

# WHAT TO EXPECT AND HOW TO PREPARE: COVID-19

INFORMATION PACK FOR ASIAN,  
MIDDLE EASTERN, LATIN AMERICAN  
AND AFRICAN COMMUNITIES.



## STAY CALM AND BE KIND

With cases of COVID-19 in Auckland there may be some concerns about safety, information and what is happening in our communities. Everyone is doing their best to keep you informed, protected and cared for.

You may know someone who has tested positive for COVID-19. This does not necessarily mean you are a contact and at risk of getting COVID-19. You will be contacted by health officials if you are.

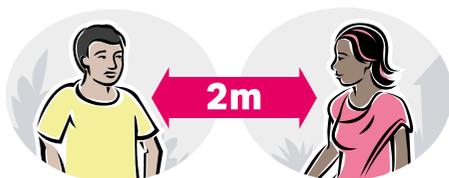
This is a virus and our people are not to blame for getting sick. We must all work together to make sure our communities are safe.

# BEING PREPARED



## CONTINUE TO FOLLOW BASIC HEALTH GUIDELINES:

- ▶ Wash your hands with soap for 20 seconds, dry them for 20 seconds.
- ▶ Cough and sneeze into your elbow.
- ▶ Keep 2 metres from others when outside your home.
- ▶ Wear a mask or face-covering when outside your home.
- ▶ If you experience a new or worsening cough, loss of taste or smell, runny nose, shortness of breath or a fever—please call your family doctor or Healthline on 0800 358 5453 (Press Option #1 for an interpreter).



If you can, try to keep some hand sanitiser and masks ready to use when going in and out of home.

Under all alert levels, all businesses and services like churches, need to display an official QR CODE POSTER\*\* near the main entrances to the building. A sign-in book is also legally required so that people can record their visit by hand if needed.



Creating QR codes for private events and social gatherings is a good idea too, it makes it easy for all visitors to keep track of where they've been.



\* <https://covid19.govt.nz/business-work-and-money/business/get-your-qr-code-poster/>

# FACE COVERINGS AND MASKS

Wearing a face covering or a mask helps stop the spread of COVID-19. Wearing these helps stop the spread of COVID-19 in our communities.

A face covering can be made out of any type of cloth such as, an old t-shirt, a bandana or a scarf. There is no need to buy masks.

Masks are usually used by nurses and doctors. You can wear these if you want to, but a face covering is just as good.

Before putting on a face covering or mask, wash your hands with soap and water. Only hold it by the part for your ears, do not touch the inside or front of your face covering or mask.

If you have to touch your face covering or mask to adjust it, only touch the edges, never the front or inside.

When taking off your face covering or mask, remove from your ears first. If it's a mask, throw it in the rubbish bin, if it's a face covering make sure you wash it by hand or in the laundry with soap and water.

Young children and those who have breathing difficulties do not need to wear a mask or face covering.

**IN ALERT LEVELS 2, 3 AND 4, YOU MUST WEAR A FACE COVERING WHEN VISITING HEALTHCARE FACILITIES, INSIDE PUBLIC VENUES, AND WHEN YOU GO INSIDE A RETAIL BUSINESS, FOR EXAMPLE, SUPERMARKETS, PHARMACIES, PETROL STATIONS, SHOPPING MALLS, INDOOR MARKETPLACES, AND TAKEAWAY STORES. YEAR 9-13 HIGH SCHOOL STUDENTS, AND STAFF, SHOULD WEAR A FACE COVERING IN ALL INDOOR SETTINGS, AT ALERT LEVEL 3.**

**YOU MUST WEAR A FACE COVERING ON PUBLIC TRANSPORT AT ALL ALERT LEVELS, FOR EXAMPLE, ON BUSES, TRAINS AND TAXIS.**



# GETTING TESTED



## **GETTING A TEST IS FREE\* NO MATTER WHERE YOU GO.**

Getting tested usually means having a swab taken from the back of your nose. Sometimes it is a swab from your throat and a swab from the front of your nose.

When you go to get tested, have a mask or face covering on.

If you are a close contact of someone who has COVID-19, you may be asked by health officials to go to a particular testing centre.

### Getting a test at your family doctor

- ▶ Call your family doctor first to arrange a test. You will not be charged for a doctor's visit that is only for a COVID-19 test\*

### Getting a test at a Community Testing Centre

- ▶ You will need to give your name, your date of birth and a contact phone number to people at the Community Testing Centre.
- ▶ Getting a test will take less time if you have your NHI number on you. You can find your NHI number on a letter from a hospital, an x-ray, or the label of a prescribed medicine. But you don't need your NHI number to get tested.
- ▶ Community Testing Centres are safe and secure.

