Unite against COVID-19

New Zealand Government

COVID-19 / Mate korona Community Resource Kit

TE WAIORA Nelson Marlborough Health

Unite against COVID-19

New Zealand Government

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TE WAIORA Nelson Marlborough Health

Staying well during Lockdown and Isolation

LET'S ELIMINATE COVID-19
Stay home. Wash your hands. Don't touch your face

TAKE CARE OF YOUR HEALTH
Seek medical help as you normally would. Call your GP if you need to. Dial 111 in emergencies

BE INFORMED
but stick to credible information sources, such as www.covid19.govt.nz

BE KIND
Be kind to yourself and to others. We are all in this together and we can do it

STAY CONNECTED
Talk to your friends,family and neighbours. Phone, text or video-call

GET SOME FRESH AIR
But stay local, solitary (or only with others from your bubble) and away from other people

KEEP IT IN PERSPECTIVE
For most people, COVID-19 will feel like a cold or flu

INVOLVE YOUR KIDS
Show children how they can help, follow routines and be available to them

TAKE A BREAK
from social media and be selective about what you follow

Protect yourself and others from COVID-19

Wash your hands with soap and water often (for at least 20 seconds). Then dry.

Stay home if you feel unwell.

Clean and disinfect frequently touched surfaces and objects, such as doorknobs.

Don't touch your eyes, nose or mouth if your hands are not clean.

Cough or sneeze into your elbow or by covering your mouth and nose with tissues.

Put used tissues in the bin or a bag immediately.

NEED MORE SUPPORT?
HERE ARE SOME OPTIONS:

- COVID-19 Healthline: **0800 358 5453**
- **1737**: Free phone or text 1737 for counselling
- Age Concern & 'Phone a Friend' service: **021 323449**
- Elder Abuse Helpline: **0800 32 668 65**
- Dementia Support (Alzheimers NZ): **0800 004 001**

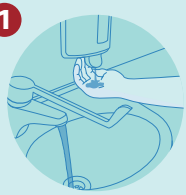
For updates and more information visit: **www.covid19.govt.nz**

APRIL 2020

Te Whatu Ora Nelson Marlborough Health

Unite against COVID-19

How To HAND WASH

1. 
Wet hands with water and apply enough soap to cover all hand surfaces

2.
Rub hands palm to palm, up to and including wrists

3.
Right palm over back of left with linked fingers and vice versa

4.
Palm to palm with fingers linked

5.
Backs of fingers to opposing palms with fingers interlocked

6.
Rotational rubbing of left thumb held in right palm and vice versa

7.
Rotational rubbing firmly, with closed fingers of right hand in left palm and vice versa

8.
Rinse your hands with water

9.
Dry hands thoroughly with a paper towel

New Zealand Government

Health Quality & Safety Commission New Zealand
Kupu Taurangi Hauora o Aotearoa

www.handhygiene.org.nz

hand hygiene NZ
ringa horoi.aotearoa

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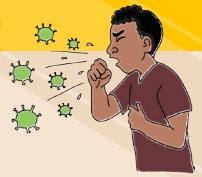
#Protect Our Whakapapa

If you start to feel any flu like symptoms, particularly shortness of breath, sore throat or fever —

call Healthline on 0800 358 5453



What is COVID-19?

COVID-19 (Coronavirus disease 2019) is a new virus that can affect your lungs and airways.

There is currently no vaccine and people don't have immunity to it.

It spreads easily from person to person and can make us more māuiui than an ordinary flu.

What are the signs?

- **Fever -** ***feeling hot then cold***
- **Cough that is chesty**
- **Trouble breathing**

Other signs include muscle aches and pain, coughing up spit & a sore throat.

It can take 2-10 days for you to get sick after being infected but from the time we get infected we are contagious for up to 14 days.

For some - the illness will be mild, but for others it may cause them to get very sick. Some people can die from Covid-19.

How does it spread?

Person to person: it is spread through droplets by sneezing, coughing, talking & runny noses. It transfers on to surfaces and can stay on plastic and stainless-steel surfaces for up to 3 days and less for other surfaces.

Māori are at higher risk: we have large multigenerational whānau and socialise as a whānau, hapū, iwi.

We also have higher rates of respiratory illnesses like COPD (Chronic Obstructive Pulmonary Disease) and asthma.

What can I do to keep my Whānau safe?

- **Act like you are already infected:** you can spread it even if not sick
- **Stay in** your Whare
- **Keep any manuhiri away**

Wash your hands often, especially before & after preparing kai & eating, blowing your nose, touching pets & of course going to the wharepaku.

Don't touch your face if your hands are not clean.

Sneeze or cough into your elbow or a tissue & throw the tissue out into a bin.

Clean and disinfect surfaces you touch frequently.

Don't share kai or inu.

Don't kihi, hongi and harirū - instead find alternative non-contact ways to greet others.

Mā tātau katoa e ārai atu te COVID-19

Protecting Whānau

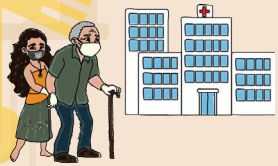
Keeping Whānau safe & informed

What to do if you fall sick

If you have a cough, fever and especially shortness of breath, **call your doctor or Healthline on 0800 358 5453.**

Your doctor or Healthline will assess you over the phone, and then they will tell you what to do next.

If you are recovering at home: Isolate yourself in a separate part of the whare.



What to do in lockdown

Aotearoa is now in lockdown for 4 weeks to slow then stop the virus & reduce the pressure on health services.

For 4 weeks we all have to stay home unless it's for a walk with the people we are in lockdown with or for an essential service.

Essential services such as the supermarkets, dairies, the doctor, hospital & pharmacies are staying open.

Work & Income service centres are closed but you can use **MyMSD or ring them on 0800 559 009.** Their lines are overloaded so if you can't get through, keep trying. Payments won't be stopped.

#Protect Our Whakapapa

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0800 358 5453

Essential Items

Aim to have enough supplies for your whānau to last a month.

