



Kete Whānau

Safely navigate your whānau
through COVID-19 in our rohe

Ngā mihi

Thank you to our partners

The Whanganui-a-rohe Iwi Health Provider Collective are working together to provide awhi and aroha to our community during the COVID-19 pandemic.



Karakia

Karanga karanga ki a Ranginui e tūiho nei
Karanga karanga ki a Papatūānuku e takoto nei
Kia rarau nga tapuwae a tangata
He putanga ariki, he putanga taurira
Kia ora pai ai te ara kupu matua
Na Rongo, na Tane, na Rehua
Ka puta ki ngāhau tapu a Tawhirimatea
Ki te whai ao, ki te ao marama
E rongo whakairihia ake ki runga kia tina...TINA!
Haumie, hui e...Taiki e!

Ngā kete o roto

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Kia ora e te whānau

Manaakitanga is the concept of looking after one another. It's about protecting whakapapa; it's about kotahitanga; it's the unity of the collective.

Whanganui-a-rohe Iwi Health Provider Collective are a group working together to support our Whanganui and wider rohe whānau through the COVID-19 pandemic and beyond. We are a collective of iwi and health organisations from across the rohe.

This handbook is designed to capture everything you need to safely navigate your whānau through a community COVID-19 outbreak.

Having COVID-19 in our community can be stressful and overwhelming. Take time now to prepare, so if your whānau gets sick, you know what to do, can help contain the spread of the virus, and give yourself and your whānau the best possible chance to get through this next phase of the pandemic in Aotearoa.

Kia Tū, Kia Oho, Kia Matāra

Absolute readiness, absolute focus, absolute determination



Me pēhea te āhua o te KOWHEORI-19?

What does COVID-19 look like?

Common COVID-19 symptoms are similar to a cold or flu.

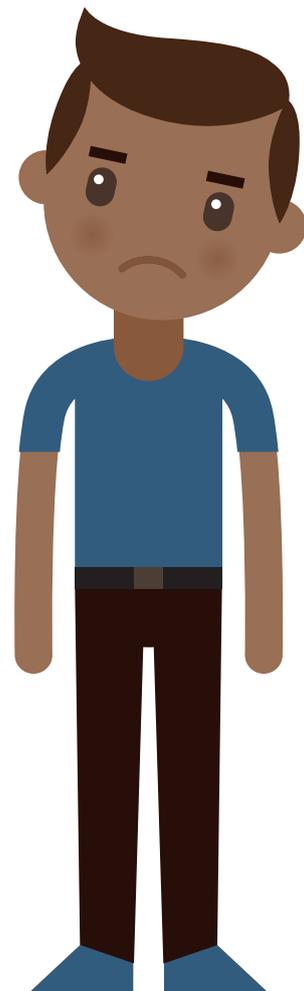
Most common symptoms

- New or worsening cough
- Sneezing
- Runny nose
- Fever
- Temporary loss of smell or altered sense of taste
- Sore throat
- Shortness of breath

Less common symptoms

- Diarrhoea
- Headache
- Muscle aches
- Nausea
- Vomiting
- Malaise
- Chest pain
- Abdominal pain
- Joint pain or confusion/irritability.

It is still possible to get COVID-19 if you are vaccinated, however you are protected against getting seriously sick.



Kano ārai mate

Vaccination

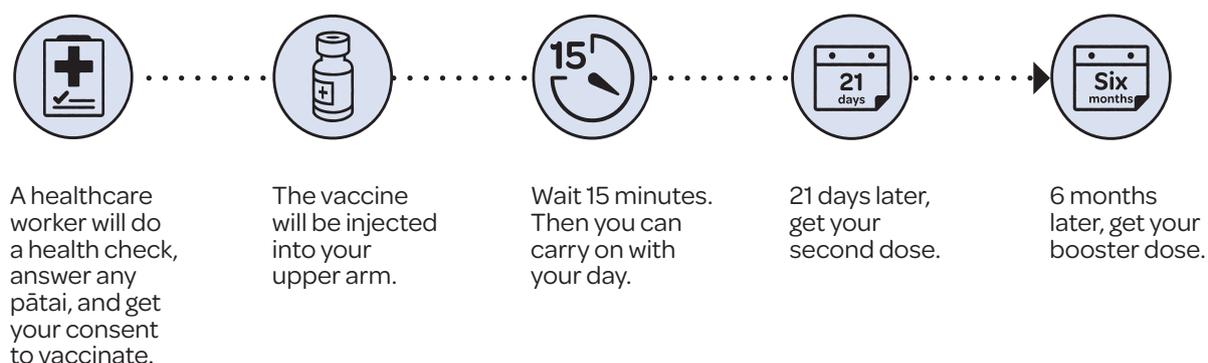
Now is the time to get vaccinated.

