



# Kete Whānau

Safely navigate your whānau  
through COVID-19 in our rohe

# Ngā mihi

## Thank you to our partners

The Whanganui-a-rohe Iwi Health Provider Collective are working together to provide awhi and aroha to our community during the COVID-19 pandemic.





# Karakia

Karanga karanga ki a Ranginui e tūiho nei  
Karanga karanga ki a Papatūānuku e takoto nei  
Kia rarau nga tapuwae a tangata  
He putanga ariki, he putanga tauira  
Kia ora pai ai te ara kupu matua  
Na Rongo, na Tane, na Rehua  
Ka puta ki ngāhau tapu a Tawhirimatea  
Ki te whai ao, ki te ao marama  
E rongo whakairihia ake ki runga kia tina....TINA!  
Haumie, hui e...Taiki e!

# Ngā kete o roto

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\*Note: The COVID-19 management information contained in this booklet is correct as of 03 February 2022 and is subject to change. For the most up to date information about how to manage COVID-19, head to the Unite Against COVID-19 or the Ministry of Health websites.



# Kia ora e te whānau

**Manaakitanga is the concept of looking after one another. It's about protecting whakapapa; it's about kotahitanga; it's the unity of the collective.**

Whanganui-a-rohe Iwi Health Provider Collective are a group working together to support our Whanganui and wider rohe whānau through the COVID-19 pandemic and beyond. We are a collective of iwi and health organisations from across the rohe.

This handbook is designed to capture everything you need to safely navigate your whānau through a community COVID-19 outbreak.

Having COVID-19 in our community can be stressful and overwhelming. Take time now to prepare, so if your whānau gets sick, you know what to do, can help contain the spread of the virus, and give yourself and your whānau the best possible chance to get through this next phase of the pandemic in Aotearoa.

## Kia Tū, Kia Oho, Kia Matāra

*Absolute readiness, absolute focus, absolute determination*



# Me pēhea te āhua o te KOWHEORI-19?

## What does COVID-19 look like?

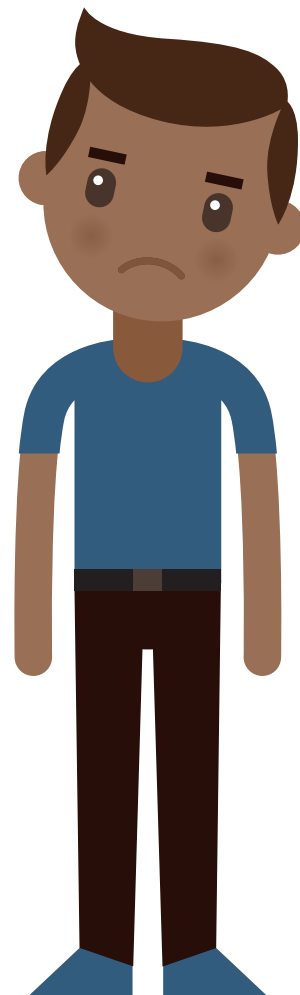
**Common COVID-19 symptoms are similar to a cold or flu.**

### Most common symptoms

- New or worsening cough
- Sneezing
- Runny nose
- Fever
- Temporary loss of smell or altered sense of taste
- Sore throat
- Shortness of breath

### Less common symptoms

- Diarrhoea
- Headache
- Muscle aches
- Nausea
- Vomiting
- Chest pain
- Abdominal pain
- Joint pain or confusion/irritability
- Malaise - a general feeling of discomfort illness or unease



Symptoms tend to arise around 2 to 5 days after a person is infected, but symptoms can take up to 14 days to show. A person with COVID-19 can pass it on to others from up to 2 days before showing symptoms.

Sometimes people may have COVID-19, but not have any symptoms.

# Kano ārai mate

## Vaccination

### Now is the time to get vaccinated.

Vaccines are our best defence against getting seriously māuiui from COVID-19.

We are all vulnerable to COVID-19, however Māori are most at risk. Getting vaccinated is the best thing you can do to protect yourself and help reduce the risk of passing on COVID-19 to your whānau, friends and community.

The COVID-19 vaccine works by teaching your body how to fight the virus.

