

Establishing a managed isolation facility

Quick guide to set up

Version 3.0 – current at 10 April 2020. Subject to change

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Contents

1. Introduction.....	3
2. Quick guide to help with set up.....	5
Appendix 1: Considerations when selecting an isolation facility.....	9
Appendix 2: Specification for a Managed Isolation Facility.....	11
Appendix 3: Management structure.....	17
Appendix 4: Contacts.....	18
Appendix 5: Initial staff briefing.....	19
Appendix 6: Initial guest briefing.....	20
Appendix 7: Guest registration form.....	23
Appendix 8: Health check record for guests.....	25
Appendix 9: Staff Health Assessment Record.....	29
Appendix 11: Sitrep template for daily reporting to Ministry of Health NHCC Isolation Unit.....	34
Appendix 12: The Ministry of Health Confidentiality Agreement.....	35
Appendix 13: General cleaning information for COVID-19.....	37
Appendix 14: Guidance on cleaning rooms/facilities following a suspected, probable or confirmed case of COVID-19.....	38
Appendix 15: Health and safety plan (with risk register and action plans).....	40
Appendix 16: Health Action Plan.....	52
Appendix 17: COVID-19 Health and Safety briefing for facility staff.....	57
Appendix 18: Screening checklist before engaging staff at a facility.....	58
Appendix 19: Wellbeing in managed isolation.....	61
Appendix 20: Welfare factsheet.....	63
Appendix 21: Letter confirming a person can travel after completing managed isolation.....	68

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1. Introduction

Purpose

This information is provided to support those setting up a managed isolation facility for travellers returning to New Zealand during the COVID-19 pandemic.

As of 11:59 on Thursday 9 April all people returning to New Zealand must complete a 14-day isolation period in a managed isolation or a quarantine facility. Exemptions can be granted on a case-by-case basis, and only after meeting clinical conditions to ensure they are a low risk for communicating COVID-19. This is a change from the previous process where people could self-isolate at home if they met certain criteria. The reason for this change is to further minimise the risk to New Zealanders' from imported cases of COVID-19. The process aims to manage the welfare of individuals and protect the overall wellbeing of the country by preventing/minimising the spreading COVID-19.

Isolation location	Criteria
Quarantine facilities	<p>Those:</p> <ul style="list-style-type: none">• showing symptoms of COVID-19• who have tested positive• who have been in close contact with a confirmed, suspected or probable case of COVID-19,• who are awaiting test results for COVID-19.
Managed isolation facilities	<ul style="list-style-type: none">• All other arrivals• Those with high risk of non-compliance may be placed in facilities with higher security• Unaccompanied minors should have a caregiver who travels to the managed isolation (or quarantine) facility to care for them. (This would be agreed before the unaccompanied minor boards the return flights.)
Self-isolate at home	<ul style="list-style-type: none">• Exemptions on a case-by-case basis:<ul style="list-style-type: none">○ Medical transfers○ Individuals with exceptionally high needs that cannot be appropriately accommodated at managed facilities○ Workers critical to the COVID-19 response

How to use this resource

This information pack includes a range documents and templates for the initial set up and ongoing operations of such facilities. In places you will need to adapt the documents to suit a specific facility, or facilities (such as hotels) may have their own documentation that can be used or adapted.

Section 2 provides a quick guide to set up. It is a table that:

- Identifies some core functional requirements needed for a facility
- Sets out some prompt questions for you to consider and work through when standing up the facility (including working through with the facility management and other stakeholders involved in the set up)
- Refers to supporting guidance, information or templates that may assist with each functional category. These are attached as separate appendices.

Core functional categories include:

- Selecting a facility
- Administration
- Accommodation

- Accommodation: facilities and services
- Food / nutrition
- Security and safety
- Health and safety plan
- Wellbeing of guests and welfare issues
- Environment
- Cultural identity / religion Communications
- Information for guests.

Over time further information may be added and updates made. These will be sent out to those managing each facility.

Further queries

Further queries about this resource can be made to the National Health Coordination Centre's National Isolation and Quarantine Unit.

Email: nhcc_national_isolation@health.govt.nz

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2. Quick guide to help with set up

Requirement	Action / task	Existing policies/procedures to use/adapt when setting up the facility
Selection of a facility	<ul style="list-style-type: none"> Consider some of the key attributes needed for a facility (a decision may have already been made at the national level, but there may be times when such decisions are led at the local level) 	<ul style="list-style-type: none"> Considerations when selecting an isolation facility - Appendix 1
Administration	<ul style="list-style-type: none"> Set up the key administrative processes to support the management of guests. Use or adapt the templates in the next column of this table. Facility to provide other standard documentation with its guest information pack - e.g. <ul style="list-style-type: none"> map of facility food menu facilities/services available evacuation processes Health and Safety requirements 	<ul style="list-style-type: none"> Specifications for a managed isolation facility - Appendix 2 Overview management structural diagram - Appendix 3 Create a site-specific key contacts list. Template: Appendix 4 Initial briefing for facility staff - Appendix 5 Initial briefing for guests - Appendix 6 Guest Registration Form - Appendix 7 Track incoming and outgoing guests using excel log (provided separately by email) <i>Health Assessment Record Form for Guests</i> (records regular health checks etc) – Appendix 8 <i>Health Assessment Record Form for Staff</i> attached at Appendix 9 (records arrival and other health checks) Basic rules for facility (should be displayed around the facility) attached at Appendix 10 Sitrep template for reporting to MoH on guest numbers, etc (Appendix 11, but also provided separately by email) Confidentiality agreement to be signed by all staff and MoH attached at Appendix 12
Accommodation	<ul style="list-style-type: none"> Check the facilities provide for: <ul style="list-style-type: none"> 24/7 on-site liaison/reception Units available for family groups (bubbles) with private space and their own bathroom facilities Availability of cots for infants 	<ul style="list-style-type: none"> See section 1 of the <i>Specification for a Managed Isolation Facility</i> (see Appendix 2)

	<ul style="list-style-type: none"> ○ Units have space to keep children contained ○ Guests have ideally a secure outside space and can exercise in isolation 	
Accommodation: facilities and services	<ul style="list-style-type: none"> ● Check you have in place: <ul style="list-style-type: none"> ○ Room cleaning service (once per day and also by exception if needed for incidents). Ensure cleaning staff understand and follow COVID-19 cleaning guidance for rooms ○ A laundry service (internal or contracted to meet demand) ○ Working waste management facilities ○ Access to health professionals – eg, nurse and ability to contact a GP, etc (to be assigned) 	<ul style="list-style-type: none"> ● See section 1 of the <i>Specification for a Managed Isolation Facility attached at (see Appendix 2)</i> ● Refer general cleaning information for COVID-19 (appendix 13) ● Refer to the Ministry's: <i>Guidance on cleaning rooms/facilities following a suspected, probable, or confirmed case of COVID-19 (Appendix 14)</i>
Food / nutrition	<ul style="list-style-type: none"> ● Check your facility can provide: <ul style="list-style-type: none"> ○ 3 meals per day for all guests ○ Special diet meals (meeting dietary, allergy, medical, religious requirements, etc) ○ 24/7 infant feeding resources (hot water, infant formula etc) ○ Availability of snacks and drinks ○ Options for delivery of food (ordering for guests, or guests can order online from supermarkets etc) 	See section 2 of the <i>Specification for a Managed Isolation Facility (see Appendix 2)</i>
Security and safety	<ul style="list-style-type: none"> ● Check/enhance existing security/safety processes and ensure: <ul style="list-style-type: none"> ○ Appropriate fencing of the site ○ Controls at entry points to ensure third parties cannot access guests or the facility (e.g., an 	<ul style="list-style-type: none"> ● Refer See section 3 of the <i>Specification for a Managed Isolation Facility attached at (see Appendix 2)</i>

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	<p>approved entry list is used and security staff are aware of entry requirements to the facility</p> <ul style="list-style-type: none"> ○ Guest privacy is secured ○ Sufficient security personnel are in place (over and above routine arrangements) ○ Emergency services are briefed on the facility and have contact details etc ○ A complaints management process is in place ○ A process to respond to (or refer on) media queries is in place 	
Health and safety	<ul style="list-style-type: none"> • Develop a health and safety plan for the facility (or adapt the model plan provided). • All staff need to understand the plan and follow it • New staff and those coming onto the facility need to be briefed on the plan – including key health and safety behaviours, infection prevention and control components and wearing of PPE • Screen staff before they are engaged to work on in the facility 	<ul style="list-style-type: none"> • See the model <i>Health & Safety Plan for Quarantine Facility (Appendix 15)</i>. This includes: <ul style="list-style-type: none"> ○ A <i>Risk register</i> with key risks and potential controls ○ PPE guidance ○ <i>Action plan: symptomatic person</i> ○ <i>Action Plan: Physical Medical Event</i> ○ <i>Action Plan: Pregnancy-related Medical Event</i> ○ <i>Action Plan: Management of children</i> ○ <i>Action Plan: Mental Health</i> ○ <i>Action Plan: Deceased person</i>
		<ul style="list-style-type: none"> • Health and safety briefing for those working at the facility (hygiene, clothing, PPE, eating and drinking, going home, etc) (Appendix 17)
		<ul style="list-style-type: none"> • Screening checklist when engaging staff to work at the facility (health check, understanding of PPE, checks of pre-existing medical conditions, etc) (Appendix 18)
Wellbeing of guests and welfare issues	<ul style="list-style-type: none"> • Ensure facility staff can refer guests on to appropriate information/services to: <ul style="list-style-type: none"> ○ Maintain their wellbeing – e.g., using technology to stay connected with others, keep moving/exercise, sticking to a routine, finding ways to relax, etc (see MoH factsheet) ○ Receive welfare support – e.g., financial support 	<ul style="list-style-type: none"> • See NHCC Facility Guest Welfare Guidance (provided in separate document)
		<ul style="list-style-type: none"> • See Ministry's summary sheet: <i>Wellbeing in isolation 23/3/20</i> attached at Appendix 19
		<ul style="list-style-type: none"> • More information is provided in the government factsheet: <i>Welfare</i> (including information about financial support, temporary accommodation) attached at Appendix 20

Environment	<ul style="list-style-type: none"> • Check your facility can provide: <ul style="list-style-type: none"> ○ A child safe and friendly environment ○ Access to outside areas people can exercise, get fresh air, get out of their rooms (while maintaining physical distancing and standard health precautions) 	<ul style="list-style-type: none"> • See section 4 of the <i>Specification for a Managed Isolation Facility attached (see Appendix 2)</i>
Cultural identity / religion	<ul style="list-style-type: none"> • Check your facility can provide for or help facilitate: <ul style="list-style-type: none"> ○ A process for guests to communicate their needs ○ Space or potentially equipment to support observances of religious practices ○ Access to religious community leaders if required (e.g., wifi to enable Zoom etc) ○ Community organisation to provide religious books/resources, etc 	<ul style="list-style-type: none"> • See section 5 of the <i>Specification for a Managed Isolation Facility attached (see Appendix 2)</i>
Communications / information for guests	<ul style="list-style-type: none"> • Ensure the facility has a range of communication channels to guests – e.g., information boards, daily updates, direct verbal communications to guests, written information (including government forms and guidance, etc) • Refer guests to government websites and TV/radio/web news outlets for news and updates • Maintain a notice board 	<ul style="list-style-type: none"> • Key information to give guests is provided in the Guest Information Pack (sent separately) • Websites to refer guests to include: <ul style="list-style-type: none"> ○ https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus ○ covid19.govt.nz • Brief incoming guests using template at appendix 6
Exit of managed isolation facility	<ul style="list-style-type: none"> • Once the 14-day managed isolation period has ended guests can leave via an exit process. • The exit process needs to include a health check, confirmation of a suitable transport plan, and destination accommodation. A letter is given to departing guests 	<ul style="list-style-type: none"> • Exit process is provided in a separate information pack
<ul style="list-style-type: none"> • Other topics and guidance will be added as it is developed 		

