

Kia ū, kia mataara!

Navigating safely with your whānau

A handy guide on how to prepare
for COVID-19 in our rohe.



Plan and prepare

Vaccinate

Test

Isolate

Aroha, care and compassion

Whatakinga

Introduction

Kia ora e te whānau,

Manaakitanga is fundamentally about looking after each other with respect and dignity.

Manaakitanga is simply ‘we are here because we care’ – a manifestation of aroha at it’s best.

Raranga te tira describes our partnerships with each other and our collective wellbeing responsibility.

We want all whānau to be as prepared as possible to navigate through a community COVID-19 outbreak. This handbook will guide and support whānau to prepare for COVID-19 in the community.

The COVID-19 community health response will be delivered from multiple Community Hubs across Hawke’s Bay from Wairoa to Tamatea Central Hawke’s Bay.

Māori health and social providers will be supported by Hawke’s Bay District Health Board, the Ministry of Social Development local councils and Ngāti Kahungunu Iwi.

Ngā mea a roto

Index

Plan and prepare	4
Essentials checklist	6
My emergency information	7-8
Vaccinate	9
Test	10
Symptoms	11
Getting a test: what to expect	11
Isolate	12
Types of contacts	14
Isolation poster	17
Aroha, care and compassion	18
Support services	19
Financial help	19
Food banks	20
Pou hapori	22
Summary and where to find more information	24



Whakareri

Plan and prepare

Prepare your household for COVID-19.

Being ready is about people, conversations, connections and knowing what to do.

Being ready will mean your whānau and community can help each other if needed.

Visit covid19.govt.nz/prepare-and-stay-safe/be-prepared-for-covid-19/ and check out the COVID-19 Readiness Checklist and use it to have a kōrero and work out how ready you are to deal with COVID-19.

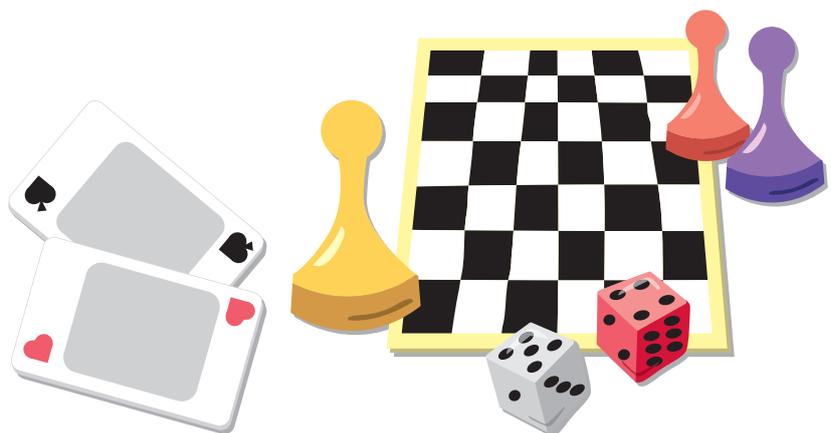
Managing with COVID-19 in your household can be made easier with a little planning.

If someone in your house gets COVID-19, your whole household will need to isolate until everyone has completed the mandatory isolation period.

Most people who get COVID-19 will have a mild to moderate illness and will fully recover in their own home. For those who need help, the healthcare system will always be available.

What you need to plan for:

- **If you can, create a plan to minimise the spread to other household members.**
- **Food and supplies**
Ensure you have the essentials (see essentials checklist over page) and arrange for contactless drop offs with friends, whānau or neighbours.
- **Work and school**
Prepare to work and/or study from home.
- **Children/other dependents**
Create a plan in case you are sick and unable to care for children. What will happen in shared custody situations?
- **Activities**
Plan activities to pass the time.
- **Know and share your plans**
Kōrero together – ensure everyone in the household, including children, knows the plan. Share your plan with those that will support your household.
- **Stay connected**
Support other whānau to make their plans too!