### Vaccination process

Note: This process refers to a person 12 yrs and older receiving the Pfizer vaccine.



### What are the side effects?

Like all medicines, the vaccine may cause some side effects in some people. These are usually mild and are a good sign that your immune system is learning to fight the virus. Some common side effects are:

- Sore arm
- Feeling tired
- Headaches
- Feeling feverish or sweaty

Unusual side effects of sudden heart flutters/palpitations, chest pain, shortness of breath, swollen legs or feet in the days following vaccination need to be checked by a health professional. Please seek medical attention immediately or call Healthline on 0800 358 5453 (24hrs a day, 7 days a week) for advice.

Remember to drink plenty of water and be kind to your body.

If you are worried about how you feel after receiving your vaccine, speak to your GP or healthcare provider.

Visit [wdhb.org.nz/covid-19/vaccination-clinics-in-the-whanganui-rohe/](https://wdhb.org.nz/covid-19/vaccination-clinics-in-the-whanganui-rohe/) to check out all the vaccine clinics that are available and their opening hours.

# Me haumaru tō wāhi

## Make your space safe

**To help keep us all safe, we need to be well informed, well vaccinated, and well masked.**

None of these tools are as effective alone as they are all together.



Two doses with a booster of the vaccine gives the best protection



Cough or sneeze into your elbow and sanitise your hands after and often



Use the COVID Tracer App



Regularly wash and dry your hands



Wear a mask



Regularly clean and disinfect surfaces that get touched frequently



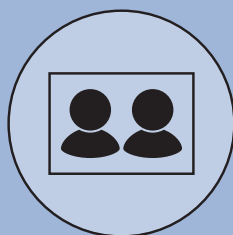
Stay home if you feel māiuiui or have symptoms



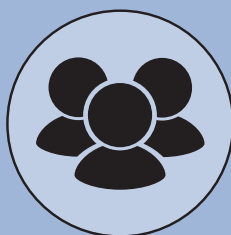
Open windows to ventilate your whare

Using the NZ COVID Tracer App is the most important thing we can all do to trace cases and reduce how much - or how fast - the virus spreads. Remember to scan QR codes wherever you go and turn on your Bluetooth.

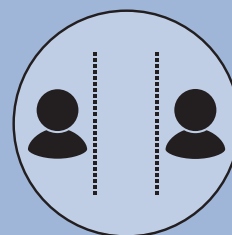
### AVOID THE 3 C'S IN AN INSIDE SPACE



**Closed**



**Crowded**



**Close contact**



# Mahere whakaritea

## Get ready check-list

**Taking some small steps now can make a big difference if someone in your whānau tests positive for COVID-19.**



### Kōrero - Talk about it

- ☐ About COVID-19 and what it means if someone in your whare tests positive.
- ☐ Explain the importance of keeping a safe distance if this happens.
- ☐ Delegate a whānau lead in your whare to act as the first point of contact for your whānau with i.e. support services. This will help to avoid confusion and any unnecessary activity.



### Tuhinga - Write down

- ☐ The names and contact numbers of the most vulnerable people in your whānau and who will regularly check in with them.
- ☐ How you will notify whānau, friends and neighbours if someone gets COVID-19.
- ☐ Essential household tasks and details so anyone can do them. Things like paying bills, doing the shopping, caring for tamariki or taking care of pets.



### Mahia - Do

- ☐ Prepare an isolation space in your whare. This means a separate bedroom and bathroom if possible.
- ☐ If this isn't possible and someone tests positive, let the medical team know so they can support you.
- ☐ Shop for kai and hygiene products. Other than kai and water, what else is essential for your whānau?
- ☐ Restock your prescription medicines if you need to.
- ☐ Get vaccinated.

**If you start having symptoms, even if they are mild, it is important you get a test to stop the spread.**

**If you have:**

- Symptoms
- Been to a location of interest
- Been in contact with a confirmed case

**KIA HOHORO - ACT NOW**



**1** Self-isolate immediately



**2** Call Healthline on **0800 358 5453** for advice



**3** Get tested\*



**4** Tell people around you – such as your workplace, whānau and friends – that you're self-isolating. They might need to self-isolate and get tested\* too.

