

# COVID-19 household planning and support



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



# *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*

This booklet will help you and your whānau/ household **prepare, plan, protect** and **stay connected** while COVID-19 is in our community.

### **It includes the following**

- Some simple tools to stay safe
- Steps of vaccination to help strengthen your immunity
- Symptoms of COVID-19
- How to get a COVID-19 test
- What to do if someone tests positive and needs to isolate
- Some simple tips for helping your whānau/household make a plan
- List of contacts and resources if you need extra help or support

**Thank you for taking the time to read this resource**

If you 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.

You can also email [CSIQservice@waikatodhb.health.nz](mailto:CSIQservice@waikatodhb.health.nz)

If you or the person you are caring for develops difficulty breathing, severe chest pain, fainting or becomes unconscious, **call 111 immediately.**

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

# Make your space safe

Kia haumaru tō wāhi

To help keep safe, we all need to be well informed, well vaccinated and keep up healthy habits.

**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.



It is still good to keep a safe distance from people you do not know while out and about



Regularly wash and dry your hands.



Stay home if you feel unwell or have symptoms.



Regularly clean and disinfect surfaces that get touched frequently.



If you have cold, flu or COVID-19 symptoms you should get a test.



Open windows to ventilate your space.



If you test positive, you will need to isolate while you recover.



## Keep track of where you have been

In case you do test positive for COVID-19, it is still a good idea to keep track of people you have been with, any high-risk locations you have visited and keep Bluetooth tracing turned on.

We encourage you to not remove the NZ COVID Tracer app just yet. Bluetooth tracing is still being used to notify people if they have been in close contact with someone who has COVID-19.

# Vaccination

## Rongoā āraimate

### Now is the time to get vaccinated.

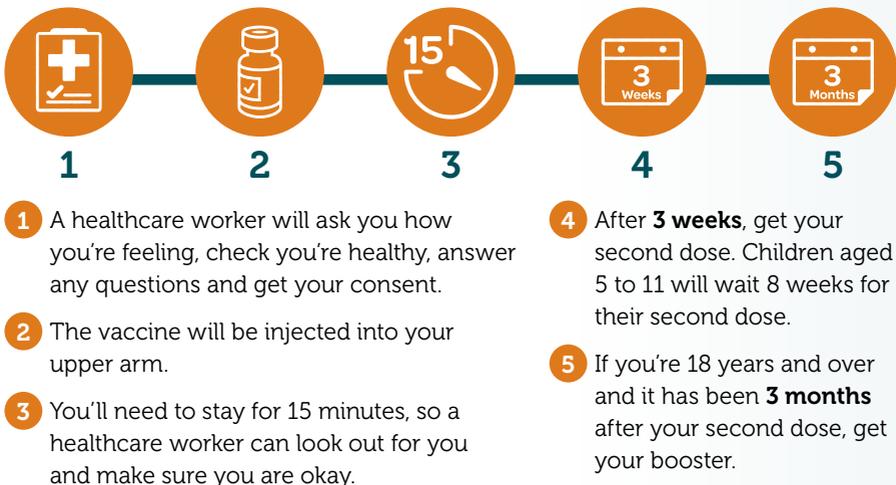
Getting vaccinated means you are far less likely to get really sick and have to go to hospital if you catch COVID-19. Protect yourself and help reduce the risk of passing on COVID-19 to your whānau, friends and community. The COVID-19 vaccine works by teaching your body to fight the virus so it will have the right tools if you come into contact with COVID-19.

Pfizer is the preferred COVID-19 vaccine for use in Aotearoa New Zealand. 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 children aged 5 to 11 against COVID-19, by being immunised with a children (paediatric) version of the Pfizer vaccine, this has a lower dose and smaller volume.

Vaccination and boosters are still our best defence against COVID-19. If you are 18 and over, and it's 3 months since your second vaccination, you can get your booster now. Boosters are the best thing you can do to protect yourself from Omicron. With a booster, people are much less likely to get seriously ill and need hospital care.

### What happens when you get your vaccination?



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

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

Find 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 call **0800 28 29 26** or jump online at: [BookMyVaccine.nz](https://BookMyVaccine.nz)

## Getting COVID-19 vaccines after testing positive

Once you have recovered and if you have not been vaccinated or had your booster, it is recommended you still get vaccinated.

You should wait 3 months after recovery before getting a COVID-19 vaccination.

For first  
and  
second  
doses

For  
booster  
doses

For child  
vaccine  
doses

**wait 3 months**  
after you test positive for COVID-19

Please speak to your GP or healthcare provider for advice specific to your medical circumstances.