Ngā mea matua

Essentials checklist

Health and medical

- Paracetamol/Ibuprofen
- 2 weeks of prescription medicines such as inhalers
- Thermometer
- Oximeter
- Cold pack/heat pack
- Bottled water

Hygiene

- Hand sanitiser
- Rubbish bags
- Gloves
- Masks
- Disinfectant
- Soap
- Tissues
- Toilet paper

Baby needs

- Nappies
- Formula
- Bottles
- Bottle sanitiser
- Pre-prepared baby food
- Wipes

Pets

- Pet food
- Biscuits
- Medications

Kai cupboards

- Soup
- Rice
- Weetbix
- Porridge
- Milk/milk powder if no freezer space
- Butter/spreads
- Flour
- Sugar
- Pasta
- Tinned foods
- Food you will like if you lose your appetite, such as soup, smoothies and juices

Isolation boredom busters

- Jigsaw puzzles
- Board games
- Books
- Crafts
- Garden supplies
- Household project supplies

Trusted carer for children

Name:

Phone number:

Doctor

Name:

Phone number:

Medicine checklist

My community pharmacy:

Phone number: Email:

My regular medications (you can ask your pharmacist to print out a medication chart, include dose and how often you need to take them):

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Before you have two weeks left of your medication, you should contact your pharmacy. You will need to find out if you will need a new prescription, or if they have a repeat waiting for you.

- If you are told you need to self isolate, you should inform your pharmacy.
- If you are isolating, you will not be able to collect your medication yourself. Make a list of family and friends below who could collect your medications for you (they must not be self isolating themselves or be a household contact of a person with COVID-19):

Name:

Phone number:

Whānau Ora navigator

Name:

Phone:

Ministry of Social Development (MSD) contact

Name:

Phone:

Rongoā āraimate Vaccinate

Ū tonu Hawke's Bay – let's keep up the great work of protecting our loved ones through vaccination.

Vaccination, especially boosters, are the best protection from getting really sick with COVID-19.

Find a list of Hawke's Bay clinics including walk-ins and drive-ins (no appointment) open for first, second, booster and child vaccinations at www.hbcovidvaccine.nz – click on 'what's on where' or www.BookMyVaccine.nz to book and appointment near you.

You can also book over the phone with the national COVID-19 Vaccination Healthline on 0800 28 29 26.

It will take around 15 minutes to book your appointments. It is a good idea to have your NHI (National Health Index) number ready. It is free to book over the phone, and the team is available from 8am to 8pm, 7 days a week.

Have questions about the vaccine?

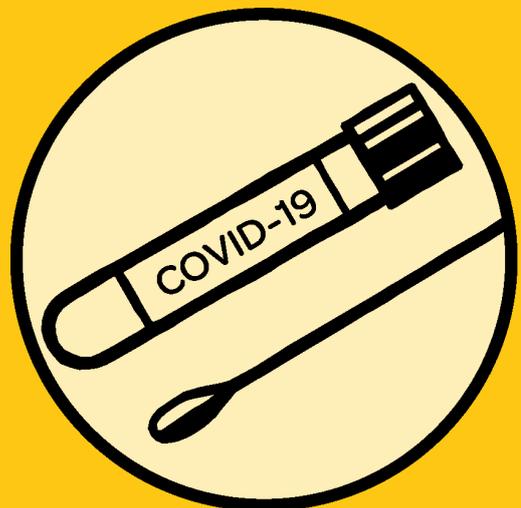
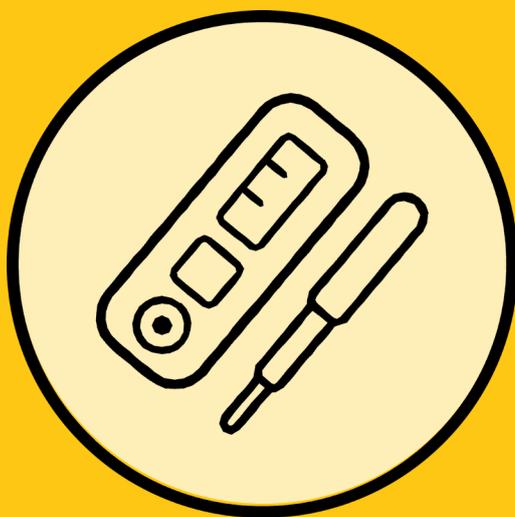
It's normal to have questions and worries. You can find lots of information at covid19.govt.nz, or you can call the COVID-19 Vaccination Healthline on 0800 28 29 26 – they can answer any questions you have.