**Test results**

**Test result: NEGATIVE**

You may still be required to isolate if you have COVID-19 symptoms. A health professional will provide you with the necessary guidance.

**Test result: POSITIVE**

A health professional will contact you with the immediate next steps i.e, self-isolation in your whare or a supported isolation quarantine (SIQ).

\* The way in which testing is done will likely change soon with the increasing numbers as the government works to introduce Rapid Antigen Testing (RAT) in the medium to high prevalence. Keep an eye on the Ministry of Health and United Against COVID-19 websites for up to date information.

**What to do if a whānau member becomes COVID-19 positive**

- ☐ Activate your whānau plan and create a self-isolation space.
- ☐ Identify any high-risk whānau in the whare and where the safest place for them to stay is.
- ☐ Make sure everyone understands what self-isolation means. See page 12.
- ☐ Ensure tamariki know their important job is to stay away from the māuiui person.
- ☐ Inform whnau and friends who visit regularly and contact your place of employment.
- ☐ Make a kitchen schedule and plan meals to limit physical contact.

# Waea awhina KOWHEORI-19

## COVID-19 Support Directory

**Support is available for you, no matter what your situation is.**

In an emergency, call 111

### Health and welfare

<b>Alcohol drug helpline</b>	0800 787 797 or free text 8681
<b>COVID-19 Healthline</b> If you have COVID-19 symptoms	0800 358 5453 +64 9 358 5453 (for international SIMS)
<b>Depression helpline</b>	0800 111 757 or free text 4202 depression.org.nz
<b>Domestic violence helpline</b>	Call 111 or if not safe to speak, push 55 on a mobile to be put through to Police or 0508 744 633 2shine.org.nz
<b>Elder Abuse</b>	Call 111 or 0800 32 668 65 or free text 5032
<b>Emergency</b>	Call 111 immediately in an emergency, if you or someone else is in danger of being harmed or may harm themselves.
<b>Gambling Helpline</b>	0800 654 655 or free text 8006 gamblinghelpline.co.nz
<b>General Healthline</b> For any other health concerns	0800 611 116 covid19.govt.nz/health-and-wellbeing healthnavigator.org.nz
<b>Immunisation Advisory Centre</b>	0800 IMMUNE (0800 466 863) immune.org.nz
<b>Koha Shed</b> Food collective and household support	027 404 0240 facebook.com/thekohashed/
<b>Mental health support</b> For support with anxiety, distress or mental wellbeing	Call or text 1737 Talk with a trained counsellor for free mentalhealth.org.nz leva.co.nz allright.org.nz 1737.org.nz
<b>Ministry of Social Development COVID-19 Welfare Line</b> Support for people who are isolating at home and need welfare	0800 512 337



## Health and welfare continued

<b>National Poisons Centre</b>	0800 POISON (0800 764 766) poisons.co.nz
<b>National sexual harm helpline</b>	0800 044 334 or free text 4334 safetotalk.nz
<b>Online therapy course</b>	justathought.co.nz
<b>Parenting support</b>	Plunketline 0800 933 922 skip.org.nz
<b>Smoke-free quit support</b>	Whanganui Stop Smoking Service-0800 200 249 Quitline - 0800 778 778 or free text 4006
<b>Stress and disruption</b> Self-help websites	Melonhealth.com and mentemia.com/nz to cope with stress and disruption
<b>Whakatauki Mai   The Wellbeing Sessions</b>	Free online wellbeing sessions wellbeingssessions.nz
<b>Whānau Ora - Te Oranganui</b>	06 349 0007
<b>Whanganui City Mission</b> Food Bank	06 345 2139 foodbank.co.nz/wanganui-city-mission
<b>Women's Refuge</b>	0800 733 843 womensrefuge.org.nz
<b>Youth support</b>	Free text 5626 thelowdown.co.nz sparx.org.nz