Vaccines are our best defence against getting seriously māuiui from COVID-19.

We are all vulnerable to COVID-19, however Māori are most at risk. Getting vaccinated is the best thing you can do to protect yourself and help reduce the risk of passing on COVID-19 to your whānau, friends and community.

The COVID-19 vaccine works by teaching your body how to fight the virus.

Vaccination process



Note: The interval between the second dose and the booster shot will be reduced from 6 months to 4 months in January 2022. The Ministry of Health will announce the start date, which will be confirmed shortly. Until then, the booster dose is recommended to be given 6 months (or longer) after your 2nd covid-19 vaccine dose.

What are the side effects?

Like all medicines, the vaccine may cause some side effects in some people. These are usually mild and are a good sign that your immune system is learning to fight the virus. Some common side effects are:

- Sore arm
- Feeling tired
- Headaches
- Feeling feverish or sweaty

Unusual side effects of sudden heart flutters/palpitations, chest pain, shortness of breath, swollen legs or feet in the days following vaccination need to be checked by a health professional. Please seek medical attention immediately or call Healthline on 0800 358 5453 (24hrs a day, 7 days a week) for advice.

Remember to drink plenty of water and be kind to your body.

If you are worried about how you feel after receiving your vaccine, speak to your GP or healthcare provider.

Visit [wdnhb.org.nz/covid-19/vaccination-clinics-in-the-whanganui-rohe/](https://www.wdnhb.org.nz/covid-19/vaccination-clinics-in-the-whanganui-rohe/) to check out all the vaccine clinics that are available and their opening hours.

Me haumarū tō wāhi

Make your space safe

To help keep us all safe, we need to be well informed, well vaccinated, and well masked.

None of these tools are as effective alone as they are all together.



Two doses of the vaccine gives the best protection



Cough or sneeze into your elbow and sanitise your hands after and often



Use the COVID Tracer App



Regularly wash and dry your hands



Wear a mask



Regularly clean and disinfect surfaces that get touched frequently



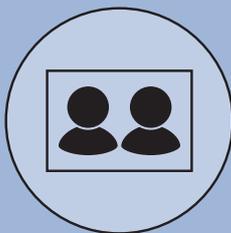
Stay home if you feel māiuiui or have symptoms



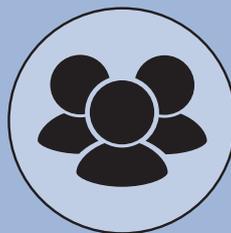
Open windows to ventilate your whare

Using the NZ COVID Tracer App is the most important thing we can all do to trace cases and reduce how much - or how fast - the virus spreads. Remember to scan QR codes wherever you go and turn on your Bluetooth.

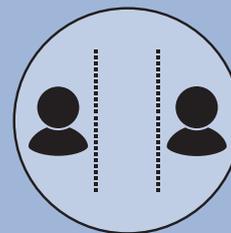
AVOID THE 3 C'S IN AN INSIDE SPACE



Closed



Crowded



Close contact

Mahere whakaritea

Get ready check-list

Taking some small steps now can make a big difference if someone in your whānau tests positive for COVID-19.



Kōrero - Talk about it

- About COVID-19 and what it means if someone in your whare tests positive.
- Explain the importance of keeping a safe distance if this happens.
- Delegate a whānau lead in your whare to act as the first point of contact for your whānau with i.e. support services. This will help to avoid confusion and any unnecessary activity.



Tuhinga - Write down

- The names and contact numbers of the most vulnerable people in your whānau and who will regularly check in with them.
- How you will notify whānau, friends and neighbours if someone gets COVID-19.
- Essential household tasks and details so anyone can do them. Things like paying bills, doing the shopping, caring for tamariki or taking care of pets.



