back there) to your next accommodation.

You can be required to stay up to a total of 28 days if you refuse a COVID-19 test or are not considered a low risk by a health practitioner.

Exemptions from managed isolation

The New Zealand Government has a strong and robust exemption system to protect New Zealand from COVID-19. A permission to leave managed isolation is only issued in very limited circumstances for exceptional reasons, and where the public health risk is low and can be managed.

Generally when you arrive in New Zealand you'll isolate in a managed isolation or quarantine facility. You may apply through the exemption process to isolate elsewhere such as a hospital, if your medical or other needs cannot be met in the facility.

You can also apply to leave the facility to attend a medical appointment, if you're transiting New Zealand to another overseas country, or for other exceptional circumstances.

Exemptions are also required for a parent or guardian to join a minor, or for someone to join a person who needs support with their health and wellbeing while in managed isolation.

If you believe you have exceptional reasons for applying for an exemption, please visit www.miq.govt.nz/exemptions for more information or to apply. You can also talk to on-site staff.

If you become unwell after you leave

If you feel unwell after you leave contact Healthline for free on 0800 358 5453. The symptoms of COVID-19 are cough, sore throat, shortness of breath, runny nose, loss of sense of smell, or fever. For any emergencies call 111.

If you feel you are not coping, it is important to talk with a health professional. For support with grief, anxiety, distress or mental wellbeing you can call or text 1737 -free anytime, 24 hours a day, 7 days a week to talk with a trained counsellor.

If you need more information

Visit www.health.govt.nz/covid-19. Information on self-isolation is available on the 'Self Isolation' page.

Appendix 1: COVID-19 testing information

It is important you read or have explained to you the COVID-19 testing information below. Talk to the health professionals on-site if you have any concerns.

What happens when I am tested for COVID-19?

- › You will be asked to fill out a form or answer questions including your contact details.
- › You will have a swab taken from the back of your nose and/or throat; this can be a bit uncomfortable but is not known to cause harm. It takes less than a minute to collect the sample.
- › As a precaution you should let the person taking the swab know if you have any condition that reduces the strength of your skin, affects the ability of your blood to form clots, or if you are on blood thinning medication. If you have any of these conditions they may decide not to proceed with the test as your health is the primary concern.
- › Results usually take two to three days to come back.
- › You will continue your standard isolation requirements while you wait for your test result.

What happens if my result is negative?

- › If your test result is negative, you will be notified about it via text message or a phone call, or by the on-site nursing team.
- › If the test was around day 3 you'll need to continue with your managed isolation stay at this facility. If the test was around day 12 you'll also be assessed to confirm if you're low risk of having or transmitting COVID-19 and able to leave the facility once your 14-day period is complete.
- › Having a negative test means that COVID-19 was not detected at the time you were tested. It may still show up later in your stay so it's important to continue good hygiene and isolation measures throughout the duration of your time in managed isolation.

What happens if my result is positive?

- › If you have a confirmed positive result you will be contacted in person.
- › You may be moved to another facility or area and will be required to quarantine. While this may feel distressing, you will receive a high level of clinical care from a dedicated team of health professionals.
- › Any other people/family members you have been in contact with during your stay will also need to be moved for closer monitoring.
- › You will stay in the quarantine facility or area until 10 days after the onset of COVID-19 symptoms or 72 hours after the quarantine doctor certifies you clear of COVID-19 symptoms, whichever happens later.
- › It is important you inform the on-site staff of anyone that could be a close contact. Public health staff will also ask who you had contact with recently. Those people may be asked to stay in quarantine in case they become unwell too. People you have been in contact with will need to quarantine for 14 days from the last day you spent time with them.

What if I start to feel unwell while I'm at the managed isolation facility?

Please stay in your room. Call the on-site team and they will advise what to do next.

If you develop any symptoms of COVID-19 (cough, sore throat, shortness of breath, runny nose, loss of sense of smell, or fever) during the time of your isolation or any other illness, you must notify the health staff at your facility. They will assess your condition and discuss with you the appropriate next steps.

