

Nau mai, haere mai, welcome

New Zealand currently has very few COVID-19 cases. This is largely because everyone arriving in New Zealand is required to stay in a government managed isolation or quarantine facility for at least 14 days.

As you travelled from another country, you may be at risk of carrying the virus. You may not become sick immediately and symptoms take time to develop. Staying in a managed isolation or quarantine facility will help us support you in case you have COVID-19, stop the spread into the New Zealand community and keep everyone safe.

Managed isolation and quarantine (MIQ) is a legal requirement. So far more than 120,000 people have stayed in New Zealand's managed isolation facilities.

What happens next?

1. You will be screened for COVID-19 symptoms (e.g. fever, cough, shortness of breath or sore throat). If you have any symptoms or there is reason to believe you have been exposed to COVID-19, you will go to a quarantine facility. Otherwise, you will go to an isolation facility.
2. You must continue to wear a medical face mask that has been given to you, keep at least 2 metres from others at all times and sanitise your hands while at the airport, on your journey to the managed isolation facility and until you are in your room.
3. At the facility you will be given a room for your stay. If you are travelling with family, they will be in the same room as you. You cannot leave the managed isolation facility at any time during your stay. If you leave the facility without permission you may be prosecuted. You may also be subject to additional security measures for the remainder of your stay.
4. Most people will be tested three times for COVID-19. This will be within 24 hours of arrival (unless you are from an excluded country), and then on or around day 3 and day 12. Excluded countries include Australia, Antarctica and most Pacific Islands (Fiji, Cook Islands, Niue, Samoa, Tokelau, Tonga, Kiribati, New Caledonia, Tuvalu, Marshall Islands, Vanuatu, Federated States of Micronesia, Solomon Islands, Nauru, Palau, and Wallis and Futuna).
5. You must stay in your room unless you have a medical appointment, your specified exercise or smoking time or there is an emergency, for example a fire or an earthquake. If you are required to undergo a test within 24 hours of your arrival, you will not be allowed out of your room until the test results are known.
6. To be allowed to leave MIQ you must complete your 14 day stay and test negative for COVID-19. A health officer must also confirm that you are a low risk of having or spreading COVID-19. You can be required to stay up to a total of 28 days if you refuse a COVID-19 test or are not considered a low risk by a health practitioner.

A dedicated team of health, hotel and other staff are available at your facility to provide any support you may need. There will also be fences around the facilities and cameras to make sure everybody is following the rules and keeping safe. We will do all we can to make your stay as pleasant as possible. More information about your stay and what to expect is available in the Welcome Pack, which you will receive when you arrive at your facility, or on the MIQ website - www.miq.govt.nz

He waka eke noa – we are all in this together



Brigadier Jim Bliss
Head of Managed Isolation and Quarantine

Information on additional requirements during your stay

What is happening?

Anyone travelling to New Zealand from anywhere apart from Australia, Antarctica and most Pacific Islands (Fiji, Cook Islands, Niue, Samoa, Tokelau, Tonga, Kiribati, New Caledonia, Tuvalu, Marshall Islands, Vanuatu, Federated States of Micronesia, Solomon Islands, Nauru, Palau, and Wallis and Futuna) is required to:

- have a **COVID-19 test on 'day 0/1'** within 24 hours of arrival in a managed isolation facility
- remain in their room at their managed isolation facility until the test result is known

Why is this necessary?

Your safety and that of all New Zealand remains our priority.

In light of the increasing number of COVID-19 cases globally, the more contagious strains of COVID-19 and their potential to spread more rapidly, the additional test and requirement to stay in your rooms adds another layer of protection for you, staff and the New Zealand community.

What happens next?

If you are travelling from Australia, Antarctica or the listed Pacific Islands (Fiji, Cook Islands, Niue, Samoa, Tokelau, Tonga, Kiribati, New Caledonia, Tuvalu, Marshall Islands, Vanuatu, Federated States of Micronesia, Solomon Islands, Nauru, Palau, and Wallis and Futuna), you will be given a blue wrist band. This is a quick way to identify you as not needing day 0/1 tests.

Please remember you are required to follow all other rules while staying at the facility.

Why have I not been given a band?

You have not been given a band because you are required to undergo day 0/1 tests. Not having a band will help us identify you and provide an efficient service when organising transport and administering tests. This will minimise delays and also allow us to keep you as safe as possible.

Why don't I need a day 0/1 test when I've travelled on the same plane with passengers from a high risk country?

