

# COVID-19 whānau planning booklet



## **Tūhonotia–Whakahaumarutia** Get connected, Get protected



***Amohia ake te ora o te iwi, ka puta ki te wheiao.***  
***To protect the wellbeing of our people is paramount.***

*Kiingi Tuuheitia Pootatau Te Wherowhero te tuawhitu*

Kia ora, this booklet has been developed to support whānau in the Waikato during the COVID-19 pandemic.

If you have read through this booklet and still require help or have any questions or concerns, please call Healthline on 0800 358 5453

If you have tested positive for COVID-19 and need support, call our Waikato DHB COVID-19 Integrated Coordination Centre on 0800 220 250. Our team will guide you through the next steps.

We can listen to your needs and then connect you to the support services within your community that can help you and your whānau.

You can also make contact by emailing:  
[CSIQservice@waikatodhb.health.nz](mailto:CSIQservice@waikatodhb.health.nz)

If you need urgent medical help or cannot breathe properly, **call 111** immediately.

Tell them you have COVID-19 when you ring.

TE ARAWA  
COVID-19  
RESPONSE

*Ngā mihi ki te rānagai KOWHEORI-19 o Te Arawa for providing the basis of this helpful booklet to help whānau across the motu.*

# He mihi

Tū te rangi ānewa, Tū te rangi āwhio,

Tū te manaakitanga o te wāhi ngaro  
ki a tātou katoa, Pai Mārire

Pai Mārire ki to tātou Kiingi, a Tuuheitia  
Pootatau Te Wherowhero te tuawhitu,

Pai Mārire ki a tātou katoa. E aku nui, e aku rahi,  
e aku whakatiketike,

Tēnā tātou e te whānau

Our best protection against COVID-19, including the Omicron variant, is vaccination and ensuring we keep ourselves and our whānau as healthy as possible. Knowing what to do if a member of our whānau becomes unwell and having a plan ready is important.

We have put this resource together to help ignite your thinking, to support you to kōrero and make sure your household is ready.

Some of our advice might change depending on how big the Omicron outbreak gets and how many whānau need critical support.

As we are focused on protecting whānau we acknowledge Kiingi Tuuheitia Pootatau Te Wherowhero te tuawhitu who has an unwavering commitment to the wellbeing of whānau, hapū and iwi. His tongikura, **“Amohia ake te ora o te iwi, ka puta ki te wheiao”** reminds us all that protecting the wellbeing of our people is paramount.

# How to use this booklet

This booklet is about having a kōrero with our whānau to help guide how we can **prepare, plan, protect** and **stay connected** to keep our whakapapa safe.

## It includes the following

- Symptoms of COVID-19.
- How you can read the signs and get tested immediately.
- Steps of vaccination to help strengthen your immunity.
- Preparation: includes some helpful questions we hope you can discuss together as whānau to help you put together your own plan.
- List of contacts at the back if you need extra help.
- Essential checklist of supplies to ensure you have key things on hand in case someone gets unwell.
- We cover what to do if someone tests positive for COVID-19 and the process for noho taratahi (self isolation).
- Templates you and the whānau can use to help write your plan.

Thank you for taking the time to read this resource. We hope it is helpful for you and your whānau.

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# Mō tō whānau katoa

## It's all about whānau

Protecting and supporting whānau is an important part of our mahi in particular and working alongside our local iwi, Māori health and whānau ora community providers to

**Manaaki tangata**  
uplift people

**Manaaki wairua**  
uplift our spirit

**Manaaki whānau**  
support families





# Rongoā āraimate Vaccination

## Now is the time to get vaccinated.

Vaccination is our best defence against getting seriously māuiui from COVID-19. Protect yourself and help reduce the risk of passing on COVID-19 to your whānau, friends and community. The COVID-19 vaccine works by teaching your body how to fight the virus and each dose gives your immune system a practice round to get ready before it meets the real virus.

Pfizer is the preferred COVID-19 vaccine for use in Aotearoa. If you are 18 years and older, there are other vaccine options (AstraZeneca or Novavax) if you cannot have the Pfizer vaccine or want a different choice.

Parents and caregivers can also protect their tamariki aged 5 to 11 against COVID-19, by being immunised with a tamariki (paediatric) version of the Pfizer vaccine, this has a lower dose and smaller volume.