Mātaaitanga Test

If you have symptoms, no matter how mild – get a test!

Early testing is one of the best tools we have to slow the spread of COVID-19.



If you have cold, flu or COVID-19 symptoms you should get a test. If you are a household contact of a positive case you will also need to get tested. See <https://covid19.govt.nz/testing-and-tracing/contact-tracing/household-contacts/> for information on when to test for household contacts.

If you are unsure, talk to your local healthcare provider or call Healthline on 0800 358 5453.

Symptoms

Common symptoms of COVID-19 are like those found with illnesses such as a cold or influenza. You may have one or more of the following:

- sore throat
- sneezing and runny nose
- new or worsening cough
- fever
- temporary loss of smell or altered sense of taste
- shortness of breath.

Some of the less common symptoms are:

- diarrhoea (the runs)
- headache
- muscle aches
- nausea (feel like throwing up)
- vomiting
- chest pain
- tummy pain
- joint pain
- confusion/irritability.

These almost always occur with one or more of the common symptoms.

Getting a test

To find out where to get a test visit healthpoint.co.nz

A health professional can advise you on the right test to take in your situation.

Rapid Antigen Test (RATs)

RAT kits can be done at your home or you can have a supervised RAT at a community testing centre if you are not confident doing it at home. The kit usually comes with a small cotton bud, a vial with solution in it, and a sample well with a results area to read.

Results take about 20 minutes.

Test instructions are different depending on the brand.

Follow the manufacturer's instructions that come with the test or visit covid19.govt.nz

PCR test

A PCR test is a nasal swab that can be a bit uncomfortable but not painful. It is a small cotton bud that reaches high into your nose. It is done by a medical professional.

Results take between two and five days.

After your test

Isolate until you get a negative test result.

If negative, return to daily life but continue to monitor for symptoms.

If positive, continue to isolate and follow Public Health instructions.

Te noho taratahi

Isolate

Most people with COVID-19 are likely to have a mild to moderate illness.

They will fully recover in their own home.

Here is what you need to know about self-isolating at home if you have COVID-19.



Finding out you have COVID-19

Testing positive is nothing to be embarrassed about – it can happen to anyone.

It is normal to feel nervous or unsure about what the next few weeks will look like.

PCR results

If you had a PCR test, you will get a text message with your result.

You and your household will need to isolate for at least 7 days while you recover. Your 7 days start from Day 0 – the day your symptoms started or the day you got tested.

Positive RAT test result

If you get a positive test result, you and your household must self-isolate immediately and follow the advice for people who have COVID-19:

covid19.govt.nz/isolation-and-care/if-you-have-covid-19/

Your positive test result does not need to be confirmed with a PCR unless advised.

Negative RAT test result

If you have symptoms, stay at home and carry out another RAT the following day.

If your symptoms get worse, contact your local healthcare provider or call Healthline on 0800 358 5453.

Reporting your RAT result

Whether positive or negative, you should report the results of your RAT. You can do this online through My Covid Record or by calling the helpline.

Log in and report your results through mycovidrecord.health.nz or call 0800 222 478 and choose option 3.

Critical worker exemption scheme (using RATs testing)

Part of our response to Omicron is more use of rapid antigen tests (RATs) for critical workers. Using RATs will make sure workers are available to maintain critical infrastructure and supply chains.

