

A stylized graphic of a house roof with a white background and a teal background. The roof is outlined in white. A thick, dark purple brushstroke runs across the roof, supported by three vertical purple brushstrokes. The text 'WHĀNAU HQ' is written in a bold, blue, brushstroke font across the center of the roof.

WHĀNAU HQ

TE TUA HAPORI

# A GUIDE TO HOME QUARANTINE

WHĀNAU/HOUSEHOLD MEMBER

Unite  
against  
COVID-19

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# KIA ORA,

This guide has information you need to quarantine at home when someone you live with tests positive for COVID-19 to keep you and the people you love safe.

Everyone who tests positive for COVID-19 and their household needs to isolate to help stop the spread of the virus. For you and your whānau, this means quarantining at home.

We know that this can be a worrying time and it's normal to feel unsure about what this means for you, your whānau and the people you live with. 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.

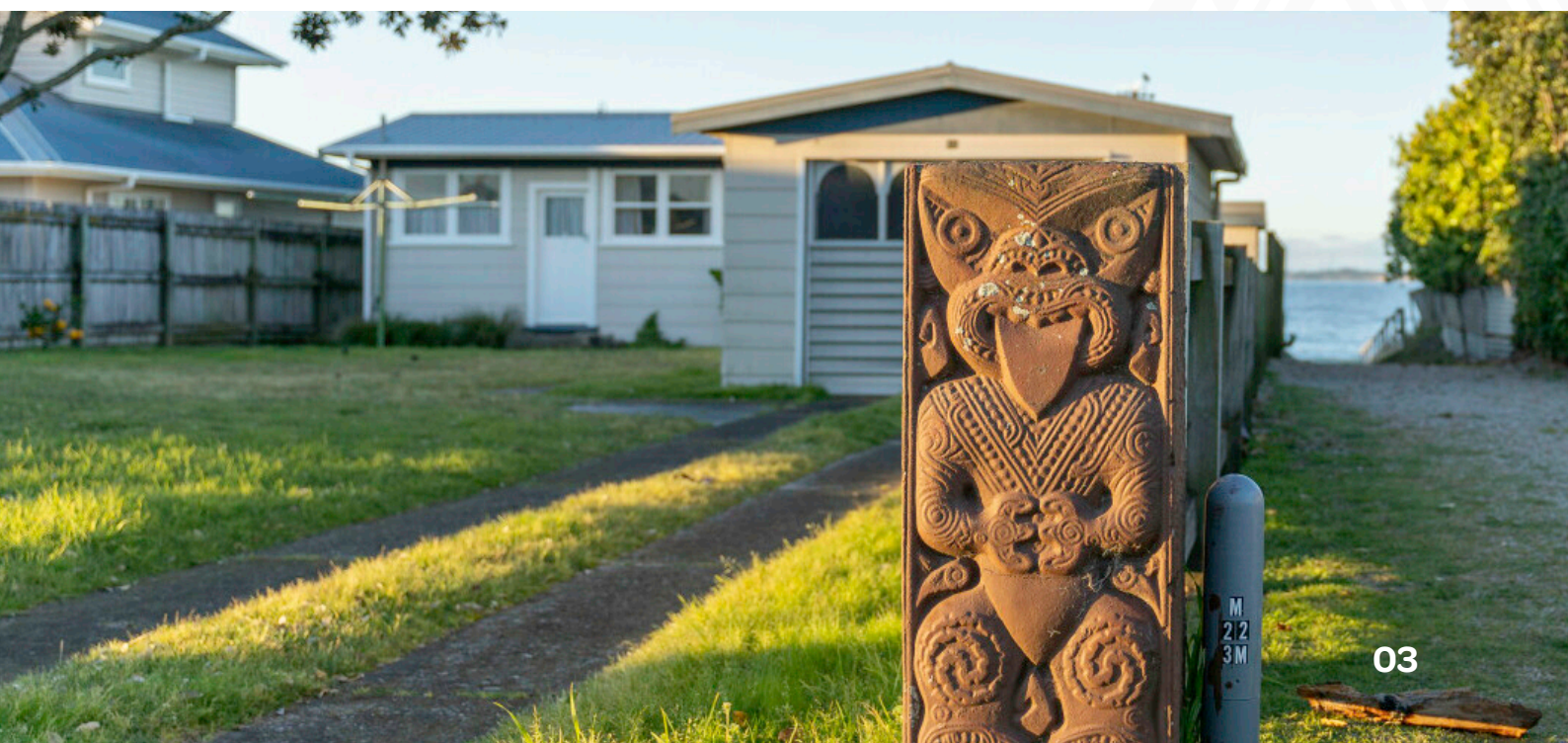
Thank you for protecting yourself, your whānau and community.

