

## 您感染新冠肺炎，需要離家入住 JET PARK

公共衛生人員應該已致電給您，告知您已感染新冠肺炎病毒。現在，您需要與他人隔離，以免將病毒傳播給別人。隔離有助於確保您的家人和社區的安全。



您被要求入住 Jet Park，這是一家檢疫隔離酒店，那裏提供您在入住期間的一切所需。

您需要接受隔離，直到您的症狀停止 72 小時後、以及症狀開始後至少已過 10 天。如果您需要住院，這將影響您的隔離時長。進駐 Jet Park 的醫療團隊將定期檢查症狀，並讓您知道何時可以離開。

公共衛生單位將安排您入住 Jet Park 的事宜。這些信息諮詢將為您的入住提供幫助並對在 Jet Park 的生活有所準備。

### 關於您在 JET PARK 的住宿

- 在 Jet Park，您擁有自己的臥室、浴室和電視。旅館將提供餐點，免費 Wi-Fi 連接和洗衣服務。
- Jet Park 團隊將為您提供幫助，並在您到達時為您提供更多信息。維持您的隔離圈。請盡可能待在你的房間裡。請勿邀請客人到您的房間或是到其他人的旅館房間。
- 如果您開始感覺身體不適，包括發燒、咳嗽、呼吸困難或喉嚨痛等癥狀，請留在房間，通過房間電話撥打 8998；衛生專業人員會來檢查你。

- 保持良好的咳嗽，打噴嚏和手部衛生至關重要。扔掉用過的紙巾。用肥皂洗手，並擦乾。如果沒有肥皂和水，請使用乾洗手液。
- 在入住到 Jet Park 時及不在旅館房間時，請務必戴口罩，保持良好的衛生習慣，以保護他人。



## 常見問題

### 我的家庭成員會怎麼樣？

公共衛生團隊將與那些被視為是您的密切接觸者的家庭成員聯繫。

如果您和他們通常住同一個房間或住所，Jet Park 團隊將與您討論您的伴侶/配偶或家庭成員是留在家或與您一起搬到 Jet Park。如果他們搬到 Jet Park，他們也許能夠繼續與您共用一個房間，或者也可能需要住在單獨的房間。和您同住一個房間可能會延長他們的隔離時間，並增加他們生病的風險。

### 我的孩子會怎麼樣？

如果您有孩子，公共衛生團隊將同你合作，看看在您的隔離期間他們如何受到最好的照料。

我們理解，在某些情況下，兒童需要與父母或照顧者一起入住 Jet Park。



如果您的孩子與您在一起時並沒有感染新冠病毒，但後來出現了症狀，請告訴為您進行日常健康檢查的護士。孩子需要立即接受檢測。這可能會延長您留在 Jet Park 的時間，但重要的是要知道他們是否生病，這樣他們才可以得到正確的照護和治療。

### 需要特殊照顧的家庭成員會怎麼樣？

如果您的家人與您保持密切聯繫且他們屬於需要特殊照護的群體，則他們可能需要入住 Jet Park。公共衛生團隊將與您和您的家人保持聯繫並緊密合作，以支持他們。

### 我在 Jet Park 住宿時需要帶什麼行李？

您應該攜帶至少十天的行李，主要物品包括：衣服，洗浴用品，手機，充電器和藥物。  
您還可以攜帶書籍和筆記型電腦/電子設備等娛樂用品。

您不需要攜帶任何食物，因為旅館提供膳食。您可以帶零食，但請不要攜帶酒精，烹飪食物或烹飪器材。Jet Park 提供寢具和毛巾。

### 我如何洗衣服？

在 Jet Park 有一個以安全清洗衣物的方式，因此您不用自己洗衣服。請按照 Jet Park 給您的指示行事。

### 在我隔離期間，我的寵物會怎麼樣？

當您隔離時，公共衛生團隊將與您一同商討如何安置您的寵物。

### 我如何與家人和朋友保持聯繫？

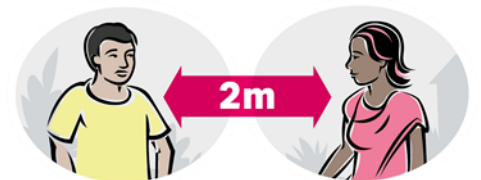
酒店提供免費 Wi-Fi，您可以透過簡訊、通話和視訊與親朋好友保持聯繫。

客房內還提供電話服務。客房之間的內部通話與呼叫  
旅館服務是免費的。撥打行動電話或其他號碼則要付費；  
您需要按照酒店通話費率付費。



### 我可以在 Jet Park 運動或散步嗎？

是的，Jet Park 團隊會告訴你如何在特定時間段外出  
運動或散步。在酒店房間外時，請隨時佩戴口罩，  
使用免洗洗手液，並與他人保持兩米距離。



### 隔離期間的母乳餵養

如果您感染新冠病毒，母乳餵養的好處仍大於任何潛在的傳播風險。

您的助產士或全科醫生可以提供進一步的建議，你也可以在[皇家婦產科學院網站](#)找到更多資訊。



## 更多資訊和建議

### 健康專線

免費電話 0800 358 5453

全天候 24 小時服務 (有口譯服務)

### 工收局

欲取得協助以支付帳單、失業支援、租房  
支援與房貸還款支援，可致電

0800 559 009 或造訪

[workandincome.govt.nz](http://workandincome.govt.nz)

### 前難民背景者

致電 RASNZ 支援及資訊專線 0800 472

769，時間為周一至周五上午 9 點至下午 5  
點。

造訪 [rasnz.co.nz/covid-19-resources](http://rasnz.co.nz/covid-19-resources) 取  
得更多資訊。僅適用於奧克蘭地區。

### 需要聊聊嗎? 1737

免費致電或發簡訊至 1737

造訪 [1737.org.nz](http://1737.org.nz) 了解更多資訊。



### 翻譯成不同語種的資訊

造訪 [arphs.health/nz/communityinfo](http://arphs.health/nz/communityinfo) 或  
[covid19.govt.nz/translations](http://covid19.govt.nz/translations)

### 亞裔家庭服務中心專線

為使用英語、普通話、粵語、韓語、越南  
語、日語、泰語和印度語者提供一般諮商  
與賭博支援，可於周一至周五上午 9 點至  
下午 8 點致電 0800 862 342 或造訪

[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)