Critical workers are people who work for a critical service or organisation. If you are part of the critical workforce and live with someone who has COVID-19, you may be able to keep working as part of the Close Contact Exemption Scheme.

Find out what a critical service is, who is eligible to be a critical worker and more information about the Close Contact Exemption Scheme:

covid19.govt.nz/testing-and-tracing/contact-tracing/critical-workers/



Contacts

As we move through the different Omicron Response phases and Traffic Light Settings, contacts need to do different things.

Household Contact

You are a Household Contact if you live with someone who is has tested positive for COVID-19.

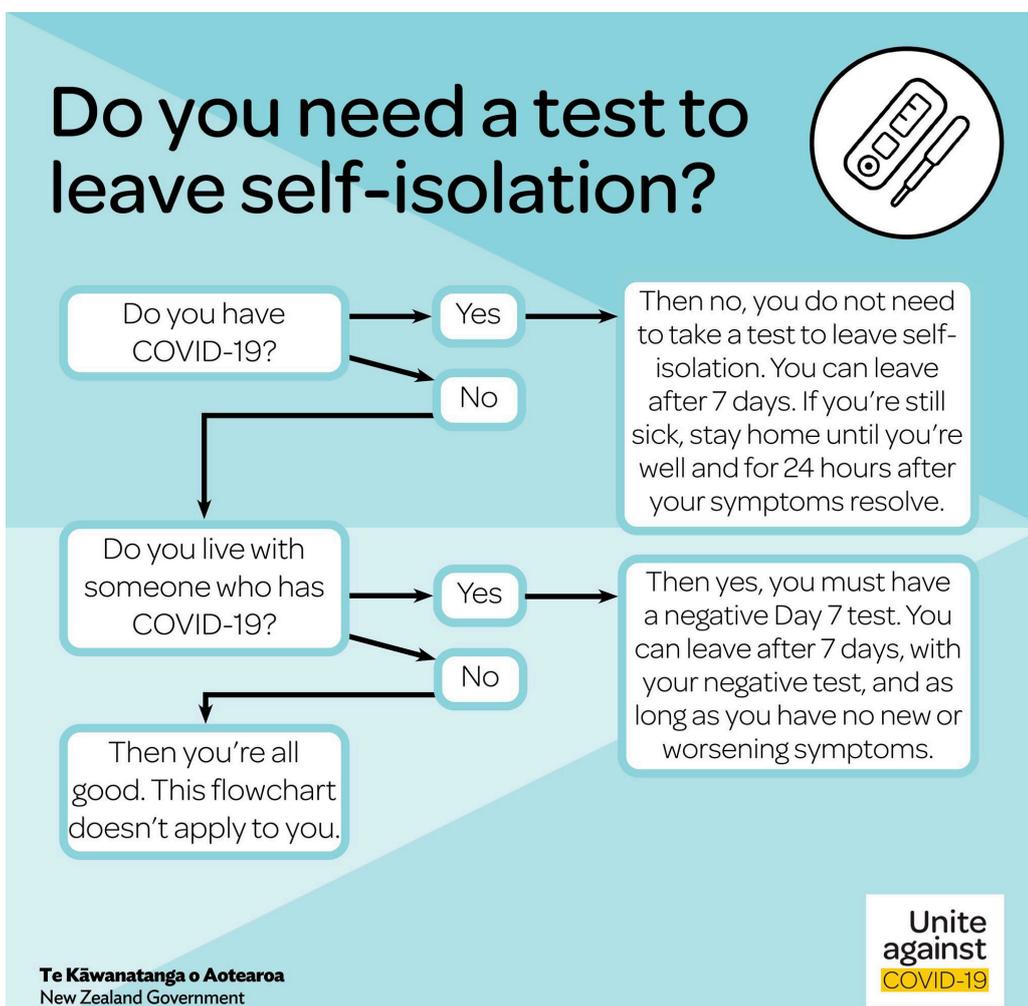
Find out what you need to do at covid19.govt.nz/testing-and-tracing/contact-tracing/household-contacts/

Close Contact

You are a Close Contact if you have had contact with a person with COVID-19 when they were infectious.