Mahia - Do

- Prepare an isolation space in your whare. This means a separate bedroom and bathroom if possible.
- If this isn't possible and someone tests positive, let the medical team know so they can support you.
- Shop for kai and hygiene products. Other than kai and water, what else is essential for your whānau?
- Restock your prescription medicines if you need to.
- Get vaccinated.

If you start having symptoms, even if they are mild, it is important you get a test to stop the spread.

If you have:

- Symptoms
- Been to a location of interest
- Been in contact with a confirmed case

KIA HOHORO - ACT NOW



1 Self-isolate immediately



2 Call Healthline on **0800 358 5453** for advice



3 Get tested



4 Tell people around you – such as your workplace, whānau and friends – that you're self-isolating. They might need to self-isolate and get tested too.

Test results

Test result: NEGATIVE

You can end your self-isolation and resume your usual daily life

Test result: POSITIVE

A health professional will contact you with the immediate next steps – further self-isolation in your whare or a supported isolation and quarantine (SIQ).

What to do if a whānau member becomes COVID-19 positive

- Activate your whānau plan and create a self-isolation space.
- Identify any high-risk whānau in the whare and where the safest place for them to stay is.
- Make sure everyone understands what self-isolation means. See page 12.
- Ensure tamariki know their important job is to stay away from the māuiui person.
- Inform whanau and friends who visit regularly and contact your place of employment.
- Make a kitchen schedule and plan meals to limit physical contact.

Waea awhina KOWHEORI-19

COVID-19 Support Directory

Support is available for you, no matter what your situation is.

In an emergency, call 111

Health and welfare

Alcohol drug helpline	0800 787 797 or free text 8681
COVID-19 Healthline If you have COVID-19 symptoms	0800 358 5453 +64 9 358 5453 (for international SIMS)
Depression helpline	0800 111 757 or free text 4202 depression.org.nz
Domestic violence helpline	Call 111 or if not safe to speak, push 55 on a mobile to be put through to Police or 0508 744 633 2shine.org.nz
Elder Abuse	Call 111 or 0800 32 668 65 or free text 5032
Emergency	Call 111 immediately in an emergency, if you or someone else is in danger of being harmed or may harm themselves.
Gambling Helpline	0800 654 655 or free text 8006 gamblinghelpline.co.nz
General Healthline For any other health concerns	0800 611 116 covid19.govt.nz/health-and-wellbeing healthnavigator.org.nz
Immunisation Advisory Centre	0800 IMMUNE (0800 466 863) immune.org.nz
Koha Shed Food collective and household support	027 404 0240 facebook.com/thekohashed/
Mental health support For support with anxiety, distress or mental wellbeing	Call or text 1737 Talk with a trained counsellor for free mentalhealth.org.nz leva.co.nz allright.org.nz 1737.org.nz

Health and welfare continued

National Poisons Centre	0800 POISON (0800 764 766) poisons.co.nz
National sexual harm helpline	0800 044 334 or free text 4334 safetotalk.nz
Online therapy course	justathought.co.nz
Parenting support	Plunketline 0800 933 922 skip.org.nz
Smoke-free quit support	Whanganui Stop Smoking Service-0800 200 249 Quitline - 0800 778 778 or free text 4006
Stress and disruption Self-help websites	Melonhealth.com and mentemia.com/nz to cope with stress and disruption
Whakatauki Mai The Wellbeing Sessions	Free online wellbeing sessions wellbeingsessions.nz
Whānau Ora - Te Oranganui	06 349 0007
Whanganui City Mission Food Bank	06 345 2139 foodbank.co.nz/wanganui-city-mission
Women's Refuge	0800 733 843 womensrefuge.org.nz
Youth support	Free text 5626 thelowdown.co.nz sparx.org.nz