## What happens when you get your vaccination? .



- 1 A healthcare worker will ask you how you're feeling, check you're healthy, answer any pātai and get your consent.
- 2 The vaccine will be injected into your upper arm.
- 3 You'll need to stay for 15 minutes, so a healthcare worker can look out for you and make sure you are okay.
- 4 After **3 weeks**, get your second dose. Tamariki will wait 8 weeks for their second dose.
- 5 If you're 18 years and over and it has been **3 months** after your second dose, get your booster.

Most vaccinated people who get COVID-19 will have a mild to moderate illness and will fully recover in their own home. For those who need help, there are support services available.

## What are the side effects?

Like all medicines, the vaccine may cause some side effects in some people. A vaccinator will talk to you about common and uncommon side effects. These are usually mild and are a good sign that your immune system is learning to fight the virus. Some common side effects are:

- sore arm
- headaches
- feeling tired
- feeling feverish or sweaty
- body aches/joint pain
- nausea

Remember to drink plenty of water and be kind to your body. If you are worried about how you feel after receiving your vaccine, or you begin to feel unwell, please **call Healthline 0800 358 5453**.

If you feel very unwell after the vaccine you can also log your reaction here: **[report.vaccine.covid19.govt.nz](https://report.vaccine.covid19.govt.nz)**

## Where to get vaccinated

Check out a mobile clinic near you:  
**[www.waikatodhb.health.nz/covid19mobile](https://www.waikatodhb.health.nz/covid19mobile)**

- To find a walk-in today or book your vaccine you can jump online at **[BookMyVaccine.nz](https://BookMyVaccine.nz)** or call **0800 28 29 26**

# Me pēwhea te āhua o te KOWHEORI-19?

## What does COVID-19 look like?

### More common symptoms

New or worsening cough	Temporary loss of smell or altered sense of taste
Sneezing	Sore throat
Runny nose	Shortness of breath
Fever	

### Less common symptoms

Diarrhoea	General feeling of discomfort, illness or unease
Headache	
Muscle aches and/or joint pain	Chest pain
Nausea and/or vomiting	Abdominal pain
	Confusion/irritability



# Omicron – What’s the difference?

Omicron is a variant of COVID-19. It spreads faster and more easily than earlier variants.

If you test positive for COVID-19 you’re likely to experience fever, coughing, sore throat and shortness of breath. The most common early symptoms of the Omicron variant are a sore or scratchy throat and a runny nose.

Most people who get COVID-19 will have mild to moderate symptoms, similar to other common viruses.

The majority of people will be able to manage their symptoms at home while isolating with some rest, fluids and paracetamol. Use simple remedies like lemon and honey drinks.

If you have a mild case of COVID-19 that can be managed at home, then the advice is the same for looking after yourself no matter the variant.

Omicron does not seem to result in as many people needing hospital care. However, because Omicron spreads so quickly, the number of people being admitted to hospital is higher. Some people recover quite easily, while others can become extremely ill very quickly.

Vaccination and boosters still help. Get a booster if you haven’t already, it is still the best thing you can do to protect yourself against Omicron. With a booster, people are much less likely to get seriously ill and need hospital care.

**Our response to Omicron – Omicron is in our community. There are three phases to our response.**

To find out more about our response, the phases and what this means for you visit [covid19.govt.nz/our-response-to-omicron](https://covid19.govt.nz/our-response-to-omicron)

## Testing and isolation in different phases

As the number of Omicron cases change, we will adjust our response to slow the spread of the virus and keep our communities protected.

There are different testing and isolation requirements during each phase of the response to make sure that health resources focus on managing vulnerable cases and high-risk exposure events.

# Kia haumarū tō wāhi

## Make your space safe

To help keep us all safe, we need to be well informed, well vaccinated and well masked.

**These tools are most effective when used together, rather than alone**



Make sure your vaccinations are up to date, including boosters.



Wear a mask.



Cough or sneeze into your elbow and wash your hands after



Regularly clean and disinfect surfaces that get touched frequently.



Use the NZ COVID Tracer App



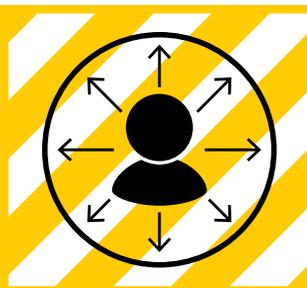
Open windows to ventilate your whare.