Appendix 1: Considerations when selecting an isolation facility

General Requirements

- General security
- Gate keeping process ingress/egress
- Secure from Media – Can the site be secured (from media etc) down a long drive etc
- Fully serviced with individual linen etc

Accommodation Requirements

Rooms

- Family Rooms – including cots
- Singles
- Doubles
- Disability Space
- Separate bathrooms (preferable), regular cleaning if shared by family (adequate)
- Large space to safely bring together groups of guests for briefs or departure

Food and drink

- In room kitchen
- Catered on site/eat separate
- Delivered catered separate

Laundry

- Linens – on site with correct hygiene levels
- Towels – on site with correct hygiene levels

Social Wellbeing

- Entertainment, hobbies, games, books
- Internet
- Interpreters (Language)
- Social media protocol
- Internet/TV streaming

Education/Working

- Quiet/working space
- Internet access/wifi
- Access to learning tools

Shopping

- Online shopping with deliveries to gate
- Shop on site for personal needs
- Pharmaceuticals

Physical Wellbeing

- Outdoor space for exercise that is within the bounds of the hotel or within the immediate vicinity
- Smoking space

Practical

- Waste management (all)
- Cleaning – most guidelines are general around criteria
- Fire Plans and/or evacuations

Administration support

- Staff facilities – including bathroom
- Office space with phones, computers and printers, White boards
- Internet access and WIFI
- Storage
- Cleaning and PPE supplies
- Security

Staff Accommodation

- Bed
- Bathroom
- Meals

Checklist of things to look out for:

- Does the hotel have an ability to check in numerous guests at once in a dedicated queue with physically distancing of 2 metres for all guests to check in?
- Can the hotel provide in room meals including breakfast, lunch and dinner (to an agreed cost)?
- Can the hotel meet individual dietary requirements?
- Facility requires outdoor space where guests can leave and remain in isolation with physical distance from other guests
- Disabled access
- Can the hotel provide a private space for NZ Defence Force, NZ Police, Health and administration staff?
- Does the hotel have enough staff available to meet the extra requirements for cleaning, catering, and delivery of meals
- Hotel can provide a service to purchase essential items (as people are not allowed to go to supermarkets)
- Can the hotel provide a laundry service for guests, as well as laundering of linen and towels?
- Hotel can provide wifi to all guest rooms
- Able to meet minimum space requirements for infection control and for families to be in a room together
- Is the hotel reasonably close to a pharmacy or good access for collecting medication on behalf of the guests?
- Is the hotel within an hour to a hospital?
- Do they have the ability to have a separate location for quarantine and managed isolation?

Appendix 2: Specification for a Managed Isolation Facility

Purpose

Appendix 2 sets out the requirements for setting up a managed isolation facility to meet the demands of the current COVID-19 Pandemic situation that exists in New Zealand. Facilities could be hotels, camp grounds (potentially using cabins or campervans etc), or other facilities suitable for accommodating groups of people. Therefore, the document is generic in nature – some content may not always be relevant to specific facilities (eg, in places content about campervans may differ from content for hotels).

Operating Model Objectives

The requirements are designed to meet the operating model objectives:

1. To prevent the spread of the COVID-19 within New Zealand
2. The safe and supported welcome home of New Zealanders returning who need to go into Managed Isolation
3. To provide safe and managed accommodation to those in managed isolation
4. The successful repatriation into their own communities of the occupants
5. The safe operation of any Managed Isolation Facility

Requirements – core services

We have considered the way in which we will meet the wellbeing needs of the people we will be serving within any Quarantine Facility against the following domains of wellbeing:

1. Housing
2. Nutrition
3. Safety
4. Environment
5. Cultural identity and religion

Each is discussed further in the section below.

Our goal for Managed Isolation Facilities

- To build community, while keeping people a safe distance apart to prevent the spread of COVID-19.

1. Accommodation

Known accommodation needs:

1. Appropriate housing that keeps family units together
2. Consideration is given to family needs (size etc), disabilities, safety

Unknown accommodation needs:

1. Other physical accessibility needs that will need to be addressed through housing

To confirm from occupants on arrival:

1. Whether guest have any special housing requirements (recognising that not all unessential 'or nice to have' preferences may not be able to be catered during a pandemic situation)

Operating model requirement	To be met through	To be confirmed
Provision of accommodation for each family group and individual that provides a private space and bathroom – and places people together with others who speak the same language	<ul style="list-style-type: none"> • Hotel Rooms that can accommodate requirements • Campervans that take into account family size, disabilities 	<ul style="list-style-type: none"> • Accommodation is clean, beds are made, towels are in bathrooms • Campervans have been provisioned • All readiness tested (eg cassettes are in place, toilets/showers work) • Means to refill water and other campervan consumables • Onsite campervan service team is ready
Regular cleaning of all facilities – bathrooms, communal areas and accommodation, catering areas	<ul style="list-style-type: none"> • Cleaning once a day and by exception 	<ul style="list-style-type: none"> • Cleaners engaged either by Contract or by Facility • Cleaners are adequately briefed to MoH criteria and protocol • Cleaning schedule in place • Someone identified to do periodic cleanliness checks each day
Waste management	<ul style="list-style-type: none"> • Process of managing all waste is established and meets MoH criteria 	<ul style="list-style-type: none"> • Rubbish disposed of on a regular basis and in accordance with best practice
Waste management (campervans)	<ul style="list-style-type: none"> • Black, grey and solid waste disposal in place • Skip bins for general waste disposal 	<ul style="list-style-type: none"> • Facility to empty motorhome cassettes and waste in place • Wider waste management processes and schedule in place • Waste management processes communicated to occupants • Skip bins in place
Laundry facilities	<ul style="list-style-type: none"> • Personal laundry options available • Daily overnight offsite laundry service 	<ul style="list-style-type: none"> • Drop-off and collection point in place • Laundry consumables in place

	<ul style="list-style-type: none"> • Linen and towels contracted out 	<ul style="list-style-type: none"> • Laundry bags ready and distributed • Process communicated to occupants
24/7 on-site liaison	<ul style="list-style-type: none"> • Facility Owner/Occupier to ensure this is in place 	<ul style="list-style-type: none"> • Duty liaison roster in place • Communicated to occupants
Availability of cots/ bassinets for infants		<ul style="list-style-type: none"> • Confirm cots and bassinets are available
Accessible units with the ability to close off spaces to keep young children safe and contained	<ul style="list-style-type: none"> • Designated playroom 	<ul style="list-style-type: none"> • Playroom is ready • Roster/booking system is in place
Potential need for accessible units for older persons or persons with disabilities		<ul style="list-style-type: none"> • Accessible facilities are available • Accessible facilities are ready

2. Nutrition

Known nutrition needs:

1. Varied expectations of what 'normal' food looks like for occupants, consideration is given to cultural and religious requirements.
2. Children meals are available
3. Consideration in meal provisions of allergies, vegetarian, vegan etc

To confirm from occupants on arrival:

1. Dietary requirements

Operating model requirement	To be met through	To be confirmed
Provision of three meals per day that meet different cultural, religious and dietary requirements – including child friendly options	Daily routine: <ul style="list-style-type: none"> • Breakfast • Lunch • Dinner Pre-prepared meals delivered to families	<ul style="list-style-type: none"> • Meal plan is ready • First few days of menus have been planned • Food supplies have been procured • Catering staff are ready to go • Schedule in place to stagger collection • Dining room is ready • Child friendly meals available
Provision of special diet meals to account for allergies, medical needs, pregnancy, children, religious requirements	Daily routine: <ul style="list-style-type: none"> • Breakfast • Lunch • Dinner 	

24/7 availability of infant feeding resources		<ul style="list-style-type: none"> • Confirm availability of hot water facilities 24/7 for infant feeding • Infant formula has been procured
24/7 availability of snacks	<ul style="list-style-type: none"> • E.g. Noodles/crackers/fruit 	<ul style="list-style-type: none"> • Snacks have been procured • Snack distribution spot and processes in place
24/7 availability of a range of beverages	<ul style="list-style-type: none"> • Availability of tea, coffee, green tea, soft drinks 	<ul style="list-style-type: none"> • Beverages have been procured • Beverages distribution spot and processes in place
Delivery of food	<ul style="list-style-type: none"> • People can buy own food, and have it delivered from New World / Countdown 	<ul style="list-style-type: none"> • Process from getting deliveries from central drop off point to family/person • Communicate address details to occupants for delivery

3.Safety

Known environmental needs:

1. All occupants need to be safe
2. The site needs to be secure

Operating model requirement	To be met through	To be confirmed
Emergency Services are on call for any incidents e.g. fire, Disorder, Crime.	<ul style="list-style-type: none"> • Emergency Services are briefed to the specifications of the Facility. • Emergency Services have the contact details of the Facility Manager. 	<ul style="list-style-type: none"> • FENZ, ST JOHN, POLICE are aware and have response plans to facility • PPE in place
The site is secure.	<ul style="list-style-type: none"> • The perimeter is secure. This is supported by CCTV technology, physical barriers and patrol. • There are procedures for signing in and out of the Facility. • All staff know what they are allowed to do under section 70 to contain occupants within Facility. • PPE, waste and other material is secure and 	<ul style="list-style-type: none"> • Sign in and sign out process. • Confirmation of the powers granted under s70. • PPE process for items entering and exiting the facility • Site is physically secure • 24/7 site security has been hired if required and is ready to go

	contained when entering and exiting the site.	
There is an established process for managing complaints, minor crime and disorder on site	<ul style="list-style-type: none"> • Staff identify any potential for disorder and crime in end of shift reports. • Management at the Facility discuss issues that arise from the shift reports and develop mitigation plans. 	<ul style="list-style-type: none"> • Shift report template developed and signed off. • Incident management process developed and signed off.
The site is safe.	<ul style="list-style-type: none"> • There is a Health and Safety Plan for hazards around the site. • This plan has been reviewed and signed off. 	<ul style="list-style-type: none"> • Revised Health and Safety Plan signed off.

4.Environment

Known environmental needs:

1. Adequate environment that feels welcoming

Unknown needs:

1. Other physical accessibility needs that will need to be addressed through housing

Operating model requirement	To be met through	To be confirmed
Environment is safe for young children	<ul style="list-style-type: none"> • If the facility has concerns about suitability for young children, then approval by the relevant agency should be separately sought. • There is a Health and Safety Plan that has been approved. • Risk assessment on site. 	<ul style="list-style-type: none"> • Communicate parental responsibility to occupants • Serious hazards are isolated from children
Child friendly environment	<ul style="list-style-type: none"> • Spaces are child-friendly. • If the facility has concerns about suitability for young children, then approval by the relevant agency should be separately sought • There is a Health and Safety plan that has been approved. 	<ul style="list-style-type: none"> • Parents are still responsible for infants and must take care of their Health and Safety • Communicate in welcome booklet
Different spaces to enable active and passive entertainment	<ul style="list-style-type: none"> • Spaces available with different functions, that are able to be cordoned off to allow for different activities. 	
Access to outside	<ul style="list-style-type: none"> • Occupants are able to access an open air environment. 	

