

WORKPLACES & ORGANISATIONS

COVID-19 information pack

November 2021



What to do if you have someone with COVID-19 at your premises

This pack includes:

1. A readiness guide to keeping all those that use your site safe
2. A description of the contact tracing process
3. Tables for listing close contacts according to different spaces and interactions
4. A letter template for you to send out explaining the level of risk

Preventing COVID-19 spread

Developing a COVID-19 safety plan is critical to keeping those that use your premises safe. This should include:

- Encouraging or requiring the use of face coverings – that cover the mouth and nose
- Physical distancing, with limits on numbers indoors if necessary
- Enabling and encouraging good health, hygiene and safety practices
- Displaying NZ COVID Tracer QR code posters and paper-based sign in systems, including recording of external contractors or visitors
- Maximising ventilation/air filtration systems
- Daily screening of staff or those regularly on site to identify possible COVID-19 symptoms
- Encouraging and enabling vaccination and keeping records of vaccination status (where known)
- Regular testing (also known as surveillance testing)
- Staggering of break times or limiting times when people are eating or drinking together indoors
- Consider adopting practices to lower the risk, for example offering contactless options for people to engage with your premises

The following links provide further information on requirements and resources for businesses:

- Worksafe: [Public health requirements that apply to all businesses and services operating at Alert Level 3](#)
- Worksafe: [Operating safely- what you need to think about](#) Contains a useful COVID-19 safety plan template
- Worksafe: [How to decide what work requires a vaccinated employee](#)
- Worksafe: [Guidance on contact record and face coverings](#)
- Unite against COVID-19: [Alert level 3: Steps 1-3 Advice for businesses](#)
- Ministry of Health: [COVID-19 website](#)
- Ministry of Health: [Guidelines for businesses and services](#)

Advice for specific workplaces:

- Construction Health and Safety NZ: [COVID-19 and working at the current alert level](#)
- Hospitality NZ: [Guidance for food and beverage retailers](#)

Contact tracing when you have someone with COVID-19 at your premises

This document is to support places which have had a confirmed COVID-19 case on-site. It is very important that you read this document carefully and carry out all required actions.

If you have had someone with COVID-19 visit your premises during their infectious period then anyone who was there during the same timeframe may be considered a contact (if they were in the same space as the person with COVID-19). This includes staff, contractors, visitors, member of the public and customers.

If you had unknown visitors or customers on-site during this period then your premises may also be listed as a COVID-19 [Location of Interest](#) to help alert any others who are unable to be contacted.

Being informed of a COVID-19 case at your premises

- The person with COVID-19, known as ‘the case’, will be told of their diagnosis by Public Health.
- They may inform you of their diagnosis first, or you may hear via an email or phone call from Public Health. **This is private health information and shouldn’t be shared with anyone.**
- If a case someone who visited your premises or had close contact for 15 minutes or more, then those who were exposed will be considered close contacts. You may be informed of this by Public Health, and will have to take action.
- Public Health will provide you with the key information needed to work out the times the case was potentially infectious while there. This will include the name of the case and the start of their infectious period.
- There is a table to list those who might be close contacts - Appendix 1 *Standardised Public Health Risk Assessment Form and Collection of Contact Details*. There is a table for each different time/place of exposure (for example, in the lunchroom, the office, the warehouse etc.).
- After Public Health has reviewed the Risk Assessment Form, they will confirm the list of close contacts. You will not need to inform close contacts, but you will need to send them home if they are on site, and make sure they do not come back to your premises while they are isolating. They will need to get tested at least twice and cannot leave self-isolation until they have been released by Public Health.
- Everyone else will be a casual contact and should watch for symptoms, getting tested if they feel unwell. If they do not have symptoms they can come to your premises as usual.
- The case cannot return until at least 10 days after their onset of illness. They need to be cleared by Public Health and have no symptoms before they can resume work and normal life. They will not be tested again as a test cannot determine if they are still infectious. They are deemed non-infectious after this 10 day period **and** by having no symptoms for 72 hours.

Knowing the infectious period of a COVID-19 case

Based on the case interview, Public Health will advise you of the infectious period for the case so that you can identify who will have been in contact with the person during these timeframes.

Working out who is a close contact

People are close contacts if they have been near the case while the case was infectious. These people will have a higher risk of contracting the virus.

