

Managing COVID-19

Guidance for **Housing
Facilities** in the Greater
Wellington Region

Te Whatu Ora
Health New Zealand

Capital, Coast, Hutt Valley and Wairarapa

In the event of COVID-19 symptoms get a test locally:
www.healthpoint.co.nz/covid-19/

This guidance is intended to support providers of housing facilities in the event of becoming a high risk setting or having COVID-19 cases.

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Getting prepared

Have you thought about what will happen if your facility has a positive COVID-19 case? Consider:

- Do you have some rapid antigen tests (RAT) kits on hand for staff and residents?
- Do you have masks and sanitiser available?
- How will affected residents safely self-isolate?
- Are individual rooms suitable for 7 days self-isolation?
- Where do residents usually interact? (shared recreation areas, bathrooms, dining areas, etc.) Consider how to use those areas safely - how could you reduce/mitigate those spaces?
- How will your isolating residents get kai?
- Fresh air flow is important – how can you improve this across the facility?
- Do you have access/are you aware of local mental health services?
- How would you support your isolating residents to exercise safely outdoors?

We recommend your facility completes our [Outbreak Management Plan](#) to help ensure you are organised.

Preventing the spread of COVID-19

Vaccination

Ensuring that residents and staff are fully vaccinated is the best protection against COVID-19. Te Whatu Ora - Capital, Coast, Hutt Valley and Wairarapa is focusing on vaccination outreach to housing facilities in the Wellington region.

- Capital, Coast and Hutt Valley:
P: 0800 Vax Wel (0800 829 395)
E: CovidVaxAdmin@ccdhub.org.nz
- Wairarapa: 0800 Vax Wai (0800 829 924)
www.healthpoint.co.nz/covid-19-vaccination

Preventing the spread of COVID-19

Testing

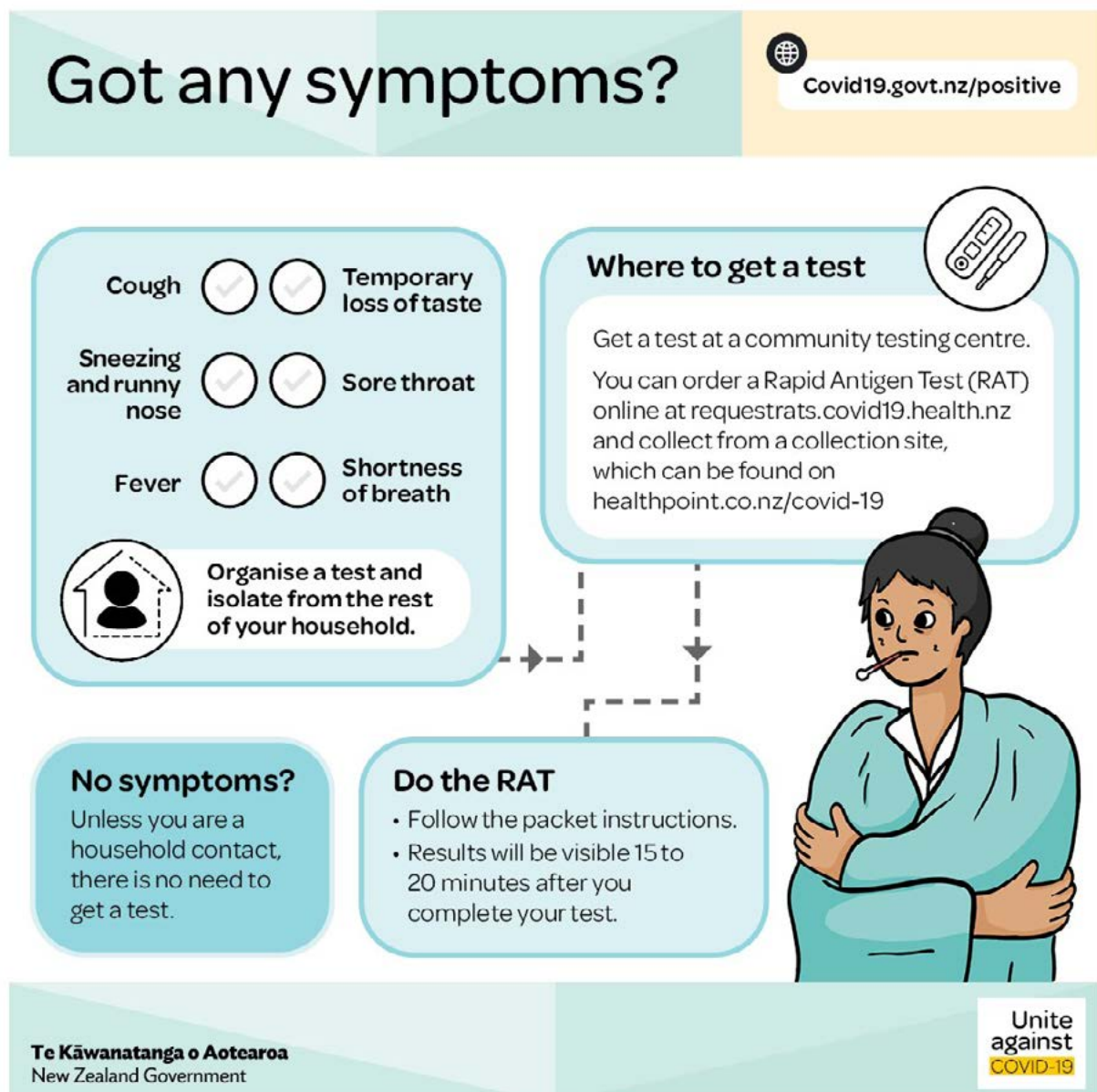
If anyone has [cold, flu or COVID-19](#) symptoms they should take a test.