5. Cultural identity and religion

Known cultural identity and religious needs:

1. To be determined on arrival if there are special needs

Unknown needs:

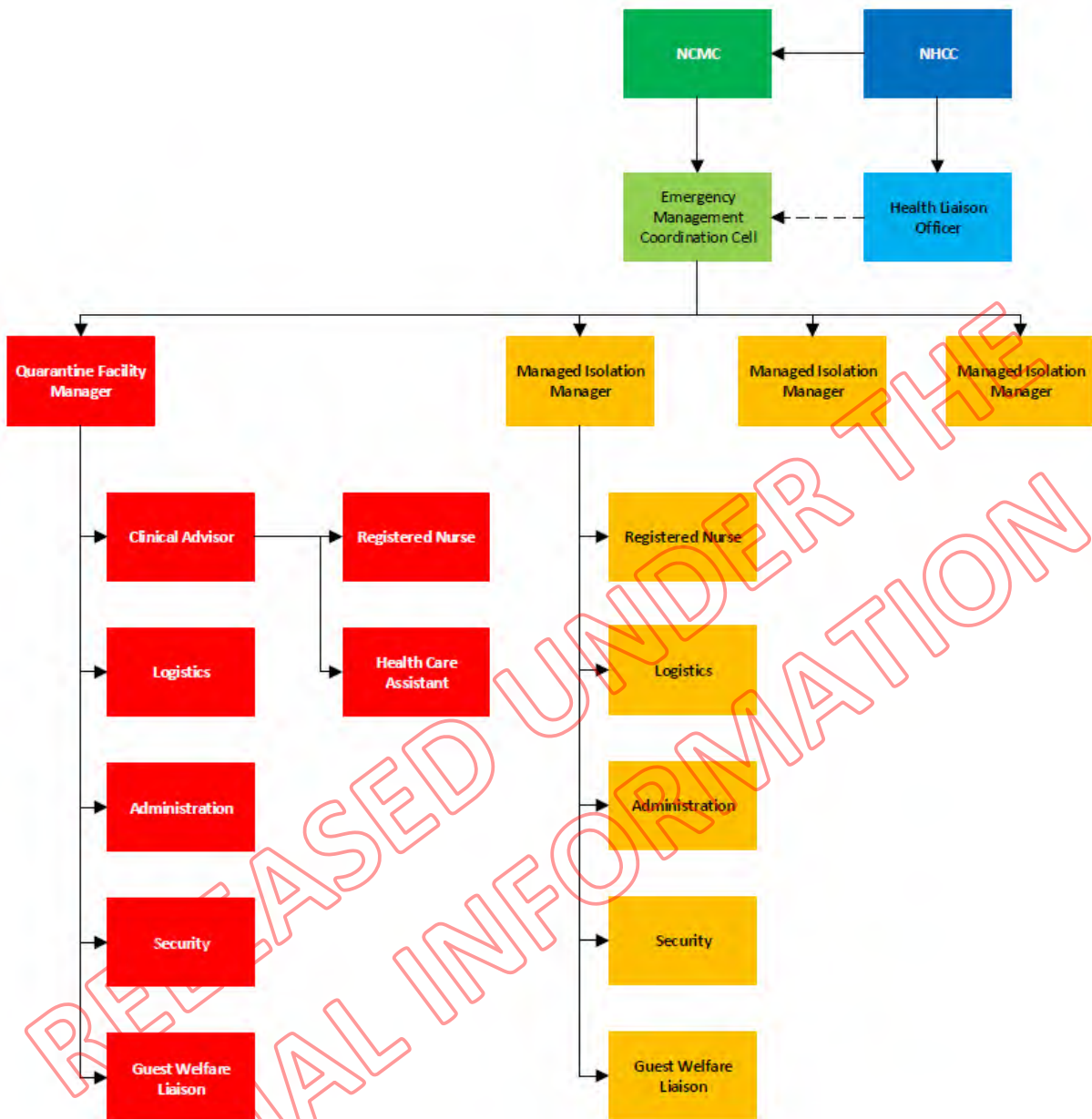
1. Cultural identify
2. Religious beliefs of the resident
3. If occupants are actively practising a religion

To confirm from occupants on arrival:

1. Cultural identity or any religious beliefs that maybe impacted by their stay in the facilities
2. Are occupants actively practising a religion? If so, what space or equipment do they require?

Operating model requirement	To be met through	To be confirmed
Ability for occupants observe religious ceremonies and prayer rituals	<ul style="list-style-type: none"> • Space to observe religious practices • Equipment to observe religious practices 	<ul style="list-style-type: none"> • Space to observe religious practices* • Included in welcome booklet
Ability for occupants to access religious materials	<ul style="list-style-type: none"> • Provides appropriate religious materials, books and scriptures 	<ul style="list-style-type: none"> • Salvation Army/others to provide appropriate religious materials, books and scriptures*
Ability to access religious community leaders if required	<ul style="list-style-type: none"> • Providing access to religious community leaders via Skype or Videoconference 	<ul style="list-style-type: none"> • Communicated to occupants
Ability to meet the needs of specifically identified community	<ul style="list-style-type: none"> • Provide access to community leaders via Skype or Videoconference 	<ul style="list-style-type: none"> • Communicated to occupants
Ability to meet the needs of kaupapa Māori	<ul style="list-style-type: none"> • Provide access to iwi, hapū or community leaders, and community leaders via Skype or Videoconference 	<ul style="list-style-type: none"> • Communicated to occupants

Appendix 3: Management structure



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Appendix 4: Contacts

Those on the ground do a check of this and adjust as necessary.

Key Contacts for Quarantine/Managed Isolation Facilities

Agency	Role	Name	Contact Number	Email
MOH	National Isolation Unit	National Isolation Unit	N/A	nhcc_national_isolation@health.govt.nz
MOH	National Isolation Unit Lead	Suz Halligan	s 9(2)(a)	Suz.Halligan@health.govt.nz
MOH	National Isolation Unit Liaison Officer	Graham Dyer		Graham.Dyer@health.govt.nz
MOH	Regional Health Lead	Jo Elvidge		Jo.Elvidge@health.govt.nz
MOH	Regional Health Lead	Louise McCarthy		Louise.mccarthy@health.govt.nz
Geneva	Contract Nursing Staff	s 9(2)(a)		s 9(2)(a)
Madison Staff	Regional Coordinator	s 9(2)(a)		s 9(2)(a)
GP	Facility GP	Dr s 9(2)(a)		N/A
MOH	Regional Data Administrator	Sam Cussen		Sam.Cussen@health.govt.nz

Key Contacts for Facilities to Complete

NZDF	Facilities Manager			
	Logistics			
	Administrator(s)			
	Security			
	Guest Welfare Liaison			
	Registered Nurse(s)			
	Health Care Assistant			

Appendix 5: Initial staff briefing

This will need to be tailored

- **PPE use:**
 - Masks on and off use
 - Gloves on and off
 - Hot and cold zones
 - Hand sanitiser
 - Distance from guest
 - No hand shaking with other staff
 - (why: for their safety)

- **Hotel rules**
 - In an emergency - evacuation point will be the normal area. Please ensure you are familiar with where this is
 - Anyone entering the hotel must be met by a staff member at reception to go over protocols
 - All **non hotel** staff must sign in at Reception

- **Daily health checks**
 - When staff sign in daily they should confirm that they have no symptoms and that they feel well
 - If a staff member is feeling ill for any reason including stomach upsets, headaches or flu like symptoms they must **immediately** report to a health professional / manager

- **Questions?**
 - Offer staff opportunity to ask any questions they may have about their safety and that of their families especially once they leave camp

- **Watch First PPE**
 - Watch all new staff put on their first PPE to ensure done correctly where required

- **All good to go on site**

Appendix 6: Initial guest briefing

For a managed isolation facility

Be Kind, Be Patient, we are doing our best for you.

We know this is a very difficult time for you all and appreciate your understanding. We want to keep you all safe, as well as the staff at the hotel, and of course the people in New Zealand.

As a guest at this facility you can go for a short walk that may either be within the boundary of the facility or supervised outside the facility. You must not have contact with other people. Stay within your 'bubble' and keep a 2 metres distance from others at all times. Don't stop for conversations. Don't use other communal hotel facilities (e.g., the gym). Use the hygiene practices noted below. Follow the protocols in place at your facility.

If you have any urgent issues, please call **XXXX**.

For full information about the hotel and amenities, please refer to the hotel compendium.

Reasons for isolation/quarantine

As off 11:59 on April 9, 2020 all returning travellers must go into a quarantine or a managed isolation facility when they return to New Zealand. You must remain in the facility for 14 days (or if you have COVID-19 until cleared to leave). For those in a managed isolation facility, it is 14 days from the time you disembark in New Zealand – that is, fourteen 24-hour periods from the time you disembark (e.g., if you arrive at 2pm, it ends 336 hours later at 2pm).

COVID-19 is a virus that can be passed on to others and it may be up to 14 days before you are aware of any symptoms, that is before you feel any signs of illness or feel sick.

We need to keep everyone safe and make sure that COVID-19 is not passed on to other people staying here with you.

It is very important for you all to follow the guidance and recommendations of health professionals / staff while staying at this hotel.

Why stay away from other guests and staff at the hotel?

By not having contact with others, you are minimising the likelihood of you coming in to contact with someone who may have the COVID-19. This is very important because if you do have contact with someone who turns out to be COVID-19 you may have to stay in isolation for an additional 14 days.

Staying apart from others

Remember to keep at least 2 metres away from others at all times.

Food

While you are at the hotel your breakfast, lunch and dinner will be provided free of charge. If you want extra snacks from the menu provided, these will need to be personally paid for with a credit card.

Fire alarm / Smoke Detectors in the room

All smoke detectors are connected to the central building fire alarm system, any smoke detectors tampered with or removed will result in triggering the alarm and a \$400 dollar fine will apply for reinstatement.

Key hygiene steps

- Wash your hands regularly (at least 20 seconds with soap) or using hand sanitizer
- Keep at a distance of 2 metres from other people, other than those in your 'bubble' (the small group of people you are in isolation with)
- Cover coughs and sneezes with your arm
- Avoid touching your eyes, nose, and mouth with unwashed hands.

Hand Hygiene

Hand Hygiene is about keeping hands clean. There is soap in your room. Please wash your hands when you enter/leave your room. Refer to hand washing technique posted in your room.

- Before and after using the toilet facilities – wash your hands
- After diaper changes – wash your hands
- Before eating your meals – wash your hands
- After coughing or sneezing – wash your hands
- After hands are soiled with dirt or body fluids – wash your hands

Health services

There is a health care team available.

You will have a full health assessment when you arrive. You will also have a daily health check in your room.

This check will include your temperature checked and some questions about your health. **It is important that you are honest** and tell the health care team if you feel unwell. Even if you think it is nothing or just a headache please tell the health care team.

Please let the health care team know if you need to get a prescription filled.

If you feel unwell, please call XXX or if it is an emergency call (1) 111, let them know you are in here at the quarantine facility, and then call XXX to let them know.

Fire evacuation process (to be tailored for each facility)

On alarm activation, calmly exit the accommodation room and exit the building via the fire escapes as appropriate – refer to hotel evacuation procedures posted in your room

Make your way to the [specify location] assembly area where you will be directed to the appropriate gathering area

When the property is deemed safe, you will be given the all clear and you can re-enter the building.

If you require assistance in the event of a fire evacuation, please [add procedure].