Find out what you need to do at covid19.govt.nz/testing-and-tracing/contact-tracing/close-contacts/

Here is a handy explanation of what you need to do if COVID-19 arrives in your hapori during Phase 3 (please note this may change, correct as at 12 March 2022)



Self-isolating at home

Anyone who lives with you will need to stay home for the entire time you, or anyone else in your household who tests positive, are isolating. They are Household Contacts.

If you are a positive case, you can end your self-isolation after 7 days. You may receive a text message but you do not need to wait for an official message or release to leave isolation.

If you are still sick, stay home until you are well.

General advice for self-isolating at home

- Do whatever you can to minimise the spread of COVID-19 in your home.
- Stay home. Do not go to work, school or public places – even to exercise.
- Do not have visitors in your home
- Limit contact with others you live with – for example, sleep by yourself and limit the time you spend in shared spaces. If you cannot, you should stay at least 2 metres apart and wear a face mask that covers your nose and mouth when near others.
- Do not share items with others in your household – for example, cutlery, dishes, toothbrushes, and towels.
- Do your own laundry.

- Clean and disinfect surfaces regularly. This includes items frequently touched like door handles, light switches and phones.
- We recommend opening windows to increase fresh air flow inside. The risk of spreading COVID-19 is highest in crowded and poorly ventilated indoor spaces.
- If you need food, prescriptions or essential items get friends or family to leave them on your doorstep, or get supplies delivered.

What to do with your household waste

- You must put contaminated waste items such as tissues or wet wipes into a separate tied or sealed bag. This bag can then go into the general household waste bag or bin.
- If you do not have a kerbside service, we recommend still putting all infected waste in a separate tied or sealed bag. That bag can then go into a general household waste bag.
- Check your local council website for further guidance on disposal options in your area.



Healthcare while isolating

Most people with COVID-19, especially if they are fully vaccinated and boosted, are likely to have a mild to moderate illness and will be fine to self-manage.

If you need any advice on how to treat your symptoms or have worsening symptoms, talk to your healthcare provider or call Healthline on 0800 358 5453.

When you are notified of or report your positive result, you will be directed to an online questionnaire that will ask you about your support needs. You will be put in contact with supports you need to help you during your isolation.

This may include follow up from your GP/doctor or other health care professional.

If you need to go into hospital

In some cases, people with COVID-19 become very unwell and need to be admitted to hospital.

If you need urgent medical help or cannot breathe properly, call 111 immediately. Tell them you have COVID-19 when you ring.

The hospital will take the steps needed to isolate you while giving you the medical care you need.

If you have New Zealand residency or citizenship, you do not have to pay for any COVID-19 related medical costs.



You can cut off this poster to put at the entrance to your house to tell people you are self-isolating.

You can find more resources to download and print at covid19.govt.nz



Kia ora – we're self isolating Please do not enter

Our contact information:

Find out more at [Covid19.govt.nz](https://www.covid19.govt.nz)

Te Kāwanatanga o Aotearoa
New Zealand Government

**Unite
against
COVID-19**

Aroha, care and compassion

Aroha is at the heart of being whānau, especially at times like this. Whānau is being there for each other.

It can get overwhelming sometimes – if you or someone you know needs someone to talk to, text or call 1737 to talk to a counsellor for free, 24/7.

Let's look after each other.
He waka eke noa, whānau.

Tihei mauri ora.



Support services

Need to talk? 1737

Free call or text 1737

Visit 1737.org.nz for more information.

Outline

Free call 0800 688 5463 (OUTLINE)

Confidential telephone support for people in the rainbow community. Available evenings from 6pm–9pm.

Visit outline.org.nz for more information.

Pacific Hubs

Kings House

charles@kingsharvestcentre.com

Multicultural Association support
communityconnector@mcahb.org.nz

Gambling helpline

Free call 0800 654 655
or text 8006.