Financial

Business advice	0800 500 362 for North Island 0800 50 50 96 for South Island <ul style="list-style-type: none">• How to access COVID-19 business support• What the Traffic Light System means for your business• HR and general business advice
Financial support schemes for businesses, employers and employees .	https://bit.ly/supportscheme <ul style="list-style-type: none">• Resurgence Support Payment• Short-Term Absence Payment• Wage Subsidy Scheme• Leave Support Scheme
Ministry of Social Development General enquiries for under-65s including those for income, housing or employment. Other supports available include: - NZ Super and Veteran's Pension - For students - Job Search - Employers Service team - COVID-19 employer support	0800 559 009 workandincome.govt.nz 0800 552 002 0800 88 99 00 or studylink.govt.nz 0800 779 009 0800 779 008 0800 40 80 40

Housing and employment

Employment	0800 20 90 20 09 969 2950 employment.govt.nz
Housing and Tenancy	0800 646 483 Hud.govt.nz info@hud.govt.nz
Living expenses Work and income	workandincome.govt.nz/eligibility/living-expenses
Working Safely	0800 030 040 04 897 7699 worksafe.govt.nz

Ngā mea waiwai

Essential items

It's a good idea to check your cupboards to see what you might need. Support is available for those who need it. See page 7 for a list of useful contacts.

Food

- Canned: beans, tomatoes, spaghetti, tuna, fruit and vegetables
 - Staples: flour, sugar, rice, butter, oil
 - Dried: pasta, oats, cereals, lentils, noodles, milk powder
-

Hygiene

- Disinfectant
 - Cleaning products such as dishwashing and laundry detergent, bleach, surface cleaners, cream cleanser, antiviral detergent
 - Rubbish bags
 - Paper towels
 - Hand sanitiser
 - Toiletries such as soap, shampoo, toothpaste, toilet paper, tissues, sanitary products
-

Medication

- Over the counter medication such as pain relief, pamol for pēpi and tamariki, decongestant chest rub, cough syrup, lozenges
 - Back up prescription medication such as inhalers, glasses and contact lenses
 - Up-to-date first aid kit
-

