

BEAT THE BUGS THIS WINTER

The illnesses to prepare for
and how to prevent them

TOPIC #1 COVID-19

Disease Snapshot

What to do if someone
has COVID-19 symptoms

School and Early
Learning Service Q&As

General Q&As

For your ELS or school
community

AN ARPHS
PUBLIC HEALTH SERIES

Communications
May 2022 – For Review 30 June 2022



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COVID-19 Disease Snapshot

What is it?

A disease caused by the coronavirus SARS-CoV-2. It affects the lungs, airways and other organs.

Who is at risk?

Everyone is at risk of COVID-19, especially if unvaccinated.

Children are less likely to get seriously ill from COVID-19, but they are good at spreading the virus to others.



Signs and symptoms

The symptoms of COVID can include one or more of the following:

- a new or worsening cough
- sneezing and runny nose
- a fever
- temporary loss of smell or altered sense of taste
- sore throat
- shortness of breath.

Less common symptoms can include:

- diarrhoea
- headache
- muscle pain or body aches
- nausea
- vomiting
- malaise — a general feeling of discomfort, illness or unease
- chest pain
- abdominal pain
- joint pain
- confusion or irritability.



How to prevent it

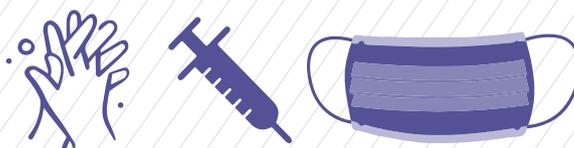
Vaccination is the best protection against COVID-19.

Everyone in New Zealand aged 5 or over can get a free COVID-19 vaccine. It doesn't matter what your visa or citizenship status is.

- **People 18 and older** should have two doses of the vaccine, at least three weeks apart – and then a booster around three months after their second dose.
- **16 and 17-year-olds** can now also get a booster if it's been six months since they had their primary course of the vaccine.
- **Children aged 5-11** should have two doses, at least eight weeks apart. Children receive a smaller dose and volume of vaccine, and it is given with a smaller needle.

Healthy habits are also important for preventing spread of the virus:

- Wear a mask – especially inside - they stop particles spreading when someone speaks, laughs, coughs or sneezes.
- Stay home if you are sick.
- Wash and dry your hands well and often.
- Cough and sneeze into your elbow.
- Clean or disinfect shared surfaces regularly.
- Keep inside spaces well ventilated (e.g. open windows) to improve airflow and reduce the risk of transmitting the virus.



What to do if you get symptoms

Go, or stay at, home and immediately take a test.

What to do if you test positive

People who test positive need to self-isolate for a full 7 days, with Day 0 being the day they first got symptoms or tested positive – whichever came first.

People who live in the same house as a person with COVID-19 are called Household Contacts. They also need to self-isolate - starting and finishing on the same day as the person with COVID. Household Contacts also need to have a test on Day 3 and Day 7 of their isolation. Or sooner if they start getting symptoms.

People are not considered Household Contacts (and do not need to self-isolate) if they have already had COVID-19 and it is less than 90 days since they had the virus.

Where to find more information

Healthline: 0800 358 5453

24/7 service with interpreters available

Pacific Community Support Line: 0800 31 13 31
for families affected by COVID-19 and needing social support to safely self-isolate

Māori Community Support Line: 0800 696 724
for families affected by COVID-19 and needing social support to safely self-isolate

www.covid19.govt.nz

information available in a variety of languages

www.nrhcc.health.nz

testing, self-isolation, and vaccination information - available in Te Reo and Pasifika languages

www.preparepacific.nz

information available in Pasifika languages

www.arphs.health.nz

Auckland Regional Public Health Service

temahau.govt.nz/covid-19

Ministry of Education site with COVID information for early learning services and schools

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COVID-19

What to do if someone has COVID-19 symptoms

Staff, students and children **who are well** and come from a household with no active cases of COVID-19 can attend as normal.

If someone at your school or service develops **COVID-19 symptoms**

Send them home with a **Rapid Antigen Test (RAT)**
Ask them to do the test once they are home



- If **negative**, but they are still sick, they should do another RAT 48 hours later. They can return to your school/ELS **24 hours after their symptoms end** if they are feeling well and their RATs have been negative.

+ If **positive**, they and everyone in their household will need to **isolate for 7 days** (unless the household member/s have already had COVID in the past three months).

The 7 days start from the day the symptoms began or the person tested positive (whichever was first).

It can be helpful to alert your school/ELS community. This allows people to be more vigilant for symptoms and reminds them to get tested if any develop. You can also direct them to Healthline (0800 358 5453) for free health advice and information. This is a 24/7, free service with interpreters available.

More information

Unite against COVID
Auckland Regional Public Health Service
Ministry of Health
Northern Region Health Coordination Centre

www.covid19.govt.nz
www.arphs.health.nz
www.health.govt.nz/covid-19
nrhcc.health.nz

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COVID-19 School and Early Learning Service Q&As

What should we do if we get a COVID-19 case at our Early Learning Service or school?

If a child/student or staff member tests positive for COVID-19, they and the people they live with will need to stay at home in self-isolation for 7 days.

Their 7 days starts at Day 0 – which is the day their symptoms started, or the day they tested positive for COVID-19 if they didn't have symptoms.