Visit gamblinghelpline.co.nz
for more information.

Alcohol drug helpline

Free call 0800 787 797
or text 8681.

Visit alcoholdrughelp.org.nz
for more information.

Financial help

If you have lost your job, cannot work or are working fewer hours, you may be able to get a benefit or some other financial help from Work and Income.

Work and Income can help with urgent costs like:

- food
- accommodation costs, for example rent or mortgage, board, emergency housing, moving house
- power, gas, heating or water bills
- medical and dental costs.

You do not need to be on a benefit to get financial support.

Call Work and Income on 0800 559 009 or use their online calculator to check what you might be eligible for: msd.govt.nz

The income levels for individuals to receive financial support from Work and Income has increased. This means that:

- a single person working 40 hours per week on the minimum wage is eligible for assistance
- a single parent with one child can earn up to \$800 a week and qualify for assistance
- a couple with or without income can have a joint income of up to \$1,600 a week and qualify for assistance.

The new income level limits will be in place until 30 June 2022.

Accessing food or essential items in self isolation

We all need food and essential items such as medicine, so please do not try to go without.

There are plenty of ways to get this to you.

- Talk to your family, whānau, friends, iwi and neighbours to see if they can drop off items at your door.
- If you are able to, you can use food delivery services such as supermarket home delivery, or any other delivery service.

Remember to ask people to leave deliveries outside your home. They could text or ring the doorbell to let you know it is there.

Some people may not feel comfortable asking for help, but it is best for you and the community if you do not try and face self-isolation alone.



Help with food and essential items

If you are COVID-19 positive or required to self isolate and need help with food and essential items call MSD on 0800 512 337.

COVID-19 Welfare phone 0800 512 337 (free to call), 7 days a week.

If you have received a positive COVID-19 test, you can also discuss any of these needs with the Public Health representative who calls you, they have links to welfare agencies.

Tihei Mauri Ora can help to connect you with Community Hubs, and community welfare groups, call 0800 211 024.

Food banks

If you need food urgently (such as if you need food in the next 24 to 48 hours), your local food bank may be able to help.

You can find your local food bank by searching on the Family Services Directory website.

Local food banks:

NAPIER

Nourished For Nil

30 Cranbry Crescent, Onekawa, Napier.
Thursdays 4pm to 5pm: All welcome.

HASTINGS

Nourished for Nil

1004 Karamu Road, Hastings.
Monday, Wednesday, Friday
4.30pm to 5.30pm: All welcome.
Thursday 10am to 11am:
Kaumātua/senior citizens.

St Vincent de Paul Hastings

311 Avenue Road East, Hastings.
svdphastingsshop@gmail.com
06 876 7511

Napier/Hastings Christian Lovelink

Provides basic household needs such as
beds, linen, lounge, dining, kitchen and more.

christianlovelink@xtra.co.nz
06 843 9803 or 027 532 22611
www.christianlovelink.org.nz
Monday to Friday 9am-12pm.

FLAXMERE

Nourished For Nil

Flaxmere Community Centre & FlaxRock Gym.
400 Swansea Road, Flaxmere.
Friday 4:45pm to 6pm: All welcome.

CAMBERLEY

Nourished For Nil

703 Kiwi Street, Camberley.
Mondays 3pm to 4pm: All welcome.

WAIPUKURAU

The Food Basket

CHB Community rooms, Kitchener Street.

Monday, Wednesday, Friday, 10am to 2pm:
All welcome.

Monday 5pm to 7pm: All welcome.

Central Hawke's Bay Food Bank

125 Ruataniwha Street, Waipukurau.
Anyone can apply for a food parcel.
reception@centralconnect.co.nz
06 858 9891 or 022 135 8051
www.centralconnect.co.nz

WAIPAWA

Senior citizen rooms, Waverley Street,
Waipawa.

Tuesday 11am to 12pm: Kaumātua/senior
citizens.