- ▶ Community Testing Centres can be very busy. Take a snack and some water to drink in case you have to wait.
- ▶ There may not be bathroom facilities available at Community Testing Centres.

### Getting a test at an Urgent Care Clinic

- ▶ Urgent Care Clinics are also available for testing. They are usually open extended hours.
- ▶ When you get tested, you will get information about what you need to do next. Some people need to stay at home and isolate for a while after they have been tested. Other people might just need to stay at home until they get their test result back.
- ▶ You will get a text message if your test result is negative. It can take up to 5 days for results.
- ▶ If your test is positive, you will get a phone call from health officials.

\*If you need to get a test done to travel overseas, there may be a cost for this.

For a full list of where you can get tested visit: [arphs.health.nz/covid19test](https://arphs.health.nz/covid19test)

# WHAT IS CONTACT TRACING?

If you are considered as having come into **CONTACT WITH SOMEONE WITH COVID-19**, public health officials, your faith-based or ethnic community leader, a school principal or a business owner will contact you to let you know.

Public health officials will then call you directly or you'll receive a series of texts confirming if you are a close contact.

Once you have been contacted you may be asked a series of questions that include:

- ▶ where you may have been
- ▶ who you may have seen
- ▶ if you have any symptoms related to COVID-19

Information will be sent to you from the health officials that explains self-isolation.



## WHAT DOES IT MEAN IF YOU ARE A CLOSE CONTACT?

You are usually called **'A CLOSE CONTACT'** if you live in the same house or are in the same bubble as someone who has COVID-19.

You may also be a close contact if you have been at a location of interest at the same time as a person with COVID-19.

If you are a close contact of someone who has COVID-19, **YOU MUST STAY AT HOME** and try to stay away from other people in your household.

This is called self-isolating.

You can leave your home to get tested for COVID-19. You will be given more information about the testing that you will be required to do by health officials.

Sometimes contacts are asked to go somewhere else, like a managed isolation facility, for a while to help protect the people they live with. You would get more information about this if you need to self-isolate away from your home.

Always follow the advice of health officials. They will give you information about what you need to do and answer your questions if you have been in contact with someone who has COVID-19.

If you are feeling worried, anxious or feel upset, you can call or text **1737** – free, anytime, 24 hours a day, 7 days a week – to talk with a trained counsellor.

There are interpreters available.



## GOING INTO

## SELF-ISOLATION

All close contacts **HAVE TO GO** into self-isolation **IMMEDIATELY** and get tested.

**SELF ISOLATION IS FOR AT LEAST 14 DAYS** from your last contact with a confirmed case or if public health officials have told you otherwise. Advice may also be given to those within your household on self-isolation. Your self isolation may be extended if others in your household develop symptoms.

You may be told by a public health official, community leader, faith-based leader, a school principal or a business owner that you are a close contact.

Everyone in the congregation, at school or at work should be alert for symptoms and get tested if they are asked to take a test.

If you have concerns about any welfare needs such as **essential** food/groceries, let the health officials know when you speak to them. They will connect you to support services who can give you more information to assess your needs.

If you live with others, you will need to keep yourself away from them as much as possible.

Don't share dishes, drinking glasses, cups, eating utensils, towels, pillows or other items with other people in your home. After using these items, you should wash them thoroughly with soap and water, place them in the dishwasher for cleaning or wash them in your washing machine.

Wipe down any commonly used surfaces with soap, water and a cloth.

You cannot have any visitors.

You can have people deliver things to your door, but do not come into contact with them.

Talk to your employer, friends and family to ask for their help to access the things you will need.

Talk to your employer to see if you can work from home during this time.

It's ok to go for a walk, run or ride your bike, as long as you avoid people outside. Keep at least a 2 metres away.

For support with grief, anxiety, distress or mental wellbeing, you can call or text **1737** – free, anytime, 24 hours a day, 7 days a week – to talk with a trained counsellor. There are interpreters available. Stay on the phone and listen to the music, then tell the call worker your language; for example, "Korean."

# ISOLATION FOR

# POSITIVE CASES OF COVID-19

If you or someone in your household has been **CONFIRMED AS A CASE OF COVID-19**, you will be contacted by health officials about going to stay at a facility for confirmed cases. Your family might be asked to go with you.

