

## 您感染了新冠病毒，需要离家入住 JET PARK

公共卫生工作人员应已致电 通知您感染了新冠病毒。  
现在，您需要与他人隔离，以免将病毒传播给别人。隔离有助于确保家庭和社区的安全。

您被要求前往 Jet Park，这是一家检疫隔离酒店，在您入住期间，我们为您提供所需的一切。

您需要接受隔离，直至**症状消失后72个小时**，**以及**症状开始出现**后至少已过去十天**。如果您需要住院，这将影响您隔离的时长。驻守 Jet Park 的医疗团队将经常检查您的症状，并通知您何时可以离开。



公共卫生部门将安排您入住 Jet Park。 这些信息将为您的入住提供帮助并对在 Jet Park 的生活有所准备。

### 您在 JET PARK 的生活

- 在 Jet Park，您将拥有自己的卧室、浴室和电视。您将获供餐食、免费 Wi-Fi 和洗衣服务。
- Jet Park 的工作人员将为您提供帮助，并在您到达时为您提供更多信息。保持您的隔离圈尽量留在您的房间里。请勿邀请他人进入您的房间或到别的酒店房间里拜访住客或其家人。
- 如果您开始出现更多或更严重的症状（包括发烧、咳嗽、呼吸困难或喉咙痛等症状），**请留在您的房间内，并用房内座机拨打 8998，医务人员将为您进行检查。**
- 保持良好的咳嗽、打喷嚏和手部卫生习惯，这非常重要。扔掉用过的纸巾。用肥皂洗手并认真擦干。没有肥皂和水时，使用免洗洁手液。
- 入住 Jet Park 及离开酒店房间时，请务必佩戴口罩、保持良好的卫生习惯以保护他人。



## 常见问题

### 我的家庭成员会怎么样？

公共卫生团队将与那些被视为是您的密切接触者的家庭成员联系。

如果您们通常住在同一个房间或住所内，Jet Park 团队与您商讨您的配偶/伴侣或家庭成员是留在家中还是与您一起搬到 Jet Park。如果他们搬到 Jet Park，他们可能可以继续与您在同一房间居住，也可能需要入住别的房间。与您入住同一房间可能会延长他们的隔离时间，并增加他们患病的风险。

### 我的孩子会怎么样？

如果您有孩子，公共卫生团队将与您一起想办法在您隔离期间给他们最好的照顾。

我们理解在某些情况下，孩子们需要与父母或照顾者一同入住 Jet Park。



如果与您同住的原本并未感染新冠病毒的孩子出现了症状，请告诉为您做日常健康检查的护士。孩子将需要立即接受检测。这可能会延长你们在 Jet Park 停留的时间，但是知道他们是否生病很重要，这样他们才能得到恰当的护理和治疗。

### 需要特殊照护的家庭成员会怎么样？

如果您的家人与您密切接触并且属于需要特殊照护的人士，他们可能需要入住 Jet Park。公共卫生团队将与您和您的家人保持联系并密切合作，为他们提供支持。

### 我要带什么行李入住 JET PARK？

您应当准备至少入住十天的行李并携带主要物品：衣服、洗漱用品、电话、充电器和药物。您也可以携带娱乐物品，例如书籍和手提电脑/电子设备。

酒店供应三餐，因而您不需要携带任何食物。您可以带零食，但请不要带酒类、烹饪材料或炊具。Jet Park 酒店提供床上用品和毛巾。

### 我怎么洗衣服？

Jet Park 有一套安全地为您清洗衣物的方式，因此您无需自己洗衣服。请按照 Jet Park 给您的指导行事。

### 隔离时，我的宠物怎么办？

当您隔离时，公共卫生团队将与您一同商讨如何安置您的宠物。

### 我将如何与家人和朋友保持联系？

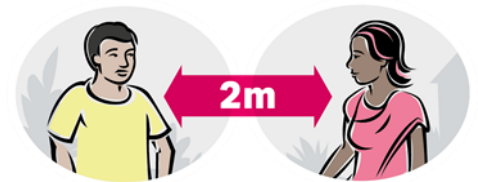
酒店提供免费 Wi-Fi，您可以通过短信、电话和视频与朋友和家人保持联系。



客房内还有座机电话。客房之间通话以及打酒店内部的服务电话都是免费的。拨打外线或手机需要付费，由您根据酒店的资费按分钟支付。

### 我在 JET PARK 可以锻炼或散步吗？

是的，Jet Park 团队会告诉您如何在特定时段外出锻炼或散步。离开酒店房间时，请始终佩戴口罩，使用免洗洁手液，并与他人保持两米的距离。



### 隔离期间母乳喂养

如果您感染了新冠病毒，母乳喂养的好处大于潜在的传染风险。您的助产士或全科医生可以为您提供进一步的建议，您也可在[皇家妇产科学院网站](#)找到更多信息。



### 更多详情和建议

#### 健康热线

免费电话 0800 358 5453  
七天二十四小时全时服务，提供口译员

#### 需要找人谈一谈？ 1737

拨打免费电话 1737 或者发  
免费短信至 1737  
访问 [1737.org.nz](http://1737.org.nz) 以获取信息

#### 工作与收入局

需求经济援助、失业支援和偿还贷款支援，请致电 0800 559 009 或访问  
[workandincome.govt.nz](http://workandincome.govt.nz)