TAKAPAU

Te Whare Hauora o Takapau, Charlotte Street.
Thursday 2pm to 6pm: All welcome.
Monday to Friday 9am - 4.30pm by order
in advance.

Support with family violence or sexual violence

It is important you and your whānau are
safe while you are self-isolating.

- Call 111 if you or someone else is in
immediate danger of being harmed
or may harm themselves

If you are worried or just want to talk:

- call Women's Refuge on
0800 733 843, for advice and
support when you are dealing
with violence in your life.
- call the Elder Abuse Helpline on
0800 32 668 65, for older people
if they, or someone they know,
are experiencing elder abuse.

Pou hapori

Community hubs

The community hubs are integrated welfare response groups based in Wairoa, Ahuriri (Napier), Heretaunga (Hastings) and Tamatea (CHB).

TE WAIROA

Te Whare Maire o Tapuwae
0272459072

AHURIRI (NAPIER)

Te Taiwhenua o Te Whanganui-a-Orotū
0800 4 AHURIRI (0800 4 2487474)

HERETAUNGA (HASTINGS)

Te Taiwhenua o Heretaunga
0800 TAIWHENUA
06 871 5350

TAMATEA (CENTRAL HAWKE'S BAY)

Te Taiwhenua o Tamatea
referrals@tamatea.org
027 347 4233

IWI

Ngāti Kahungunu Iwi Incorporated (NKII)
06 8762718

Tihei Mauri Ora (TMO)
0800211024





Summary and where to find more information

Whakareri Plan and prepare

See page 4

Prepare your household for COVID-19. Being ready is about people, conversations, connections and knowing what to do.

Being ready will mean your whānau and community can help each other if needed.

Visit www.covid19.govt.nz, click the tab 'Prepare & stay safe' and select 'Be prepared for COVID-19'.

There you can check out the *COVID-19 Readiness Checklist* and use it to have a kōrero and work out how ready you are to deal with COVID-19.

Rongoā āraimate Vaccinate

See page 9

Ū tonu Hawke's Bay – let's keep up the great work of protecting our community through vaccination.

It's the best protection against serious illness from COVID-19 infection.

Find a list of Hawke's Bay clinics open for first, second, booster and child vaccinations at www.hbcovidvaccine.nz or visit www.BookMyVaccine.nz to book and appointment near you.

Mātaaitanga Test

See page 10

It is very important that people who have any sign of cold and flu like illness get tested.

We need to think about our whānau and friends we might put at risk if we don't isolate and get tested when we are sick.

Drive-in testing centres that you don't need to order for – plus community collection sites (such as pharmacies) are open every week across the region.

Find a testing site near you on the Hawke's Bay DHB Facebook @HawkesBayDHB pinned post or on www.healthpoint.co.nz

Te noho taratahi Isolate

See page 12

If you or someone in your household tests positive for COVID-19, you will need to isolate in your home or other suitable accommodation.

Most people with COVID-19 are likely to have a mild to moderate illness and will fully recover in their own home, but if you do get really ill, you will get hospital care.

Learn more about isolating at home now so you know what to do if COVID-19 reaches your community.

Visit [covid19.govt.nz/isolation-and-care/what-to-expect-when-self-isolating-at-home/](https://www.covid19.govt.nz/isolation-and-care/what-to-expect-when-self-isolating-at-home/)

Essential critical workers may be able to return to work after having a RATs test each day.

Find out more at www.covid19.govt.nz/testing-and-tracing/contact-tracing/critical-workers/

Aroha, care and compassion

See page 18

We are all in this together and we will get through together. Stay connected with your whānau, friends and community.

Support your friends, whānau and workmates, and be kind. It can get overwhelming sometimes – if you or someone you know needs someone to talk to, text or call 1737 to talk to a counsellor for free, 24/7. Let's look after each other.

He waka eke noa, whānau. Tihei mauri ora.

Our notes

A series of horizontal dotted lines for writing notes.