## **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 straight away by calling 0800 687 647  
(free to call, 24 hours a day).





# WHĀNAU HQ

## WHAT IS WHĀNAU HOME QUARANTINE?

Home quarantine is when you and the whānau or people you live with need to stay at home because someone in your home has tested positive for COVID-19.

You need to stay at home because you have been near the COVID-19 positive person while they are infectious. You may have caught COVID-19 too, but it can take up to 10 days before you get symptoms or test positive.

## WHAT TO DO

- Everyone who hasn't tested positive for COVID-19 can get vaccinated. We can arrange for someone to come to your house to provide a vaccination while you are in home quarantine. Please call **0800 28 29 26** to arrange this.
- 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 people who have COVID-19 and wear a mask if you have to go into the same room as someone who has COVID-19. Try not to share a bed or bedroom with someone who has COVID-19.
- 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 20 days**. This is made up of 10 days that you and the person who has COVID-19 must quarantine for, followed by another 10 days after the person who had COVID-19 is allowed out again.
- 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.

Find out more about what Whānau HQ means for your whānau/household on page 16.

## MAKING THE DECISION:

### WHĀNAU HQ OR MIQ

If someone you live with tests positive for COVID-19 after the initial case, 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](http://whanauhq.nz)





# YOUR WHĀNAU HQ JOURNEY



## DAY 1 | WHĀNAU HOME QUARANTINE

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 calling 111, or as directed by the health team.

Stay two metres away from anyone who has tested positive for COVID-19 and wear a mask when in the same room as them.



## DAY 1+ | HEALTH CHECKS

The health team will tell you how often they plan to call you to check on how you are going. These checks may be over the phone, video call, face to face or via email. Make sure you answer any calls you get during this time.



## DAY 5 | COVID-19 TESTING FOR WHĀNAU/HOUSEHOLD

You will be tested on day five of home quarantine and have more tests later, as directed by the health team. You will go to a community testing centre and the health team will advise you how to do this safely. Mobile testing may be arranged if needed. The health team will talk with you about this.



## FINAL HEALTH CHECK FOR YOUR WHĀNAU/HOUSEHOLD MEMBER WITH COVID-19

Around Day 10 your whānau/household member will have a final health, symptom and exit check with a health team member. If they are symptom-free and it is safe to do so, they will be able to leave the house the next day (Day 11).

Your household member with COVID-19 does not need to get tested. This is because if they did get tested, it would likely be positive, but it does not mean that they are infectious. They will be given a release letter that they can use to show their employer that they are no longer infectious.



## DAYS 11–20+ | WHĀNAU/HOUSEHOLD QUARANTINE

You and anyone else in the house who doesn't get COVID-19 will need to keep isolating for an additional 10 days after the last COVID-19 positive person in the house has been cleared to leave quarantine, as you are still at risk of testing positive.

The health team will continue to check in on you during this time. They will advise when you can leave home quarantine and will provide a release letter to show that you are no longer at risk of being infectious.





# YOUR HEALTH

## TESTING

You will have already had an immediate test for COVID-19. You will need to get two more tests during your first 10 days in home quarantine. These take place on Day 5, and then as directed by the health team.