While the people on your flight may be from a high risk country, there is no benefit in you being tested at this early stage. New Zealand already has a two swab test system around day 3 and day 12 for people entering managed isolation facilities. This provides good assurance that if you do have the virus it will be detected as part of the existing process.

If the people sitting near you on the plane return a positive test, we will let you know.

Information on additional requirements during your stay

Day 0/1 testing

If you are travelling to New Zealand from anywhere other than Australia, Antarctica and some Pacific Islands (Fiji, Cook Islands, Niue, Samoa, Tokelau, Tonga, Kiribati, New Caledonia, Tuvalu, Marshall Islands, Vanuatu, Federated States of Micronesia, Solomon Islands, Nauru, Palau, and Wallis and Futuna) you will:

- have a COVID-19 test on 'day 0/1' within 24 hours of arrival in this facility. You will have a swab taken from the back of your nose. This can be a bit uncomfortable but is not known to cause harm. It takes about 10 seconds to collect a sample.
- **need to stay in your room until your test results are known.**

Your on-site team will be in touch about your test results. It usually takes 24-48 hours for results to come back.

Testing is vital for your wellbeing and for others around you. If you refuse a test, you may be required to stay in isolation for up to 28 days in total. On-site staff will explain what happens next.

What happens if the test is negative?

If you test negative on your day 0/1 testing, you will be issued a blue wrist band. You are required to complete the remainder of your 14 days' managed isolation at your facility. You will have further tests on or around day 3 and day 12. The on-site team will inform you about other rules and how slots for exercising or smoking are organised.

Please wear wristbands and face masks that have been supplied to you at all times when outside your room. You must also wear a mask when opening the door to collect food or laundry.

What happens if the test is positive?

If the test result is positive, you will be transferred to a quarantine area or facility.

Quarantine facilities or areas accommodate people who are symptomatic on arrival or those who test positive for COVID-19 as well as their close contacts. You will receive a high level of clinical care from a dedicated team of health professionals.

Why do I need to stay in my room?

The evidence so far is that the new variants of the virus transmit more easily than others, so we're taking no chances of people passing it on. Staying in your room until you have your first test results is a short-term precautionary measure to protect you, those around you and our communities from COVID-19.

In an emergency, follow the advice of the on-site team.

I am a smoker. Will I be able to leave my room to smoke before my day 0/1 test results are known?

No. While we sympathise, you will not be permitted to leave your room to smoke. Our on-site health teams will provide support. They can supply nicotine gum or patches if needed.

You cannot smoke in your room. Smoke alarms in your room can be activated by dust, steam, smoke and other fumes and vapours. It is an offence to knowingly cause a false fire alarm and doing so will likely result in prosecution.

Will I be allowed out of my room for exercise/fresh air while I await my day 0/1 test results?

No. We recognise this is difficult, but it is necessary in the circumstances. We encourage you to exercise in your room where possible.

Verbal bus brief

Version 1.3

Introduction

Kia ora Koutou and a very warm welcome to the **INSERT NAME OF MIF**. My name is **XXXX** from **AGENCY** and I'm here to run through the next steps in your managed isolation journey.

This is a Managed Isolation Facility. You are legally required to stay in this facility for the next 14 days.

You cannot leave the facility until the on-site team confirm you are a low risk of having or transmitting COVID-19.

Reassurance

We understand this may be a difficult time for you.

I can assure you that this is a safe and secure facility. Your health and safety is our priority. The facility is staffed by a team of health professionals, hotel and government personnel who are committed to supporting you. So far more than 120,000 people have stayed in New Zealand's managed isolation facilities.

Rules emphasis

Please continue to wear your masks until you are in your room.

It is very important that you follow the guidance and recommendations of health professionals and staff while staying at this facility. This will help keep you, our staff and the New Zealand community safe.

There are some basic rules you need to follow throughout your stay:

- **Stay in your room**
You should remain in your room as much as possible during your stay. This will keep you safe from any exposure and prevent the spread of COVID-19. Staff will give you more information on how to book a slot for exercise or smoking. In an emergency, for example an earthquake or if the fire alarm goes off, follow the advice of the on-site team.
- **Wear a mask and your wristband**
You must wear a new face mask from the single-use face masks pack when you leave your room for exercise or smoking. You must also wear a mask

when you open your room door to collect your meals, place rubbish or linen outside your door, or if staff need to enter your room.

You will also need to wear the wristbands given to you throughout your stay.