## Financial

<b>Business advice</b>	0800 500 362 for North Island 0800 50 50 96 for South Island <ul style="list-style-type: none"> <li>• How to access COVID-19 business support</li> <li>• What the Traffic Light System means for your business</li> <li>• HR and general business advice</li> </ul>
<b>Financial support</b> schemes for <b>businesses, employers</b> and <b>employees</b> .	<a href="https://bit.ly/supportscheme">https://bit.ly/supportscheme</a> <ul style="list-style-type: none"> <li>• Resurgence Support Payment</li> <li>• Short-Term Absence Payment</li> <li>• Wage Subsidy Scheme</li> <li>• Leave Support Scheme</li> </ul>
<b>Ministry of Social Development</b> General enquiries for under-65s including those for income, housing or employment. Other supports available include: <ul style="list-style-type: none"> <li>- NZ Super and Veteran's Pension</li> <li>- For students</li> <li>- Job Search</li> <li>- Employers Service team</li> <li>- COVID-19 employer support</li> </ul>	0800 559 009 <a href="http://workandincome.govt.nz">workandincome.govt.nz</a>  0800 552 002  0800 88 99 00 or <a href="http://studylink.govt.nz">studylink.govt.nz</a>  0800 779 009  0800 779 008  0800 40 80 40

## Housing and employment

<b>Employment</b>	0800 20 90 20 09 969 2950 <a href="http://employment.govt.nz">employment.govt.nz</a>
<b>Housing and Tenancy</b>	0800 646 483 <a href="http://Hud.govt.nz">Hud.govt.nz</a> <a href="mailto:info@hud.govt.nz">info@hud.govt.nz</a>
<b>Living expenses</b> Work and income	<a href="http://workandincome.govt.nz/eligibility/living-expenses">workandincome.govt.nz/eligibility/living-expenses</a>
<b>Working Safely</b>	0800 030 040 04 897 7699 <a href="http://worksafe.govt.nz">worksafe.govt.nz</a>

# Ngā mea waiwai

## Essential items

**It's a good idea to check your cupboards to see what you might need. Support is available for those who need it. See page 7 for a list of useful contacts.**

### Food

- ☐ Canned: beans, tomatoes, spaghetti, tuna, fruit and vegetables
  - ☐ Staples: flour, sugar, rice, butter, oil
  - ☐ Dried: pasta, oats, cereals, lentils, noodles, milk powder
- 

### Hygiene

- ☐ Disinfectant
  - ☐ Cleaning products such as dishwashing and laundry detergent, bleach, surface cleaners, cream cleanser, antiviral detergent
  - ☐ Rubbish bags
  - ☐ Paper towels
  - ☐ Hand sanitiser
  - ☐ Toiletries such as soap, shampoo, toothpaste, toilet paper, tissues, sanitary products
- 

### Medication

- ☐ Over the counter medication such as pain relief, pamol for pēpi and tamariki, decongestant chest rub, cough syrup, lozenges
  - ☐ Back up prescription medication such as inhalers, glasses and contact lenses
  - ☐ Up-to-date first aid kit
- 

### Baby Essentials

- ☐ Pēpē supplies such as formula, wipes, nappies, rash cream
- 

### Pets

- ☐ Wet and dry pet food
- ☐ Pet medication



# COVID-19 Isolation Roadmap

## Close and Household Contact of a Positive Case

### You are considered a close contact if you:

Are a household members of a COVID-19 case are close contacts.

Have been close (within 1.5 metres) to a positive case of COVID-19 for more than 15 minutes and the Case was not wearing a mask or wasn't wearing it properly.

**OR**

Had direct contact with respiratory secretions or saliva from a Case (eg, kissing, shared a cigarette, vape or drink bottle, or if the person coughed or sneezed directly on you).

**OR**

Spent time in an indoor space for more than 1 hour with a case and at least one of the following:

- the Case was singing, shouting, smoking, vaping, exercising, or dancing.
- the Case was not wearing a mask or wasn't wearing it properly.
- the indoor space was poorly ventilated (ie, there were no windows or doors open).
- the indoor space was smaller than 100m<sup>2</sup> (about three double garages).



Isolate/quarantine, either at home or in a managed facility, for 10 days from last exposure.

Test immediately, and on day 5 and on day 8 after last exposure.

If COVID-19 symptoms develop, get an additional test immediately.