More information

For more information, please refer to the following websites:

<https://covid19.govt.nz/>

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>

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Appendix 7: Guest registration form

GUESTS TO FILL IN THIS SIDE ONLY

- To be filled out upon check in. One form per room.
- **Guests must complete Page 1 of this form before you are issued your hotel key**
- A photocopy of guest's passport(s) must be attached to this form
- This form will be retained at reception



Hotel Name: _____ Room Number: _____

Name as it appears on your passport(s) and contact details of all guests staying in the room (PRINT IN BLOCK CAPITALS):

Surname	Given Names	Date of Birth	Passport No. (and country if not NZ)	Mobile

Contact Email: _____

Travel From:

Point of origin: _____

Transit route to NZ: _____

Arrival into NZ Date: _____ Flight Arrival into NZ Time: _____

Travel To:

The name of the Town or City of your home or residence in New Zealand (where will you be travelling to when you leave the hotel): _____

While at this hotel (during the 14-day isolation period):

Does anyone in your room have any specific medical issues or immediately require support with essential goods/services? **Y / N**

If yes, a health care professional will contact you shortly

Do you or anyone in your room have any special dietary requirements: _____

What next:

- You will be interviewed in this hotel by the onsite team about your travel plans for when you leave the hotel and how you can safely get there.
- You will be notified by the onsite team of where and when your interview will take place. **This will be within 4 days of your arrival.**
- Guest Information will be given to you by the Hotel reception/onsite team. Please read this prior to your interview.

OFFICE STAFF USE ONLY – INTERVIEW QUESTIONS

Q1. At the end of the guest(s)' 14-day isolation period, do they have a home or residence to go to? (YES / NO)

If yes, what is the full address:

If NO, go straight to Q7

Street Address: _____

Suburb: _____

Town / City: _____

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

Domestic Flight: (YES / NO) Destination airport: _____ Flight Number: _____

Ground Transport (Including from Destination airport): Public Transport / Taxi / Family/Private vehicle

Details: _____

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

Q4. Are there any special requirements for land or flight travel that we need to know about? (YES / NO)

If yes, please specify: _____

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

Q6. Travel With:

Do you have others that you are travelling with in another room at the same hotel? (YES / NO)

If yes, who and in which room(s)?

Name	Room Number

Q7. ONLY IF GUEST DOES NOT HAVE A PERMANENT DESTINATION ADDRESS. What are the circumstances, so that we can get the appropriate agency in contact (i.e. housing or welfare support):

Details: _____

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

Form completed by:

Name: _____ Agency: _____

Signed: _____

Date & Time: _____

Appendix 8: Health check record for guests

Personal Details:

Date: _____

Name: _____

Date of Birth (DOB): _____

Gender: M / F / Non-Specified /

Occupation: _____

National Identification Number (NHI): _____

Contact Number: _____

Room Number: _____

Allergies: _____

Date of Return to New Zealand: _____

Passport held & Passport #: _____

Emergency contact name and number _____

Flight Details:

Seat #:

--

Current Health Status/Medical Issues:

Does anyone in your party have any medical conditions, allergies or mental health concerns that we need to be aware of? Yes No

If yes, provide details:

Does anyone in your party take regular medications? Yes No

If yes, provide details:

Do you have enough of your regular medication(s) for the next 14 days? A nurse will discuss this with you, however we encourage you to get in touch with us if you have run out of or will in the next 24 hours.

Yes No

Are you or anyone in your party pregnant? Yes No

Does anyone in your party have any other medical needs that we may be able to support you with? (e.g. accessibility, mobility, mental health etc.) Yes No

If yes, provide details:

If you have any other concerns regarding mental health, your future housing or financial wellbeing, please see the Welfare brochure in your information pack.

Name of your GP/Medical Practice:

Phone number (if known):

Any other information deemed important:

Baseline Arrival Check – Date:

<u>Assessment:</u>	<u>Result:</u>
Temperature	
Oxygen Saturation %	
Heart Rate	
Respiration Rate	
Swabbing	Y/N (not required unless symptomatic)

Checks during their stay

Date:

<u>Assessment:</u>	<u>Result:</u>
Temperature	
Oxygen Saturation %	
Heart Rate	
Respiration Rate	
Swabbing	Y/N (not required unless symptomatic)

Date:

<u>Assessment:</u>	<u>Result:</u>
Temperature	
Oxygen Saturation %	
Heart Rate	
Respiration Rate	
Swabbing	Y/N (not required unless symptomatic)

Add further checks if needed

Departure check – Date:

Assessment:	Result:
Temperature	
Oxygen Saturation %	
Heart Rate	
Respiration Rate	

Final Assessment/Day of Departure:

--

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Appendix 9: Staff Health Assessment Record

Personal Details:

Name: _____

Date of Birth (DOB): _____

National Identification Number (NHI): _____

Contact Number: _____

Home Address: _____

Allergies: _____

Baseline First Day Check:

<u>Assessment:</u>	<u>Result:</u>
Temperature	
Oxygen Saturation %	
Heart Rate	
Respiration Rate	

Recent Travels:

Medical History:

Symptoms:

Date:

<u>Assessment:</u>	<u>Result:</u>
Temperature	
Oxygen Saturation %	
Heart Rate	
Respiration Rate	
Blood Pressure	

Daily Notes:

Date:

<u>Assessment:</u>	<u>Result:</u>
Temperature	
Oxygen Saturation %	
Heart Rate	
Respiration Rate	
Blood Pressure	

Daily Notes:

Date:

<u>Assessment:</u>	<u>Result:</u>
Temperature	
Oxygen Saturation %	
Heart Rate	
Respiration Rate	
Blood Pressure	

Daily Notes:

Date:

<u>Assessment:</u>	<u>Result:</u>
Temperature	
Oxygen Saturation %	
Heart Rate	
Respiration Rate	
Blood Pressure	

Daily Notes:

Repeat as needed

Appendix 10: Basic rules during your stay at this isolation facility

- While New Zealand is at COVID-19 alert level 4, travel is severely limited for most people.
- People arriving in New Zealand from overseas are required to go into a quarantine facility (until they are well for a minimum of 14 days) or a managed isolation facility for 14 days.
- You will go into a quarantine facility (hotel or other) if you are:
 1. showing symptoms of COVID-19
 2. have tested positive for COVID-19 or
 3. have been in close contact with a confirmed, suspected or probable case of COVID-19
 4. awaiting test results for COVID-19.
- All other arrivals will be placed in a managed isolation facility.

When does my 14 days of isolation start?

Isolation is for 14 days from the time you disembark in New Zealand. This is fourteen 24-hour periods from the time you disembark - i.e., if you arrive at 2pm, it ends 336 hours later at 2pm.

What are the basic health and hygiene precautions while in the facility?

They are the same as recommended in the community.

- Washing your hands regularly (at least 20 seconds with soap) or using hand sanitizer
- Keeping at a distance of 2 metres from other people, other than those in your 'bubble' (the small group of people you are in isolation with)
- Cover coughs and sneezes with your arm
- Avoid touching your eyes, nose, and mouth with unwashed hands.

Can I go outside my room or for a walk outside?

As a guest at this facility you can go for a short walk that may either be within the boundary of the facility or supervised outside the facility. You must not have contact with other people. Stay within your 'bubble' and keep a 2 metres distance from others at all times. Don't stop for conversations. Don't use other communal hotel facilities (e.g., the gym). Use the hygiene practices noted below. Follow the protocols in place at your facility.

Each facility will set up appropriate spaces for guests to go outside. Please bear with us as there will be limitations during this difficult time. You will not be allowed out of the facility unaccompanied during your stay unless approval is given. This is a measure to help prevent spread of COVID-19 within the wider community.

By extension you also cannot visit or use any essential services that are open – such as supermarkets, dairies, pharmacies, vending machines, or other services. There may be online options to order groceries (e.g., online supermarket shopping) and have them delivered to you. However, this will depend on availability of supermarkets. Talk to the hotel reception about any local delivery options.

What if I have a medical prescription?

Essential services continue to operate. Health staff are available to all isolation sites. Let hotel staff know that you need to speak to the nurse who will be able to assist you.

Can I have visitors to the facility?

You cannot have family and friends visit you or drop items off. While level 4 lockdown applies others are required to stay at home. Again, this is to help prevent spread of COVID-19 within the wider community.

We know this is a difficult time for you and your loved ones. If possible, use other communication methods such as making phone calls or using mobile applications Zoom, SKYPE, etc to keep in contact with family and friends.

Who is paying for my stay at the isolation facility – and what is not being paid for?

The New Zealand Government is paying for rooms, three meals a day, laundry and wifi. All other additional costs (e.g., any groceries you order) are to be covered by you.

Alcohol is not covered by the NZ Government. If you are over the age of 18 years, it is your decision to drink alcohol if you can access it via the hotel or another source (e.g., online shopping from a supermarket). You need to be considerate of your environment and any protocols put in place by facility management

What if I start to feel unwell?

If you start feeling unwell – including symptoms of fever, a cough, difficulty breathing, or sore throat – please remain in your room and contact hotel reception who will get a health professional to check on you.

What happens after 14 days?

Once your time at the isolation facility has ended, you will need to arrange appropriate travel to get home. This must be in line with the Ministry of Health's Guidelines for Travelling. Further information will be available in anticipation of your check out.

Appendix 11: Sitrep template for daily reporting to Ministry of Health NHCC Isolation Unit

Total	
# Quarantine guests checked-in	
# Quarantine guests checked-out into suitable self-isolation	
# Total quarantine guests	
# Onsite swabs taken	
# Staff tests awaiting results	
# Onsite swab results	
# +ve guest swab results	
# Quarantine guests moved into managed self-isolation	
# Self-isolation guests checked-out into suitable self-isolation	
# Total self-isolation guests	
# Rooms filled	
# Rooms vacant (currently being cleaned)	
# Daily guests health checks (general assessments incl prescriptions)	
# Staff Health Checks	
# Unwell guests sent to Jet Park	
# Transports to Hospital (please specify)	

Appendix 12: The Ministry of Health Confidentiality Agreement

The Confidentiality Agreement (the “agreement”) dated this ____ day of ____ 2020 Between The Ministry of Health (the Ministry) and [insert name of hotel] employee (The Employee). The Employee is employed by [insert name of hotel] and working in the hotel which is under the Ministry of Health as an isolation site / quarantine site for the purpose of the COVID-19 Response.

Confidential Information

1. All written information and oral information and materials disclosed or provided by the Ministry and their partners (New Zealand Police, Red Cross and others) under this agreement constitutes confidential information regardless of whether such information was provided before or after the date of this agreement or how it was provided to the employee.
2. The employee acknowledges that in any position the employee may hold, in and as a result of the employee’s retainer by the ministry (and partner agencies), the contractor will or may, be making use of, acquiring or adding to information about certain matters and things which are confidential to the Ministry and partner agencies, and which the information must at all times remain confidential to the Ministry and partner agencies.
3. ‘Confidential Information’ means all data and information relating to the business and management of the Ministry and partner agencies, including but not limited to the following:
 - a. Customer Information (Guests), which includes names of customers (Guests) (of the Hotel), all customer (Guests) contact information, health information, all demographic information and their family information.
 - b. Intellectual Property, which includes any templates, plans and technical data, ideas and concepts, simulations, status reports and evaluation material.
 - c. Business operations, which includes all internal personal and financial information, operation manuals, business contacts, and any business information including social media
 - d. Computer Information, which includes any information / data on any personal computers and the Ministry and partner agency computers, used throughout the contracted period. All material on personal devices must be deleted prior to leaving the Ministry’s employment.
 - e. Confidential information verbally shared is also included
4. Confidential Obligation
 - a. Except for this agreement the contractor must keep all confidential information confidential at all times.
5. The Obligation is to ensure and protect the confidential information as imposed by the Ministry and their partner agencies in this agreement and any obligation to provide notice under this agreement will survive expiration or termination of this agreement. This agreement will be continuous from the ____ of ____ 2020.

6. **IN WITNESS OF** have duly affixed their signature to this agreement on this day ___ of _____ 2020

WITNESS:

Address:
Occupation:

WITNESS:

Address:
Occupation:

Ministry of Health Representative:

Address:
Occupation:

CONTRACTOR:

Address:
Occupation:

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Appendix 13: General cleaning information for COVID-19

This factsheet provides information about cleaning processes to prevent the spread of COVID-19. This can be used by education providers (eg, schools and universities) and accommodation providers (eg, hotels and motels) or in any other public place.