Food

- ✓ **Dried** — pasta, rolled oats, cereals, noodles, beans, milk powder.
- ✓ **Staples** — brown sugar, flours, brown rice, oil/butter, powdered milk.
- ✓ **Canned** — beans, tuna, tomatoes, fruit & vegetables.
- ✓ **High energy** — peanut butter, nuts & seeds, crackers, energy bars.
- ✓ **Foods your family likes when sick** — soup, crackers, lemonade and other fluids to stay hydrated.
- ✓ **Pet food**

Water

- ✓ **Think** about the possibility of your water supply being disrupted. Make sure you store enough water for a min of 3 days.
- ✓ **Boil all water** from a tap, especially in rural areas where's there's been drought, and use water containers where possible.

Cleaning Supplies

- ✓ **Detergent** (that is anti viral).
- ✓ **Bleach** (4 teaspoons bleach per 1 litres water).
- ✓ **Rubbish bags**
- ✓ **Paper towels** or a supply of rags that can be washed and reused.

Hygiene

- ✓ **Toilet paper**
- ✓ **Soap**
- ✓ **Hand sanitiser**
- ✓ **Paper towels**
- ✓ **Tissues**
- ✓ **Shampoo**
- ✓ **Sanitary products**
- ✓ **Toothpaste**
- ✓ **Dish wash**
- ✓ **Laundry liquid**
- ✓ **Babies supplies** — nappies, wipes, rash cream.

Communications

- ✓ **Check** that you and other members of your whānau have communication devices that are charged and accessible.
- ✓ **Charge up** any 'power banks and keep aside for possible power outages.
- ✓ **Help your whānau** download apps so you can chat as a group or video call via wifi.
- ✓ If you or other members of your whānau do not have devices or wifi, make plans with them about how best to **communicate.**

Medical Supplies

- ✓ **Basic First Aid kits** — Plasters, tweezers, scissors, bandages, gloves, Dettol & antiseptic creams, digital thermometer if possible.
- ✓ **Prescription** medications
- ✓ **Non-prescription** medications such as Panadol & Paracetamol, cold and flu tablets (to reduce fever).
- ✓ **Glasses** and contact lens solution.
- ✓ **Specific medical supplies** that you may have for a condition (such as stoma bags or incontinence products).
- ✓ **Medication** for your pets.

Mā tātau katoa e ārai atu te COVID-19

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Assisting whānau that need extra tautoko

All our whānau are precious to us but some need extra tautoko, so we have a responsibility to manaaki them during this time.

We need to consider **how we can care for our:**

- **Kaumātua.**
- **Hapū mothers** & pēpi.
- **Our Whānau** who are māuiui.
- **Those struggling** to obtain the basic needs and live in isolated rural communities.

What can we do to keep them safe if they live with us?

If someone who is at greater risk from this virus is living in your whare, there are things you can do to keep them safe.

- **Prioritise** a separate sleeping space for them.
- **If they get māuiui** they will need to stay in their own space whenever possible.
- **Deliver kai** to their door.
- **Sanitise** everything afterwards.
- **If their symptoms are bad** or get worse, **call Healthline on 0800 358 5453**.

How can we tautoko Whānau who don't live with us?

The best way to keep them safe is to **STAY AWAY.**

Make a list of your whānau who are more at risk and work out the best ways to support them.

Keep in touch by calling them regularly on the phone. Share a karakia, read a passage from their favourite book.

Don't have Kaumātua look after Tamariki. Tamariki with Covid-19 tend to have fewer symptoms but can pass the virus on, and some can be carriers with no symptoms at all.

Manaaki Tāngata

Keeping our Kaumātua & Whānau safe

Health & Wellbeing

If you provide physical care for someone (feeding, bed care, washing, etc), make sure you **wash your hands a lot.**

See what's needed — deliveries, planning, technology tips or just a chat.

Go outside into your yard or have a walk to get some fresh air. You are allowed to walk with the people you're in lockdown with, just stick close to home & stay well away from other people if you see them.

Your GP and your medications

Make sure you have contact details for GPs and other health providers.

Pharmacists are now required to limit funded medicines to one month's supply & three months for the contraceptive pill. This is to manage medicine stocks in Aotearoa.

Book your next GP appointment 3 months ahead.

Our Whānau may need medication or support with their appointments. Talk to your GP or nurse about the safest way to do this.

Other medical needs

Flu vaccines are available now for those at risk, e.g. Kaumātua and people with pre-existing conditions.

Any visiting health or support workers should follow strict **hygiene practices.**

Look for Covid-19 testing in your area but only get tested if you have symptoms. All District Health Boards (DHBs) have Community Based Assessment Centres (CBAC) for their areas. They are listed on your local DHB's website.

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Arriving home from essential mahi

Leave all footwear & outerwear at the door.

Follow these safety precautions before going near your whānau:

- **Wash or sanitise hands** immediately.
- **Wash your body**, hair & clothes as soon as possible.

If you can't wash your clothes, **quarantine them for at least 24 hours** or longer for textiles like leather, plastic, or rubber.

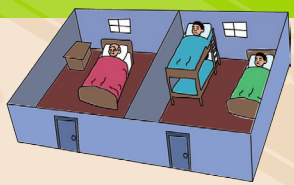
Hygiene in the home

Have accessible sanitisers / soaps at or near entrance & exit points of your whare.

Regularly disinfect common surfaces such as toys, light switches, doorknobs, taps, fridge, keyboards, phones, tables and toilet seats.

Have a daily cleaning schedule that you can mark off.

Follow all of the best practice guidelines to keep your whare clean.



Sleeping arrangements

Speak with your whānau about sleeping arrangements and make a plan.

If you're unwell you shouldn't be sharing a bed with others. You should have your own sheets, blankets and pillows.

Prepare an isolation space in your whare. If someone in your whare becomes unwell they will need that space to recover.

