

A stylized graphic of a house roof with a white background and a purple-to-pink gradient. The roof is supported by three vertical posts. The text 'WHĀNAU HQ' is written in a blue, brush-stroke font across the roof.

WHĀNAU HQ

TE TUA HAPORI

A GUIDE TO HOME QUARANTINE

COVID-19 PATIENT

Unite
against
COVID-19

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KIA ORA,

This guide has information you need to quarantine at home while keeping you and the people you love safe.

Testing positive for COVID-19 can be worrying, and it's normal to feel unsure about what this means for you, your whānau and the people you live with.

Everyone who tests positive for COVID-19 needs to isolate to help stop the virus spreading. We acknowledge the many emotions you will be feeling as you begin Whānau Home Quarantine, and we're here to support you at every stage of your journey. Our team of health professionals will be in contact regularly and support is available 24/7.

Thank you for protecting yourself, your whānau and community.

In an emergency, CALL 111:

If you or a family member becomes very unwell or has difficulty breathing, immediately call an ambulance on 111. There is **no cost** for the ambulance.

If you start to feel worse:

Call the health team on 0800 687 647 (free to call 24 hours a day).

If you have questions:

Call the health team on 0800 687 647 (free to call, 24 hours a day).

IN THIS PACK

Along with this guide, inside the pack you will find:

- An oxygen monitor called a pulse oximeter.
- Cleaning wipes to clean your equipment when you are ready to return it.
- Plastic biohazard bag and plain envelope to use as a courier bag to send the pulse oximeter back.
- A pen to write in your health diary.
- Some PPE gear.



WHĀNAU HQ

WHAT IS WHĀNAU HOME

QUARANTINE?

Home quarantine is when you and the whānau you live with need to stay at home because you have tested positive for COVID-19.

WHAT TO DO

- You and everyone in your home should not leave the house for any reason, unless advised to do so by the health team, or in an emergency when you have called 111.
- You and everyone in your home should not go to work, school, the supermarket or to visit whānau/friends.
- Stay two metres away from other people in your home, and wear a mask if you have to go into the same room as someone who doesn't have COVID-19. Try not to share a bed or bedroom with someone who doesn't have COVID-19 if you can.
- As much as possible, reduce the amount of time you spend in shared spaces of your home like the bathroom and kitchen. Keep these spaces well ventilated by opening windows and doors.
- You can go outside, but you must stay on your property and not speak to your neighbours.
- It's really important that you answer any calls you get during this time.

WHEN YOU CAN GO OUT AGAIN

- You need to quarantine for a **minimum of 10 days**.
- The health team will make the final decision about when you can leave home quarantine. They will let you know about this decision near the end of your time in quarantine.
- The people you live with need to stay at home for at least **20 days**. This is made up of the ten days that you are in quarantine, plus another 10 days starting from the day you leave quarantine.

Find out more about what Whānau HQ means for your whānau/household on page 15.

MAKING THE DECISION: WHĀNAU HQ OR MIQ

If someone you live with tests positive for COVID-19 after you, everyone else in the house has to start their time in home quarantine again – even if they are vaccinated or an essential worker.

This will keep happening every time a new person in your house gets COVID-19. This means some people can be in home quarantine for many weeks.

If home quarantine is not right for you and your household, you can speak to the health team about going into MIQ instead.

Find out more about making the decision between MIQ and Whānau HQ at whanauhq.nz



YOUR WHĀNAU HQ JOURNEY



DAY 1 | WHĀNAU HOME

QUARANTINE

When you've tested positive for COVID-19, it's time to quarantine at home. This means that nobody in your house should leave, or have visitors.

You can only leave for urgent medical attention when you've called 111, or as directed by the health team.

Stay 2 metres away from other people in your home and wear a mask when around others.



DAY 1+ | HEALTH CHECKS

You'll have frequent health checks with a health team member to make sure you are safe. These checks may be over the phone, video call, or face to face.

You'll use a pulse oximeter three times a day to take readings of your pulse and oxygen levels. Make sure you answer any calls you get during this time.



DAY 5 | COVID-19 TESTING FOR

WHĀNAU/HOUSEHOLD

Your whānau/household members will be tested on day five of their 'close contact' quarantine period and will have other tests later, as directed by the health team. They will need to go to a community testing centre and the health team will advise them how to do that safely. Mobile testing may be arranged if needed. The health team will talk with you about this.