Always wear disposable gloves when cleaning. When finished, place used gloves in a rubbish bin. Wash your hands immediately after handling these items.

Clean your hands

Regardless of whether you wore disposable gloves while cleaning, you should wash your hands regularly. You should wash your hands thoroughly with soap and water for at least 20 seconds, making sure you dry them thoroughly. You can use hand sanitiser (containing at least 60 percent alcohol) if soap and water are not available and if your hands are not visibly dirty. If using hand sanitiser, cover all surfaces of your hands and rub them together until they feel dry. Avoid touching your eyes, nose and mouth with unwashed hands.

Guidance for cleaning personnel

- Wash items such as dishes, drinking glasses, cups and eating utensils in the dishwasher (you should use a commercial cleaner if you have one) or use soap/detergent and water to wash them thoroughly.
- Clean all 'high-touch' surfaces such as desks, counters, table tops, doorknobs, bathroom fixtures, toilets, phones, keyboards and bedside tables every day with antiseptic wipes or disinfectant, including bleach solutions.
- Clean toilets with a separate set of cleaning equipment (disposable cleaning cloths, mops, etc).
- Clean floors with disinfectant or bleach solution, starting from one end of the premises to another (from the exit inwards) every day.
- Wash laundry items such as bedding, towels, tea towels, cushion covers and other fabrics and dry thoroughly outside or with a dryer. Wear disposable gloves while handling soiled items. Wash hands immediately after removing gloves or after handling these items.
- Read and follow directions on the labels of laundry or clothing and detergent. In general, wash and dry laundry and clothing with the warmest temperatures recommended on the label.

You should read all cleaning product labels and follow the recommendations provided on them. Product labels contain instructions for safe and effective use of the cleaning product, including precautions you should take when applying the product, such as wearing gloves or aprons and making sure you have good ventilation (eg, open windows) while you use it.

Appendix 14: Guidance on cleaning rooms/facilities following a suspected, probable or confirmed case of COVID-19

This document provides guidance on cleaning a room that has been used by a suspected, probable or confirmed COVID-19 case. The document can be used to guide the cleaning of hostel/institution rooms and hotel rooms where a suspected, probable or confirmed COVID-19 case has stayed. It can also be used by education providers and accommodation providers or in any other public place.

The Infection Prevention and Control nurse at the local District Health Board/public health unit can provide further guidance if required.

General principles

Good hand hygiene is essential to minimise transmission of infectious secretions to self and surfaces.

Always wear disposable gloves when cleaning. When finished, place used gloves in a rubbish bin. Wash your hands immediately after handling these items.

You should wash your hands thoroughly with soap and water for at least 20 seconds, making sure you dry them thoroughly. You can also use hand sanitiser (containing at least 60 percent alcohol) if soap and water are not available and if your hands are not visibly dirty. If using hand sanitiser, cover all surfaces of your hands and rub them together until they feel dry.

When cleaning thoroughly and efficiently it is good to remember two general principles.

- **Top to bottom:** start cleaning surfaces higher up and work your way to the floor. This method ensures that any particulates or debris fall to the floor which will be cleaned last.
- **Clean to dirty:** start by cleaning surfaces and objects that are cleaner and work your way to cleaning dirtier items (eg, toilets). Avoid going from an area that has not been cleaned to an area that has been cleaned, to avoid dirtying the cleaned area. This will ensure you aren't cross-contaminating from dirty items and surfaces to clean ones.

Prior to cleaning

Personal protective equipment (PPE): wear a disposable facemask, gown and gloves when cleaning. If the cleaning product manufacturer recommends eye protection, wear a face shield or goggles.

Order of PPE donning:

1. hand hygiene
2. gown
3. mask
4. protective eyewear
5. gloves (these can include heavy duty household gloves).

Any hospital grade detergent/disinfectant products are suitable for cleaning following a suspected, probable or confirmed case of COVID-19. Read label of cleaning products and follow recommendations provided on product labels. Labels contain instructions for safe and effective use of the cleaning product, including precautions you should take when applying it.

Specific PPE and dwell time (how long the cleaning product should remain wet on the surface before drying) should be included in product instructions.

Recommended cleaning product should be a 2-in-1 product (containing both cleaning and disinfectant properties) to increase efficiency.

Keep the windows open for ventilation if possible.

Cleaning order

1. Remove all linen (bedding, towels, cushion covers and other fabrics) for washing and put in plastic bag (or non-porous container with lid) for transport to laundry room. Use a washing machine and detergent to wash thoroughly with the warmest temperature recommended on the item's label.
2. Remove all table-top appliances, crockery and cutlery and place in non-porous, covered container for transport to dishwasher/kitchen. Clean all table-top appliances (eg, kettle) according to instructions. Clean all household items, such as dishes, cups, eating utensils thoroughly, preferably in a commercial dishwasher.
3. Clean inside and outside of all built-in appliances (eg, refrigerator, oven)
4. Clean all 'high-touch' surfaces, such as counters, cupboards, table tops, doorknobs, light switches and window blinds.
5. Spot-clean any marks on soft furnishings.
6. Clean bathroom fixtures, showers and toilets with a separate set of cleaning equipment (disposable cleaning cloths, etc) using disinfectant or bleach solution. Toilets should be last item in bathroom to clean.
7. Remove gloves, wash hands with soap and water and dry thoroughly with clean towel or paper towel.
8. Remove gloves, wash hands and put on clean gloves.
9. Vacuum the carpet. Steam cleaning of carpets and rugs is not required.
10. For hard floor surfaces, clean the floor with the prepared disinfectant or bleach solution, starting from one end of the premises to another (from the far side of the room working your way to the exit/door).
11. At the end of cleaning, remove all used gowns, facemasks, gloves and other contaminated items in a lined container before disposing of them with other household/general waste. Wash your hands immediately after handling these items.

Order of PPE doffing (removal):

1. gloves
2. hand hygiene
3. protective eyewear (if separate from mask)
4. gown
5. hand hygiene
6. mask
7. hand hygiene.

Appendix 15: Health and safety plan (with risk register and action plans)

This plan is purely an example that will need to be adapted by a facility or the facility may have its own plan that you could work to or adapt

Introduction

The purpose of this document is to identify and appropriately mitigate health, safety and wellness risks to individuals involved in any quarantine facility due to the Coronavirus outbreak. The Ministry of Health (MoH) are the lead agency for this incident and have overall ownership of the plan; other agencies have their own plans, pursuant to their sites and have contributed to the plan as part of the overlapping duties of PCBUs (person conducting a business or undertaking).

Health and Safety at Work Act obligations

Each agency involved has a duty of care for the health and safety of their own workers. As the lead agency, MoH has overall responsibility to ensure the health and safety of people working at any Quarantine Facility on (including contractors) and those who may be affected by it. In practice this means:

- Identifying, assessing and controlling all risks to staff so far as reasonably practicable
- Providing staff with the information, equipment, and training to work safely
- Ensuring the workplace is free from risk to workers and other people within the workplace (such as the occupants) so far as reasonably practicable.
- This includes risks to mental health and wellbeing.

Although MoH is the lead agency, as PCBUs under the Act, any Agencies or work groups have a responsibility to ensure the safety of those within their workplaces.

All PCBUs with overlapping duties, have a duty to consult, co-ordinate and co-operate with the other PCBUs. In practice, this means all agencies involved in this operation will need to:

- Share information about risks that may affect the other PCBUs
- Agree to how shared risks will be managed and who will be responsible
- Keep other PCBUs informed about any emerging issues.

Risk Management Guidance

- RISK REGISTER: Identified risks and their controls are below.
- Guidance on PPE is included as Appendix 1
- SOPs attached

RISK REGISTER

#	HAZARD	POTENTIAL INJURY/ILLNESS (WHAT HARM COULD OCCUR?)	CONSEQUENCE ¹			CONTROL METHODS	CONSEQUENCE			COMMENTS
			LIKELIHOOD ¹	LIKELIHOOD ¹	INHERENT RISK ¹		LIKELIHOOD	LIKELIHOOD	RESIDUAL RISK	
1a	Coronavirus is present (or develops subsequently) in an occupant	Symptoms of the virus range from mild flu-like symptoms to severe acute respiratory infection. Death has occurred in some cases (still rare)	Major	Likely	High (needs to be made a red block?)	<ul style="list-style-type: none"> All visitors and staff working at the facility in proximity to occupants must receive a briefing on how to manage risk and general hygiene guidance Risks associated with roles, responsibilities and activities identified Infection prevention protocols put in place and managed by MoH and DHB staff Workers provided with information, training and PPE where required Workers in good health (no relevant pre-existing conditions e.g. respiratory illness) The virus may have health effects on pregnant women; no pregnant women should be deployed to the isolation facility Health checks must be undertaken by staff working on site 	Major	Likely	Medium	Hygiene guidance has been prepared appropriate language.

¹ Inherent Risk = consequence and likelihood without controls applied

RISK REGISTER

#	HAZARD	POTENTIAL INJURY/ILLNESS (WHAT HARM COULD OCCUR?)	RISK			CONTROL METHODS	RISK			COMMENTS
			CONSEQUENCE ¹	LIKELIHOOD ¹	INHERENT RISK ¹		CONSEQUENCE	LIKELIHOOD	RESIDUAL RISK	
1b	Virus spreading	Occupants contract the virus due to shared operation of the facility	Major	Possible	High	<ul style="list-style-type: none"> Posters showing good hygiene protocol Medical staff to provide occupants with advice Masks and hand sanitiser provided. Occupants encouraged to wear masks outside their RVs Daily health checks to increase likelihood the virus will be caught early before it can spread to others Cleaning protocols in place Occupants to keep their distance from each other 	Major	Rare	Medium	Posters included with this guidance Induction will cover these points
2	PPE and safety equipment worn or used incorrectly	People may be exposed to illness as a result of using equipment incorrectly. Risk of transferring illness through incorrect use	Major	Unlikely	High	<ul style="list-style-type: none"> Emphasise other more effective controls such as maintaining distance and good personal hygiene Identify the correct equipment required for each role and ensure those required to use it are trained to do so correctly and safely. Staff who must wear respiratory protection to carry out a role must be clean-shaven 	Major	Rare	Medium	
3	Anxiety/ stress/ apprehension/ depression	Wellbeing and mental health of occupants and staff affected.	Minor	Possible	High	<ul style="list-style-type: none"> Information provided to people generally about the virus, the likelihood of being affected by it, and how to protect yourself from it (personal hygiene etc.) Welfare response co-ordinated by MoH but will be a multi-agency response involving Waitematā DHB and local Civil Defence Welfare Coordination Group. Health checks provided to staff who request it 	Minor	Unlikely	Low	Agency staff are to use their own agency protocols for affected staff. Comms developing advice for staff to provide to families concerned about the risk