You will need to prepare a list of all staff, contractors and visitors who have been in the same space as the case. It should include any space in which the case was with staff, contractors, external staff such as cleaners, or visitors. These include indoor spaces, shared facilities (such as kitchens and staff rooms) and meeting rooms.

Each of these spaces may have a different risk assessment depending on size of space, air flow and whether the people wore masks (or took them off – ie in a lunchroom). The staff members or visitors in each exposure event/space can then be classified as close contacts, if they were there with the case.

Appendix 1 of this guide provides information on identifying people who have been exposed to the case and are close contacts. See templates - *Standardised Public Health Risk Assessment Form and Collection of Contact Details*. Public Health will confirm who is a close contact and provide advice to them on self-isolation and testing. You do not need to do this.

What Close Contacts need to do: testing and self-isolation

	Testing	Self-isolation
<p>For Close Contacts who have not yet been vaccinated, have only had one vaccination, or their 2nd dose was less than 1 week ago</p>	<p>Unvaccinated or partially vaccinated Close Contacts must:</p> <ul style="list-style-type: none"> Get tested immediately. Go directly to and from testing station, do not visit any other people or locations. Test on Day 5 and Day 8 after contact with the case. <p>If symptoms develop at any time during the 10 days, get an additional test immediately.</p>	<p>Unvaccinated or partially vaccinated Close Contacts must self-isolate for 10 days after contact with the case or until negative Day 8 test result is received, whichever date is <u>later</u>.</p> <p>Close Contacts can return to work once public health has contacted them. This clearance requires a negative Day 8 test result.</p>
<p>For Close Contacts who are fully vaccinated</p>	<p>Fully vaccinated Close Contacts must:</p> <ul style="list-style-type: none"> Get tested immediately. Go directly to and from testing station, do not visit any other people or locations. Test on Day 5 after contact with the case. <p>If symptoms develop at any time during the 7 days, test and stay at home until negative test result AND until 24 hours after symptoms resolve</p>	<p>Fully vaccinated Close Contacts must self-isolate for 7 days after contact with the case or until negative Day 5 test result is received, whichever date is <u>later</u>.</p> <p>Close Contacts can return to work once public health has contacted them. This clearance requires a negative Day 5 test result.</p>

Be aware of people at high risk of serious illness if they catch COVID-19

Some people, such as those with metabolic diseases (e.g. obesity, type 2 diabetes), pregnant women or those with weakened immune systems, may be at higher risk of serious illness from COVID-19. If people are concerned they should seek the advice of their general practitioner or call Healthline on 0800 358 5453 for advice. Healthline is a free service, available 24/7, and has interpreters available.

What about general advice to my workplace?

Everyone who was at your premises while the case was there who is not a close contact needs to follow the general advice that applies to casual contacts, and to all New Zealanders, including:

- To follow the national COVID-19 Alert guidelines
- To watch for COVID-19 symptoms (see below)
- To self-isolate and get tested if unwell and call Healthline if needed on 0800 358 5453.

Contacts can find testing services in your region by visiting www.arphs.nz/covid19test.

What to tell your customers or visitors (if necessary)

Other individuals on-site, such as customers or visitors, may be considered close contacts if they were in close proximity in close quarters with the infected person, or they interacted face-to-face with someone for longer than 15 minutes.

Please include these known customers/visitors in the contact identification process. They will be contacted and informed by Public Health and given advice as well.

If you have members of the public on your site they may also be casual contacts. You should use your communication channels to alert the public, such as social media, your website, or customer email database. This is especially important if you are identified as a Location of Interest. Encourage them to regularly check the Ministry of health [Locations of Interest](#) page, and to follow the advice given.

If people scanned into your premises using the NZ COVID Tracer app around the same time as the case, they will also get a yellow notification via the app.

Anyone who have COVID-19 symptoms needs to get a test immediately and self-isolate. This applies to all staff, customers, visitors or contractors.

If you are a small business

If you have people together in small, common spaces, such as a small retail shop or office, there is a higher risk that people on your site at the same time as a COVID-19 infectious case will be close contacts. Public Health will confirm which staff members are close contacts from the Appendix 1 tables.

If many people are close contacts and need to self-isolate, you may need to find alternative people to continue to operate.

If you are a medium or large organisation

Public Health will assess the risk from the information in the Appendix 1 tables, confirm who is a close contact and provide advice.