# What does COVID-19 look like?

Me pēwhea te āhua o te KOWHEORI-19?

## 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	Chest pain
Muscle aches and/or joint pain	Abdominal pain
Nausea and/or vomiting	Confusion/irritability



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

## Omicron – What’s the difference?

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

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

As the number of Omicron cases change, we will adjust our response to slow the spread of the virus and keep our communities protected. This includes different testing and isolation requirements to make sure health resources focus on managing vulnerable cases and high-risk exposure events. To find out more visit [covid19.govt.nz/our-response-to-omicron](https://www.covid19.govt.nz/our-response-to-omicron)





# How to get a COVID-19 test

## 1 When you should get a test

### If you're unwell

If you have cold, flu or COVID-19 symptoms you should get a test. If you are unsure, talk to your local healthcare provider or call Healthline on 0800 358 5453.

### If you're a contact of someone with COVID-19

If you live with a person who has COVID-19, you need to get a test on their Day 3 and Day 7 of self-isolation.

If you are a Close Contact, you do not need to get a test unless you develop symptoms.

## 2 Where to get a test

Rapid antigen tests (RATs) are the main testing method in the community.

### Visit a community testing centre

You can pick up a test kit from community testing and collection centres. Some sites offer supervised RAT tests.

To find a RAT collection site visit [www.waikatodhb.health.nz/cbac](http://www.waikatodhb.health.nz/cbac) or check out the pinned post on our [Waikato DHB facebook page](#)

### Order RAT home testing kits

RATs can be ordered online at [requestrats.covid19.health.nz](http://requestrats.covid19.health.nz) or call 0800 222 478 option 3 (8am-8pm, 7 days a week). To request online, you will need to have access to a mobile phone to validate your order. RATs can be requested on behalf of someone else.

You will be issued an order number. You can then collect your RAT order from a collection site, or have someone collect it for you.

A COVID-19 test is free if it is part of the public health response.

## 3 How to use a RAT

Follow the instructions in the kit packet. Test instructions vary depending on the brand.

Results will be visible 20 minutes after you complete your test (time may vary depending on the brand).

Support to carry out a test or to understand the results is available on 0800 358 5453.

## 4 Understanding your RAT results

### If it is positive

If you get a positive test result, you must self-isolate immediately and follow the advice for people who have COVID-19.

### If it is negative

If you get a negative test result and do not have symptoms, it is likely you do not have COVID-19.

If you have symptoms, stay at home and carry out another RAT 48 hours later. If your symptoms get worse, contact your local healthcare provider or call Healthline on 0800 358 5453.

**When you test positive your medical care related to COVID-19 is FREE. This includes GP consultations, COVID-19 related prescribed medicines and ambulance transport – should you need it.**



# What to do if you test positive

## 1 Isolate

If you test positive, you need to self-isolate from when you got a positive test or when your symptoms started. For more information visit [covid19.govt.nz/positive](https://covid19.govt.nz/positive)

Everyone else who lives with you (on a permanent or part-time basis) needs to self-isolate and get tested. For details visit [covid19.govt.nz/household](https://covid19.govt.nz/household)

You can only leave isolation if you need medical care so please make a plan to be ready. This includes where you'll isolate, how you'll get food and what support you'll need.

## 2 Communicate

Tell people that your household has COVID-19 and is isolating. This includes regular visitors, your work place, education provider or school, local café, sports club etc.

You need to record RAT results as soon as possible, there are two ways to do this.

- Online in My Covid Record  
[mycovidrecord.health.nz](https://mycovidrecord.health.nz)
- Call 0800 222 478 and choose option 3 (use this option if you're reporting results for a child under 12).

You'll receive a text message from 2328 with a code to access an online form. Complete this form to help us identify if you need additional health or welfare support and any high-risk locations.

## 3 Monitor

Most people will be able to manage symptoms at home. To help manage your symptoms, you can take paracetamol or ibuprofen to reduce fever, headache and body aches. Use simple remedies like honey and salt to help ease a sore throat or cough.

Monitor how you're going and if your symptoms get worse or you need advice call Healthline on 0800 358 5453.

## 4 Rest up

Look after your physical and mental health. Stay hydrated, get plenty of rest, avoid strenuous activity and eat when you feel you can. Stay connected, keep to a routine and move about if you can.

## 5 Reach out

Your whānau/family, friends and workmates will be important support while you recover so make sure you stay in touch.

It's important to keep up healthy habits – wear a mask, wash your hands and keep a safe distance from other people.

Remember to be kind, patient and understanding during this stressful time.