RISK REGISTER

#	HAZARD	POTENTIAL INJURY/ILLNESS (WHAT HARM COULD OCCUR?)	CONSEQUENCE ¹	LIKELIHOOD ¹	INHERENT RISK ¹	CONTROL METHODS	CONSEQUENCE	LIKELIHOOD	RESIDUAL RISK	COMMENTS
4	Violence or assault between occupants	Physical injury. Mental injury. Increased risk of infection.	Moderate	Unlikely	Medium	<ul style="list-style-type: none"> • Good communication processes in place to communicate with occupants • Welfare services available • Child management protocols included in this plan. • Activities and space provided for people to de-stress • No alcohol to be consumed on-site • Police escalation protocols in place 	Moderate	Rare	Medium	How to contact Police notices in place or communicated to Quarantine Facility staff
5	Violence or assault by occupants or their families on facility staff	Physical or mental injury to staff	Minor	Unlikely	Low	<ul style="list-style-type: none"> • Family liaison workers to communicate with families of the occupants • Access to telecommunications for occupants • On-site security at the gate • Other controls listed at Hazard 4. 	Minor	Rare	Low	As pre above
6	Poor communication of risks and controls to workers	Risk controls not implemented resulting in staff exposed to uncontrolled risk of infection or injury	Major	Possible	High	<ul style="list-style-type: none"> • Thorough hand-over protocols in place to identify and communicate existing and emerging risks • All workers to be inducted to site • All issues occurring on-site to be reported to the facility manager and recorded 	Major	Rare	Medium	
7.	Poor contractor management	Contractors exposed to known or unassessed risks due to poor communication and contractor management	Major	Possible	High	<ul style="list-style-type: none"> • Implement contractor management policies and procedures • Include contractors in relevant communications and hand over meetings • Ensure all contractors have their own risk control plans in place prior to starting work 	Major	Rare	Medium	

RISK REGISTER

#	HAZARD	POTENTIAL INJURY/ILLNESS (WHAT HARM COULD OCCUR?)	INHERENT RISK ¹			CONTROL METHODS	RESIDUAL RISK			COMMENTS
			CONSEQUENCE ¹	LIKELIHOOD ¹	INHERENT RISK ¹		CONSEQUENCE	LIKELIHOOD	RESIDUAL RISK	
8	Fire	Fire at the facility – risk of death	Major	Possible	High	<ul style="list-style-type: none"> Emergency response process and procedures are in place Emergency wardens to be identified and given a briefing on what to do in an emergency Designated smoking area with proper cigarette disposal facilities If facility is a camp site: All RVs are equipped with a fire extinguisher and smoke alarm RVs located a minimum of 3m from each other 	Major	Rare	Medium	<ul style="list-style-type: none"> FENZ and St John staff have developed their own PPE guidance for responding to incidents at the facility. Evidence of regular fire drill / evacuation process available - should be run at some stage to test systems. FENZ conduct a walkthrough of site and provide recommendations. FENZ/ST JOHN/POLICE have location flagged in their systems as a Quarantine Facility
9	Medical Emergency	Medical emergency (heart attack etc.)	Major	Possible	High	<ul style="list-style-type: none"> AED available on-site St John staff have developed plans for responding to incidents at the facility First Aid supplies stocked and on-site 	Major	Unlikely	High	<ul style="list-style-type: none"> Check AED is charged and functioning Ensure ST JOHN have site flagged in their system
10	Lack of familiarity with facility layout and procedures	Unreported faults. Injury due to lack of knowledge	Moderate	Possible	High	<ul style="list-style-type: none"> Induction briefing for all occupants and staff Daily meeting to cover any issues and find a resolution. No-go areas fenced off 	Minor	Rare	Low	

RISK REGISTER

#	HAZARD	POTENTIAL INJURY/ILLNESS (WHAT HARM COULD OCCUR?)	INHERENT RISK ¹			CONTROL METHODS	RESIDUAL RISK			COMMENTS
			CONSEQUENCE ¹	LIKELIHOOD ¹	INHERENT RISK ¹		CONSEQUENCE	LIKELIHOOD	RESIDUAL RISK	
12	Hazardous substances	LPG and some haz subs (corrosives, fuel etc) located on-site	Moderate	Unlikely	High	<ul style="list-style-type: none"> All haz subs contained in staff only areas (kitchen and rear of admin building) LPG storage is certified Occupants advised on areas they are not allowed to access. Staff present 24/7 to reinforce messages of where occupants can and can't go 	Moderate	Rare	Medium	
14	Trip hazards	IF a campsite: Cables attached to RVs for power are all over the site. Not all are covered. Particular risk to running children and elderly people	Minor	Almost certain	High	<ul style="list-style-type: none"> Signage in some areas Some cable covers over cables that could be run over by vehicles Installers attempted to keep cables tidy and out of the way if possible Occupants advised to be careful around cables and to not let children run around where cables are located Cables to be regularly checked by staff Area well lit 	Minor	Possible	Medium	

RISK REGISTER

#	HAZARD	POTENTIAL INJURY/ILLNESS (WHAT HARM COULD OCCUR?)	RISK			CONTROL METHODS	RISK			COMMENTS
			CONSEQUENCE ¹	LIKELIHOOD ¹	INHERENT RISK ¹		CONSEQUENCE	LIKELIHOOD	RESIDUAL RISK	
15	Moving vehicles	Potential to strike people moving around the area. Particular risk to children	Major	Possible	High	<ul style="list-style-type: none"> Most vehicles restricted to the delivery areas. These areas are out of bounds for guests If a camp site: Vehicles who have to be in guest areas (such as portaloos maintenance vehicles): speed limit of 10km/hr, be aware of the presence of people and children, isolate the area if possible, no reversing without a spotter present RVs located on or close to inclines are to have their wheels chocked to avoid inadvertent movement Keys to RVs to be stored and controlled by a staff member 	Major	Rare	Medium	If vehicles are coming into the living zones, staff must be advised before the vehicle enters the space. Security could manage this entrance and exit
16	Unknown hazards	Unknown or unforeseen risk	Moderate	Possible	High	<ul style="list-style-type: none"> H&S advisors available to discuss issues and to conduct regular safety checks and walk-throughs All issues, near misses, incidents, or safety concerns to be reported to the facility manager Facility staff to regularly check hazards in their work areas Safety risks arising during the Op are to be investigated and managed immediately using the hierarchy of controls Changes in processes, or new activities, to be risk assessed prior to being carried out 	Minor	Unlikely	Low	

RISK REGISTER

#	HAZARD	POTENTIAL INJURY/ILLNESS (WHAT HARM COULD OCCUR?)	CONSEQUENCE ¹	LIKELIHOOD ¹	INHERENT RISK ¹	CONTROL METHODS			COMMENTS
						CONSEQUENCE	LIKELIHOOD	RESIDUAL RISK	
17	Gymnasium	TBC							<ul style="list-style-type: none"> • Decision to be made if this is available for use at facility (health concerns) • Posters on cleaning and use to be made available • Booking process for use would need to be implemented • Children under 13 not to be in the area unless accompanied by a guardian
18	Children's play equipment	TBC							<ul style="list-style-type: none"> • Not yet in place. • Risk assessment to be carried out once installed. • Posters on cleaning and use to be made available • Decision to be made if this is available for use at facility (health concerns) • Booking process for use would need to be implemented • Must be accompanied by parents/caregiver

Appendix 16: Recommendations on the use of PPE

Setting	People	Recommendation
At the facility and during transport to facility.	Occupants – potential coronavirus risk	No need to wear a mask in their own accommodation or in communal areas if they can maintain physical (1m) distance but individuals may choose to do so.
All people who can maintain more than 2 metres contact distance from people with potential coronavirus symptoms.	Bus drivers transporting occupants, people involved in escorting occupants from the airport, general interaction with those at the facility.	No need for a mask. Maintain distance (2 metres) Cover coughs and sneezes with disposable tissues Wash or sanitize hands frequently
People who, due to the nature of their job, may be unable to maintain more than 2 metres contact distance for more than 15 minutes from people with potential coronavirus (i.e. occupants).	People at the facility who may have close (face-to-face) contact for more than 15 minutes with occupants. E.g. hospitality staff, health workers.	N95/P2 mask for those people interacting with occupants. Occupants to wear surgical mask during close contact. Maintain distance (2 metres) when possible Cover coughs and sneezes with disposable tissues Wash or sanitize hands frequently
People who, due to the nature of their job, cannot maintain at least 2 metres contact distance from people with potential coronavirus.	Primary care clinical staff, ambulance staff, emergency department staff. Those involved in transporting or treating a person with coronavirus symptoms.	As per MoH infection prevention protocols (e.g., surgical/medical masks and eye protection, either surgical mask with shield or glasses) if necessary.
People who, due to the nature of their job, cannot maintain at least 2 metres contact distance from people with potential coronavirus AND have a high likelihood of potential contact with aerosolised respiratory secretions from invasive procedures – ventilation, suctioning etc.	ICU staff, recovery room staff, people providing hands-on hospital care to people in Droplet and Contact precautions. Should not be anyone at the facility.	As per MoH infection prevention protocols.

How to correctly wear and remove a face mask²

If you are unwell or have a job which requires you to be in close contact with people who may have coronavirus, it is recommended you use a face mask. It is important that face masks are worn and removed correctly. Masks should fit snugly and fully cover your nose and mouth.

How to wear a mask:

- place over nose, mouth and chin
- fit flexible nose piece over nose bridge
- secure on head with ties or elastic
- adjust to fit – secure on your head, fitting snugly around your face with no gaps
- avoid touching or adjusting your mask during use.

How to remove a mask:

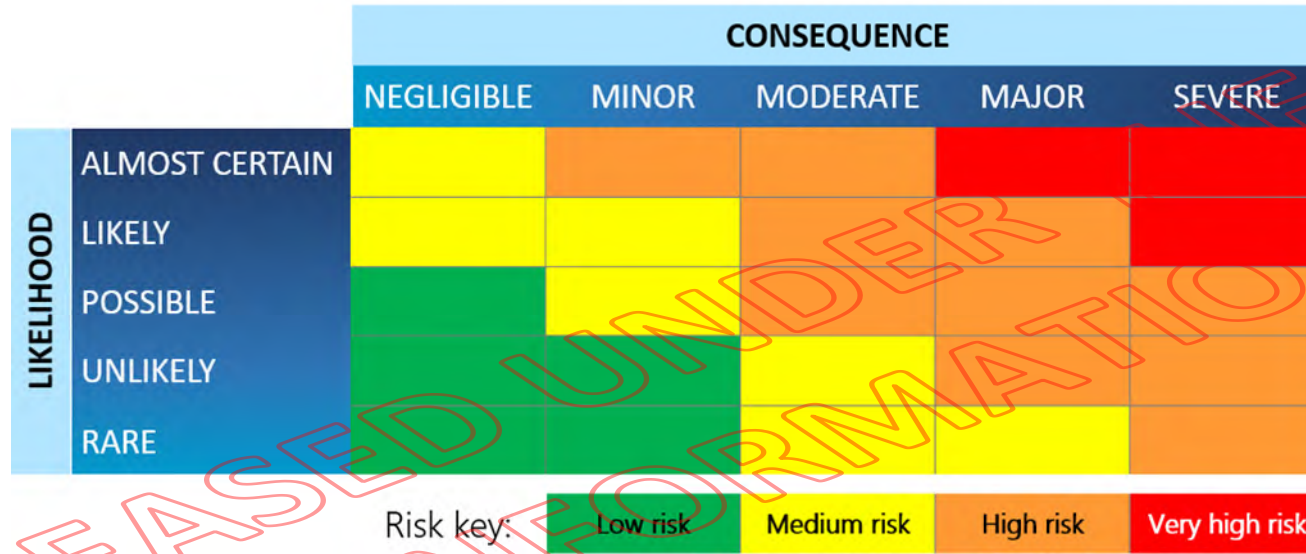
- avoid touching the front of the mask
- if the mask has ties, untie the bottom, then top tie
- remove from face
- discard, do not use again
- wash hands with soap and water or use hand sanitiser immediately.