For more information on how to self-isolate safely go to **www.uruta.maori.nz** or

https://covid19.govt.nz/

Everyday Life

Managing day-by-day life in your whare

Managing contact-less deliveries

Couriers are delivering essential items only.

The delivery driver will knock at your door, put the parcel on the ground, then step at least 2 metres back.

If it's a signature-required item the driver will ask for and write your name with CV-19 to indicate why you can't sign.

Buying & ordering groceries

Supermarkets & dairies are essential services so will stay open during the lockdown.

Supermarkets & dairies have steps in place to keep our whānau and their kaimahi safe. If you need to take your tamariki with you, keep them well away from the counter.

Wash all fruit and vegetables.

Give each other space

Consider setting up zones in your whare where whānau can have alone time.

It's ok to have time out for yourself! Make an hour a day when you have time to relax, read a book or call a friend.

Being cooped up in your whare for 4 weeks is going to be difficult. If your whānau are getting hoha, suggest you all go to a separate space for some alone time, adults included.

You can go outside but keep 2 metres between you and other people (other than the people you live with).

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Whānau Preparedness

Help your whānau understand as much as they can about Covid-19 so they are prepared if any issues come up.

Create a 'Whānau Plan'. Include a list of medical details, contacts for whānau & friends, emergency services & any other local support services you usually access or might need during this time.

Consider allocating one member of the whānau to run essential errands.

Whānau Wellbeing

It can be a stressful time for whānau to be home together 24/7. Give some structure to your days by developing a whānau routine.

Start new hobbies together such as learning Te Reo Māori online, preparing your maara kai etc.

Have set times during the week, where as a whānau you can check in with how one another is coping with the isolation and identify any support they may need.

Tamariki Wellbeing

Create a chore list for your tamariki as part of their daily routine.

Kaumātua can provide support by talking to tamariki on the phone or video chat, sharing what they know about dealing with tough times or helping you think through tricky problems.

Check out tamariki activities online.

Whānau Wellbeing

Looking after yourself and each other

Give yourself and each other time out

Being cooped up for 4 weeks together will be challenging.

If your whānau are getting hoha, have some 'time out' – adults included.

Do something you enjoy - gardening or go for a walk. Remember to keep 2 metres away from other people.

Have fun things to do at home in your own space.

Preparation of Kai

Plan meals for the week to help ensure you have what you need & to limit your supermarket trips.

Plan & prepare kai together to help your whānau settle into the lockdown more easily.

Wash all your fruits & vegetables thoroughly.

If you don't have clean water to drink, boil all drinking water first.

Try to make your kai go further. Keep enough sanitary/hygiene products handy to last 6-8 weeks.

Accessing support

If you're worried about your own or someone else's physical or mental health, call your local Māori health provider or GP.

Contact social services providers if you need to talk with a social worker or your whānau needs extra support.

Contact Work & Income if you need food & emergency grants.

Mā tātau katoa e ārai atu te COVID-19

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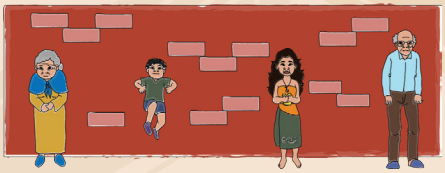
Whānau Plan

Example of things to plan with your Whānau



Mā tātau katoa e ārai atu te COVID-19

1. Who is in our whānau? Who else are we responsible for?

- Name
- Address
- Age
- D.O.B
- Gender
- Phone number
- Medical Conditions
- Medicines
- Allergies

2. Emergency contact list

- Non-Household emergency contact
- Doctor
- Dentist
- Usual chemist/pharmacy
- Healthline (Covid-19) **0800 358 543**
- Government (Covid-19) Helpline **0800 779 997 / 0800 22 66 57**
- Healthline (normal) **0800 611 116**
- Police Emergency **111**
- Police (local station)
- Support agencies
- Other important numbers.

3. Items that are essential to the wellbeing of our whānau

Examples:

- **Do you have plenty of formula** for any pēpi who drinks from a bottle?
- Other than kai & wai, **what else is essential that we don't have?**

4. Does everyone in our whānau understand how to prevent Covid-19 ?

- **Why we have to stay home** & only go out to access essential services.
- **If we go out to the supermarket**/ pharmacy how do we keep safe?
- **What do we do to keep safe** when walking in our neighbourhood?
- **Should we & can we drive anywhere** in a Level 4 lockdown?

5. What is the plan if a whānau member becomes infected with Covid-19

- **Create** a self-isolation space in your whare for that whānau member to stay in.
- **Discuss** how important it is that the person who is sick is in self-isolation.
- **Let younger tamariki know** their very important job is to stay away from the māuiui person and the isolation space.

6. If I get sick, who will need to be contacted? Who will look after the tamariki?

- **If I get sick** & need to self-isolate, will someone here look after the tamariki or should we make other arrangements?
- **Who** needs to be contacted if I get sick?
- **What is our 'Tamariki Plan',** e.g. who will look after them?
- **Having someone to care for your tamariki** at home is the safe option.
- **If the tamariki need to go somewhere else**, will their clothes & belongings need to be washed before leaving our whare?

7. What are the specific needs unique to our whānau?

Examples:

- **Who are the high-risk** whānau we might need to care for during the lockdown?
- **Are there any specific health or mental health** needs we haven't thought about?
- **If we usually go to church**, how will we continue to practiCe our faith?

8. What else needs to be considered?

- **Do** the tamariki need to do any schoolwork or catch up on homework?
- **Are** the tamariki missing their friends? (Show them how to Facetime or Messenger call).
- **Are** all the fire alarms in the whare working? If not, what do we need to do? Who do we contact?

9. Covid-19 websites for whānau

Here are a couple of websites with accurate & useful information about Covid-19

https://www.uruta.maori.nz/
(Information from the National Māori Pandemic Group).

https://covid19.govt.nz
(Information including tikanga Māori [alternative greetings] and looking after your health & wellbeing).

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Looking after yourself

This is a stressful time for everyone so **we all need to take care of whānau** health, tinana (physical health), hinengaro (mental health) and wairua (spiritual health).