## Casual Contact of a Positive Case

### You are considered a casual contact if you have:

Been in the same place at the same time as someone infectious with COVID-19 but may not have been near the person.



Self-monitor for COVID-19 symptoms for 10 days.

If COVID-19 symptoms develop, you should register with healthline, get tested and stay at home until negative test result is received.

## Secondary Contact of a Positive Case

### You are considered a secondary contact if you:

Are a household members of a close contact in which case you are advised to stay home until the close contact returns a negative 5 day test.

If the Close Contact develops symptoms after returning a day 5 negative test result, their household member(s) are advised stay at home again until the Close Contact returns an additional negative test result.

If one or more household member(s) of a Close Contact develop symptoms, they should get a test, and stay at home until they receive a negative test result and until 24 hours after symptoms resolve.

\* This information is subject to change and is accurate as of 4/2/2022. Please ensure you also follow the advice of Public Health and the Ministry of Health. If you require more information, please call the COVID-19 Healthline on 0800 358 5453.

# Noho Taratahi

## Self-isolation

### How to isolate at home

**If you are COVID-19 positive, it is important that you isolate for the health and safety of your whānau and friends.**

The health team caring for you will assess whether you can isolate at home. This means you will need to self-isolate in your whare for at least 14 days and not allow any visitors to your whare until you have been cleared by a health care professional.

#### Requirements for isolation at home:

- ☐ A separate room for you to isolate
- ☐ Adequate ventilation in the whare
- ☐ A separate bathroom
- ☐ Accessible for the health team
- ☐ Ability to ensure zero contact with high-risk people living in the whare

#### Five things you need to know when isolating at home:

- 1** Do not leave your property for any reason other than in an emergency. Call work, school, friends and whānau to tell them your situation. See page 8 for financial support options
- 2** Order items online or ask whānau and friends to drop off essentials in a contactless way.
- 3** COVID-19 spreads easily indoors. Limit time together, ventilate your whare by opening windows and do not share any items such as cutlery, linen, kai or drinks.
- 4** If you need medical or welfare assistance, call your health provider, explain your situation, and follow their advice. **Call 111 in an emergency.**

If you are a close contact and have, or later develop, any COVID-19 symptoms, everyone in your whare must stay at home until you receive a negative day 5 test result. If the close contact develops symptoms after returning a day 5 negative test result, their household member(s) are advised to stay at home again until the close contact returns an additional negative test result.

If one or more household member(s) of a close contact develop symptoms, they should get a test, and stay at home until they receive a negative test result and until 24 hours after symptoms resolve.

**COVID-19 spreads easily inside, so where possible, put your feet on the grass and enjoy the fresh air in your own backyard.**

# Taratahi

## Quarantine

**You will be moved into a quarantine facility if you cannot safely self-isolate at home. This is the best way to stop the virus spreading to others in your whare, and to ensure you are well looked after.**

Supported isolation and quarantine (SIQ) facilities are staffed by a team of health professionals.

**If one person in your whare tests positive, everyone must self-isolate and a medical officer of health will decide if:**

- You all move to a quarantine facility together
- The COVID-19 positive person goes into quarantine alone, while the others self-isolate at home

The decision to stay in SIQ is a consultation process. There is no cost for quarantine or the care that you receive during your stay.

### When can you leave?

If you are moved to SIQ, you are required to stay until you have been confirmed by a health practitioner to be a low risk of having or transmitting COVID-19, which will likely be after 10-14 days depending on your vaccination status.

### Your hauora in managed isolation

During your stay in SIQ, you will get three meals a day and snacks, Wi-Fi, laundry services, basic toiletries, and refreshments, so you do not need to leave to get supplies.