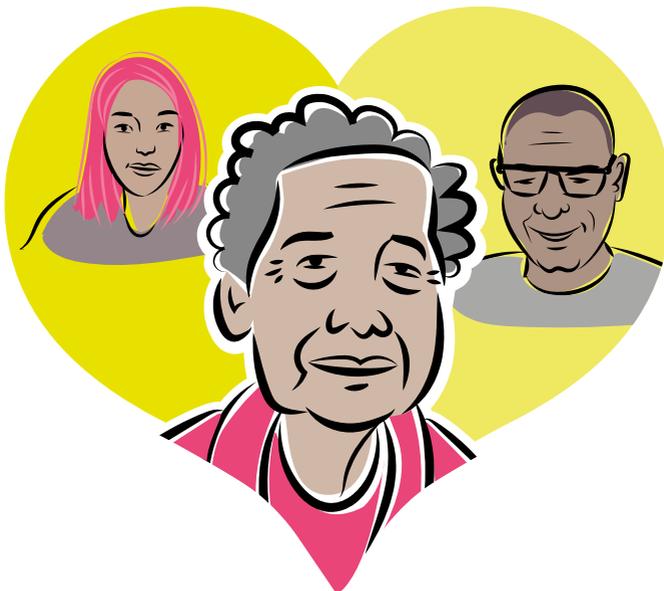
This facility is safe and secure. This is where those with COVID-19 stay until they are healthier.

All costs for your stay are covered by the Government.

If you have any questions about paying bills or support needed for other family members while away for your stay, please discuss this with the public health officials when they call you.

Public health officials will outline everything you need to know about your stay before you go to a facility for confirmed cases.

There are interpreters available at the facility and over the phone when speaking to health officials.



# THE COVID-19

# VACCINE

Getting vaccinated is the best way to get more protection against the COVID-19 virus. Getting vaccinated means receiving an injection of the COVID-19 vaccine. Being 'fully vaccinated' in New Zealand means you have received 2 injections of the COVID-19 vaccine.

In New Zealand, we are currently using a vaccine called the Pfizer vaccine.

## HOW DO YOU GET AN APPOINTMENT TO GET THE VACCINE?

Everyone in New Zealand aged 12 and over can get a COVID-19 vaccine. You can get your vaccination three ways:

- ▶ Getting vaccinated without an appointment, at a drive-through centre.
- ▶ Getting vaccinated without an appointment, at a walk-in centre, a marae or a church.
- ▶ Making an appointment at a vaccination centre, or with your doctor, or at a pharmacy.

You can find out where to get a vaccination without an appointment by calling Healthline (on 0800 28 29 26), or by going to [vaccinateforauckland.nz](https://vaccinateforauckland.nz).

To make an appointment to get your vaccine, you can book online at [bookmyvaccine.covid19.health.nz](https://bookmyvaccine.covid19.health.nz), or by calling the COVID Vaccination Healthline (on 0800 28 29 26). Calls are free and you can call anytime between 8am and 8pm, 7 days a week. You can ask for an interpreter if you need one. You might have to wait a little while before someone answers your call, please be patient.

If you want to get your vaccination from your doctor, you should ring them to check that they are able to do so.

**THE VACCINE IS FREE AND ANYONE IN NEW ZEALAND CAN GET IT REGARDLESS OF THEIR IMMIGRATION STATUS.**

## **IS THE VACCINE SAFE AND DOES IT WORK?**

COVID-19 vaccines used in New Zealand must meet international standards and New Zealand requirements for quality and safety. The vaccines were developed quickly, but without taking any shortcuts on safety.

The Pfizer vaccine contains no animal products; nor does it contain any live virus, or dead or deactivated virus. You can find the ingredients of the Pfizer vaccine at [health.govt.nz/pfizer](https://health.govt.nz/pfizer).

When you have had 2 doses of the vaccine, you are less likely to get COVID-19, far less likely to get seriously ill or die from it and you're less likely to pass the virus on to others.

## **MORE INFORMATION ABOUT THE COVID-19 VACCINE**

There is lots of helpful information about the vaccine online. Check out [covid19.govt.nz/covid-19-vaccines](https://covid19.govt.nz/covid-19-vaccines) for more information about the vaccine and why it is important.

There is untrue information going around in communities. Some of this misinformation is saying that the vaccine is unsafe.