What happens to the information collected about me?

Your personal and test information will only be shared with government agencies involved in managing COVID-19. We will only use and disclose your personal information if that is permitted by our privacy law. During the national response to COVID-19 information will be used by health agencies for the purpose of managing the COVID-19 pandemic and anonymous statistical data may be published in a public manner. You have a right to access and correct information held about you.

Where can I go for more advice?

For medical advice contact the health staff at the facility you are staying in. You can also call Healthline for free on **0800 358 5453**. Note, Healthline will NOT be able to access your results.

For general information about the COVID-19 situation in New Zealand you can visit www.covid19.govt.nz or the Ministry of Health website www.health.govt.nz.

COVID-19 testing consent

This is an EXAMPLE of the consent form you will be asked to complete when tested for COVID-19.

This form confirms that you have:

- › been informed about the Ministry of Health requirement for you to be tested for COVID-19
- › had the opportunity to discuss any questions you have about it.

PATIENT DETAILS

Full name

Date of birth
(dd/mm/yyyy)

Day of test (circle)

3

12

Contact phone

Do you have any
questions about
the testing?

- › I acknowledge that I am required under the COVID-19 Public Health Response (Air Border) Order 2020 to submit to testing for COVID-19 as directed by a medical officer of health or health protection officer.
- › I have been informed of my rights.
- › I understand:
 - The process of taking the sample is uncomfortable but is not known to be harmful to my health.
 - The test results will be used by health agencies involved in managing COVID-19. The test results may be reported to the Ministry of Health and anonymous statistical data may be published.
 - A negative test result does not mean that I don't have COVID-19.
 - If I have a positive test result I may be transferred to a quarantine facility or area until I have recovered.
 - The Ministry of Health will keep a record of my results in the National Contact Tracing System (NCTS) for the duration of the COVID-19 response.
 - I have the right to access information stored in the NCTS about me.
- › I acknowledge that I have been given the opportunity to ask questions about the testing.
- › I have provided all the information about my health that is relevant to the testing.
- › Information I provide will be disclosed to agencies for the purposes of compliance, including prevention, investigation, and detection of offences, as part of New Zealand's COVID-19 response.
- › I confirm that to the best of my knowledge the information above and any other information provided as part of this application is true and correct.
- › I consent to the COVID-19 sample being taken.

Signature

Date (dd/mm/yyyy)

Appendix 2: Travel plan interview

At your exit interview, you will be asked the questions below. Please use these questions as a guide to prepare your travel plan.

Q1. At the end of the guest(s) 14-day isolation period, do they have a home or residence to go to?
If NO, go straight to Q7. If yes, what is the full address?

Street address:

Suburb:

City/Town:

Q2. How will the guest(s) travel from the hotel to their home/residence address (e.g. domestic flight, family member will collect them, public transport)? Please detail below.

Note: all tickets must be booked before confirming this plan.

Domestic flight: YES / NO

Destination airport:

Flight Number:

Ground transport (Including from destination airport): Public transport / Taxi / Family / Private Vehicle

Details:

Q3. If the guest(s) do not have a confirmed travel plan, what assistance is needed to arrange transport:

Q4. Are there any special requirements for land or flight travel that we need to know about?

Q5. Other key points of interest or relevant information relating to their travel, and their residence:

Q6. Do you have others that you are travelling with in another room at the same hotel?

Name:

Room number:

Name:

Room number:

Name:

Room number:

Name:

Room number:

Q7. Only if guest does not have a permanent destination address. What are the circumstances, so that we can get the appropriate agency in contact (i.e. housing or welfare support):

Travel plan is complete and approved: YES / NO If No, date/time of next interview:

Appendix 3: Your legal rights

The information below outlines your legal rights while you are in a managed isolation facility.

You are required by law to remain within this facility in accordance with the COVID-19 Public Health Response (Air Border) Order 2020 (or any successor). This is to protect New Zealanders from the spread of COVID-19.