**For more on your general hauora, see page 15.**

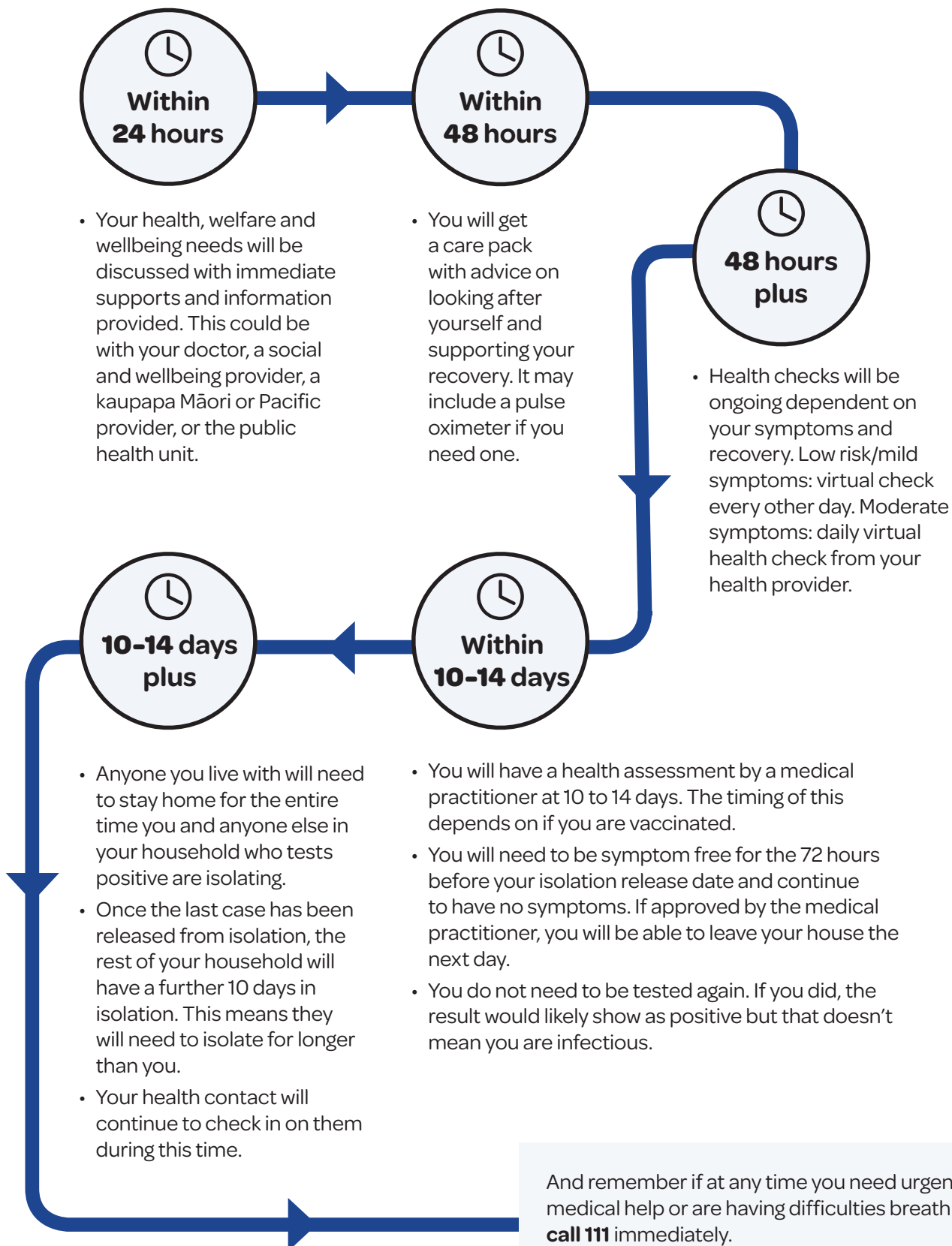




## What to expect when self-isolating

### Hauora Checks

Don't feel nervous, concerned or unsure - it's normal to feel this way. To help put your mind at ease, you'll have a health navigator to support and guide you throughout your self-isolating journey. Here's what to expect when self-isolating at your whare.