Community Testing Centre locations are listed at healthpoint.co.nz/covid-19/



DAY 10 | FINAL HEALTH CHECK

Around Day 10 you'll have a final health, symptom and exit check with a health team member. If you are symptom-free and it is safe to do so, you will be able to leave the house the next day (Day 11). The health team will advise when you can do this and will provide a release letter showing that you are no longer infectious.

As long as the health team has cleared you to leave quarantine, you do not need to return a negative test before leaving isolation. People who have had COVID-19 can continue to test positive for several weeks after they were infected. This is because pieces of the virus stay in your body long after you have recovered.



DAYS 11–20+ | WHĀNAU/ HOUSEHOLD QUARANTINE

Anyone else in the house who doesn't get COVID-19 will need to stay in home quarantine for 10 days after the last COVID-19 positive person in the house has been cleared to leave quarantine. The health team will continue to check in on them during this time. The health team will advise when they are able to leave and will provide a release letter to show that they are no longer infectious.



YOUR HEALTH

WHAT TO EXPECT IF YOU HAVE COVID-19

While you have COVID-19 make sure you try to rest as much as possible and drink plenty of fluids. If you need pain relief or have a high fever, use paracetamol according to the instructions on the package.

In an emergency, CALL 111:

If you or a family member becomes very unwell or has difficulty breathing, immediately call an ambulance on 111. There is **no cost** to use the ambulance.

If you start to feel worse:

Call the health team on 0800 687 647 (free to call 24 hours a day).

SYMPTOMS | DAY 1-3

Symptoms in the first three days vary widely.

- It can start with a tickle in your throat, a cough, fever or headache. You may also feel short of breath or a little pressure in your chest.
- Sometimes it begins with some diarrhoea (runny poo).
- You may feel tired and/or may lose your sense of taste and smell.
- You may experience some or none of these symptoms.
- Even if you have a mild COVID-19 infection, avoid running, workouts, weights and high impact activities until you've been cleared by your healthcare team.

SYMPTOMS | DAY 4-6

These are important days to be more aware of your symptoms. This is when lung (respiratory) symptoms may start to get worse, especially if you have other conditions like high blood pressure, obesity or diabetes.

- You may start to feel worse and may have aches, chills, cough and find it hard to get comfortable.
- Some younger people may develop rashes, including itchy red patches, swelling or blistering on their toes or fingers.

SYMPTOMS | DAY 7-8

For people with mild illness, the worst is generally over after a week. Some people may get worse at this point, or start to feel better briefly then feel worse again.

SYMPTOMS | DAY 8-12 (WEEK 2)

Continue to monitor your symptoms and record them in your health diary. You may be able to breathe better and feel better if you sleep on your front/stomach or side.

SYMPTOMS | DAY 13-14

- Most people will feel better by now. Some people feel more tired than usual.
- A slow return to activity is advised.
- If you have ongoing severe symptoms, your healthcare team will advise you what to do. This is why recording your symptoms in your health diary is so important.

HEALTH CHECKS

You will have regular health checks done over the phone with a health team member, to make sure that you are safe and supported. If you don't have a phone, one will be given to you to use. It's really important that you answer any calls you receive during this time.

You will take some measurements of your health every day. This includes:

- Measuring the oxygen levels in your blood and your heart rate using the small monitor (called a 'pulse oximeter') included in this pack. Find out how to use the pulse oximeter on page 10.
- Recording your symptoms in the 'Health Diary' on page 13.

MEDICINES

If you need medication, contact your GP/doctor and let them know that you are in home quarantine. Ask your GP to send your prescription to a pharmacy, who can deliver the medicine to your home.