- Eat healthy kai.
- Get plenty of sleep.
- Drink lots of clean water.
- Get plenty of fresh air and Vitamin D from the sun.
- Go for walks close to home (but keep away from other people who are not staying in your whare with you).

Keep moving

There are lots of different free workouts online, which you could do indoors or on the lawn outside your whare.

If you have a friend/whānau member who is a personal trainer, ask them for a workout routine that suits your level of fitness.

Connect with Papatuanuku — get out in nature, in your garden or neighbourhood, walk, sit under a tree, enjoy the rays of Tamanuiterā.

Get things done

Use this time to do things you wouldn't normally have time for.

- Prepare your maara kai.
- Research your whakapapa.
- Make rongoa.
- Study a subject of interest.
- Learn an instrument.
- Practice your karakia, waiata, or take this time to strengthen your reo.

Personal Wellbeing

Tips on how to maintain your personal wellbeing

Don't get caught up in the hype

Being isolated for a long period can affect our thinking and emotions.

Limit your news intake — and focus on positive stories and people helping and connecting with each other.

If you have to go outside your whare

If you go to the supermarket, plan your trip wisely. Make a list of everything you need to minimise your trips and contact with people.

Keep a wide buffer from other people and stay away from anyone who is coughing or sneezing.

Disinfect surfaces you come into contact with including the steering wheel, wallet, phone, car keys. Most importantly, wash your hands regularly.

Stay positive and avoid worry

Walk, run or ride your bike (but always stay 2 metres from others).

Relax and do things that make you happy.

Stay connected — Keep in touch with your whānau and friends through phone calls or social media.

Mā tātau katoa e ārai atu te COVID-19

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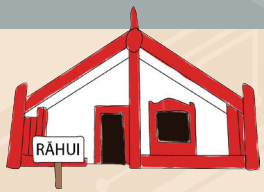
Tikanga

He aha te mea nui ō tēnei āo.

He Tangata, He Tangata, He Tangata.

Tikanga is about living and we adapt for the context. We must make our tikanga work to help us survive.

At this time we have to be extra vigilant to ensure tapu and noa are upheld so that ora is our primary focus.



Marae

Ko te Marae te panapana o te manawa o te hapū - The Marae is the heartbeat of the hapū.

For many of us the Marae is the hub of our community.

During the Level 4 lockdown, all Marae are closed.

Consider sending a message out about closures and what it will mean for Tangihanga.

Tuku Mauri

Homai to poho hei piringa whānaungatanga mai i tawhiti

We can still keep in contact and show our Aroha from afar.

Ask a younger whānau member to create whānau groups on social media apps to keep up the whanaungatanga.

Stay connected with friends & other whānau by phone or video calling.

Adapting our Tikanga

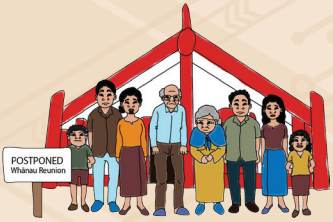
Keeping true to our tikanga in changing times

Karakia

Karakia is an essential tool to maintain oranga tangata and oranga whānau.

We can continue our practice in our own homes.

We can share karakia and spiritual support to loved ones on social media.



Hui / whānau reunions

All hui / whānau reunions, unveilings, weddings, birthdays etc, must be postponed until the lockdown is over and the restrictions around social distancing removed.

Ignoring this precaution could lead to extended lockdown and **an increase in Covid-19 cases.**

Tangihanga — straight to urupā

During Alert Level 4, funeral directors are open but there will be no tangihanga on Marae or funeral services.

This is unusual & deeply distressing for Māori, but because of the risks associated with Covid-19 some tūpāpaku will need to be directly cremated or buried without whānau in attendance and a memorial held down the track. If it is medically safe, and if available in your area, the tūpāpaku may be held until the lockdown is over and a service can proceed.

Mā tātau katoa e ārai atu te COVID-19

A message for those 65+ from Nelson Marlborough Health.

Looking after yourself is looking after others.

TE WAIORA Nelson Marlborough Health

Your health and well being is important to all of us.
Together we can unite against Covid-19 with these simple guidelines.

Stay healthy

Physical Health
Taha Tinana

- Stay at home & 'stick to your bubble' to protect yourself from the virus and reduce the spread
- If you need a prescription, call your doctor who will send it directly to your pharmacy. Then call your pharmacy and they will advise you if you should pick it up or if it can be delivered
- Head outside if you can - but remember to stay in your bubble and keep your dog on a lead
- Focus on the things you can control - wash your hands, practice physical distancing of 2m, and phone your GP to organize your flu vaccine – it's free for people aged 65+

Be kind

Spiritual Health
Taha Wairua

- Keep doing the things you enjoy to make you feel happy and calm
- Think about what you have to give - a smile and wave means a lot to many
- Talk to your neighbour over the fence - but stay 2m apart and don't swap things like food or reading material – the virus lives on surfaces
- Consider asking to change the subject if you're finding the COVID-19 conversation overwhelming
- Be aware of scams: **www.covid19.govt.nz/help-and-advice/for-everyone/misinformation-and-scams/**

For updates and more information visit:

www.covid19.govt.nz

APRIL 2020

TE WAIORA Nelson Marlborough Health

Unite against COVID-19

Stay in touch

Mental Health
Taha Hinengaro

- Keep connected-set up daily phone calls with friends, whanau/family.
- Keep up to date by using credible sources such as **www.covid19.govt.nz** or Radio NZ (FM 101.6 and AM 1116).
- Take a break from social media and be selective about what you follow
- GPs are still available for your everyday (non COVID-19) health needs
- Keep your phone close to you at all times – you can still call 111 in an emergency

Ask for help

Family Health
Taha Whanau

- Those older people with existing medical conditions are more vulnerable to COVID-19 so it is important to ask for help
- Supermarkets are prioritising grocery delivery for older people
- Tradespeople can do essential maintenance on your house
- Reach out to friends, family and neighbours to deliver supplies or contact Welfare Support (see below)