A copy of the legal order is available at: www.pco.govt.nz/covid-19-legislation

You have the right to consult and instruct a lawyer without delay. You are entitled to talk to your lawyer in a confidential environment.

You may contact a lawyer of your choosing by telephone and you are entitled to communicate with a lawyer of your choice. A telephone is available in your room that can be used to contact a lawyer.

You have the right to be treated fairly by the public sector agencies you deal with. If you believe you have been treated unfairly, in addition to your right to consult a lawyer, you have a right to complain to the Ombudsman. The Ombudsman is an independent officer of parliament.

The Ombudsman will also be inspecting quarantine and managed isolation facilities to ensure that people are being treated humanely and their rights are being protected.

You can contact the Ombudsman through the following avenues:

Email: info@ombudsman.parliament.nz

Post: The Ombudsman, PO Box 10152, Wellington 6143

Phone: **0800 802 602**

Appendix 4: Safe use of face masks

You must wear your face mask at all times when outside your room, or if someone needs to enter your room for maintenance or cleaning. You need to know how to use it safely. This includes how you put it on, what to do while wearing it, how to take it off and how to handle it safely after use to avoid the risk of infection.

Some key points

1. Never share face masks with other people.
2. Face masks should not be worn by young children or anyone unable to remove them without assistance.
3. Face masks should not be worn by people who have trouble breathing.
4. If you take a face mask off to eat, stay 2 metres from others and dispose of the face mask and clean your hands before eating. You should clean your hands before putting on a new face mask immediately after you finish eating.

How to safely put on a face mask

1. Ensure your face mask is clean and dry and is not damaged.
2. Before putting on your face mask, clean your hands with soap and water or use hand sanitiser (containing at least 60 percent alcohol). Ensure your hands are dry.
3. Place the face mask over your nose and mouth and secure with ties or loops. Make sure the mask fits snugly, moulded to your face and around your nose. Make sure the mask fully covers your nose, mouth and chin. Your mask should be comfortable, with no gaps around the mask and your face, and allow you to breathe easily.
4. Clean your hands again (as above).

While wearing a face mask

1. Do not touch the front of the face mask. If you do, clean your hands and dry thoroughly.
2. Avoid touching your face, as infection can still be introduced by touching your eyes or if you are not wearing your face mask correctly.
3. Face masks should not be moved during use. This includes being pulled up or pulled down below your chin. If you need to remove your mask (for example, to eat) - remove it safely, dispose of it appropriately and clean your hands (as above).
4. Replace the face mask if it becomes damp, damaged or soiled.

How to safely remove a face mask

1. Clean your hands (as above).
2. Remove the face mask from behind (do not touch the front of the mask) by untying ties or removing loops and pull it away from your face. Be careful not to touch your eyes, nose and mouth when removing your mask.
3. Clean or dispose of it appropriately (see below).
4. Clean your hands again.

Safely disposing of face masks

1. Dispose in a closed lidded bin or place into a bag and seal before putting into a rubbish bin.
2. Clean your hands after disposing of the face mask (as above)
3. Do not re-use or try to disinfect single-use disposable face masks.



TAKING IT DAY BY DAY? ALL GOOD



**AO NOA, PŌ NOA,
WHĀIA TE PAE TATA**

**GETTING
THROUGH
TOGETHER**

WHĀIA E TĀTOU TE PAE TAWHITI

For ideas on looking after yourself
and others, visit allright.org.nz

ALL RIGHT?



Mental Health Foundation
OF NEW ZEALAND

New Zealand Government

 **BIGGEST
THANKS
FOR BEING
KIND** 

**MŌ TE RINGA ATAWHAI,
KĀORE HE PAINGA!**


**GETTING
THROUGH
TOGETHER**

WHĀIA E TĀTOU TE PAE TAWHITI

For ideas on looking after yourself
and others, visit allright.org.nz

ALL RIGHT?



 **Mental Health Foundation**
mauiri tū, mauiri ora

New Zealand Government

New Zealand Government

MIQ 5818