Regularly wash and dry your hands.



Stay home if you feel māuiui or have symptoms.



Using the NZ COVID Tracer app is an important thing we can all do to help track cases and reduce how much – or how fast – the virus spreads. Remember to scan QR codes wherever you go.

# Mahere whakarite

## Get ready checklist

**Now is the time to get vaccinated.**

Taking some small steps now can make a big difference if someone in your whānau, whare or marae test positive for COVID-19. Prepare, plan, protect and connect to keep your whānau safe.

**Let's get prepared and make a plan with our whānau.**



### **Kōrero** – Discuss

- What do we need for our hauora to flourish ā hinengaro, ā tinana, ā whānau, ā wairua? (Mentally, physically, within our whānau, spiritually).
- What does noho taratahi (isolation) mean for us to reduce the risk of further infection spreading?
- What will we do if we feel bored or lonely?
- How will we cope if we have to isolate?
- What does it mean if someone in our whare tests positive for COVID-19?
- Why is it important to keep a safe distance if this happens?
- Who will look after our animals?
- Who will lead our whānau to act as the first point of contact for awahi and support services?
- How long do we have to isolate and what do we do when we come out of isolation?



## Tuhia – Write down

- Names and contact numbers of the most vulnerable people in your whānau and who will be responsible to regularly check in with them.
- How you will contact whānau, friends and neighbours if someone is affected by COVID-19.
- Who in the community can help? If we awahi each other we build a healthy community.
- Essential household tasks that keep your whare running. Things like paying bills, doing the shopping and who can look after the tamariki or pakeke.



## Mahia – Do

- Get vaccinated.
- Prepare an isolation space in your whare. This means using a separate bedroom and bathroom. If the whare has one bathroom have a process for using the bathroom (wiping surfaces etc.).
- Shop for kai and hygiene products. Other than kai and wai, what else is essential for your whānau?
- Restock your prescription medicines if you need to.
- If you complete a rapid antigen test (RAT) at home, make sure you report your results on My COVID Record ([mycovidrecord.health.nz](https://mycovidrecord.health.nz)) or call 0800 222 478 and choose option 3.

Tamariki under 12 years old can't use My COVID Record account so you need to call 0800 222 478 to log a positive result. Please ensure you report your result as soon as you can so support can be put in place.

# If you have COVID-19 symptoms, you should get a test.

## Kia hohoro – Act now



1 Self-isolate immediately.



2 Call Healthline on **0800 358 5453** if you need advice.



3 Get tested if you meet the criteria or are directed by a health official – [www.healthpoint.co.nz/covid-19](http://www.healthpoint.co.nz/covid-19).



4 Tell people you have been around – such as your workplace, whānau and friends – that you're self-isolating. They might need to self-isolate and get tested too if they develop symptoms.



5 Stay at home until your isolation period ends and you have no more symptoms.

# Whakawhiwhi ōu putanga aromatawai Getting your results

If you test positive for COVID-19 the Ministry of Health will send you a text message from 2328 confirming your positive test result.

- If you had a PCR test, you will get a text message with your result.
- If you did a RAT, you will get a text message within 24 hours, after you have reported your results through My Covid Record or by phone.

The text will provide information and a unique access code for an online form. This form helps to identify if you require additional health support, welfare support, and for contact tracing purposes. On the form you will enter people you have had contact with and relevant health information (i.e. if you are pregnant or have diabetes).

If you take a test at home or work, report your RAT results on My COVID Record ([mycovidrecord.health.nz](https://mycovidrecord.health.nz)) or call 0800 222 478 and choose option 3. Tamariki under 12 years old can't use My COVID Record account so you need to call 0800 222 478 to log a positive result. Please ensure you report your result as soon as you can so support can be put in place.