If someone is identified as a close contact, but not a case

You may have people at your site that are identified as close contacts of someone with COVID-19, related to an exposure event not linked to your organisation (e.g. if their child gets COVID-19 at school).

If this happens then you do not need to take any specific action. The individual will be given advice on testing and isolating, and will need to stay home for a number of weeks. That person can request an exemption letter to prove they have been told to self-isolate.

They will finish self-isolating once they no longer risk infecting others. You can request to see a release letter given to close contacts when they are free to return to their normal life, including returning to work.

Appendix 1. Recording contacts by exposure event

Please complete the list of close contacts in the tables below – *Standardised Public Health Risk Assessment Form and Collection of Contact Details*. This can also be downloaded from the *Auckland Regional Public Health Service website*.

There is one table for each exposure event. You may need to ask the case about their schedule, contacts etc, to fill this in. Some organisation also review CCTV footage to help inform this.

For those who share a small space or were in continuous or daily exposure to the case, they need only be entered for the last day the case was present while infectious.

Send these *Standardised Public Health Risk Assessment Form and Collection of Contact Details* tables to your Public Health single point of contact. A team member will be in touch regularly with those on the close contact list to check their health and make sure they are getting tested and self-isolate.



Standardised Public Health Risk Assessment Form and Collection of Contact Details

CASE DETAILS –	
Name of case	
Dates or shifts infectious at premises/organisation	

DESCRIPTION OF PREMISES		
Name of organisation		
Description of organisation		
Address		
Contact person (often responsible for health safety)	Name	Role
	Phone	
	Email	
Organisation details	No. of employees/staff and approximate vaccination rate	
	Approx no. of members of the public who you can't identify eg in retail	
	Any individuals who are immunocompromised?	
Regional or national parent company/organisation or Ministry single point of contact details		
How do you keep records of all those who enter premises (e.g. mandatory QR code scanning, have written records which will be attached to this risk assessment, other)		

Any specific questions you need answered from Public Health?

(Add more rows as appropriate)

Standardised Public Health Risk Assessment Form and Collection of Contact Details

SETTING 3 - WHERE THE CASE WAS WHILE INFECTIOUS eg. Lunch room, shop floor, office	
Description of setting <ul style="list-style-type: none"> Indoor or outdoor? Size of room? Ventilation (HVAC or opening doors/windows) Activity taking place (e.g. manual, desk based, in vehicle, singing) 	
Date/time	
Length of time case was in setting?	
Case wearing a mask (and what kind) or other PPE while there? And any eating or drinking when mask would be down?	
Standardised distancing in this space maintained (1.5m+)?	

Close contacts: Please write the details below of anyone who

- Was in contact with the case for 15min or more and within 1.5m
- Was in contact with the case while eating or drinking
- Was in the same room for 1 hour or more
- Was singing, shouting, or there was physical touch with the case or there in contact with respiratory excretions and/or saliva

Include members of the public or visitors that were there for 15 minutes or more

First Name(s)	Last Name	Staff/contractor/customer/member of the public	Date of birth	Phone number	Email	Description of contact with the case including length of time and distance	Vaccination status if known (0 doses, 1 dose, 2 doses more than 14 days ago)

(Add more rows and pages as appropriate)

Appendix 2. Management plan

Facility Management

Infection control strategies onsite including cleaning:

A normal clean for that area is usually all that is required after a COVID-19 positive case has been there. Airing out the area can also be a good idea, if possible improve ventilation by opening windows and doors to improve air flow.

Cleaning requirements are outlined on the Ministry of Health Website: <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-information-specific-audiences/covid-19-general-cleaning-and-disinfection-advice/covid-19-cleaning-businesses-and-education-centres>

Visitor management/closure

Once you have been notified that a case has been at your premise you may want to stop others entering the premises until all of the close contacts have been identified and are in isolation. Once this has occurred, the risk to others is low so your business can continue to operate.

Vaccination plan and further prevention measures

Vaccinations are the best way to reduce the risk of COVID-19, and ensure your organisation is able to remain open. Those who are not identified as close contacts and do not have symptoms can get vaccinated at any time.

Tell those who use your premise to visit www.bookmyvaccine.nz for more information.