- **Practise good hygiene**
Sanitise or wash your hands with soap and water often.
- **Stay 2 metres apart**
You must keep at least 2 metres apart from all people who are not in your bubble, at all times. Your bubble only includes your family/partner or anybody who may be staying with you in your room. This is very important because it will protect you from COVID-19. If you do have contact with someone who turns out to have COVID-19, your stay in isolation may be extended.

Services in your facility

- Breakfast, lunch and dinner will be provided and Wi-Fi and laundry services are available. Deliveries such as Uber Eats, or from a supermarket or family and friends are permitted (depending on the current Alert Level). Further information can be found in your Welcome Pack.
- Please contact the nursing team if you have any health concerns during your stay. Additionally, a Wellbeing team is also available from **xxam to xxpm** each day. They can assist with any questions or concerns you may have during your stay.
- For any non-medical inquiries, please contact reception.
- If an emergency situation occurs, please follow the directions of the on-site team. Remember to wear your masks if you need to leave your room.

Testing during your stay

- A nasal swab will be taken around day 3 and around day 12 of your stay.
- If you are arriving from anywhere other than Australia, Antarctica and some of the Pacific Islands, you are required to take an additional COVID-19 test within the first 24 hours of your arrival in this facility.

- If you are having the additional COVID-test within 24 hours, you are required to stay in your room until the on-site health team have received a negative result from this test. You will not be allowed to leave your room for smoking or exercise during this time. We understand this is hard, but this is a short-term measure to help keep us all safe. We usually receive the test results within 24-48 hours and the on-site health team can provide you with nicotine gum or patches if required.
- Registered nurses are available on-site 24 hours a day and will also conduct daily health checks.

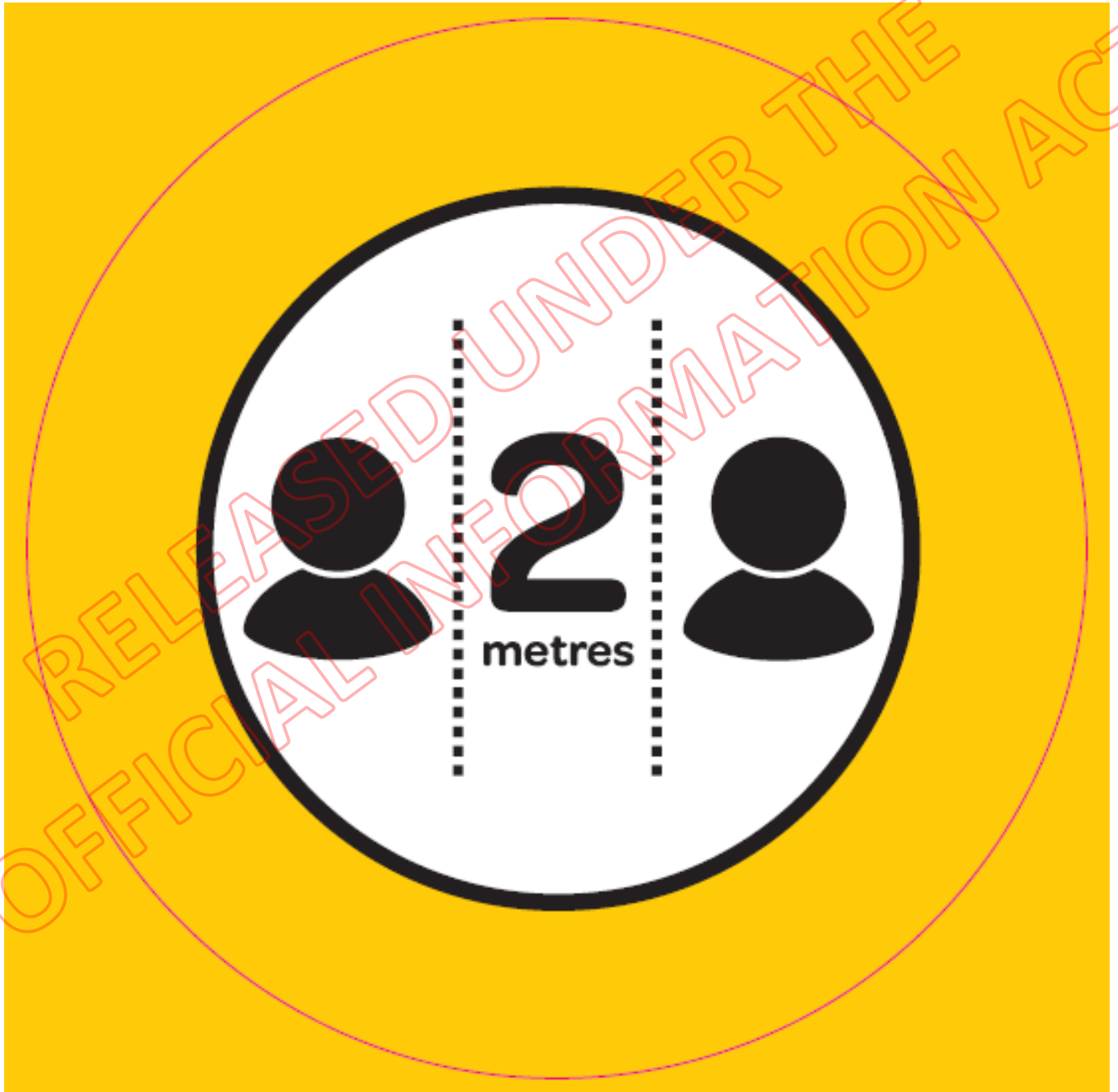
Immediate next steps:

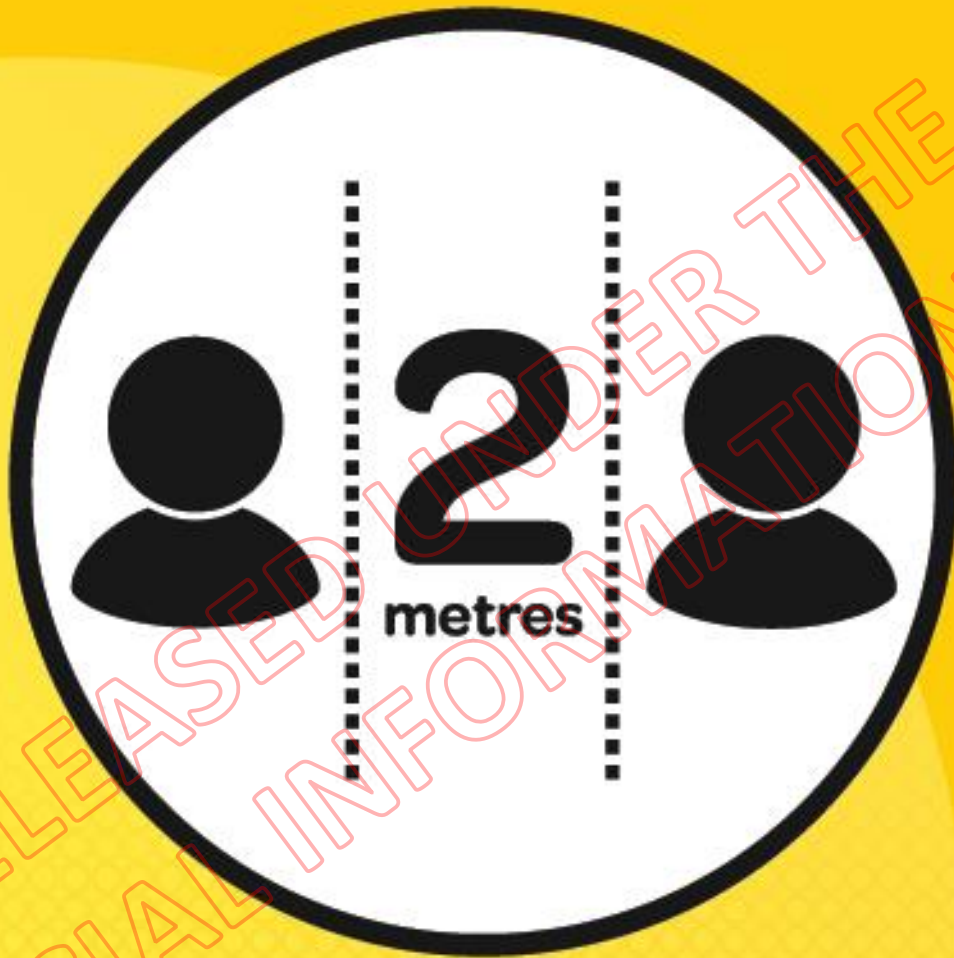
- Please have your passport ready for check in and ensure it is the same passport you used at the airport.

Sign-off

- Welcome home and thanks for doing your part to keep New Zealand safe.