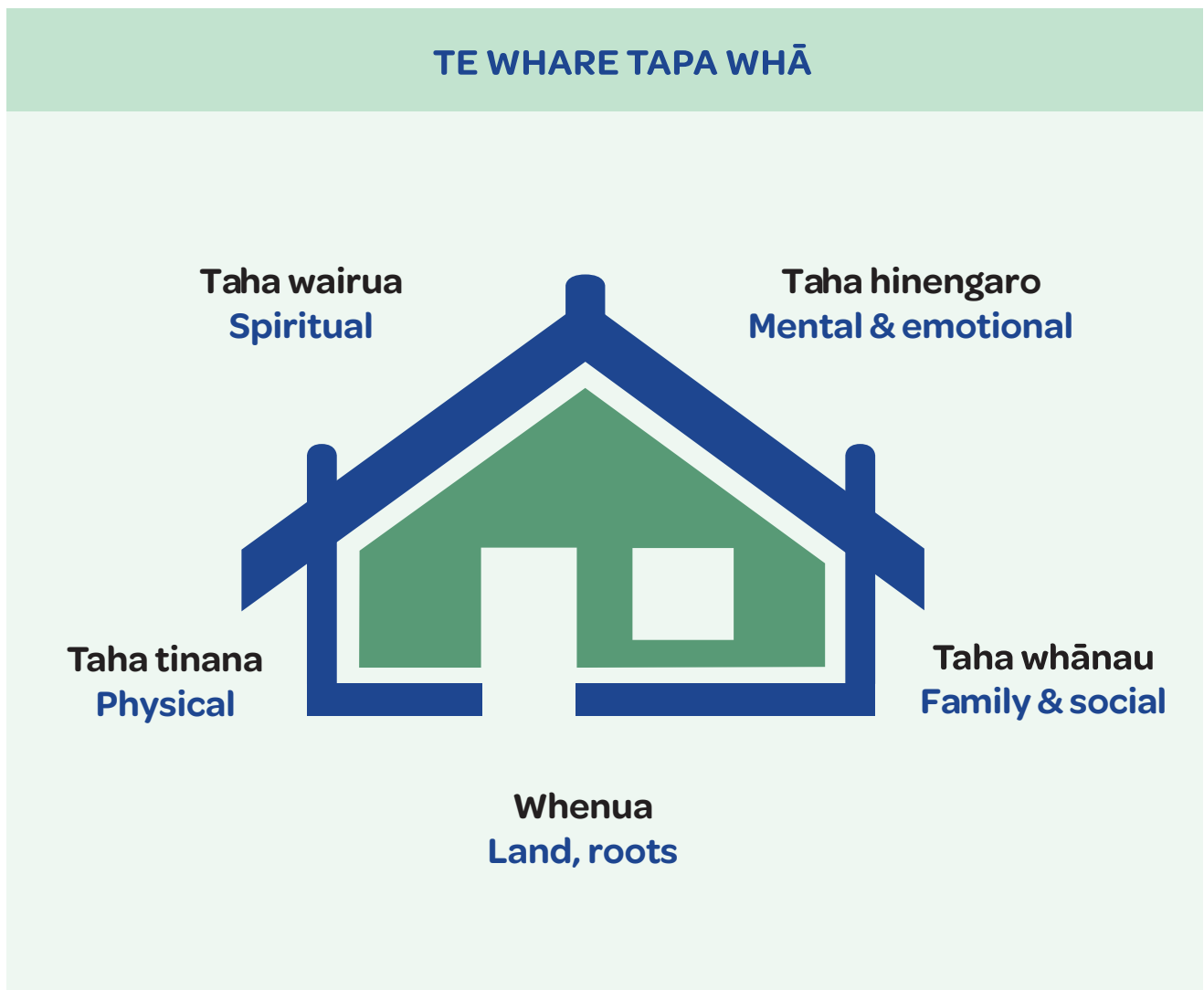
# Hauora

## Our wellbeing

### Taking care of our wellbeing

Living with COVID-19 in our community can be stressful and overwhelming at times. Taking care of your mental health and wellbeing is so important.

By looking after and strengthening all aspects of Te Whare Tapa Whā, you can support your own health and wellbeing, as well as the health and wellbeing of your whānau.



## **Taha Wairua**

### **Spiritual**

- Write down the actions, attitudes and beliefs that matter most to you and your whānau, and display them somewhere special. Have a reflection and goal-setting session. Think about the things you are proud of, the challenges you've overcome, the people who are important to you and the things you hope to achieve in the future.
- Try a mindfulness meditation.
- Learn a waiata (song) that uplifts you, or a karakia (prayer) that you can say at the beginning or end of your day to ground yourself during times of stress.