Other steps you can put in place following an exposure event, to improve prevention and control, may include:

- Encouraging proper mask use and limiting times where people have their mask down at the same time (e.g. having a drink or food, especially indoors).
- Having staff or others work in bubbles, where groups work together consistently and there isn't mixing of these bubbles.
- Raising awareness of the signs of COVID-19 and how to stay safe, using these [posters](#). It is important people don't come onto your premises if symptomatic or if they have been identified as a close contact. Anyone with symptoms needs to get tested immediately and stay home until they have a negative test result.

Template letter for those who have been to your premises (who are not close contacts)

- *This message can be sent to those who use your premises who are not identified as Close Contacts*
- **Highlighted text** needs to be edited with relevant information from Public Health, or to ensure its appropriate for your workplace.

This message contains important information provided by Public Health. Please read this carefully.

A [staff member/visitor/customer] has been confirmed as having COVID-19. The person was infectious at [name of premises] from [dates when infectious onsite]. Those that were in close contact with the case have been provided the appropriate public health advice, including testing and self-isolation requirements.

What you need to do

- Please watch for symptoms and if any develop, get tested immediately and self-isolate
- If you do not develop symptoms you can still **come to work / visit our premises** as normal

Our premises is staying open

Based on international and local evidence and experience, the risk of COVID-19 transmission is low at most places if safety measures are followed, such as masks and the use of bubbles. This means that it is no longer necessary for sites such as ours to close when a case has been identified as infectious on the premises.

Please watch for symptoms of COVID-19

If you develop any of the following symptoms, no matter how mild, ring Healthline on 0800 358 5453 or your doctor, and get tested. Healthline is a free, 24/7 service with interpreters available.

Common symptoms of COVID-19 are like those found with illnesses such as a cold or influenza. You may have one or more of the following:

- new or worsening cough
- sneezing and runny nose
- fever
- temporary loss of smell or altered sense of taste
- sore throat
- shortness of breath

Less common symptoms of COVID-19 may include diarrhoea, headache, muscle aches, nausea, vomiting, malaise, chest pain, abdominal pain, joint pain, or confusion/irritability. These almost always occur with one or more of the common symptoms.

Please get vaccinated as soon as possible, this provides you and your whānau with the best protection against COVID-19.

You can book your vaccine online at www.bookmyvaccine.covid19.health.nz. This website has information on your closest walk-in vaccination centre, or you can go to www.healthpoint.co.nz/covid-19-vaccination or www.karawhiua.nz/all-clinics.

Please contact [insert contact details] if you have any questions.

Manager/owner

Example letter for fully vaccinated close contacts – this will be sent by public health

- A message like the below will be sent to those who use your premises that are identified as fully vaccinated close contacts. This means they have had 2 vaccine doses, and the 2nd one was more than 7 days ago.
- It will be sent by the public health team managing the exposure event relating to your workplace, business or organisation.

Kia ora,

This message contains important public health information for you. Please read this letter carefully and follow the actions required.

An individual at [name of premises] has been confirmed as having COVID-19. The person was infectious while on site from [specific dates and times].

You have been identified as a '**Close Contact**' as you were near the person who tested positive for COVID-19 for long enough to be at higher risk of getting the virus too. We have been told that you are fully vaccinated. If this is not correct please let your employer / the site manager know as you will need to follow different advice.

What you need to do next

- Self-isolate and get tested **immediately**

AND

- On this date [redacted] (**Day 5 Test**)

AND

- Continue to self-isolate for 7 days, until negative day 5 test result and symptom free for 24 hours

AND

- Self-monitor for symptoms for **10 days**

If symptoms develop at any time during the 10 days, test and stay at home until negative test result AND until you have been symptom free for 24 hours.

Those you live with do not need to stay home, but should monitor their symptoms too.

Testing advice

Tests are free. When you go to get tested, you must tell them you have been identified as a Close Contact.

You can find your nearest testing centre at www.healthpoint.co.nz/covid-19. You can also call Healthline on 0800 358 5453 to find the nearest testing centre.

What does it mean to self-isolate?

Close Contacts should stay away from other members of the family where possible.

Aside from visiting a testing centre, you must not [leave your property](#) and you should not go to work. Please do not have visitors in your home.

More information on how to self-isolate safely is available at: www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-public/covid-19-self-isolation-managed-isolation-quarantine.

Financial support may be available if you cannot work while you are self-isolating. Use the [Unite Against COVID-19 financial support tool](#) to see if you are eligible.

Please watch for symptoms of COVID-19

If any of the following symptoms develop, ring Healthline on 0800 358 5453 or your doctor and tell them that you are a Close Contact. Healthline is a free, 24/7 service with interpreters available. You will need to get tested again.