National numbers

Dedicated COVID-19 Healthline (FREE) 0800 358 5453 (or your own GP first)
Emergencies – 111 or **Police non-emergency contact** – 105
Elder Abuse Helpline – 0800 32 668 65

Nelson/Tasman Local Information

Welfare Support Nelson/Tasman
0800 50 50 75 (press '1' NCC, or '2' TDC)
Email: em.welfare@ncc.govt.nz
Age Concern & Phone a Friend Service
03 544 7624 (Ext2)
Email: manager@ageconcernnt.org.nz
CBAC (Community Based Assessment Centres)
for screening & assessment 0800 358 4636
Locations: Toi Toi, Harvey Norman carpark, 69 St Vincent St, Nelson; **Tahunanui**, former Suburban Club, 168 Tahunanui Drive, Nelson; **Motueka**, Bridge Hall, 32 Tudor St, Motueka.

Marlborough Local Information

Welfare Support Marlborough
03 520 7400
Email: welfare@marlboroughcdem.co.nz
Age Concern & Phone a Friend Service
0279 446 975 or 03 579 3457
Email: fieldageconble@xtra.co.nz
CBAC (Community Based Assessment Centre)
for screening & assessment 0800 358 4636
Location: The old netball courts, Horton Park, 29b Redwood St, Blenheim.

Contact numbers that are important to you

Family .....
.....
Friend .....
Neighbour .....

My GP .....
Pharmacist .....
Local Supermarket .....
Other .....

Community-based assessment centres

What is a community-based assessment centre?

A community-based assessment centre (CBAC) is where you can get screened, assessed and tested for COVID-19.

All CBAC services are free of charge.

When should I contact a CBAC?

You should contact a CBAC or your GP if you develop COVID-19 symptoms. These are:

- A fever (high temperature of 38 degrees Celsius or more)
- A cough
- Shortness of breath or trouble breathing
- A sore throat
- Sneezing and a runny or dripping nose
- A temporary loss of sense of smell

It's especially important to contact a CBAC if you live in the same house with a large family, or if you live in a communal environment (such as a hostel or apartment block).

If you are immunocompromised (eg an oncology or diabetes patient), please go to a hospital emergency department instead of a CBAC for assessment.

What happens at a CBAC?

When you go to a CBAC you may be met by clinicians wearing protective masks and other personal protective equipment.

They will ask you 'screening questions' to determine if you need to be assessed (examined by a doctor). Screening also happens on the phone when you call a CBAC, GP or Healthline on the phone.

Once screened, you may be assessed (examined by a doctor) inside a CBAC building. After the assessment, the doctor may then decide to test you.

Testing is where a swab (sample) is taken from your nose and sent to a laboratory for testing. If you are tested, it is very important that you stay in careful isolation at home and follow the physical distancing rules.

You will be called on the phone with the test results, usually within 48 hours.

Where can I find a CBAC?

NB: the hours of CBACs may vary. Please call the 0800 numbers to check or look online for the most up-to-date information: www.nmdhb.govt.nz/covid-19

LOCATION	OPENING HOURS	CONTACT DETAILS
Tahunanui, Nelson The former Suburban Club building: 168 Tahunanui Drive	9am until 6pm, 7 days a week	Free phone 0800 3584636
Toi Toi (Victory), Nelson Harvey Norman carpark, 69 St Vincent Street *Please note: The Toi Toi centre is a screening centre only. If you need assessment or testing this will happen at the Tahunanui centre. Transport is available.*	10am until 1pm, 7 days a week	Free phone 0800 3584636
Motueka Bridge club room, 32 Tudor Street	10am to 3pm, 7 days a week	Free phone 0800 3584636
Blenheim At the old netball courts off Horton Park, 29b Redwood Street	9am until 5pm, 7 days a week	Free phone 0800 3584636
Takaka Outside the Golden Bay Community Health Centre, 10 Central Takaka Rd. *Please note: Screening will be done first on the phone before you attend the centre. Please phone ahead on: 03 525 0060*	The hours vary, please call ahead on: 03 525 0060	03 525 0060

What are my options if I live in Picton or Murchison?

Safe assessment sites have been set up in Picton and Murchison.

At the Picton medical centre a cabin has been set up outside of the building to allow the safe assessment of people with COVID-19 symptoms, away from other patients in waiting rooms.

At Murchison hospital and health centre, a negative pressure room is being used for safe assessment.

Welfare

Getting the help and support you need

Everything you need to know in one place

Learn the simple steps you can take to unite against the virus and slow its spread, see what help is available and get the latest advice and updates at **covid19.govt.nz**

Got symptoms or have health questions?

Call your GP before you visit. Or call Healthline on **0800 358 5453**.

Not sure who to talk to?

If you're not sure what assistance may be available, or you don't know who to contact for help, phone the Government Helpline on **0800 779 997** (8am – 1am, 7 days a week).

Health and wellbeing

It's normal to feel distressed and to experience symptoms of stress related to COVID-19, especially if you or your friends and family have possibly been exposed to the virus. We are in uncertain and unprecedented times, and everyone will respond differently.

Mental health

Right now many people are feeling worried, anxious or scared. So as well as looking after our physical health we also need look after our mental health.

Keeping connected

We're all in this together, and while we might not be able to be physically in touch right now, it's important to stay connected in other ways.

New Zealand is known for its manaakitanga and now more than ever we need to remember the power of kindness and uniting together.

New Zealand Government

Unite against COVID-19

Top ways to look after your mental wellbeing

While there are things that we can't control at the moment, there are things you can do to boost your mental wellbeing and that of your loved ones:

1. Stay connected

This is important for our wellbeing, and helps to make us feel safer, less stressed and less anxious. We can support each other to get through this. While we are limiting social contact to contain the spread of COVID-19, there are still lots of ways we can connect.