5843 Keep 2m apart floor stickers 2900mm circle

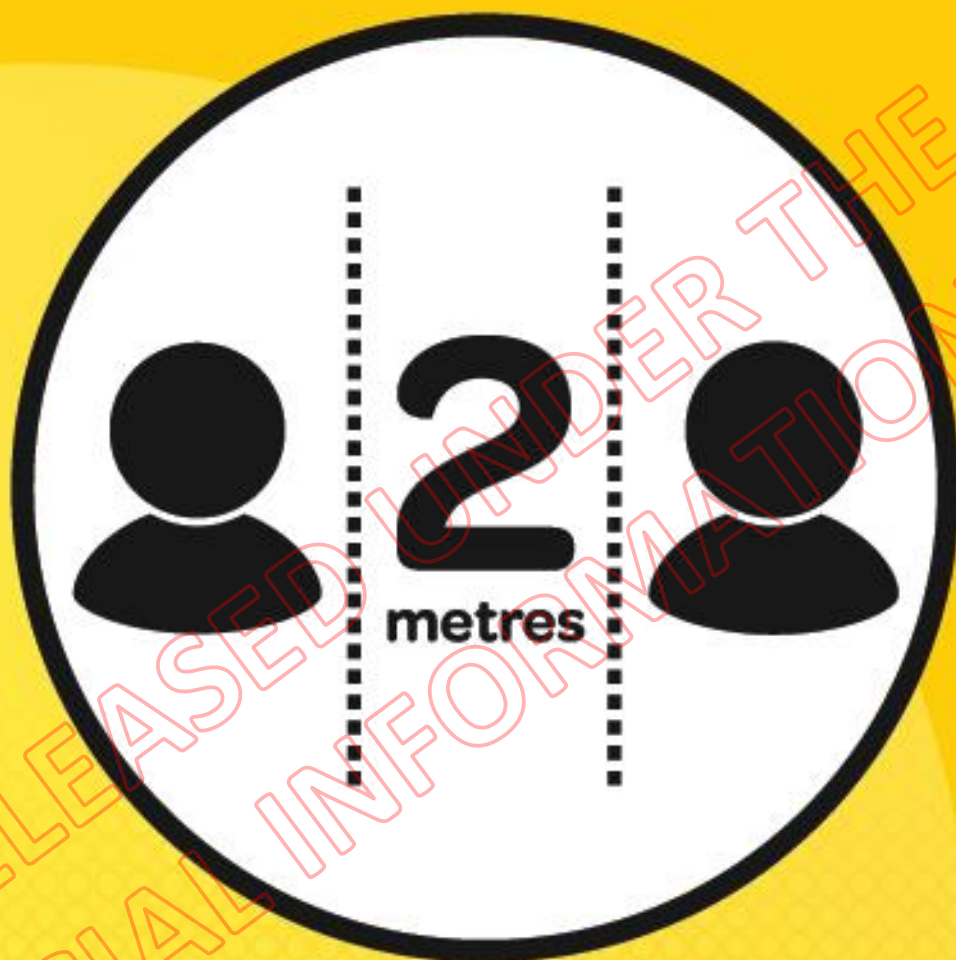




Keep 2 metres apart

5843 Keep 2m apart A4 poster





Keep 2 metres apart

5843 Keep 2m apart A3 EYELET poster



5980 Lift bubble Floor stickers v1 2900mm circle





5980 Please stand behind the line v1
2,000mm x 150mm



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5980 Cough or sneeze poster A3 v1

Cough or sneeze into your elbow

It keeps the virus off your hands, so you won't spread it to other people and make them sick too.



How to hand rub

Use hand rub to clean hands.
Wash hands only when visibly soiled.

5980 Hand Rub guide Poster A4



1 Apply one squirt of hand rub in a cupped hand



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



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



4 Palm to palm with fingers linked



5 Backs of fingers to opposing palms with fingers interlocked



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



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



8 Once dry, your hands are safe



20-30 seconds

How to hand wash

Wash hands when visibly soiled, after contact with patients who have diarrhoea or vomiting, or when advised to do so. Alcohol-based hand rub can be used at all other times.

5980 Hand Wash guide Poster A4



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



Rub hands palm to palm, up to and including wrists



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



Palm to palm with fingers linked



Backs of fingers to opposing palms with fingers interlocked



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



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



Rinse your hands with water



Dry hands thoroughly with a paper towel



40-60 seconds

5980 Mask wearing A3 poster v3

How to wear a face mask safely

PUTTING ON A FACE MASK:



Clean your hands.

Before you put on your face mask, wash and dry your hands or use hand sanitiser.



Check your face mask.