## From this point on

- **You should self-isolate in a separate part of the house from anyone who is not a positive COVID-19 case.**
- **You and your household will need to isolate at home until you can leave.**
- **Have your phone with you and answer all calls.**
- **If you have difficulty breathing or feel faint or dizzy at any stage, call 111 immediately. Tell them you have COVID-19 when you ring.**
- **If you are isolating at home and feel you are getting more unwell, call Healthline on 0800 358 5453.**

Find more information about what to do at [Covid19.govt.nz/positive](https://Covid19.govt.nz/positive)

## What to do if you or a whānau member becomes COVID-19 positive

- Make sure everyone understands what noho taratahi (self-isolation) means.
- Create a tikanga and kawa around noho taratahi (self-isolation) for your whānau household.
- Create a process for the preparation, cooking and serving of kai for the māuiui person.
- Create a process for PPE, such as gloves and masks, along with how you will dispose of these things safely in your rubbish.
- Create a self-isolation space where other members of the household will not enter (this can be a room, a section of the home or somewhere that will limit transmission).
- Identify any high-risk whānau in the whare and where the safest place for them to stay is.
- Ensure tamāriki know their important job is to stay away from the māuiui person.
- Check all the fire alarms in the whare are working.
- Ensure you're clear about what to do when you can exit noho taratahi and to limit contact with others until your test comes back clear.

## Four things you need to know when isolating at home:

- 1 Do not leave the whare for any reason other than in an emergency or to get a test. Call mahi, kura, friends and whānau to tell them your situation.
- 2 Order items online or ask whānau and friends to drop off essentials in a contactless way.
- 3 COVID-19 spreads easily indoors. Limit time together, ventilate your whare by opening windows and do not share any items such as cutlery, dishes, bedding, kai or inu.
- 4 If you need medical or welfare assistance, call Waikato DHB Integrated Coordination Centre on 0800 220 250 and explain your situation and follow their advice. Call 111 in an emergency.

# Ngā rauemi waiwai

## Essential items

**Prepare your pātaka kai so you and your whānau are equipped for isolation.**

Ideally you have enough kai that can last you a few weeks, that is easy to prepare and you can freeze to eat later.

- Fruit and vegetables.
- Canned: beans, tomatoes, spaghetti, tuna.
- Staples: flour, sugar, rice, butter, oil.
- Dried: pasta, oats, cereals, noodles.
- Kaimoana, kai Māori.

## Hygiene

- Disinfectant.
- Cleaning products such as dishwashing and laundry detergent, bleach, surface cleaners, cream cleanser, antiviral detergent.
- Plastic gloves.
- Rubbish bags.
- Paper towels.
- Hand sanitiser.
- Toiletries such as soap, shampoo, toothpaste, toilet paper, tissues, sanitary products.

## Medication

- Over the counter medication such as pain relief, paracetamol for pēpi and tamariki, decongestant chest rub, cough syrup, lozenges, to use as symptoms require.
- Back up prescription medication such as inhalers, glasses and contact lenses.
- Up-to-date first aid kit.

## Rongoā

- Rongoā - Kawakawa, Kūmarahou and other options to support your wellbeing.

## Pēpi

- Pēpi supplies such as formula, wipes, nappies, rash cream.

## Pets

- Wet and dry pet food.
- Pet medication.

# Kia takatū

## Get prepared plan

Make sure you have all your bases covered ahead of time, in case you or somebody in your whare gets COVID-19.

**Who are you responsible for in your whānau? Use the templates below to have a kōrero about your plan and how you might respond. This is a template, so we suggest making your own copies for each member within your whānau.**

Name:

Age/date of birth:

Address:

Phone:

NHI

(National Health Index number):

Vaccination status

(please circle number of doses):

0 1 2 3 4

Medical conditions:

Scheduled medicines – How often do you need to take your medicine and do you need to take it with food?

Allergies:

Do they require regular care?

Details:

**Are there any regular activities you had planned to do in the next 10 days (such as classes, programmes, hui) that you will need to make alternative arrangements for?**

Date:

Task:

Alternative arrangements:

Date:

Task:

Alternative arrangements:

Date:

Task:

Alternative arrangements:

# Ngā pānga ohotata

## Emergency contact list

If someone in your whare becomes severely ill with COVID-19, have a plan in place to ensure tamariki and pets are cared for, your bills are paid and any key information is stored in one place.

Who	Name	Contact
Non-household emergency contact		
Doctor		
Usual chemist		
Local hospital		
Education providers		
Trusted carer for tamariki		
Other contacts: (e.g. manager, marae board etc.)		