2. Acknowledge your feelings

It's completely normal to feel overwhelmed, stressed, anxious, worried or scared in the current situation. Allow yourself time to notice and express what you're feeling. This could be by writing thoughts and feelings down in a journal, talking to others, doing something creative or practising meditation. Talk with people you trust about your concerns and how you're feeling. Reach out to others.

3. Stick to routines where possible

Try to go to sleep and wake up at the same time, eat at regular times, shower, change your clothes, have regular e-meetings with colleagues or virtual coffee dates with friends and do your chores. Meditating and exercising can help you to relax and have a positive impact on your thoughts. Try not to increase unhealthy habits like comfort eating, drinking or smoking.

4. Check-in on other people who might need help

Reaching out to those who may be feeling alone or concerned can benefit both you and the person receiving support.

5. Seek accurate information from legitimate sources

You may find it useful to limit your media intake. Get the facts from **covid19.govt.nz** to help distinguish facts from rumours. Seek information updates at specific times once or twice a day.

6. Don't be afraid to seek further professional support

For support with anxiety, distress or mental wellbeing, you can call or text **1737** to talk with a trained counsellor for free, 24 hours a day, 7 days a week.

7. Continue existing mental health treatment if possible

Notice if your symptoms are getting worse.
Talk to your GP, counsellor, case worker or mental health team about how they can continue supporting you. Can your appointments take place over the phone, via email, text or video chat? What tips do they have to help you get through? Who can you call if you need help urgently?

Find the latest health information

The Ministry of Health updates their webpage regularly. Get more detailed health advice at **health.govt.nz/coronavirus**

Are you or your whānau unwell?

The best ways to get support are to:

- **call your family doctor** for advice or information. If you think you've been exposed to COVID-19 (through contact with someone who has it), it's important to let your family doctor know
- **call Healthline** with your COVID-19 health-related concerns. The call is free and someone is available 24 hours a day, 7 days a week on **0800 358 5453** (or for international SIMs call **+64 9 358 5453**)
- you can also call Healthline:
  - if you don't have a family doctor
  - if you're feeling unwell but you're not sure if you need to see a doctor
  - for advice about what's happening for you and next steps.
- call Plunketline if you have questions about your child or baby's health or wellbeing on **0800 933 922** and speak to a Plunket nurse. Plunketline runs 24 hours a day, 7 days a week
- contact your midwife for support and advice during pregnancy and postnatal.

In an emergency, always call 111

Welfare

Financial support

If you've lost your job or can't work at the moment you may be able to get a benefit or some other financial help. And whether you're working or not, if you're struggling to meet your living costs or get an unexpected bill, you may be able to get assistance. Even if you don't think you qualify, call Work and Income to talk about your situation on **0800 559 009**.

There is help available for urgent costs like:

- food
- accommodation costs (rent, mortgage, board)
- temporary accommodation costs if you are staying in tourist accommodation, motels, hotels or a rental
- power, gas and water bills or heating
- repairs or replacing appliances
- medical and dental costs
- bedding.

You can find more information about financial support (including eligibility criteria) on the Work and Income website at **workandincome.govt.nz** under 'benefits and payments'.

Employer Wage Subsidy and Leave Payments

The wage subsidy is to help you keep your business going if you face laying off staff or reducing their hours because of COVID-19. If you're an employer, contractor, sole trader or are self-employed you may qualify. The leave payment is available when people need to self-isolate or are sick with COVID-19.

If you have any questions about these payments, call the Employer Subsidy and Leave Payments Line on **0800 40 80 40**.

Loss of income

Work and Income may be able to help if you have lost wages because of COVID-19. For example, if:

- you can't work because you're sick or your workplace is closed
- you have to stay home and look after family members.

Other help from Work and Income

Work and Income also provides other help such as benefits and housing assistance. Everyone's situation is different, so what you qualify for will depend on your situation.

Contacting Work and Income

Contact Work and Income if you:

- would like assistance
- aren't sure if you can get assistance
- are struggling to support yourself or your family
- would like more information.

Visit **workandincome.govt.nz** or phone **0800 559 009**.

Work and Income may be able to help you over the phone without you coming into an office.

If you do need to come in, Work and Income will make an appointment and tell you what to bring.

Accommodation

Accommodation support for self-isolation

If you are required to self-isolate due to COVID-19, you can stay in your own home or shared accommodation. Take simple, common-sense steps to avoid close contact with people.

If you need help with accommodation to self-isolate, including if you're returning to New Zealand from overseas, contact the Temporary Accommodation Service at the Ministry of Business, Innovation and Employment (MBIE). MBIE is working with other government agencies to assist those affected in finding suitable temporary accommodation.

Temporary accommodation is not income or asset-tested. There will be a cost for temporary accommodation, but if you ordinarily reside in New Zealand, you can contact the Ministry of Social Development (MSD) to see if assistance is available to meet this cost.

To register your details, please call the MBIE Temporary Accommodation Service on **0508 754 163**.

Welfare

After registering, you will be contacted by a staff member who will assess your needs and work with you to help you find suitable temporary self-isolation accommodation.

If you do not normally reside in New Zealand, please contact your embassy or consulate for further assistance.

Tenancy information

If you are the tenant or landlord of a rental property, you can find information on your rights and obligations at **tenancy.govt.nz** or by phoning **0800 TENANCY** (**0800 836 262**).

Schools and early childhood

The Ministry of Education is working with all schools and early childhood centres and is providing resources and additional support.

We know that maintaining routines is important and children look to both their parents and teachers for this support. It's natural for children to want to be at school to play and learn with their peers so where possible schools will operate as usual. For updated information about possible closures check with your school or early childhood centre.