Rapid antigen tests (RATs) are now the main way of finding out if you have COVID-19. They are free and can be collected at a [number of sites](#) around the region or you can order RATs at <https://requestrats.covid19.health.nz> and pick them up from your nearest testing site.

It is important to encourage your residents who test positive using RATs to upload their results to [MyCovidRecord.nz](#) or by calling 0800 222 478 (select option 3).

You may need to provide assistance to ensure they can do this.

- They will receive a text message with links to information and a document that gives us some detail about where they live, close contacts and what manaaki
- Positive COVID-19 cases need to be recorded online for the case to access support services from Te Whatu Ora and to ensure we know about it and can provide you with additional support.
- Here is a helpful [video](#) or follow these [steps](#) on how to report RAT results.



Health and safety measures

Looking after the health and safety of your staff and volunteers is critical - information on your responsibilities can be found here [Worksafe](#).

COVID-19 symptoms

Be on the lookout for COVID-19 symptoms in residents or staff. Common symptoms are like cold or flu symptoms, including:

- new or worsening cough
- sneezing and runny nose
- fever
- temporary loss of smell or altered sense of taste
- sore throat
- shortness of breath
- diarrhoea
- nausea
- vomiting
- malaise (a general feeling of discomfort, illness or un-easiness)
- chest pain
- abdominal pain
- joint pain
- confusion or irritability

Supporting residents to protect themselves and others

You can ensure residents and staff (including volunteers) have access to the right information about keeping well and the resources to maintain good work and hygiene practices.

Ensure the facility has a good supply of protective gowns, gloves, masks, and cleaning products for staff.

Have a good supply of masks and hand sanitiser across your facilities for everyone.

Plan for increased cleaning of shared spaces (e.g. kitchens, bathrooms, thoroughfares, communal areas).

Posters [are available on a range of issues](#) including:

- Protect yourself and others against COVID-19
- Face Masks
- Washing Hands
- Vaccination

What to expect if there is a case in your facility?

What if they test positive

If a person tests positive for COVID-19 they need to self-isolate for 7 days.