RECORD YOUR OXYGEN LEVEL AND HEART RATE

HOW TO USE THE PULSE OXIMETER

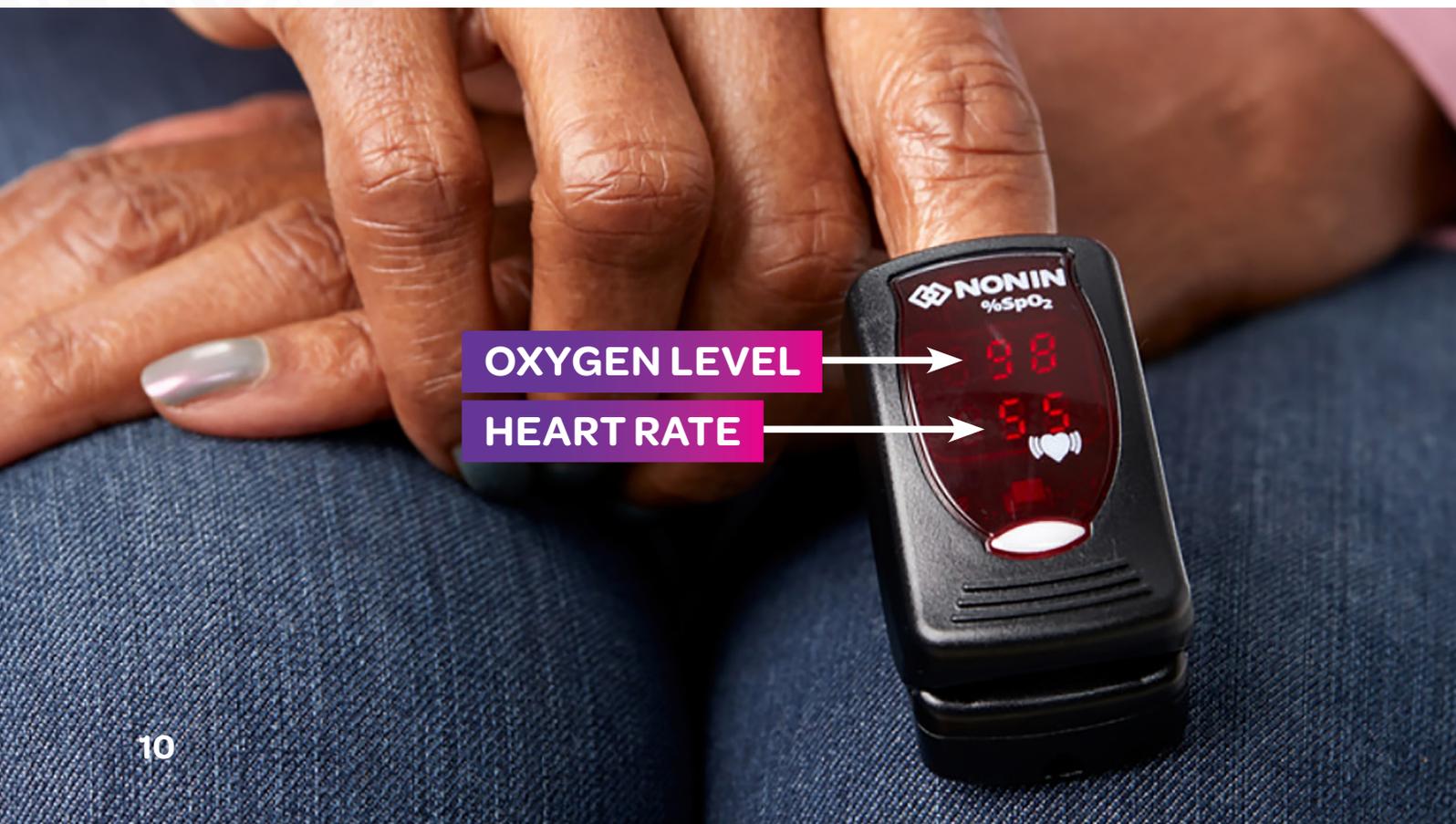
Use the pulse oximeter three times a day to help check how you're doing while you are recovering from COVID-19. This provides important information for the health team looking after your care.

WHEN TO RECORD YOUR OXYGEN LEVEL

Use the pulse oximeter to take your oxygen level and pulse reading three times a day – morning, midday and evening.

It is important to sit down and be still for around five minutes before you take the reading.

Call the health team on 0800 687 647 immediately if:
Your oxygen level is lower than 95%
Your heart rate is more than 100



HOW TO READ YOUR PULSE OXIMETER



STEP 1: GET READY

Ensure your hands are clean and warm and free from nail polish before you start. Sit down somewhere comfortable and relax for 5 minutes.



STEP 2: PUT THE OXIMETER ON YOUR FINGER

Squeeze the bottom of the pulse oximeter like a peg so the top opens enough to allow your finger to fit inside. Put your index or middle finger into the pulse oximeter as far as it will go. The pulse oximeter will turn on when your finger is inside.



STEP 3: KEEP STILL FOR 1 MINUTE

Lay your hand down on a flat surface (your fingernails will be pointing away from you at this step) Keep your hand relaxed and still for 1 minute.