Some children may be feeling worried about COVID-19 and being at school will give them further opportunities to understand what's happening and who is helping. If you want to talk to your children about COVID-19 Save the Children have developed a site with support information at **savethechildren.org.nz**

Keeping children safe

If you're worried that a child or young person you know is not safe or being cared for, or you know a child who has been separated from their parents or caregivers, you can phone Oranga Tamariki on 0508 326 459 (24 hours a day, 7 days a week) or email **contact@ot.govt.nz**

Animal welfare

If you're concerned about an animal's welfare phone the Ministry for Primary Industries (MPI) on **0800 008 333**

Veterinary services

If your animals need treatment, contact your own veterinary clinic. If you do not have a regular veterinarian or yours is not open, you can find nearby clinics by going to Find-a-Vet. NZ Veterinary Association has COVID-19 information at **nzva.org.nz** including how to manage animals when in self-isolation.

If you are self-isolating, you MUST contact your veterinarian BEFORE visiting them or they visit you (including for production animals). This applies even if your animal is being presented by someone else.

Information for international visitors

If you need help with your travel bookings, contact your nearest i-SITE or your travel provider. For the latest local travel conditions and for rearranging travel arrangements, contact one of the 80 i-SITEs throughout New Zealand. Visit **i-SITE.org** for a full list.

If your visa is about to expire, phone Immigration New Zealand on **0508 558 855** or visit **immigration.govt.nz/new-zealand-visas**

If you are a foreign national travelling in New Zealand requiring further consular assistance, contact your nearest Embassy or High Commission first. Contact details are available on the Ministry of Foreign Affairs and Trade website **mfat.govt.nz**

For updates and more information on keeping yourself safe, visit **Covid19.govt.nz**

New Zealand Government

Unite against COVID-19

New Zealand COVID-19 **Alert Levels**

Unite against COVID-19

- These alert levels specify the public health and social measures to be taken.
- The measures may be updated on the basis of (i) new scientific knowledge about COVID-19 and (ii) information about the effectiveness of intervention measures in New Zealand and elsewhere.
- The alert levels may be applied at a town, city, territorial local authority, regional or national level.
- Different parts of the country may be at different alert levels. We can move up and down alert levels.
- In general, the alert levels are cumulative, e.g. Level 1 is a base-level response. Always prepare for the next level.
- At all levels, health services, emergency services, utilities and goods transport, and other essential services, operations and staff, are expected to remain up and running. Employers in those sectors must continue to meet their health and safety obligations.

LEVEL	RISK ASSESSMENT	RANGE OF MEASURES (can be applied locally or nationally)
Level 4 - Eliminate Likely that disease is not contained	• Sustained and intensive transmission • Widespread outbreaks	• People instructed to stay at home • Educational facilities closed • Businesses closed except for essential services (e.g. supermarkets, pharmacies, clinics) and lifeline utilities • Rationing of supplies and requisitioning of facilities • Travel severely limited • Major reprioritisation of healthcare services
Level 3 - Restrict Heightened risk that disease is not contained	• Community transmission occurring OR • Multiple clusters break out	• Travel in areas with clusters or community transmission limited • Affected educational facilities closed • Mass gatherings cancelled • Public venues closed (e.g. libraries, museums, cinemas, food courts, gyms, pools, amusement parks) • Alternative ways of working required and some non-essential businesses should close • Non face-to-face primary care consultations • Non acute (elective) services and procedures in hospitals deferred and healthcare staff reprioritised
Level 2 - Reduce Disease is contained, but risks of community transmission growing	• High risk of importing COVID-19 OR • Uptick in imported cases OR • Uptick in household transmission OR • Single or isolated cluster outbreak	• Entry border measures maximised • Further restrictions on mass gatherings • Physical distancing on public transport (e.g. leave the seat next to you empty if you can) • Limit non-essential travel around New Zealand • Employers start alternative ways of working if possible (e.g. remote working, shift-based working, physical distancing within the workplace, staggering meal breaks, flexible leave arrangements) • Business continuity plans activated • High-risk people advised to remain at home (e.g. those over 70 or those with other existing medical conditions)
Level 1 - Prepare Disease is contained	• Heightened risk of importing COVID-19 OR • Sporadic imported cases OR • Isolated household transmission associated with imported cases	• Border entry measures to minimise risk of importing COVID-19 cases applied • Contact tracing • Stringent self-isolation and quarantine • Intensive testing for COVID-19 • Physical distancing encouraged • Mass gatherings over 500 cancelled • Stay home if you're sick, report flu-like symptoms • Wash and dry hands, cough into elbow, don't touch your face

Ngā Taumata Whakatūpato mō te COVID-19 i Aotearoa

Mā tātau katoa e ārai atu te COVID-19

- E whakatau ana ēnei taumata whakatūpato i ngā whakaritenga hauora tūmatanui, pāpori hoki hei whai.
- Me whakahou anō pea ngā whakaritenga nei ina (i) ka ara ake he mōhiotanga pūtaiao hou mō te COVID-19 me (ii) ngā mōhiohio mō te whaitake o ngā whakaritenga i Aotearoa me wāhi kē.
- Ka whakatauhia pea ngā taumata whakatūpato ki tētahi tāone, tāonenui, rohe kaunihera, taumata ā-rohe, ā-motu rānei.
- Ka rerekē pea ngā taumata whakatūpato i ngā wāhi rerekē o te motu. Ka taea ngā taumata whakatūpato te whakapiki me te whakaheke.
- Me kī, ka piki haere te āhua o ngā taumata whakatūpato, hei tauira, ko te Taumata 1 he urupare i te taumata tuatahi. Me whakarite mō te taumata whai ake i ngā wā katoa.
- I ngā taumata katoa, ko te tikanga ka noho tuwhera tonu ngā ratonga hauora katoa, ngā ratonga mate whawhati tata, ngā whaipainga me ngā ikiiki rawa me ētahi atu ratonga taketake, mahi, kaimahi hoki. Ko ngā kaituku mahi o ēnei rāngai me mātua ū ki ō rātau herenga hauora me te haumaru.