Common symptoms of COVID-19 are like those found with illnesses such as a cold or influenza. You may have one or more of the following:

- new or worsening cough
- sneezing and runny nose
- fever
- temporary loss of smell or altered sense of taste
- sore throat
- shortness of breath

Less common symptoms of COVID-19 may include diarrhoea, headache, muscle aches, nausea, vomiting, malaise, chest pain, abdominal pain, joint pain, or confusion/irritability. These almost always occur with one or more of the common symptoms.

Please get vaccinated, but only after you have finished self-isolating

If you and your whānau have not yet been fully vaccinated, **please get vaccinated as soon as possible after your isolation period has finished.**

- You can book online at www.bookmyvaccine.covid19.health.nz. There is information on this website about finding your closest walk-in vaccination centre.
- You can also go to www.healthpoint.co.nz/covid-19-vaccination or www.karawhiua.nz/all-clinics.

More information on being a Close Contact is available at: www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-public/contact-tracing-covid-19#factsheets.

Example letter for unvaccinated close contacts – this will be sent by public health

- A message like the below will be sent to those who use your premises that are identified as unvaccinated close contacts
- It will be sent by the public health team managing the exposure event relating to your workplace, business or organisation.

Kia ora,

This message contains important public health information for you. Please read this letter carefully and follow the actions required.

An individual at [name of premises] has been confirmed as having COVID-19. The person was infectious while on site from [specific dates and times].

You have been identified as a '**Close Contact**' as you were near the person who tested positive for COVID-19 for long enough to be at higher risk of getting the virus too. We have been told that you are not fully vaccinated (i.e. you've had 0 doses, 1 dose, or your 2nd dose was less than 7 days ago). If this is not correct please let your employer / the site manager know as you will need to follow different advice.

What you need to do next

- Self-isolate and get tested **immediately**

AND

- On this date [redacted] (**Day 5 Test**)

AND

- On this date [redacted] (**Day 8 Test**)

AND

- Continue to self-isolate for 10 days, until negative day 8 test result and symptom free for 24 hours

If symptoms develop at any time during the 10 days, test again and stay at home until negative test result AND until you have been symptom free for 24 hours.

Unvaccinated household members must stay at home until the Close Contact receives a negative day 5 test result, and must also be symptom free. Vaccinated household members can continue daily life as normal, as long as they remain symptom-free.

Testing advice

Tests are free. When you go to get tested, you must tell them you have been identified as a Close Contact.

You can find your nearest testing centre at www.healthpoint.co.nz/covid-19. You can also call Healthline on 0800 358 5453 to find the nearest testing centre.

What does it mean to self-isolate?

Close Contacts should stay away from other members of the family where possible.

Aside from visiting a testing centre, you must not [leave your property](#) and you should not go to work. Please do not have visitors in your home.

More information on how to self-isolate safely is available at: www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-public/covid-19-self-isolation-managed-isolation-quarantine.

Financial support may be available if you cannot work while you are self-isolating. Use the [Unite Against COVID-19 financial support tool](#) to see if you are eligible.

Please watch for symptoms of COVID-19

If any of the following symptoms develop, ring Healthline on 0800 358 5453 or your doctor and tell them that you are a Close Contact. Healthline is a free, 24/7 service with interpreters available. You will need to get tested again.

Common symptoms of COVID-19 are like those found with illnesses such as a cold or influenza. You may have one or more of the following:

- new or worsening cough
- sneezing and runny nose
- fever
- temporary loss of smell or altered sense of taste
- sore throat
- shortness of breath

Less common symptoms of COVID-19 may include diarrhoea, headache, muscle aches, nausea, vomiting, malaise, chest pain, abdominal pain, joint pain, or confusion/irritability. These almost always occur with one or more of the common symptoms.

Please get vaccinated, but only after you have finished self-isolating

If you and your whānau have not yet been fully vaccinated, **please get vaccinated as soon as possible after your isolation period has finished.**

- You can book online at www.bookmyvaccine.covid19.health.nz. There is information on this website about finding your closest walk-in vaccination centre.
- You can also go to www.healthpoint.co.nz/covid-19-vaccination or www.karawhiua.nz/all-clinics.

More information on being a Close Contact is available at: www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-public/contact-tracing-covid-19#factsheets.