# Rārangi āwhina KOWHEORI-19 COVID-19 support directory

Support is available for you, no matter what your situation is.

**In an emergency, call 111**

## **Below are contact details for support**

Health and welfare, Māori health providers, health resources, mental wellbeing, stress and disruption, financial, housing and employment, disability support and other handy information.

## **Health and welfare**

**COVID-19 Healthline** 0800 358 5453

If you have COVID-19 symptoms  
(for international SIMS) +64 9 358 5453

**General Healthline** 0800 611 116

Here To Help U [www.heretohelpu.nz](http://www.heretohelpu.nz)

**Testing locations** [www.waikatodhb.health.nz/cbac](http://www.waikatodhb.health.nz/cbac)

Waikato DHB COVID-19  
Intergrated Coordination Centre 0800 220 250

**COVID-19 Health Hub** [covid19.health.nz/advice](http://covid19.health.nz/advice)

## Māori health providers

To be connected with a Māori health provider, whānau ora provider, a welfare provider and/or a COVID care coordination hub in your area please ring 0800 220 250

## Health resources

Karawhiua	<a href="http://karawhiua.nz">karawhiua.nz</a>
Unite against COVID-19	<a href="http://covid19.govt.nz">covid19.govt.nz</a>
Health Navigator	<a href="http://healthnavigator.org.nz/covid-19">healthnavigator.org.nz/covid-19</a>
Noho taratahi self isolation videos	<a href="https://youtu.be/Afkncosk4C0">https://youtu.be/Afkncosk4C0</a>

## Mental wellbeing

Mental Health Foundation	<a href="http://mentalhealth.org.nz">mentalhealth.org.nz</a>
Just a Thought	<a href="http://justathought.co.nz">justathought.co.nz</a>
LeVa	<a href="http://leva.co.nz">leva.co.nz</a>
All Right	<a href="http://allright.org.nz">allright.org.nz</a>
Te Auhureia Rangatahi	<a href="https://facebook.com/TeAuhureiaRangatahi">facebook.com/TeAuhureiaRangatahi</a>
Clear Head	<a href="http://clearhead.org.nz">clearhead.org.nz</a>

## Stress and disruption

Alcohol drug helpline	0800 787 797
Are You Ok	<a href="http://www.areyouok.org.nz">www.areyouok.org.nz</a>
Elder Abuse	Call 111 or 0800 32 668 65
Groov (by Mentemia)	<a href="http://www.groovnow.com">www.groovnow.com</a>
Manaaki Ora	0800 348 2400
Melon Health	<a href="http://Melonhealth.com">Melonhealth.com</a>
Women's Refuge	07 855 1569   <a href="http://waikatowomensrefuge.co.nz">waikatowomensrefuge.co.nz</a>

## Financial

**Work and Income** 0800 559 009  
[workandincome.govt.nz/covid-19](http://workandincome.govt.nz/covid-19)

You may be eligible for support even if you are working, depending on your personal circumstances.

- Food costs.
- Accommodation costs.
- Emergency medical and dental treatment.
- Water tank refill.

