

FOR RETURNING TRAVELLERS WITH COVID-19 GOING TO JET PARK

You have been diagnosed with COVID-19. You are now required to isolate at a quarantine hotel - Jet Park – where there is more support for people with COVID-19.



Public Health staff will have called you to arrange for your move to Jet Park. This hotel provides everything you need while you are in isolation, including access to medical care.

As you have COVID-19, you will need to **stay in isolation until 72 hours after your symptoms have stopped and at least ten days since your symptoms started**. If you are admitted to hospital, this will extend your stay in isolation. The medical team at Jet Park will check your symptoms and will let you know when you are free to leave.

This information is to help you know what to expect when you move to Jet Park. You will receive a welcome pack on arrival with more information on your stay at Jet Park.

ABOUT YOUR STAY AT JET PARK

- **Your travelling companions will be asked to go to Jet Park too.** If you have been sharing a room at the managed isolation hotel, your companion/s may continue to share a room with you, or stay in a separate room. Staying in the same room as you may make their isolation time longer and increase their risk of becoming sick. Public Health will discuss this important decision with you. Your travelling companions may also need to have extra tests and will be checked by the medical team at Jet Park each day. Their day of release from Jet Park may be different to yours.
- At Jet Park, you will get a bedroom, bathroom and TV. You will be given meals, have access to free Wi-Fi and a laundry service.
- The Jet Park team will support you and give you more information when you arrive. Maintain your bubble. Stay in your room as much as possible. Do not invite people to your room or visit other people or family members in their hotel rooms.
- Practising good cough, sneeze and hand hygiene is vital. Throw away used tissues. Wash your hands with soap and dry them well. Use a hand sanitiser if soap and water are not available.
- While moving to Jet Park, and when not in your room at the hotel, wear a face covering and make sure you practise good hygiene to



protect others.

- If you start feeling more unwell when at Jet Park – including symptoms such as fever, a cough, difficulty breathing, or a sore throat, **please stay in your room and call 8998 from your room phone**; a health professional will come to check on you.

HOW WILL I STAY IN TOUCH WITH MY FAMILY AND FRIENDS?

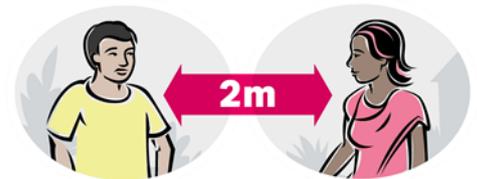
There is free Wi-Fi so you can stay connected with your friends and family via text, calls and video.

There is also an in-room telephone service. Calling between rooms within the hotel and for hotel services is free. External calling to mobile phones or other numbers is not free; this is charged per minute at hotel rates which you will need to pay for.



CAN I EXERCISE OR GO FOR A WALK AT JET PARK?

Yes, the Jet Park team will advise you on how you can go out for exercise or walks at specific times. When outside your hotel room wear a mask at all times, use hand sanitiser and keep two metres away from others.



HOW WILL I WASH MY CLOTHES?

At Jet Park there is a system to get your laundry done in a safe way, so your clothes will be washed for you. Please follow the advice given to you at Jet Park.

BREASTFEEDING WHILE IN ISOLATION

The benefits of breastfeeding outweigh any potential risks of transmission of the virus if you have COVID-19. Your midwife or GP can provide further advice, or you can find more information at the [Royal College of Obstetricians and Gynaecologists website](#).

FOR FURTHER INFORMATION AND ADVICE

HEALTHLINE

Freephone 0800 358 5453
A 24/7 service with interpreters available

ASIAN FAMILY SERVICES HELPLINE

For general counselling in English, Mandarin, Cantonese, Korean, Vietnamese, Japanese, Thai and Hindi languages. Call 0800 862 342, Monday to Friday from 9am to 8pm or visit asianfamilyservices.nz

INFORMATION IN TRANSLATED LANGUAGES

Visit arphs.health.nz/communityinfo or covid19.govt.nz/translations

NEED TO TALK? 1737

Free call or text 1737
Visit 1737.org.nz for information