- They need to report it online (data free) at: www.mycovidrecord.nz or call 0800 222 478 (select option 3)
- They'll get a text with links to information on what they need to do, including giving us details so we can make contact with you, and provide them with manaaki (care)
- Easy step by step instructions are on the Unite Against COVID website (<https://bit.ly/3tIDKnO>)

It's really important that if you have a case that you ensure they have a safe space to isolate within your facility. You do not need to request that they leave the premises - the safest place for them to stay is in their current place.

What is a household contact?

A household contact is someone who lives in the same room with a positive case (it generally doesn't include all other residents of a shared accommodation facility).

Here's what they need to do:

- Household contacts should test daily for 5 days with a rapid antigen test (RAT) from the day the person with COVID-19 tested positive.
- If they test positive for COVID-19, they must self-isolate for 7 days.

Let us know

We will not be alerted to every positive case, but we are here to support high risk housing facilities. If you become aware of a positive case in your facility, please contact us by:

P: **(04) 570 9002** 8am to 5pm, Monday to Friday

E: RPHIMT_SPOC@huttvalleydhb.org.nz

Please provide us with contact details of the facility and name/details of the positive case.

Please treat all personal and health information confidentially.

Key Agencies and Contacts

National Public Health Service (NPHS) manage high risk settings and outbreaks. We provide support to high risk residential housing providers.

Te Whatu Ora provide leadership and coordination of COVID-19 vaccination and testing sites. They operate the Care in Community hubs and coordinate isolation facilities located within the community and ensure manaaki/support is available to people isolating.

Healthline supports people with information and advice about COVID-19, 24/7. If residents in your facility are unwell please call Healthline on 0800 358 5453.

REACH Aotearoa is a telehealth service and reviews the self service tool that cases will use when they are notified of their positive result via text message. They monitor the responses and initiate follow up if required.

Ministry of Social Development (MSD) - while most people can manage self-isolation with help from whānau, family, and friends. There may be financial help available if needed. MSD (0800 512 337) can also connect cases to local community organisations for help with food and other welfare needs.

Primary Health Organisations (PHOs) ensure the provision of essential primary health care services, mostly through general practices. PHOs are funded by Te Whatu Ora, who focus on the health of their population. Local PHOs run the vaccination centres and testing sites. For vaccination at your facility you can contact:

- **Wellington - Tū Ora Compass Health**
Phone: 0800 714 200
- **Porirua - Ora Toa Takapuwahia**
Phone: 0508 672 862
- **Kāpiti - Tū Ora Compass Health**
Phone: 0800 714 200
- **Hutt Valley - Te Awakairangi Health Network**
Phone: (04) 260 6078
- **Wairarapa - Tū Ora Compass Health**
Phone: 0800 714 200

General Practices are advised of enrolled cases positive result and provide clinical care.

More information see the Ministry of Health document for accommodation providers https://www.health.govt.nz/system/files/documents/pages/public-health-guide-for-temporary-accommodation-8mar22_0.pdf

In the event of COVID-19 symptoms get a test locally:
www.healthpoint.co.nz/covid-19/

Kia ora, we would like to advise you that there has been a positive COVID-19 case confirmed in our facility.

You don't need to isolate, but please monitor for symptoms and get tested if you start feeling unwell.

If you have any questions, please reach out or contact Healthline on **0800 358 5453** or visit **covid19.govt.nz**.

Sample letter for residents

[Date]

Kia ora koutou,

We need to advise you that there has been a positive COVID-19 case confirmed in our facility.

The positive case will self-isolate for 7 days and we are making arrangements to ensure they can do that safely, including food, medicines, and access to exercise. Any shared spaces are being cleaned thoroughly.

[If a case can't isolate fully in their own space, outline any additional information here e.g. shared facilities. If RAT kits or other PPE is available to residents, please outline any steps here.]

There is no requirement for you or other residents to isolate, but please monitor for cold, flu or COVID-19 symptoms and get tested if you start feeling unwell. Visit <https://covid19.govt.nz/> for more information on what to do.

If you have any questions, please reach out to us. If you have any health questions please talk to your local healthcare provider or call Healthline on 0800 358 5453.

Ngā mihi,

Facility Provider

[insert key contact names and contact details]