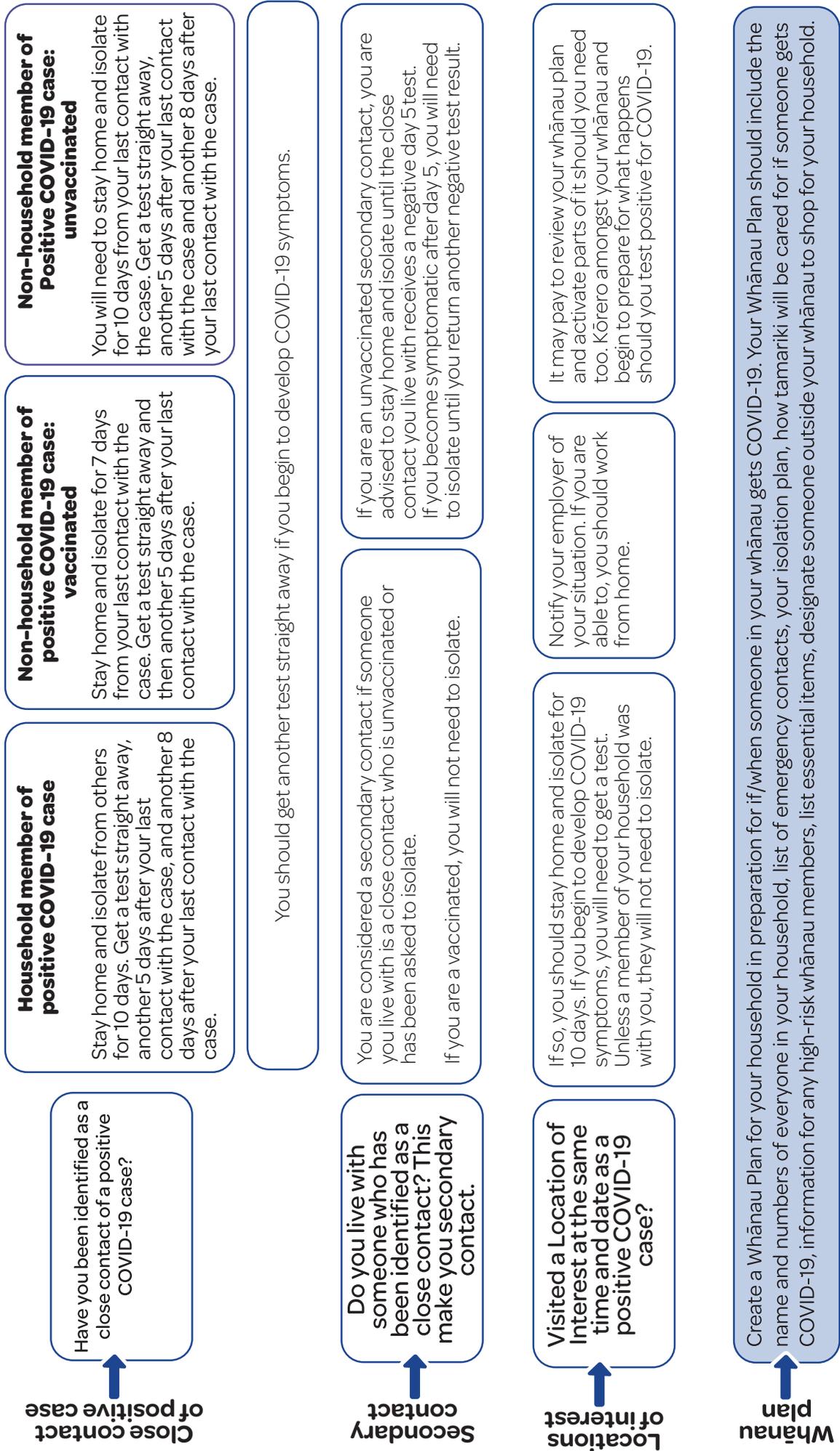
Baby Essentials

- Pēpē supplies such as formula, wipes, nappies, rash cream
-

Pets

- Wet and dry pet food
- Pet medication

COVID-19 Isolation Roadmap



Noho Taratahi

Self-isolation

How to isolate at home

If you are COVID-19 positive or have been in close contact with someone who is, it is important that you isolate for the health and safety of your whānau and friends.

The health team caring for you will assess whether you are eligible to isolate at home. This means you will need to self-isolate in your whare for at least 14 days and not allow any visitors to your whare until you have been cleared by a health care professional.

Requirements for isolation at home:

- A separate room for you to isolate
- Adequate ventilation in the whare
- A separate bathroom
- Accessible for the health team
- Ability to ensure zero contact with high-risk people living in the whare

Five things you need to know when isolating at home:

- 1** Do not leave the house for any reason other than in an emergency. Call work, school, friends and whānau to tell them your situation. See page 8 for financial support options
- 2** Order items online or ask whānau and friends to drop off essentials in a contactless way.
- 3** COVID-19 spreads easily indoors. Limit time together, ventilate your whare by opening windows and do not share any items such as cutlery, linen, kai or drinks.
- 4** If you need medical or welfare assistance, call your health provider, explain your situation, and follow their advice. **Call 111 in an emergency.**
- 5** If someone else in your home later tests positive for COVID-19, the rest button is pushed and everyone in your home must restart their isolation period from the day the last person was confirmed with COVID-19.

If you are a close contact and have, or later develop, any COVID-19 symptoms, everyone in your whare must stay at home until you receive a negative test result.

COVID-19 spreads easily inside, so where possible, put your feet on the grass and enjoy the fresh air in your own backyard.

Taratahi

Quarantine

You will be moved into a quarantine facility if you cannot safely self-isolate at home. This is the best way to stop the virus spreading to others in your whare, and to ensure you are well looked after.

Supported isolation and quarantine (SIQ) facilities are staffed by a team of health professionals.

If one person in your whare tests positive, everyone must self-isolate and you can choose as a whānau if:

- You all move to a quarantine facility together
- The COVID-19 positive person goes into quarantine alone, while the others self-isolate at home

There is no cost for quarantine or the care that you receive during your stay.

When can you leave?

You are required to stay in SIQ until you have been confirmed by a health practitioner to be a low risk of having or transmitting COVID-19, which will likely be after 10-14 days depending on your vaccination status.

Your hauora in managed isolation

During your stay in SIQ, you will get three meals a day and snacks, Wi-Fi, laundry services, basic toiletries, and refreshments, so you do not need to leave to get supplies.

