



Isolating at home to protect you and your whānau

- COVID-19 is highly infectious.
- As you have COVID-19, we want to make sure you can isolate at home. This will help keep your whānau, family and community safe.
- Community Health staff will be looking after you.
- If you or members of your whānau have concerns call Healthline for free 24/7 on 0800 687 647.

Thank you for staying at home. We know this can be a worrying time and we want to make things as easy as possible. There is a specialised health team in the community to check on you every day. It is very important you have regular health checks, so please answer calls from the team phone number 09 306 8740.

You'll also be sent a pack with everything you need to monitor your health. Please read the information carefully as it's your best guide for keeping safe.

ISOLATING AT HOME

It's important that you stay at home for at least 10 days from when your symptoms started. You will need to stay at home and self-isolate until a health professional says you are allowed to leave and you have had no symptoms for 72 hours.

You cannot leave your property for any reason except for medical attention (by an ambulance). This means you can't go to the shops, work, get vaccinated, see people outside your home, or have visitors.

If you need help getting food, medical items or other essential items speak to your Community Health team.

If you do leave the house or have visitors, you may be required to go into a managed isolation facility.

DO MY WHĀNAU OR OTHERS IN THE HOUSE HAVE TO STAY HOME AS WELL?

Everyone in the house also has to stay in isolation, even if they have been vaccinated. If it's not safe for them to isolate at home then they should discuss going to a managed isolation facility with Community Health staff.

If your household members do not have COVID-19 they will have to get tested regularly to check. They will be told when and where to get tested.

Anyone you live with will need to stay home for the entire time you are isolating, plus at least 10 more days. This is because they can still get COVID-19 after you have recovered. If another member of your household also gets COVID-19, then others in your home will need to isolate for longer. Community Health staff will help explain this to you.



Call 111 immediately if you need urgent medical help or are having difficulties breathing. Tell them you have COVID-19 when you ring.

SECURITY AND SAFETY

To keep you and the community safe and secure while you are isolating:

- St John healthcare services and the Police will be told you are self-isolating at home.
- Security may be placed outside your house while you and your whānau are isolating.

IF YOU OR YOUR FAMILY GETS SICK

You will receive regular calls to check-in on you and your family, including any symptoms. You will be given contact details for a community health team that you can contact at any time.

If you or your family becomes very unwell or has difficulty breathing, immediately call an ambulance on 111 and tell them you or your family have COVID-19 and are self-isolating. You can also call your local doctor or phone Healthline for free on: **0800 687 647**, 24 hours a day. If you want to go to the Emergency Department or the doctor, call first and tell them you have COVID-19.

WHAT WILL HAPPEN WHEN I HAVE RECOVERED?

While you are in self-isolation a health professional will check your symptoms regularly and decide when you are no longer infectious (able to pass on the virus to others). It is unlikely you will be required to have another COVID-19 test. They will let you know when you can resume normal life. If you become unwell after you have stopped self-isolating, please call your doctor or healthcare provider. If it is an emergency call 111.

KEEPING YOUR FAMILY SAFE

To help reduce the risk of COVID-19 spreading to other members of your family, if possible you should:

1. Stay away from others in your home – stay out of rooms where others are and do not share a bed if possible. Do not have anyone with COVID-19 prepare food for others.
2. Wear a face mask or face covering. It is recommended each household member has 2 face coverings and that these are washed at the end of the day.
3. As much as possible, open windows and doors to allow air to flow through your house.
4. Wipe down surfaces used by others like bathroom taps and kitchen benches with soap, water and a cloth. Do not share dishes and cutlery, towels and pillows. Please do your own laundry.
5. Wash your hands often and cough or sneeze into an elbow or a tissue.

FURTHER INFORMATION



Work and income

Get help with bills, job, rental support and mortgage support.
Call 0800 559 009 or visit [workandincome.govt.nz](https://www.workandincome.govt.nz)

Healthline

Freephone available 24/7 0800 687 647. Interpreters are available.