STEP 4: READ YOUR RESULTS

It is important to read your pulse oximeter the correct way. To do this **you will need to turn your hand with the pulse oximeter on it so that your fingernails are pointing toward you**. This will let you read and record your numbers correctly. Your blood oxygen level is the top number, displayed under the heading “%SpO₂”. Your heart rate/pulse is the bottom number, just above the white heart picture.



STEP 5: RECORD YOUR RESULTS

You will need to use the pulse oximeter 3 times a day. You can do this after your breakfast, lunch and dinner. Make sure you write down all of your results onto the Health Diary so that when your health team calls you, you can easily report back on your pulse oximeter readings. Once you have written down your results, take your finger out of the pulse oximeter and the device will turn off. It is ready to use again when you need it.

YOUR HEALTH DIARY

WEEKS 1 AND 2

This diary will help you track your **COVID-19** symptoms and record the readings from your **pulse oximeter**. Even if you feel ok, please fill it in. If your condition changes, when and how it changes may help the health team decide the best response.

- For oxygen and heart rate, write down the numbers from your pulse oximeter. Find out more information about using the pulse oximeter on page 10.
- For each symptom, write down if you feel Better **(B)**, the Same **(S)**, or Worse **(W)** than the previous day.
- In the last row, give yourself a number out of 10 as to how you feel overall, where 10 is well and 1 is very unwell.
- Please record these **THREE** times a day, every day, around the same time.



WEEK 1

- For each symptom, write down if you feel: Better **(B)**, the Same **(S)**, or Worse **(W)** than the previous day.
- In the last row, give yourself a number out of 10 as to how you feel overall, where 10 is well and 1 is very unwell.

DAY/DATE	1: / /		2: / /		3: / /		4: / /		5: / /		6: / /		7: / /		
	AM	NOON	PM	AM	NOON	PM	AM	NOON	PM	AM	NOON	PM	AM	NOON	PM
TIME OF DAY															
OXYGEN (%SPO₂) Top number on pulse oximeter															
HEART RATE ♥ Bottom number on the pulse oximeter															
TROUBLE BREATHING															
COUGH															
THIRSTY															
HEADACHE															
SORE THROAT															
FEVER/CHILLS															
TIREDFNESS															
VOMITING Being sick															
DIARRHOEA Runny poo															
OVERALL															

YOUR WHĀNAU

If you live with whānau, friends, housemates or children, you might be worried about the impacts that home quarantine will have on them.

Feeling like this is really normal, and the health team will make sure that the people you live with have the information they need to keep themselves, and you, safe.

WHAT HOME QUARANTINE MEANS FOR YOUR WHĀNAU

- Everyone you live with needs to quarantine at home for at least **20 days**. This is made up of the 10 days that you are in quarantine, plus another 10 days starting from the day you leave quarantine.
- This is because they have been near you while you are infectious. They may have caught COVID-19 too, but it can take up to 10 days before they get symptoms or test positive.
- If anyone else in your house tests positive for COVID-19, the people who have NOT tested positive for COVID-19 will have to start home quarantine again.
- Family members you do not live with, but who are your close contacts, may also need to quarantine at their home. They will be told what they need to do by the health team.





YOUR WHĀNAU

CHILDREN AND OLDER PEOPLE

Taking care of your children is your first priority, so if you are the sole or main caregiver you don't need to quarantine away from them in your home.

Make sure your children drink plenty of fluids and are rested. Offer normal foods and manage fever or pain with paracetamol at the correct dosage for your child's weight. If your children aren't drinking normally or seem more tired than usual seek help immediately.

If you are concerned about caring for children and older people in your whānau, we can provide advice and additional support.

If you are worried about your ability to care for children or older people in home quarantine:

Call the health team on 0800 687 647 (free to call, 24 hours a day).

SCHOOL AND CHILDCARE

All children in your household will need to stay home, which means they can't attend school or childcare.

Please contact the school to let them know that your children are unable to attend. They will be able to support your children with remote learning while they are at home.

If you don't have devices available for your children to attend school from home, please contact the health team on 0800 687 647.

WORK & FOOD

WORK

If you can't work from home during this time, your employer (or you, if you are self-employed) may be able to apply for additional support.

For more information, visit workandincome.govt.nz

If you are worried about work or your finances, we can support you:

Please contact the health team by calling 0800 687 647 (free to call, 24 hours a day).

FOOD

There are lots of different ways to access kai (food) and other essentials during this time

- If you can, ask friends or family to shop for you.
- You can also order supplies online. Make sure any deliveries are left outside your home for you to collect.