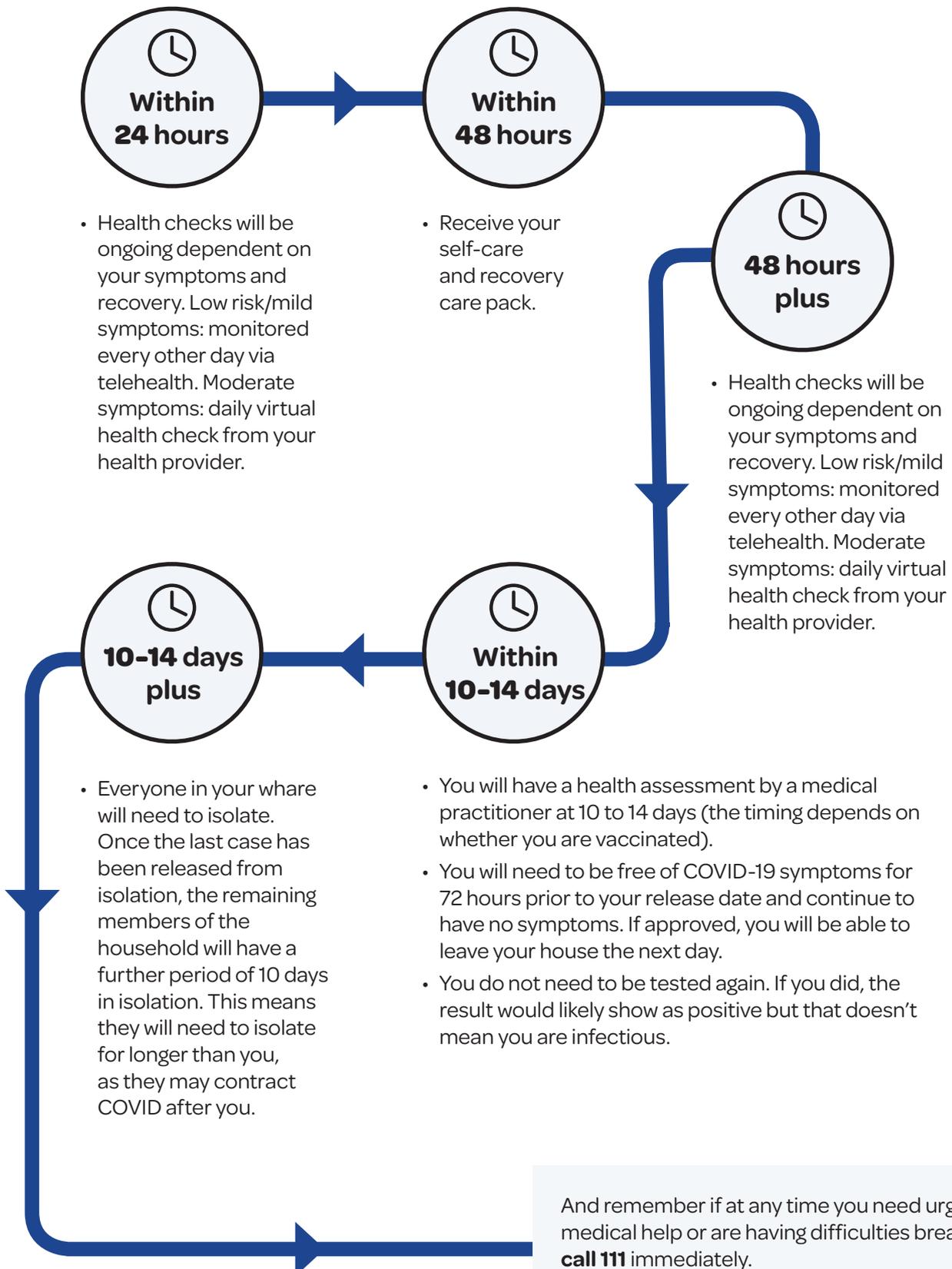
For more on your general hauora, see page 15.



What to expect when self-isolating

Hauora Checks

Don't feel nervous, concerned or unsure - it's normal to feel this way. To help put your mind at ease, you'll have a health navigator to support and guide you throughout your self-isolating journey. Here's what to expect when self-isolating at your whare.