The health team will let you know where and how to get to a testing centre. Mobile testing may also be arranged if needed. Community testing centre locations are listed at [healthpoint.co.nz/covid-19/](https://healthpoint.co.nz/covid-19/)

If you have any questions about getting tested, call the health team on 0800 687 647 (free to call, 24 hours a day).

## SYMPTOMS OF COVID-19

While in home quarantine, you may also become unwell with COVID-19. While you don't currently have COVID-19, it is important to know the symptoms in case you become unwell.

### **In an emergency, CALL 111:**

If you or a family member becomes very unwell or has difficulty breathing, immediately call an ambulance on 111.

### **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, a 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 & record them in your health diary. You may feel better sleeping 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 is so important.

# YOUR HEALTH

## HEALTH CHECKS

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

Your whānau/household member who has COVID-19 will be given a pulse oximeter which looks at the oxygen levels in their blood and measures their heart rate. They will be given instructions on how to use this.

## MEDICINES

If you need medication, contact your GP 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.





# YOUR HEALTH DIARY

## WEEKS 1, 2, 3 AND 4

This diary will help you track your health as a close contact. Even if you feel ok, please fill it in. If your condition changes or you contract COVID-19, this diary may help the health team decide the best response.

- 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 2

- 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
<b>TROUBLE BREATHING</b>															
<b>COUGH</b>															
<b>THIRSTY</b>															
<b>HEADACHE</b>															
<b>SORE THROAT</b>															
<b>FEVER/CHILLS</b>															
<b>TIREDFNESS</b>															
<b>VOMITING</b> Being sick															
<b>DIARRHOEA</b> Runny poo															
<b>OVERALL</b>															





## WEEK 4

- 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
<b>TROUBLE BREATHING</b>															
<b>COUGH</b>															
<b>THIRSTY</b>															
<b>HEADACHE</b>															
<b>SORE THROAT</b>															
<b>FEVER/CHILLS</b>															
<b>TIREDFNESS</b>															
<b>VOMITING</b> Being sick															
<b>DIARRHOEA</b> Runny poo															
<b>OVERALL</b>															

# 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 will need to isolate at home.
- You and other people living in your house may also develop COVID-19, so you will have to stay home for at least 10 days from when the original case in your home has recovered and been released. Your 10-day quarantine period starts after they have been cleared to leave quarantine.
- 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 who are your close contacts may need to quarantine at home. They will be told what they need to do by the health team.

## CARING FOR YOUR SICK FAMILY MEMBER

Where possible, you should stay two metres from the person who has tested positive for COVID-19 and avoid sharing a bed/bedroom with them. Wear a mask when you are in the same room with them.

You should check in on them regularly to ensure they are okay or if they need any help.