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² Adapted from <https://www.cdc.gov/hai/pdfs/ppe/PPEslides6-29-04.pdf>

RISK MATRIX

Your consequence and likelihood leads you to your risk rating



RISK LIKELIHOOD TABLE

Determine the likelihood of the unexpected event

LIKELIHOOD	PROBABILITY	CHANCE
Almost certain	>95%	The event will occur in most circumstances
Likely	>65%	The event will probably occur in most circumstances
Possible	>35%	The event might occur at some time
Unlikely	<35%	The event could occur in some circumstances
Rare	<5%	The event may occur in exceptional circumstances

RISK CONSEQUENCE TABLE

Determine the consequence of the unexpected event

CONSEQUENCE	WELLNESS AND SAFETY
Severe	Death of multiple staff, public or others outside Police.
Major	Death of individuals, extensive injury and hospitalisation.
Moderate	Significant down time and possible long-term disabilities.
Minor	Medical treatment required in single figures. Down time.
Negligible	First aid treatment required. No down time. Near misses.

Guidance and SOPs

This section contains Standard Operating Procedures for use during the operation. Action Plans will be updated as more information about the virus is known or other risks become apparent.

General Guidance

General guidance to minimise infection spread is that people should follow basic hygiene principles:

- Wash hands frequently, especially after contact with ill people or their environment
- Practice good cough etiquette
- Maintain distance (two metres)
- Cover coughs and sneezes with disposable tissues
- Wash or sanitize hands frequently

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Appendix 16: Health Action Plan

Displaying symptoms of novel coronavirus – COVID-19

<p>Scenario: An individual starts to display symptoms of the novel coronavirus. These include fever, coughing and difficulty breathing. Difficulty breathing can be a sign of pneumonia and requires immediate medical attention. This guideline aims to ensure effective management of an individual displaying symptoms of COVID-19.</p>	
<p>Risks/Issues: Physical health of individual compromised Increased risk of transmission of virus</p>	
<p>Equipment - Equipment at the facility will consist of: Onsite First Aid Kit containing (minimum standard not including medical supplies):</p> <ul style="list-style-type: none"> • Masks • Gloves • Hand sanitiser • Disinfectant wipes 	
<p>Steps to Manage: Key Points – all people to:</p> <ul style="list-style-type: none"> • Maintain (physical) social isolation of up to 2 metres contact distance where possible. • use masks if unable to achieve this distance e.g. in communal areas • Practice good hand hygiene methods • Practice safe cough etiquette <p>Health Care Assistants (HCAs) will complete daily examinations of patients (including checking temperature) to monitor for changes in individuals' health status, and particularly any symptoms of COVID-19. If symptoms are observed, or these are reported by an individual or others, the following steps should occur:</p> <ul style="list-style-type: none"> • Notification of medical event to HCA or Health Facility Manager • Individual to be isolated from others in the facility (different wing/floor/space – if campsite - spare RV may be used) • Medical personnel onsite to assess individual (appropriate PPE to be used) • Supportive medical care to be provided as appropriate and required • If patient has difficulty breathing, is deemed unstable, or if medical personnel are concerned for the patient's immediate wellbeing, call 111 • If patient is symptomatic but well, on-call GP to be contacted • Status of patient as a 'close contact' to be advised • Should the individual need to be removed/hospitalised staff will follow directions of emergency personnel • Health Facility Manager or designated personnel will work with remaining people to reduce anxiety and maintain calm • If an area in the facility is affected by bodily fluids, cleaning protocol to be applied OR staff will use full PPE to clean area with Clinell wipes 	<p>Responsible:</p> <p>HCA/Health Facility Manager/Medical personnel</p>

Health Action Plan – Facility based medical event (physical)

<p>Scenario: To ensure effective management of medical event whilst people are located at the facility. Medical event in this instance is deemed to be sudden and unexpected deterioration of health e.g. heart attack or injury as a result of accident.</p>	
<p>Risks/Issues: Physical health compromised.</p>	
<p>Equipment - Equipment at the facility will consist of: Onsite First Aid Kit containing (minimum standard not including medical supplies):</p> <ul style="list-style-type: none"> • Masks • Gloves • Hand sanitiser • Disinfectant wipes 	
<p>Steps to Manage:</p>	
<p>Key Points – all people to:</p> <ul style="list-style-type: none"> • Maintain (physical) social isolation of up to 2 metres contact distance where possible. • use masks if unable to achieve this distance e.g. in communal areas • Practice good hand hygiene methods • Practice safe cough etiquette <p>In the event of a medical emergency the following steps should occur:</p> <ul style="list-style-type: none"> • Notification of medical event to HCA or Health Facility Manager • Medical personnel onsite to assess • Call 111 if required – advise status of person as ‘close contact’ to the Coronavirus, provide basic first aid as required • Should affected person need to be removed/hospitalised staff will follow directions of emergency personnel • Health Facility Manager or designated personnel will work with remaining people to reduce anxiety and maintain calm • If an area in the facility is affected by bodily fluids staff will use full PPE to undertake cleaning 	<p>Responsible:</p> <p>HCA/Health Facility Manager/Medical personnel</p>

Health Action Plan – Facility based medical event (pregnancy)

<p>Scenario: To ensure effective management of pregnancy related medical event at the facility.</p>	
<p>Risks/Issues: Physical health of woman / child compromised.</p>	
<p>Equipment - Equipment at the facility will consist of: Onsite First Aid Kit containing (minimum standard not including medical supplies):</p> <ul style="list-style-type: none"> • Masks • Gloves • Hand sanitiser • Disinfectant wipes 	
<p>Steps to Manage:</p> <p>Key Points – all people to:</p> <ul style="list-style-type: none"> • Maintain social isolation of up to 2 metres contact distance where possible (this will not be possible for those directly supporting the patient). • use masks if unable to achieve this distance • Practice good hand hygiene methods • Practice safe cough etiquette <p>Routine monitoring through Midwife/Obstetrician will occur to ensure wellbeing of both mother and child. In the event of medical emergency related to pregnancy:</p> <ul style="list-style-type: none"> • Notification of event to HCA or Health Facility Manager • Medical personnel onsite to assist • Call 111 or Midwife/Obstetrician and advise status of person as 'close contact' to the Coronavirus, provide basic first aid as required • Should mother need to be removed/hospitalised staff will follow directions of emergency personnel • Health Facility Manager or designated personnel will work with remaining people to reduce anxiety and maintain calm • If an area in the facility is affected by bodily fluids staff will use full PPE to undertake cleaning 	<p>Responsible:</p> <p>HCA/Health Facility Manager/Medical personnel</p>

Health Action Plan – Management of children

<p>Scenario: To ensure effective and safe management of children’s physical and emotional wellbeing whilst located at the facility.</p>	
<p>Risks/Issues: Physical / emotional wellbeing compromised e.g. isolation from family, strange environment, unknown people. Risk of abuse or harm to child.</p>	
<p>Equipment - Equipment at the facility will consist of: Onsite First Aid Kit containing (minimum standard not including medical supplies):</p> <ul style="list-style-type: none"> • Masks • Gloves • Hand sanitiser • Disinfectant wipes 	
<p>Steps to Manage:</p> <ul style="list-style-type: none"> • Facility Staff will be Vulnerable Children’s Act checked • Children will be monitored at all times by their designated Guardian, where this is not possible the appropriate HCA or facility staff will assist in the short term. • Provision of games and toys to keep children amused. • Local procedures developed in liaison with local providers. • Dangerous areas of facility will be fenced off. <p>In the event of harm or suspected / evident abuse:</p> <ul style="list-style-type: none"> • Notification to the Facility Manager occurs immediately • Facility Manager escalates to family, GP, Oranga Tamariki and Police • if the child is in imminent danger the Facility Manager will take immediate steps to protect them if safe to do so. This may include segregation of parties – continue to provide support for the child until appropriate authorities arrive. 	<p>Responsible:</p> <p>HCA/Facility Manager/Medical personnel</p>

Health Action Plan – Facility based managing mental health

<p>Scenario: To provide safe and effective management of concerns with people’s mental health whilst located at the facility.</p>		
<p>Risks/Issues: Emotional and mental health compromised.</p>		
<p>First Aid Kit containing (minimum standard not including medical supplies):</p> <ul style="list-style-type: none"> • Masks • Gloves • Hand sanitiser • Disinfectant wipes 		
<p>Steps to Manage:</p> <p>Key Points:</p> <ul style="list-style-type: none"> • Person’s with pre-existing conditions or factors will be identified on arrival • External support through applicable agencies will assist people in managing during their stay at the facility • Daily monitoring activity by HCAs and Nurse Practitioner will occur and support early identification of concerns • Escalation of concerns to Health Facility Manager and external agencies as required • Entertainment, activities and effective communication around the situation will assist in reducing anxiety 	<p>Responsible:</p> <p>HCA/Health Facility Manager/Medical personnel</p>	
<p>Emergency Plan:</p> <p>In the event of escalated behaviour:</p> <ul style="list-style-type: none"> • Notification of any escalated behaviour or event will occur through HCA or Nurse Practitioner • De-escalation if required onsite • Enlist support of external agencies • Escalation to Health Facility Manager • In the event of imminent risk to person or others call 111 • Should the person need to be removed/hospitalised staff will follow directions of emergency personnel and will be treated as a ‘close contact’ • Health Facility Manager or designated personnel will work with remaining people to reduce any anxiety and maintain calm 		<p>HCA / Nurse Practitioner</p> <p>Health Facility Manager</p>

Appendix 17: COVID-19 Health and Safety briefing for facility staff

Greeting

- ✓ Maintain distance from individuals (2 metres)
- ✓ Do not shake hands
- ✓ Kick doors open where possible instead of using door handles

Hygiene

- ✓ Hand sanitiser – use immediately after touching surfaces
- ✓ Hand washing –Rigorous, frequent hand washing, (wash in warm water with soap, or use an antiseptic hand gel, dry hands with paper towels)
- ✓ Cough or sneeze into a tissue and dispose, or into elbow

Clothing

- ✓ Wearing off street clothes to and from work and work clothes at work

Going Home

- ✓ Shoes off outside
- ✓ No hugs until hygiene procedures are carried out (see below)
- ✓ Clothes off at the front door + immediate hot shower
- ✓ Hot wash work clothes & reusable shopping bag

Personal Protective Equipment

- ✓ Wear PPE (masks and gloves) provided
- ✓ Shoulder length hair must to clipped or tied back
- ✓ Shoes should cover and protect feet from splashes

Health

- ✓ Declare any special needs - any medical conditions, medications, allergies
- ✓ Every staff member must report to the health room and have a daily health check while onsite. Hours to report: 0700 – 0900 this is Mandatory
- ✓ If a staff member is feeling ill for any reason including stomach upsets, headaches or flu like symptoms they must immediately report to the nurse and their manager

Food, Eating and Drinking

- ✓ Bring your own food in a reusable shopping bag that you can wash.
- ✓ Avoid eating in communal spaces.
- ✓ Bring drink bottle – no cups

Appendix 18: Screening checklist before engaging staff at a facility

Date	Full Name	DOB	Daytime phone number
		(if over 70 years, cannot proceed)	
Name of person completing checklist:			

To be completed PRIOR to confirming engagement.

The following screening questions are vital to ensure the operational capabilities of the quarantine facility remain intact. If you answer YES to any questions, this does not necessarily preclude your involvement, however you may receive a call from a Ministry staff member for further discussion.