## **THE VACCINE IS SAFE.**

Talk to your family doctor if you are worried about the safety of the vaccine or have more questions.

# ACCESSING

# HEALTHCARE SERVICES

## HEALTH CARE SERVICES ARE ALWAYS AVAILABLE FOR YOU TO ACCESS.

If you are sick, with symptoms or an illness not related to COVID-19, go to your GP or in an emergency go to hospital.

It is safe to go to the hospital if you need to. All hospitals have health measures in place to ensure you and your family are kept safe.

You can still call your family doctor if you need to. During a COVID-19 outbreak, some consultations may be done over the phone or by video-call.

If you have general health questions, you can call Healthline on [0800 611 116](tel:0800611116) (Press Option #1 for an interpreter).



# ACCESSING

# SUPPORT SERVICES

For help with paying bills, job loss support, rental support, mortgage repayment support call

**WORK AND INCOME** on **0800 559 009**. Visit [workandincome.govt.nz](http://workandincome.govt.nz) for more information.



## ASIAN FAMILY SERVICES

[asianfamilyservices.nz](http://asianfamilyservices.nz)

Provide general counselling and help with problem gambling.

**Languages offered:** English, Mandarin, Cantonese, Korean, Vietnamese, Japanese, Thai and Hindi.

0800 862 342

[help@asianfamilyservices.nz](mailto:help@asianfamilyservices.nz)

## CNSST FOUNDATION

[cnsst.org.nz](http://cnsst.org.nz)

**Languages offered:** Mandarin, Cantonese, Korean, Japanese, Shanghainese, English, Greek, Mongolian, Malay, Hokkien, and Hakka.

09 570 1188

[info@cnsst.org.nz](mailto:info@cnsst.org.nz)

## KĀHUI TŪ KAHA

[kahuitukaha.co.nz](http://kahuitukaha.co.nz)

**Languages offered:** Arabic, Urdu, Farsi, Punjabi, Pashto, Dari, and Hindi.

0800 559 592

[referral@kahuitukaha.co.nz](mailto:referral@kahuitukaha.co.nz)

## AOTEAROA LATIN AMERICAN COMMUNITY INCORPORATED

[alacinc.org.nz](http://alacinc.org.nz)

**Languages offered:** Spanish.

09 636 5315

021 0227 8572

[socialservices@alacinc.org.nz](mailto:socialservices@alacinc.org.nz)

## THE UMMA TRUST

[ummatrust.co.nz](http://ummatrust.co.nz)

Languages offered:  
Arabic, Somali, Amharic, Tigrigna,  
Farsi, Pastho

09 815 0153

[socialworker@ummatrust.co.nz](mailto:socialworker@ummatrust.co.nz)

### RASNZ

[rasnz.co.nz](http://rasnz.co.nz)

For Auckland residents only.  
Most languages offered.

0800 472 769

## NEW ZEALAND RED CROSS

[redcross.org.nz](http://redcross.org.nz)

0800 RED CROSS (733 276)

[AucklandSouth@redcross.org.nz](mailto:AucklandSouth@redcross.org.nz)

## ASYLUM SEEKER SUPPORT TRUST

[aucklandrefugeecouncil.org](http://aucklandrefugeecouncil.org)

Languages offered: Arabic, Farsi,  
Kurdish (Sorani), Rohingya, Burmese,  
Malay, Sudanese, Arabic, Nuer.  
Access to interpreters to support  
other languages can be provided if  
needed.

021 023 64668

## NEED TO TALK?

[1737.org.nz](http://1737.org.nz)

Brief counselling conversations with  
a focus on one or two key areas in  
which support is needed.

Free call or text 1737

## ALCOHOL DRUG HELPLINE:

[alcoholdrughelp.org.nz](http://alcoholdrughelp.org.nz)

Free call 0800 787 797  
or text 8681.

## OUTLINE:

[outline.org.nz](http://outline.org.nz)

Confidential telephone support for  
people in the rainbow community.

Available evenings from 6pm–9pm.

Free call 0800 688 5463 (0800  
OUTLINE)

## TRANSLATIONS OF COVID-19 INFORMATION

[covid19.govt.nz/translations/](http://covid19.govt.nz/translations/)

## MORE INFORMATION

[covid19.govt.nz/contact-and-support/](http://covid19.govt.nz/contact-and-support/)



**Healthline - 0800 358 5453**  
(Press Option #1 for an interpreter)