#### 翻译成不同语种的信息

访问 [arphs.health/nz/communityinfo](http://arphs.health/nz/communityinfo) 或者  
[covid19.govt.nz/translations](http://covid19.govt.nz/translations)

#### 前难民背景

致电 RASNZ 支援及信息热线 0800 472 769，周一至周五，早上九点至下午五点。

如需更多信息，请访问  
[rasnz.co.nz/covid-19-resources](http://rasnz.co.nz/covid-19-resources)  
仅限奥克兰地区。

#### 亚洲家庭服务帮助热线

面向英语、普通话、广东话、韩语、越南语、日语、泰语和印地语使用者的一般咨询及赌博成瘾支援，周一至周五早上九点至晚上八点间拨打 0800 862 342 或访问 [asianfamilyservices.nz](http://asianfamilyservices.nz)



## YOU HAVE COVID-19 AND ARE MOVING FROM YOUR HOME TO JET PARK

Public Health staff will have called you to let you know that you have COVID-19. You are now required to isolate away from others so you don't spread the virus to anyone. Staying in isolation can help keep your family and community safe.

You have been asked to go to Jet Park, a quarantine hotel, where everything is provided for you during your stay.

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 need to be admitted to hospital this will affect how long you stay in isolation. A medical team based at Jet Park will check your symptoms regularly and will let you know when you will be free to leave.

Public Health will arrange for you to move to Jet Park. This information is to support your move and help you know what to expect when you get to Jet Park.

### ABOUT YOUR STAY AT JET PARK

- 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.
- If you start feeling more unwell – 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.
- 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.





## FREQUENTLY ASKED QUESTIONS

### **WHAT HAPPENS TO MY HOUSEHOLD MEMBERS?**

The Public Health team will be in contact with members of your household who are close contacts.

If you usually share a room or home, the Jet Park team will discuss options for your partner/spouse or family member to either stay at home or move to Jet Park with you. If they move to Jet Park, they may be able to continue sharing a room with you, or they may need to stay in separate rooms. Staying in the same room as you may make their isolation time longer and increase their risk of becoming sick.

### **WHAT WILL HAPPEN TO MY CHILDREN?**

If you have children, the Public Health team will work with you to see how best they can be looked after while you're in isolation.

We understand that, in some cases, children will need to go with their parents or caregivers to Jet Park.

If your child is with you and doesn't have COVID-19 but later develops symptoms, tell the nurse who does your daily health checks. The child will need to be tested immediately. This may change the length of your stay at Jet Park but it is important to know if they get sick, so they can receive the right care and treatment.

### **WHAT WILL HAPPEN TO VULNERABLE FAMILY MEMBERS?**

If you have family members who have been in close contact with you and who are vulnerable, they may need to go to Jet Park. The Public Health team will be in touch and work closely with you and your family members to support them.

### **WHAT DO I PACK FOR MY STAY AT JET PARK?**

You should pack for a stay of at least ten days and bring the main items; clothes, toiletries, phone, charger and any medication. You may also bring entertainment items like books and laptops/devices.

You do not need to bring any food, as meals are provided. You are welcome to bring snacks, but please do not bring alcohol, food to cook, or cooking equipment. Bedding and towels are provided by Jet Park.

### **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.

### **WHAT HAPPENS TO MY PETS WHEN I AM IN ISOLATION?**

The Public Health team will work with you on options for your pets while you're in isolation.



### 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 texts, 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; it 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.

### BREASTFEEDING WHILE IN ISOLATION

The benefits of breastfeeding outweigh any potential risks of transmission 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

#### NEED TO TALK? 1737

Free call or text 1737  
Visit [1737.org.nz](https://1737.org.nz) for information.

#### WORK AND INCOME

For help with paying bills, job loss support, rental support and mortgage repayment support call 0800 559 009 or visit [workandincome.govt.nz](https://workandincome.govt.nz)

#### INFORMATION IN TRANSLATED LANGUAGES

Visit [arphs.health.nz/communityinfo](https://arphs.health.nz/communityinfo) or [covid19.govt.nz/translations](https://covid19.govt.nz/translations)

#### FORMER REFUGEE BACKGROUND

Call RASNZ support and information line on 0800 472 769, Monday to Friday, 9am to 5pm.

Visit [rasnz.co.nz/covid-19-resources](https://rasnz.co.nz/covid-19-resources) for more information. For the Auckland region only.

#### ASIAN FAMILY SERVICES HELPLINE

For general counselling and gambling support for English, Mandarin, Cantonese, Korean, Vietnamese, Japanese, Thai and Hindi speakers, call 0800 862 342, Monday to Friday from 9am to 8pm or visit [asianfamilyservices.nz](https://asianfamilyservices.nz)