If you need welfare and manaaki support visit [heretohelpu.nz](https://heretohelpu.nz)

## With self-management, you've got this whānau.

If your symptoms get worse or you need urgent medical care, call your GP, local healthcare provider or Healthline on 0800 358 5453.

If you or the person you are caring for develops difficulty breathing, severe chest pain, fainting or becomes unconscious, call 111 immediately.

# Get prepared plan

## Kia takatū

Make sure you have all your bases covered in case you or somebody in your household gets COVID-19.

Being prepared ahead of time will help to reduce any stress – so make a plan and have a kōrero. You can find more information and templates to help you plan your COVID-19 response at [covid19.govt.nz/preparing-to-self-isolate](https://covid19.govt.nz/preparing-to-self-isolate)

### Everyone in your household needs to isolate

If you or someone in your household tests positive for COVID-19, all of you must isolate for 7 days. This means you cannot leave home to go to the supermarket, or to pick up essential supplies, like medication. You will need to have a plan for someone outside your household to collect them for you, or to get supplies delivered.

### Key points

- 1 Make a plan with your whānau if you need to isolate.
- 2 Set up a support network. If you have friends or whānau who are self-isolating, reach out and ask if they need anything dropped off, or if there is anything you can do to help.
- 3 Make sure you have basic medical supplies like pain relief, a thermometer and your regular medications to help manage your symptoms.
- 4 Plan for who can safely deliver essential supplies – like food and groceries, if you have to isolate.

# COVID-19 support directory

## Rārangi āwhina KOWHEORI-19

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

If your symptoms get worse or you need urgent medical care, call your GP, local healthcare provider or Healthline on 0800 358 5453.

If you or the person you are caring for develops difficulty breathing, severe chest pain, fainting or becomes unconscious, call **111** immediately.

COVID-19 Healthline	<b>0800 358 5453</b>
If you have COVID-19 symptoms (for international SIMS)	<b>+64 9 358 5453</b>
General Healthline	<b>0800 611 116</b>
Unite against COVID-19	<b><a href="https://covid19.govt.nz">covid19.govt.nz</a></b>
Karawhiua	<b><a href="https://karawhiua.nz">karawhiua.nz</a></b>
COVID-19 Health Hub	<b><a href="https://covid19.health.nz/advice">covid19.health.nz/advice</a></b>
Mental Health Foundation	<b><a href="https://mentalhealth.org.nz">mentalhealth.org.nz</a></b>
Health Navigator	<b><a href="https://healthnavigator.org.nz/covid-19">healthnavigator.org.nz/covid-19</a></b>
Here To Help U	<b><a href="https://heretohelpu.nz">heretohelpu.nz</a></b>
Waikato testing locations	<b><a href="https://waikatodhb.health.nz/cbac">waikatodhb.health.nz/cbac</a></b>
Waikato DHB COVID-19 Integrated Coordination Centre	<b>0800 220 250</b>

## Housing and employment

Work and Income	0800 559 009 <a href="https://workandincome.govt.nz/covid-19">workandincome.govt.nz/covid-19</a>
Employment	0800 20 90 20   09 969 2950 <a href="https://employment.govt.nz">employment.govt.nz</a>
Housing and Tenancy	0800 646 483 <a href="https://tenancy.govt.nz/covid-19-information-for-landlords-and-tenants">tenancy.govt.nz/covid-19-information-for-landlords-and-tenants</a> Email: <a href="mailto:info@hud.govt.nz">info@hud.govt.nz</a>
Young Workers Resource Centre	<a href="https://ywrc.org.nz">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="https://covid19.govt.nz/information-for-disabled-people">covid19.govt.nz/information-for-disabled-people</a>
CCS Disability Action	<a href="https://ccsdisabilityaction.org.nz/covid-19">ccsdisabilityaction.org.nz/covid-19</a>
Disabled Persons Assembly	<a href="https://dpa.org.nz/resources/covid-19-information-for-the-disabled-community">dpa.org.nz/resources/covid-19-information-for-the-disabled-community</a>
Office for Disability Issues	<a href="https://odi.govt.nz/resources-from-our-covid-19-korero">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

Waikato DHB facebook	<a href="https://facebook.com/WaikatoDHB">facebook.com/WaikatoDHB</a>
Protect our whakapapa	<a href="https://facebook.com/ProtectOurWhakapapa">facebook.com/ProtectOurWhakapapa</a>
Prepare and stay safe	<a href="https://covid19.govt.nz/prepare-and-stay-safe">covid19.govt.nz/prepare-and-stay-safe</a>
Isolation and care	<a href="https://covid19.govt.nz/isolation-and-care">covid19.govt.nz/isolation-and-care</a>



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



**Waikato** District Health Board