Make sure it is clean, dry and not damaged.



Put on your face mask.

Place the face mask over your nose, mouth and chin, and place the loops over your ears to hold the mask in place.



Replace the face mask every four hours or earlier if it becomes damp, damaged or dirty.

Dispose of face masks in a rubbish bin.



Clean your hands.

Wash and dry your hands or use hand sanitiser.

WHEN WEARING A FACE MASK YOU SHOULD AVOID:



Touching the front of your mask.



Touching your face.



Moving your face mask.

This is specific guidance for face mask use in Managed Isolation and Quarantine Facilities (MIQF). You must only wear single-use face masks that are provided by the MIQF. You must only wear these face masks once – you need to wear a new face mask each time you leave your room. If you run out of single-use face masks, contact the MIQF staff and they will provide you with more.

5980 Mask removal A3 poster v4

How to remove a face mask



Clean your hands.

Before you take off your face mask, wash and dry your hands or use hand sanitiser.



Remove your face mask.

Take your face mask off by removing from the earloops.



Dispose of face masks in a rubbish bin.

Do not re-use or try to disinfect single-use face masks.



Clean your hands.

After you take off your face mask, wash and dry your hands or use hand sanitiser.

This is specific guidance for face mask use in Managed Isolation and Quarantine Facilities (MIQF). You must only wear single-use face masks that are provided by the MIQF. You must only wear these face masks once – you need to wear a new face mask each time you leave your room. If you run out of single-use face masks, contact the MIQF staff and they will provide you with more.