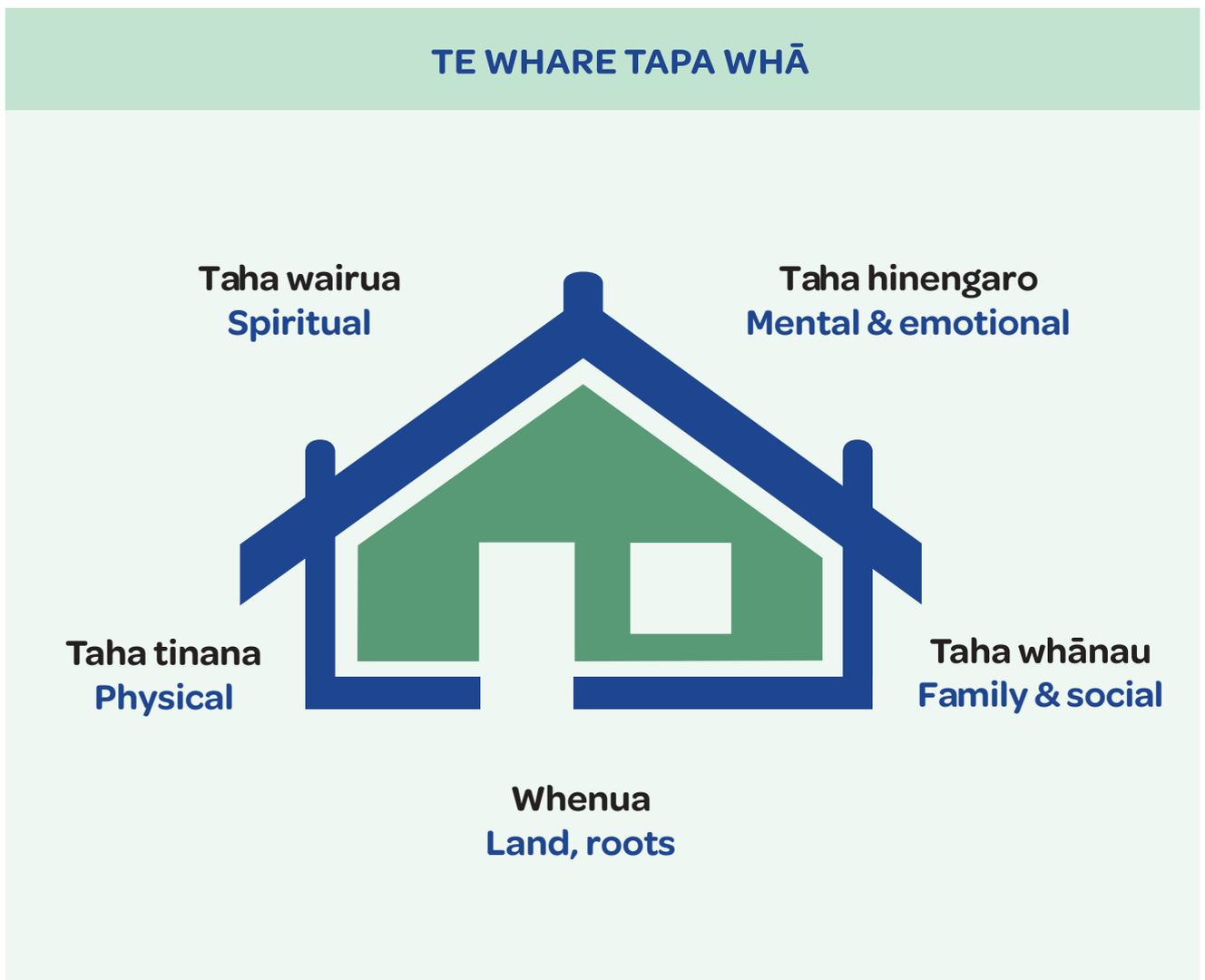
Hauora

Our wellbeing

Taking care of our wellbeing

Living with COVID-19 in our community can be stressful and overwhelming at times. Taking care of your mental health and wellbeing is so important.

By looking after and strengthening all aspects of Te Whare Tapa Whā, you can support your own health and wellbeing, as well as the health and wellbeing of your whānau.