## 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.

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

**If you need advice on supporting the person in your home who is sick:**

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

## SCHOOL AND CHILDCARE

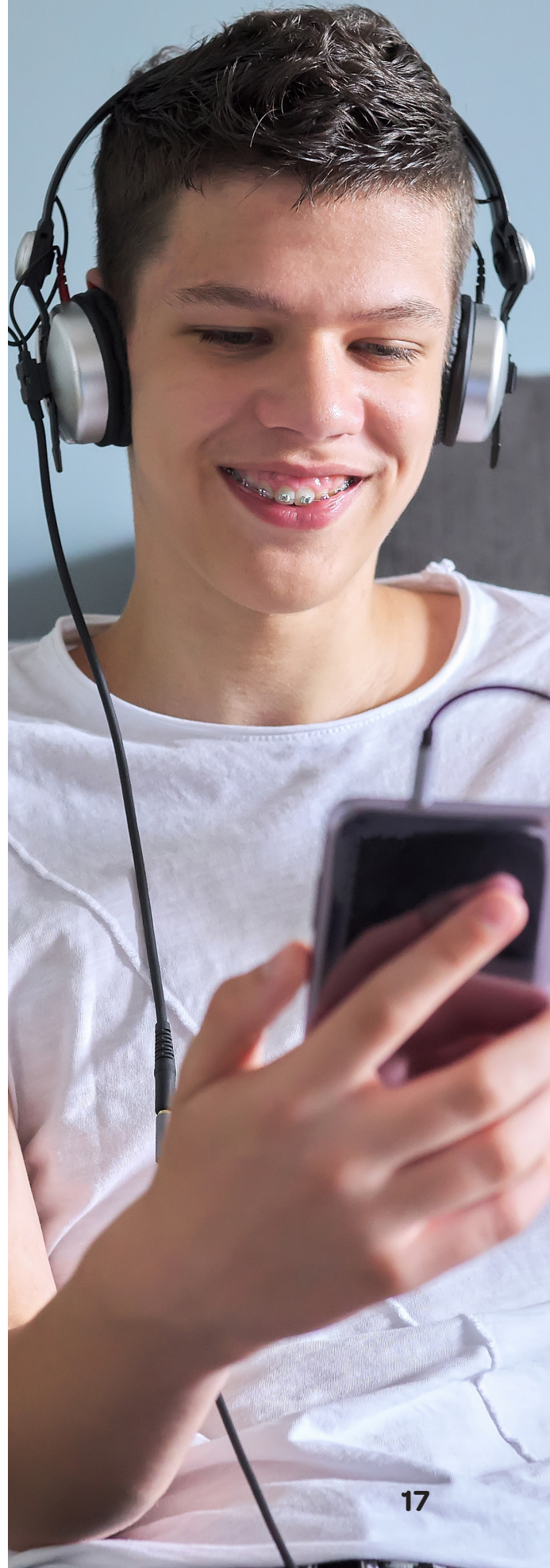
All children in your household will need to stay home, which means they can't attend school or childcare.

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.

**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).







# WORK & FOOD

## WORK

If you are unable to 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](http://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 essential items during this time.

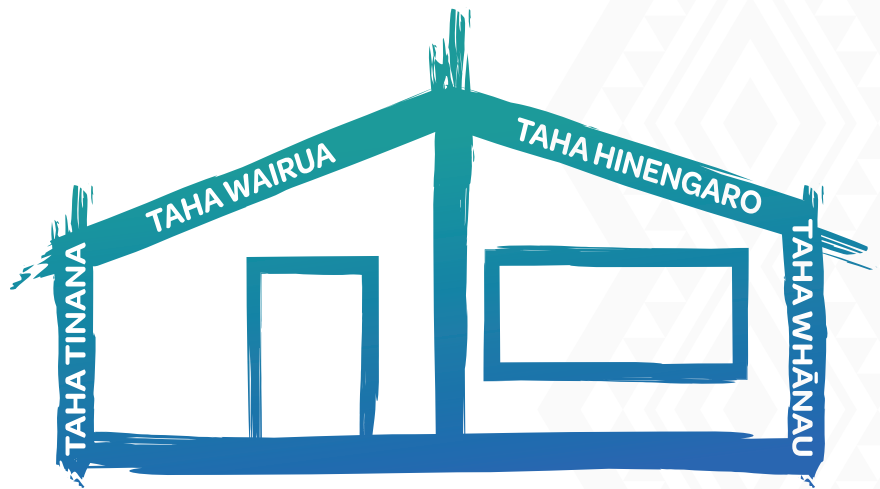
- If you can, ask friends or family to shop for you.
- You can also order supplies online. Make sure any deliveries are left outside your home for you to collect.

**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 kai and moving your body supports 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.

### 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 korero (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 at least 10 days after the last person in your household has experienced symptoms.

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

## RETURNING EQUIPMENT

The pulse oximeter that was sent to the positive person in your home 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.





**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 gets two doses of the Pfizer COVID-19 vaccine, even if you have already tested positive for COVID-19.

If you have not tested positive for COVID-19, we can arrange for someone to come to your house to provide a vaccination while you are in home quarantine. Please call **0800 28 29 26** to arrange this.

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

**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 someone. 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](http://whanauhq.nz)