Please return the completed form to Management

- | | | |
|--|--------------------------|--------------------------|
| 1. Do you have any of the following: | YES | NO |
| Fever | <input type="checkbox"/> | <input type="checkbox"/> |
| Cough | <input type="checkbox"/> | <input type="checkbox"/> |
| Sore throat | <input type="checkbox"/> | <input type="checkbox"/> |
| Shortness of breath | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Have you been in close contact with anyone unwell with any of the above symptoms over the last 14 days; or are you aware of any situation in which you may have been exposed to COVID-19? | YES | NO |
| | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Have you or anyone in your household travelled overseas in the last 21 days? | YES | NO |
| | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Are you or any close contacts waiting on test results for COVID-19? | YES | NO |
| | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Do you have any pre-existing medical conditions ie asthma, bronchitis, immunocompromised system etc? | YES | NO |
| | <input type="checkbox"/> | <input type="checkbox"/> |

6. Does anyone in your household have a pre-existing medical conditions ie immunocompromised system **YES NO**
7. Are you clean shaven or willing to be clean shaven. (if not cleanshaven, you cannot use the mandatory PPE) **YES NO**
8. Have you been trained to put a face mask on and off (if not instructions to be provided - below) **YES NO**
9. Do you have any skin allergies or conditions including dermatitis? (Skin conditions may impact on hand sanitizer use) **YES NO**
10. You must agree to maintain a 2 metre distance from other persons at all times? **YES NO**
11. You will immediately notify your team leader if you become unwell and will immediately self-isolate. **YES NO**

By signing, You confirm that the information has been explained to you and the information you have provided is correct to the best of your knowledge.

Signed:

Date:

Name:

How to put on a face mask

1. Clean your hands with soap and water or hand sanitizer before touching the mask.
2. Remove a mask from the box and make sure there are no obvious tears or holes in either side of the mask.
3. Determine which side of the mask is the top. The side of the mask that has a stiff bendable edge is the top and is meant to mold to the shape of your nose.
4. Determine which side of the mask is the front. The colored side of the mask is usually the front and should face away from you, while the white side touches your face.
5. Follow the instructions below for the type of mask you are using.
 - *Face Mask with Ear loops:* Hold the mask by the ear loops. Place a loop around each ear.
 - *Face Mask with Ties:* Bring the mask to your nose level and place the ties over the crown of your head and secure with a bow.
 - *Face Mask with Bands:* Hold the mask in your hand with the nosepiece or top of the mask at fingertips, allowing the headbands to hang freely below hands. Bring the mask to your nose level and pull the top strap over your head so that it rests over the crown of your head. Pull the bottom strap over your head so that it rests at the nape of your neck.
6. Mold or pinch the stiff edge to the shape of your nose.
7. If using a face mask with ties: Then take the bottom ties, one in each hand, and secure with a bow at the nape of your neck.
8. Pull the bottom of the mask over your mouth and chin.

How to remove a face mask

1. Clean your hands with soap and water or hand sanitizer before touching the mask.
2. Avoid touching the front of the mask. The front of the mask is contaminated. Only touch the ear loops/ties/band.
3. Follow the instructions below for the type of mask you are using.
 - *Face Mask with Ear loops:* Hold both of the ear loops and gently lift and remove the mask.
 - *Face Mask with Ties:* Untie the bottom bow first then untie the top bow and pull the mask away from you as the ties are loosened.
 - *Face Mask with Bands:* Lift the bottom strap over your head first then pull the top strap over your head.
4. Throw the mask in the trash. Clean your hands with soap and water or hand sanitizer.

Appendix 19: Wellbeing in managed isolation

How to look after your mental health and wellbeing when you are in quarantine or managed isolation.

Your doing a great thing to protect the health and wellbeing of all New Zealanders, including your whānau, friends and community. Ngā mihi, thank you.

It's all right to feel anxious, angry, scared or worried right now. Your wellbeing while you're staying at home is important and we want you to know you're not alone. He waka eke noa – we're all in this together.

This resource/page has some ideas about things you can do to support your mental health while you're in isolation to help you feel good and get through. If you're struggling and need to talk, free call or text **1737** to have a chat with a trained counsellor. They're available day and night.

Stay connected, be kind (especially to yourself) and keep moving. We're going to get through this.

Wellbeing tips

These tips are to help get you thinking about what will help your mental health at the moment. These small actions are big mood-boosters – find what works for you and keep at it.

Use technology to stay connected

Connect with the people who are important to you on the phone, through social media, video chats and text. Managed isolation doesn't mean cutting off all communication – in fact, it's more important than ever to talk and listen, share stories and advice, and stay in touch with the people who matter to you. For example, you might want to organise a digital shared lunch, or schedule a daily phone call with your grandmother.

Take notice of things that make you feel good

Eating healthy food, noticing the beauty outside your window or on a walk around the block, taking time to thank people. What ngā manu (birds), ngā kapua (clouds) ngā rakau (trees) can you see? Pay attention to how you feel when you do these things and then try to do them more often.

Keep moving

Try not to spend all day in bed or on the couch. Getting some exercise helps your mind and body to release tension and stress and gives you the energy and good feelings you need to get through. Find ways to move your body and your mood every day. Remember, you can go outside under supervision, but you need to limit your contact with others.

Think about what you have to give

Giving helps us to feel we're still a part of our whānau and community even when we have to stay physically isolated. You've got so much to offer – get creative and think about ways you can give your time, skills and knowledge to help others. For example, can you text a complement to someone, share a recipe or book recommendation on social media, or call someone who might be feeling lonely?

Stick to a routine

This sounds boring but it will help you get through each day. Go to sleep and wake up at the same time, eat regularly, shower, change your clothes, get some fresh air, book in video-chats with colleagues or friends, do your chores. Make sure you make time for fun!

Find ways to relax

This is especially important if you're feeling stressed or anxious. Finding things that help you breathe deeply, switch off and recharge will help you to feel better.

Go on an information diet

Covid-19 is a global issue and the endless updates from news outlets and people on social media can be completely overwhelming. Visit <https://covid19.govt.nz> for information and pick one trusted news source and check it once per day. Pay attention to how news coverage makes you feel and switch off if you need to.

For support with grief, 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.

Appendix 20: Welfare factsheet

Available at: <https://covid19.govt.nz/assets/MOH-COVID-19-Welfare-Info-Sheet-A4-v2.pdf>

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](https://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 – 10pm, 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.

Welfare



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](https://www.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](https://www.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



Food and other essential goods – support through local CDEM Groups

Most people can access food and other essential items for themselves and their whanau, either through their own means or through their community providers or support networks like whānau, friends, iwi and neighbours. For some people this is not a possibility and they may need extra help to access the things they need during self-isolation, like food and medicines.

Financial help to people is available through the Ministry for Social Development. This works well when people have their own way of getting the goods they need.

For people who have an urgent need for essential supplies and they don't have the means or transport to get it themselves, they can contact their local Civil Defence and Emergency Group (CDEM) for help. This service is intended for people and whanau who don't have any other options available to them.

The service operates seven days a week from 7am to 7pm.

If you find yourself in this situation, please phone your local Civil Defence and Emergency Management Group.

CDEM Group	Public contact number
Northland	0800 790 791
Auckland	0800 222 296
Waikato	0800 800 405
Bay of Plenty	0800 884 222
Manawatu/Wanganui	0800 725 678
Taranaki	0800 900 077
Gisborne	0800 653 800
Hawke's Bay	0800 422 923
Wellington	0800 141 967
Nelson Tasman	0800 505 075
Marlborough	03 520 7400
Canterbury	0800 24 24 11
Chatham Islands	03 305 0033 Ex 715
West Coast	03 900 9329
Otago	0800 322 4000
Southland	0800 890 127

Financial support

If you've lost your job or had your hours reduced you may be able to get a benefit or some other financial help from Work and Income.

There is help available for urgent costs like:

- food
- accommodation costs (rent, mortgage, board, emergency housing)
- repairs or replacing appliances
- emergency dental treatment
- emergency medical treatment
- health travel costs
- water tank refill

You can find more information about financial support (including eligibility criteria) on the Work and Income website at <https://workandincome.govt.nz/products/a-z-benefits/covid-19-support.html>.

Work and Income call centres are experiencing very high demand at the moment, so we recommend you check the website first. If you don't have access to the internet you can call us on **0800 559 009**.

Employer Wage Subsidy

The wage subsidy is to help keep your businesses going if they 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 subsidy is a lump sum payment for the employer to pass on to employees and covers 12 weeks per employee.

For more information including how to apply for the Wage Subsidy Scheme visit <https://workandincome.govt.nz/products/a-z-benefits/covid-19-support.html>.

Welfare



Accommodation Support

Temporary Accommodation

If you are required to self-isolate and you need support to find suitable accommodation, the Temporary Accommodation Service (TAS), run by the Ministry of Business, Innovation and Employment is working with other government agencies to assist people to find suitable accommodation. TAS is providing assistance to those who are unable to self-isolate in their own homes or are travellers visiting New Zealand and do not already have suitable self-isolation accommodation arranged.

To register your details, please call 0508 754 163.

After registering your details, you will be contacted by a temporary accommodation staff member who will assess your needs and work with you to help you find suitable temporary self-isolation accommodation. There is a cost for temporary accommodation and TAS will work with each individual or household who uses the service on how to meet this cost.

If you are a visitor to New Zealand please contact your Embassy or consulate for guidance. A list of foreign representatives to New Zealand can be found online <https://www.mfat.govt.nz/en/embassies/>

If you're a New Zealand citizen or resident on a low income or benefit, you can contact Work and Income to see if you're eligible for support www.workandincome.govt.nz

More information and updates can be found at <https://temporaryaccommodation.mbie.govt.nz/covid-19/>

Tenancy information

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

Schools and early childhood

The Ministry of Education is providing additional support for schools and early childhood centres to provide resources for teachers and parents to maintain routines for children.

During the holiday break, from 30 March to 14 April, we will support schools to develop e-learning and other distance learning options ready for the start of Term 2. See more here <http://www.education.govt.nz/novel-coronavirus-2019-ncov-3/>

Home-based care options for children aged 0-14 of essential workers

To ensure essential workers can access care for their children if needed, the Government has agreed that three large home-based providers will provide additional support. This will provide in-home care for children aged 0-14.

Arrangements are also being made for OSCAR services around the country to also offer support for children of essential workers. See more <http://www.education.govt.nz/covid-19/home-based-care-options-for-children-aged-0-14-of-essential-workers/>

Keeping children and young people safe

If you're worried that a child or young person is not safe or being cared for, or you are aware of 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

You can also access more information on our service at this time by visiting our website: <https://orangatamariki.govt.nz/news/coronavirus/>

Welfare



Animal welfare

The primary industries have been included as essential services under Level 4 of the COVID-19 response.

Information and advice

For more information regarding COVID-19 and the primary industries: mpi.govt.nz/coronavirus
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 www.nzva.org.nz including how to manage animals when in self-isolation.

At alert level 4, you **MUST** contact your veterinarian **BEFORE** visiting them, or going to the veterinary clinic for product. You **MUST** identify if you are self-isolating or otherwise higher risk. This applies to everyone (pet owners and farmers), 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](https://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

Appendix 21: Letter confirming a person can travel after completing managed isolation

Date

Dear [applicant],

Thank you for your application for confirmation that you have completed isolation in a managed facility. Your application has been approved and this letter confirms that you have:

- Received and passed a health screening check, and
- Completed 14 days isolation in a managed isolation facility

This letter confirms that given that you have met the above conditions, you can travel domestically according to the below criteria:

Travel Date: [Add date]

Origin: [Add origin location]

Destination: [Add destination location]

It is essential that you adhere to the Ministry of Health COVID-19 guidelines and practices including:

- only travelling to the above-mentioned destination
- do not travel if you are unwell
- stay 2 metres from all those outside the bubble you are permanently joining
- washing your hands regularly with soap and water for 20 seconds, or clean with hand sanitiser
- coughing or sneeze into a tissue or your elbow and then wash your hands with soap and water for 20 seconds or clean with hand sanitiser

More information is available at health.govt.nz/covid-19

Ensure you carry a copy of this document with you while travelling as evidence of your permission to travel.

Yours sincerely

[Signature/Authoriser]