If you need help with food and other supplies, we can support you:

Please alert the health team straight away by calling 0800 687 647 (free to call, 24 hours a day).

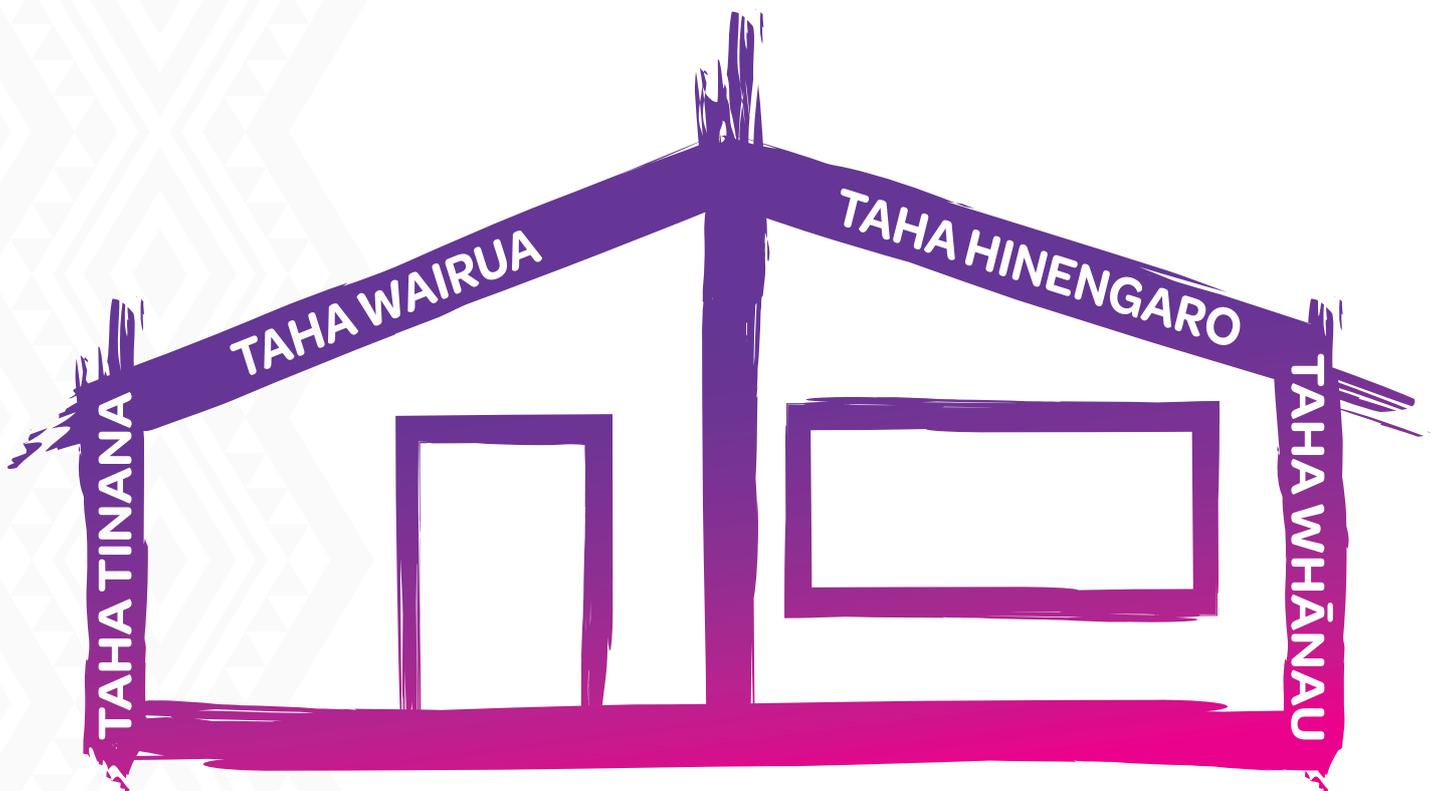


WELLBEING

There are times during home quarantine that will be hard for every whānau. Protecting your health and wellbeing is the most important thing you can do during this time to keep you and the people you live with safe and well.

TE WHARE TAPA WHĀ

The Māori holistic model of health, Te whare tapa whā, reminds you to take care of all the different aspects of your life to support your wellbeing.