**For Seniors** 0800 552 002

**Studylink** 0800 88 99 00 | [studylink.govt.nz](http://studylink.govt.nz)

## Housing and employment

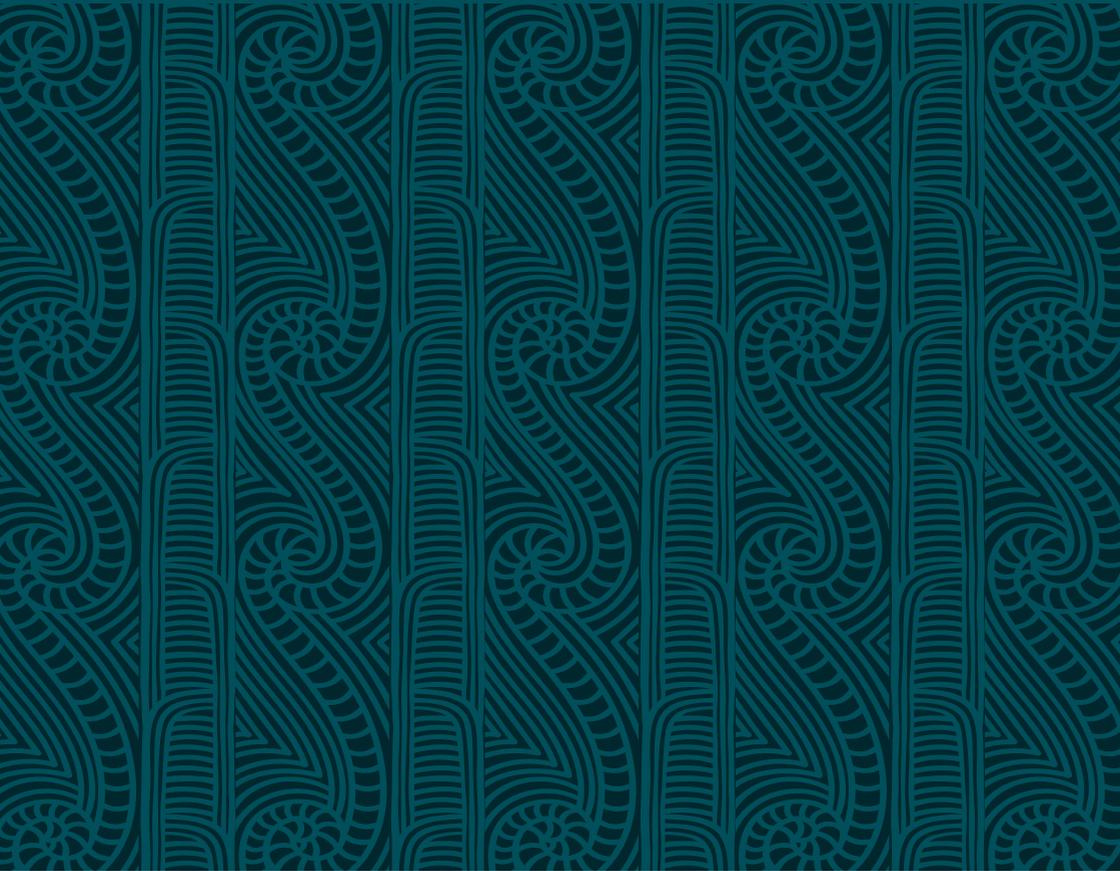
Employment	0800 20 90 20   09 969 2950 employment.govt.nz
Housing and Tenancy	0800 646 483   <a href="http://www.tenancy.govt.nz/covid-19-information-for-landlords-and-tenants">www.tenancy.govt.nz/covid-19-information-for-landlords-and-tenants</a> Email: <a href="mailto:info@hud.govt.nz">info@hud.govt.nz</a>
Getting kai	0800 220 250
Young Workers Resource Centre	<a href="http://www.ywrc.org.nz">www.ywrc.org.nz</a>

## Disability support

Unite against COVID-19 support and information for disabled people	Call 0800 28 29 26 and press 2 Free text 8988 <a href="http://covid19.govt.nz/information-for-disabled-people">covid19.govt.nz/information-for-disabled-people</a>
CCS Disability Action	<a href="http://ccsdisabilityaction.org.nz/covid-19/">ccsdisabilityaction.org.nz/covid-19/</a>
Disabled Persons Assembly	<a href="http://www.dpa.org.nz/resources/covid-19-information-for-the-disabled-community">www.dpa.org.nz/resources/covid-19-information-for-the-disabled-community</a>
Office for Disability Issues	<a href="http://www.odi.govt.nz/resources-from-our-covid-19-korero">www.odi.govt.nz/resources-from-our-covid-19-korero</a>
Waikato DHB Disability Support services	0800 55 33 99

## Here are some other handy resources

Protect our whakapapa	<a href="http://www.facebook.com/ProtectOurWhakapapa">www.facebook.com/ProtectOurWhakapapa</a>
Isolation and care	<a href="http://covid19.govt.nz/isolation-and-care">covid19.govt.nz/isolation-and-care</a>
Prepare and stay safe	<a href="http://covid19.govt.nz/prepare-and-stay-safe">covid19.govt.nz/prepare-and-stay-safe</a>
Locations of interest	<a href="http://www.health.govt.nz/locationsofinterest">www.health.govt.nz/locationsofinterest</a>



[www.waikatodhb.health.nz/covid19](http://www.waikatodhb.health.nz/covid19)