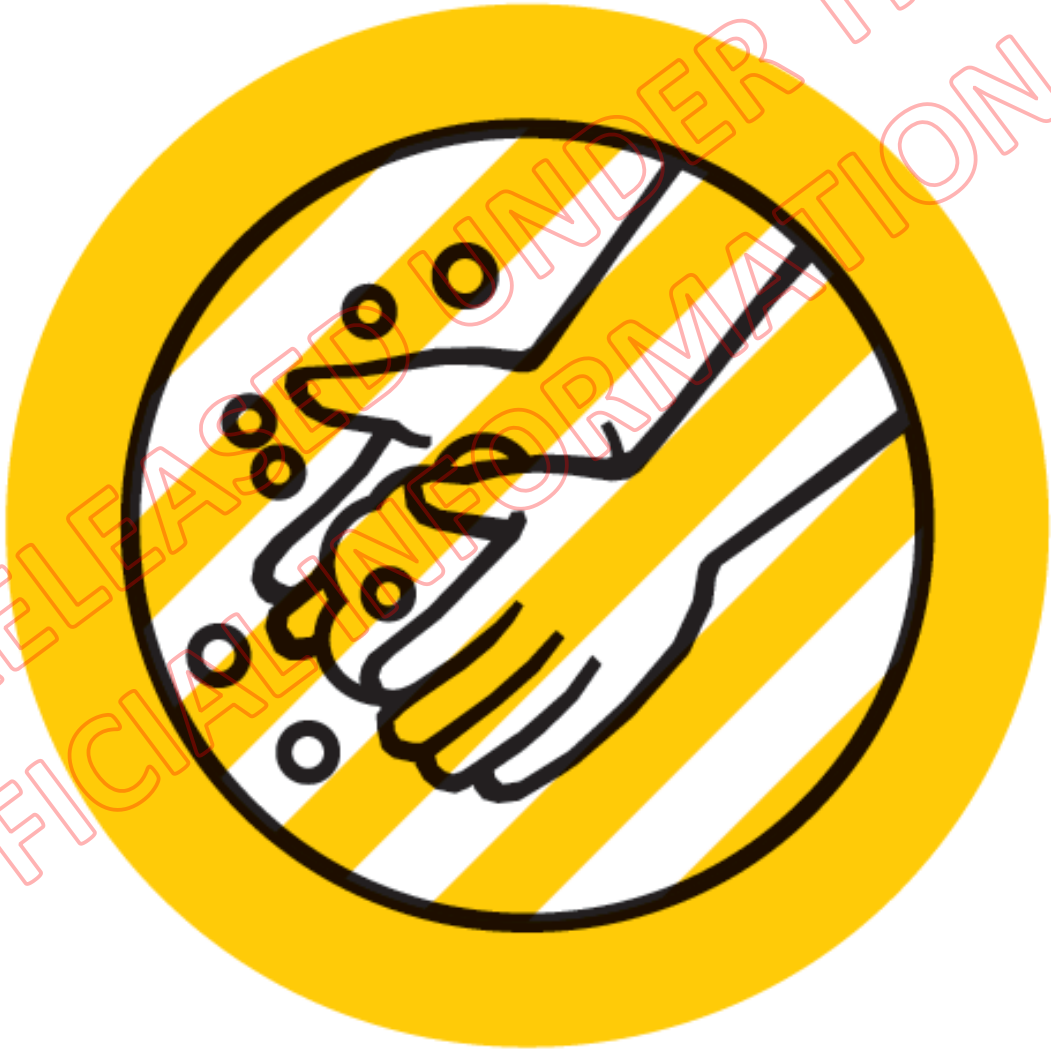
6006 Face mask poster A4, A3, A2

Mask to be worn



6006 Please wash hands poster A4

Please wash hands



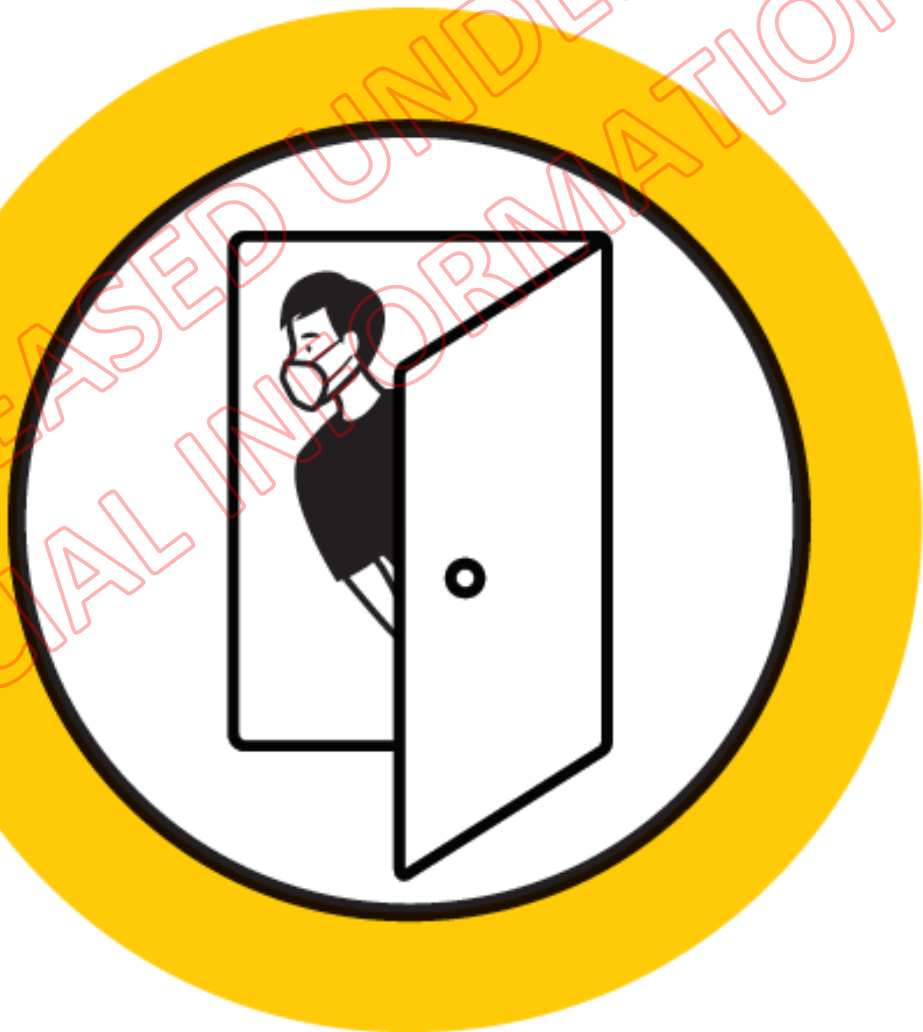
6006 Sanitise hands poster A4 v2

Please sanitise hands



6006 Mask while opening door A4

Wear your mask when opening door





SMOKING RULES

Below are some simple rules that you need to follow to keep you and others safe and help stop the spread of COVID-19.



DO NOT share cigarettes, lighters or tobacco.



Put out your cigarettes and dispose of them properly.



Keep 2 metres away from others.



Wear a mask on your way back to the room.

Help us manage your health better

It's important that you are honest about your health so we can support you better.