TAHA TINANA (PHYSICAL HEALTH)

Fuelling your body with good food and moving your body helps you to support you to feel mentally well. Just do what you can – every bit counts. If you feel up to it, you might like to do some gentle exercise. Even though you can't go off your property, you could do some yoga or walk around your property to get some fresh air. Don't try to do too much.

TAHA WAIRUA (SPIRITUAL HEALTH)

Feeling a connection to your spiritual wellbeing creates connection, whether it's tapping into your religious beliefs with prayer and karakia, or taking a quiet moment to breathe and reflect.

TAHA WHĀNAU (FAMILY HEALTH)

Staying connected to the people you love helps you feel a sense of belonging. You could send a message to someone you miss, have a kōrero (chat) with a friend over the phone or organise regular phone check-ins with the people close to you.

TAHA HINENGARO (MENTAL HEALTH)

Tough times affect each of us differently, and it's okay if you're taking things day by day. Connecting with whānau and friends, doing activities you enjoy and learning new things can help. Doing physical activity, eating healthy food and getting enough sleep are also important for your mental health.

Find more wellbeing ideas at [allright.org.nz](https://www.allright.org.nz)



LEAVING HOME QUARANTINE

The health team will advise when you are able to leave home quarantine. This will be after at least 10 days.

If you are not sure if you can leave, please call the health team on 0800 687 647.

RETURNING EQUIPMENT

Your pulse oximeter will be picked up 72 hours after the last person in your household is allowed to go out again. Our team will arrange for a courier to pick this up from you.

Before the courier picks up the pulse oximeter:

- Wash your hands for 30 seconds with soap and water, or with hand sanitiser.
- Wipe the oxygen monitor with the wipes in your pack.
- Place the oxygen monitor in the provided 'biohazard' bag.
- Wash your hands again.
- Place the biohazard bag containing the oxygen monitor in the provided courier bag.
- Wash your hands again.
- To minimise contact, put the package into the bag provided by the courier on arrival.



**IF YOU FEEL UNWELL
AFTER YOU HAVE
RETURNED TO NORMAL
DAILY LIFE**

If you start to feel unwell, please call your doctor or the COVID Healthline on **0800 358 5453** (freephone, 24 hours a day).

In an emergency, call 111 immediately.

**GETTING THE
COVID-19 VACCINE**

It is strongly recommended that everyone over the age of 12 years gets two doses of the Pfizer COVID-19 vaccine, even if you have already tested positive for COVID-19.

If you have tested positive for COVID-19, you can get vaccinated after you recover.

For people in your home who have not tested positive for COVID-19, we can arrange for someone to come to your house and give them a vaccination while they are in home quarantine. Please call **0800 28 29 26** to arrange this.

NGĀ MIHI!



IF YOU NEED HELP

IN AN EMERGENCY – CALL 111

If you or a family member becomes very unwell or has difficulty breathing, immediately call an ambulance on 111. There is no cost to use the ambulance.

IF YOU START TO FEEL WORSE

Call the health team straight away by calling 0800 687 647 (free to call, 24 hours a day).

IF YOU HAVE QUESTIONS

Call the health team on 0800 687 647 (free to call, 24 hours a day).

IF YOU FEEL THAT YOU ARE NOT COPING

If you feel you are not coping, it is important to talk with a health professional. There are helplines available that offer support, information and help. All services are available 24 hours a day, 7 days a week:

- **Need to Talk?:** Free call or text 1737 any time for support from a trained counsellor.



- **Youthline:** Call 0800 376 633, free text 234.
- **What's Up?:** Call 0800 942 8787 – a safe place for children and young people to talk.
- **Lifeline:** 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP).
- **Suicide Crisis Helpline:** 0508 828 865 (0508 TAUTOKO).
- **Depression and Anxiety Helpline:** 0800 111 757 or free text 4202 to talk to a trained counsellor about how you are feeling or to ask any questions.
- For Pacific communities, there is targeted mental health support available by calling **0800 Ola Lelei** – 0800 652 535.

IF YOU OR SOMEONE YOU LIVE WITH IS NOT SAFE

- **Women's Refuge:** Call 0800 733 843 (0800 REFUGE) for 24-hour service advocacy and accommodation for women and their children experiencing family violence.
- **Shine Domestic Abuse Services:** Free call 0508 744 633 (9am to 11pm) if you are experiencing domestic abuse, or want to know how to help someone else.
- Call **Oranga Tamariki** on 0508 326 459 if a child or young person is unsafe, not being cared for, or separated from their parents or caregivers.





Find more information at
whanauhq.nz