Taha Wairua

Spiritual

- Write down the actions, attitudes and beliefs that matter most to you and your whānau, and display them somewhere special. Have a reflection and goal-setting session. Think about the things you are proud of, the challenges you've overcome, the people who are important to you and the things you hope to achieve in the future.
- Try a mindfulness meditation.
- Learn a waiata (song) that uplifts you, or a karakia (prayer) that you can say at the beginning or end of your day to ground yourself during times of stress.

Taha Tinana

Physical

- Support your whānau to drink more water, eat healthy kai, get plenty of sleep and spend time outside in the fresh air and sun.
- Make physical activity fun and social – take a whānau walk after dinner, hold a dance – off or play tag with your tamariki.

Whenua

Land, roots

- Discover the names of significant places where you live.
- Learn a karakia, waiata/song with birds, plants and nature in it. Say it each morning to start your day.
- Sit in your backyard or local park. Take your shoes off and feel the grass beneath your feet.

Taha Hinengaro

Mental and Emotional

- If you're feeling unwell or your mental health is getting worse, reach out for support. A list of useful contacts is on page 7.
- Try to reduce how much you watch, read or listen to news if it makes you feel anxious or distressed. Seek the latest information once or twice a day if needed.
- Try something new or rediscover an old hobby.

Taha Whānau

Family

- Set times during the week where, as a whānau, you check in with one another to see how each other is feeling. This will help identify whether any additional support is needed.
- Use technology to stay connected. You can still reach out to your usual supports – whānau, friends and workmates – over the phone or online. Staying in touch with the people you care about and making sure they're doing okay, will help you too.

Mahere takatū

Get prepared plan

Make sure you have all your bases covered ahead of time, in case you or somebody in your whare gets COVID-19.

Who are you responsible for in your whānau?

Name	Age
Address	
Phone	
Vaccination status (please circle number of doses)	0 1 2
Medical conditions	
Medicines	
Allergies	
Do they require regular care? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Details	

Name	Age
Address	
Phone	
Vaccination status (please circle number of doses)	0 1 2
Medical conditions	
Medicines	
Allergies	
Do they require regular care? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Details	

Who are you responsible for in your whānau?

Name _____ Age _____

Address _____

Phone _____

Vaccination status (please circle number of doses) 0 1 2 _____

Medical conditions _____

Medicines _____

Allergies _____

Do they require regular care? Yes No

Details _____

Name _____ Age _____

Address _____

Phone _____

Vaccination status (please circle number of doses) 0 1 2 _____

Medical conditions _____

Medicines _____

Allergies _____

Do they require regular care? Yes No

Details _____

Name _____ Age _____

Address _____

Phone _____

Vaccination status (please circle number of doses) 0 1 2 _____

Medical conditions _____

Medicines _____

Allergies _____

Do they require regular care? Yes No

Details _____

Are there any regular activities you had planned to do in the next 14-21 days that you will need to make alternative arrangements?

Date	Task
Alternative Arrangements	

Date	Task
Alternative Arrangements	

Date	Task
Alternative Arrangements	

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Date	Task
Alternative Arrangements	

Date	Task
Alternative Arrangements	

Whakapā Ohotata

Emergency contact list

If someone in your whare becomes severely ill with COVID-19, have a plan in place to ensure tamariki and pets are cared for, your bills are paid and any key information is stored in one place.

Who	Name	Contact
Non-household emergency contact		
Doctor		
Dentist		
Usual chemist		
Local police station		
Education providers		
Trusted carer for tamariki		
Vet Clinic		

**Kei te noho taratahi
tēnei whānau**

We are self-isolating

Kaua e kuhu mai ki roto i tēnei whare.

**For your safety, please do not
come into our whare.**



He waka eke noa

*We're all in this
together*

Take time now to prepare, so if your whānau gets māuiui, you know what to do, can help contain the spread of the virus, and give yourself and your whānau the best possible chance to get through this next phase of the pandemic in Aotearoa.

Together we can get through this.

If you feel unwell



1 Self-isolate immediately.



2 Call Healthline on **0800 358 5453** for advice.



3 Get tested.



4 Tell your close contacts that you're self-isolating.



5 Stay at home until you are cleared.