Please tell the Nurse if you have any of the following symptoms:



**Fever of 38°C
or higher**



**New or
worsening
cough**



**Shortness of
breath and
difficulty
breathing**



Sore throat



Runny nose



**Loss of sense
of smell or taste**



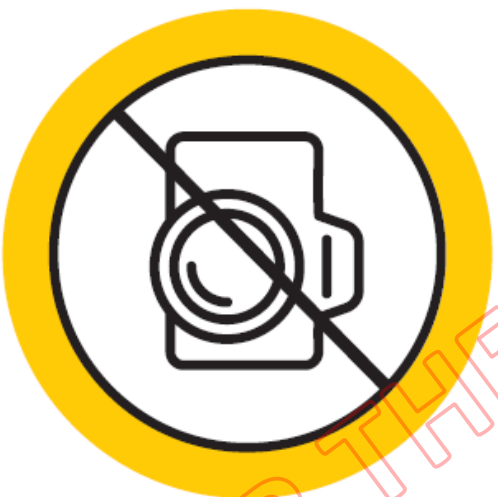
**Diarrhoea or
vomiting**



Headaches



**Muscle aches
or pains**



No photography, filming or audio recording without permission

Please respect privacy of our staff and turn off any photo, film or audio recordings at the testing stations, health rooms, operations and security spaces and when they are in your room.

Thanks for doing your bit and helping us all be safe.

6288 No filming Signage v1
Corflute, A3 and A4 poster

FIRE EXIT

Use only in emergency

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MANAGED ISOLATION
AND QUARANTINE

Unite
against
COVID-19

This is a Managed Isolation Facility
He Puni Whakamoahoao tēnei
E mihi ana ki a koutou katoa, we thank
everyone here for playing their part to keep
Aotearoa safe from COVID-19.

MANAGED ISOLATION
AND QUARANTINE

Unite
against
COVID-19

This is a Managed Quarantine Facility

He Puni Rāhui tēnei

E mihi ana ki a koutou katoa, we thank everyone here for playing their part to keep Aotearoa safe from COVID-19.



MANAGED ISOLATION
AND QUARANTINE

Unite
against
COVID-19

This is a Managed Isolation Quarantine Facility
He Puni Rāhui Whakamohoaō tēnei
E mihi ana ki a koutou katoa, we thank
everyone here for playing their part to keep
Aotearoa safe from COVID-19.



MANAGED ISOLATION
AND QUARANTINE

Unite
against
COVID-19

Kia rite – Be ready – there are things we can all do to keep everyone safe



If you're sick, stay home and call
your doctor or Healthline for advice



Wash your hands with soap

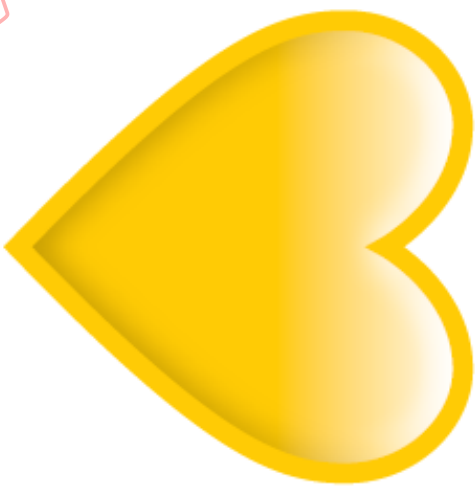


Cough or sneeze into your elbow



Keep track of your movements

AROHANUI to our COVID-19 workers



New Zealand Government

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6145 Exercise Zone

EXERCISE ZONE

Restricted Entry Only

To support the wellbeing of those in managed isolation, this area is set aside for them to enjoy some fresh air and gentle exercise.

Please support your fellow Kiwis by letting them exercise safely and maintain safe distances.

Thank you.

6267 No Exit Poster

NO EXIT

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Security cameras in operation

This facility has CCTV operating 24/7 internally and externally for the following purposes

- › To provide a safe secure environment for our people and visitors
- › To protect Government assets, information, people and property
- › To deter and detect any criminal offences being committed.

All CCTV cameras operated by Managed Isolation and Quarantine are operating in accordance with the Privacy Act 2020 and the footage captured is securely stored.

For any questions and concerns, contact the Operations and Security Manager in your facility.

6328 No public entry



NO PUBLIC ENTRY

This area is temporarily
closed to the public

6366 Restricted Access

MANAGED ISOLATION
AND QUARANTINE

Unite
against
COVID-19



RESTRICTED ACCESS

All staff and contractors are required to produce identification to security before entering this managed isolation facility