## **Taha Tinana**

### **Physical**

- Support your whānau to drink more water, eat healthy kai, get plenty of sleep and spend time outside in the fresh air and sun.
- Make physical activity fun and social – take a whānau walk after dinner, hold a dance – off or play tag with your tamariki.

## **Whenua**

### **Land, roots**

- Discover the names of significant places where you live.
- Learn a karakia, waiata/song with birds, plants and nature in it. Say it each morning to start your day.
- Sit in your backyard or local park. Take your shoes off and feel the grass beneath your feet.

## **Taha Hinengaro**

### **Mental and Emotional**

- If you're feeling unwell or your mental health is getting worse, reach out for support. A list of useful contacts is on page 7.
- Try to reduce how much you watch, read or listen to news if it makes you feel anxious or distressed. Seek the latest information once or twice a day if needed.
- Try something new or rediscover an old hobby.

## **Taha Whānau**

### **Family**

- Set times during the week where, as a whānau, you check in with one another to see how each other is feeling. This will help identify whether any additional support is needed.
- Use technology to stay connected. You can still reach out to your usual supports – whānau, friends and workmates – over the phone or online. Staying in touch with the people you care about and making sure they're doing okay, will help you too.



# Mahere takatū

## Get prepared plan

Make sure you have all your bases covered ahead of time, in case you or somebody in your whare gets COVID-19.

### Who are you responsible for in your whānau?

Name	Age
Address	
Phone	
Vaccination status (please circle number of doses)	0    1    2
Medical conditions	
Medicines	
Allergies	
Do they require regular care? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Details	

Name	Age
Address	
Phone	
Vaccination status (please circle number of doses)	0    1    2
Medical conditions	
Medicines	
Allergies	
Do they require regular care? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Details	

## Who are you responsible for in your whānau?

Name \_\_\_\_\_ Age \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

Vaccination status (please circle number of doses)    0    1    2

Medical conditions \_\_\_\_\_

Medicines \_\_\_\_\_

Allergies \_\_\_\_\_

Do they require regular care? Yes ☐ No ☐

Details \_\_\_\_\_

Name \_\_\_\_\_ Age \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

Vaccination status (please circle number of doses)    0    1    2

Medical conditions \_\_\_\_\_

Medicines \_\_\_\_\_

Allergies \_\_\_\_\_

Do they require regular care? Yes ☐ No ☐

Details \_\_\_\_\_

Name \_\_\_\_\_ Age \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

Vaccination status (please circle number of doses)    0    1    2

Medical conditions \_\_\_\_\_

Medicines \_\_\_\_\_

Allergies \_\_\_\_\_

Do they require regular care? Yes ☐ No ☐

Details \_\_\_\_\_

Are there any regular activities you had planned to do in the next 14-21 days that you will need to make alternative arrangements?

Date	Task
Alternative Arrangements	

Date	Task
Alternative Arrangements	

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Date	Task
Alternative Arrangements	



# Whakapā Ohotata

## Emergency contact list

If someone in your whare becomes severely ill with COVID-19, have a plan in place to ensure tamariki and pets are cared for, your bills are paid and any key information is stored in one place.

Who	Name	Contact
Non-household emergency contact		
Doctor		
Dentist		
Usual chemist		
Local police station		
Education providers		
Trusted carer for tamariki		
Vet Clinic		

# Kei te noho taratahi tēnei whānau We are self-isolating

Kaua e kuhu mai ki roto i tēnei whare.

For your safety, please **do not**  
come into our whare.



**He waka eke noa**

*We're all in this  
together*

Take time now to prepare, so if your whānau gets māuiui, you know what to do, can help contain the spread of the virus, and give yourself and your whānau the best possible chance to get through this next phase of the pandemic in Aotearoa.

Together we can get through this.

### If you feel unwell



**1** Self-isolate immediately.



**2** Call Healthline on **0800 358 5453** for advice.



**3** Get tested.



**4** Tell your close contacts that you're self-isolating.



**5** Stay at home until you are cleared.