TAUMATA	AROMATAWAI MŌREAREA	NGĀ TŪMOMO WHAKARITENGA (ka taea te whakatau ā-rohe, ā-motu rānei)	
Taumata 4 - Whakakore Te āhua nei kāore i whakawhāitihia te urutā	• He whakawhitinga ukauka me te taikaha hoki • Ngā hōrapatanga tino whānui	• Ka whakahaua te tangata kia noho ki te kāinga • Ka kati ngā wāhi mātauranga • Ka kati ngā pakihi engari kaua ngā ratonga taketake (hei tauira, ngā hokomaha, ngā taka rongoā, ngā whare rata) me ngā whaipainga oranga	• Te penapena i ngā putunga me te taumau i ngā whakaurunga • Ka tino whāiti te hāereere • Ka tino whakaarotautia anō ngā ratonga hauora
Taumata 3 - Whakatiki Ka nui ake te mōrea kāore i te whakawhāitihia te urutā	• Ko te pānga hapori o te mata, TĒRĀ RĀNEI • Ka pakaru mai i ngā wāhi maha	• Ka whāiti te hāereere i ngā wāhi kua pāngia, whai pānga hapori rānei • Ka kati ngā wāhi mātauranga kua whai pānga • Ka whakakorehia ngā huihuinga nunui • Ka kati ngā wāhi tūmatanui (hei tauira, ngā whare pukapuka, whare taonga, whare pikitia, wāhi kai, hōpua kaukau, pāka whakangahau rānei)	• Me whai tikanga kē mō te mahi, ā, me kati ētahi mahi kāore i te tino hiahiatia • Kua kore e kanohi ki te kanohi ngā kōrerorero tahi a ngā ratonga hauora • Kua hīkina ngā ratonga me ngā whakahaere tautiaki (kāore i te whāwhai) i rō hōhipera, ā, kua tukuna ngā kaimahi hauora ki kaupapa kē
Taumata 2 - Whakaheke Kua whāiti te urutā, engari kei te tipu ngā mōrearea ki te hapori	• He nui te mōrea o te kawe mai i te COVID-19 TĒRA RĀNEI • Kua nui ake ngā mate kua tae mai TĒRĀ RĀNEI • Kua nui ake te pānga ā-kāinga • Hōrapa i tētahi kāhui kotahi, taratahi rānei	• Kua whakamōrahitia ngā whakaritenga kuhu ki te whenua • Ngā tikanga rāhui atu anō mō ngā huihuinga nui • Me noho wehe i runga ikiiki tūmatanui (hei tauira, me noho wātea te tūru i tō taha mēnā ka taea) • Me whakawhāiti te hāereere i Aotearoa kāore i te tino hira	• Ka tīmata ngā tikanga mahi kē a ngā kaimahi mēnā ka taea (hei tauira, te mahi mamao, te mahi wāhanga wā, te noho tawhiti i te wāhi mahi, ka rerekē ngā wā kai, ngā whakaritenga whakamatuatanga ngāwari) • Kua whakamanatia ngā mahere mahi haere tonu • Me noho kāinga te hunga nui te mōrea (hei tauira, te hunga neke atu i te 70 tau, te hunga e māuiui ana rānei)
Taumata 1 - Takatū Kua whakawhāitihia te urutā	• Kua piki te mōrea o te kawe mai i te COVID-19 TĒRA RĀNEI • Kei te itiiti noa ngā mate kua tae mai TĒRĀ RĀNEI • Pānga tara ā-whare taratahi e pā ana ki te kawe mai i tāwāhi	• Kua ū ngā whakaritenga uru ki te whenua hei whakaiti i te mōrea o te kawe mai i te COVID-19 • Whaiwhai i te pātanga • Me tino noho takitahi me te taratahi • Te āta whakamātautau mō te COVID-19 • Kaua te noho tata	• Kua whakakorehia ngā huihuinga nui neke atu i te 500 tāngata • Me noho kāinga mēnā kei te māuiui koe, me pūrongo i ngā tohumate ā-whurū • Me horoi me te whakamaroke i ō ringa, me maremare ki tō tuke, kaua e pā ki tō kanohi

Influenza.
Don't get it.
Don't give it.
Avoid
FLU
during
pregnancy
• Influenza can be highly dangerous for mothers and their unborn babies
• Immunisation could save your baby's life
• The influenza vaccine has been used for many years in pregnant women with no safety concerns
Get immunised.
It's FREE for you.
Ask your doctor, nurse or pharmacist for more information on how influenza immunisation can help protect you and your baby.
FOR MORE INFORMATION:
FIGHTFLU.CO.NZ
0800 466 863
The Immunisation Advisory Centre
MINISTRY OF HEALTH
The influenza vaccine is a prescription medicine. Talk to your doctor, nurse or pharmacist about the benefits and possible risks or call 0800 IMMUNE.
TAPS NA9774 IMAC1901E

FLU IMMUNISATION

is for little people too

Especially if they have been very sick with breathing issues

Flu immunisation is FREE if your child is under 5 years and has been very sick or hospitalised with breathing issues. It's also FREE for children of all ages with certain medical conditions.

Ask your doctor or nurse about your child's flu immunisation today.

FOR MORE INFORMATION:
FIGHTFLU.CO.NZ
0800 466 863

The Immunisation Advisory Centre

MINISTRY OF HEALTH
MANATŪ HAUORA

The influenza vaccine is a prescription medicine. Talk to your doctor, nurse or pharmacist about the benefits and possible risks or call 0800 IMMUNE. TAPS NA11763. IMAC2001K.

65 or older? Get your FREE influenza immunisation today.

The influenza vaccine is a prescription medicine. Talk to your doctor, nurse or pharmacist about the benefits and possible risks or call 0800 IMMUNE. TAPS NA10741 IMAC1901D

FOR MORE INFORMATION:
FIGHTFLU.CO.NZ
0800 466 863

The Immunisation Advisory Centre

MINISTRY OF HEALTH
MANATŪ HAUORA

Be kind. Check-in on the elderly or vulnerable.

Make a difference by:

- checking-in on any elderly or vulnerable people you know
- dropping supplies to those at home sick.

Find out more at
Covid19.govt.nz

New Zealand Government

Unite against COVID-19