If they still have symptoms after the seven days, they should continue to stay at home until 24 hours after their symptoms have stopped and they feel well.

It can be helpful to alert your school community if you have a case, especially as numbers in the community start to decrease. This allows people to be more vigilant for symptoms and reminds them to get tested if symptoms develop (especially those who have not had COVID-19 or if it has been 28 days since they have recovered). You can also direct them to Healthline (0800 358 5453) or the websites listed above for more information.

You do not need to close your service/school (unless your staffing ratios require it).

Can an ELS or school teacher be exempted from their 7-day self-isolation period if they are a Household Contact and we are short on staff?

People deemed 'critical workers' may qualify for an exemption to return to work if they are a Household Contact of someone with COVID-19. But they must:

- Be fully vaccinated
- Have no symptoms
- Have returned a negative rapid antigen test (RAT) unsupervised before each day/shift they work during their isolation period
- Follow specific health protocols.

Under the scheme, they can only attend work – they cannot go anywhere else. When they are not at work, they must self-isolate (more information is available here: <https://covid19.govt.nz/testing-and-tracing/contact-tracing/critical-workers/#critical-services-included-in-the-exemption-scheme>).

Workers employed in an early learning service, kura or school may be covered by the Exemption Scheme if the service, kura or school would otherwise be unable to supervise those children/students who need to attend. However, this is assessed on a case-by-case and day-by-day basis (as staffing numbers are likely to change daily). Talk to your Ministry of Education liaison to find out more.

Those participating in the scheme are eligible to access free RATs.

A parent/caregiver has COVID-19 but is continuing to send their child to our service/school. Is this OK?

If a child or staff member lives in a household with someone who has COVID-19, they are considered a Household Contact. Household contacts need to stay home in self-isolation for seven days. Their Day 0 will be the same as the Day 0 of the person who has COVID-19. They should also have a COVID-19 test at Day 3 and Day 7.

They can return to your service/school after the 7 days, as long as they are well and haven't tested positive for COVID-19 during their self-isolation. It is a good idea to check that they have had their 2 Rapid Antigen Tests during their isolation period before they come back.

Do we have to do a deep clean if we've had a COVID case at our ELS/school?

No, but increasing air flow and appropriately cleaning and disinfecting surfaces will help to reduce the transmission of COVID-19.

More advice on cleaning is available here: <https://www.health.govt.nz/covid-19-novel-coronavirus/covid-19-health-advice-public/covid-19-general-cleaning-and-disinfection-advice#:~:text=First%20clean%20surfaces%20and%20objects,area%20that%20has%20been%20cleaned.>

If our entire ELS has been affected by an outbreak of COVID, can we be confident that we will be safe from COVID in the three months afterwards?

No, there is no guarantee that your centre will not be affected again. It is theoretically possible to get COVID-19 more than once – and this is especially the case as new variants emerge.

Should our staff continue to wear masks, even at Orange?

Yes, wearing masks is strongly recommended. They are an easy but really effective way to prevent the virus spreading from person to person through the air – especially when you're indoors.

They stop virus particles spreading when someone speaks, laughs, coughs or sneezes. They can also help protect you from the spread of other winter illnesses like Influenza.

The best masks are surgical masks and N95 masks. If using cloth masks, make sure they have three layers of breathable fabric, change them when wet, and wear a new mask (or one that has been thoroughly washed and dried) each day.

If you have COVID, wearing a mask around home when you may come close to others is important; get them to wear a mask too.

Wearing masks does not affect breathing or oxygen levels in healthy people.

Are early learning services/schools able to access supplies of Rapid Antigen Tests (RATs)?

Yes. More information about the distribution of RATs to early learning services and schools is available here: <https://temahau.govt.nz/covid-19/general-advice-sector/rapid-antigen-tests#provision-of-rat-kits>. RATs can be used to test staff and children/students with symptoms and should be carried out at home (e.g. if a symptomatic child is collected and taken home by their parent/caregiver).

Some parents believe it is unsafe to send their children to an early learning service while there is COVID in the community. What advice can we give them?

Attending school and early learning services is vital to children's educational and social development and wellbeing. And face-to-face learning is best for children and young people.

New Zealand has high rates of vaccination, especially in the education sector, providing a strong level of protection for staff, children and the wider community. And children are less likely to get seriously unwell even if they do get COVID-19.

Other protective measures in place in education settings, such as hand washing, robust cleaning practices and mask wearing, provide extra layers of protection too.

During winter children always have runny noses. Should they be kept at home because it is one of the symptoms of COVID? What kind of runny nose should we be concerned about?

Children with COVID-like symptoms should remain at home and have a Rapid Antigen Test (RAT). If they test negative but still have symptoms, a second RAT should be performed every 48 hours. They can return to learning when they have been symptom-free for 24 hours (as long as their RATs have all been negative).

What can we do to reduce the risk of COVID-19 at our early learning service and in our local community?

- Encourage booster vaccinations among your staff.
- Encourage vaccination and boosters among the aiga/whānau you work with – along with practical tips, like advice on where to find the nearest vaccination centre.
- Teach good hand hygiene to your children from early on.
- Wear and encourage the use of face masks.
- Be public health champions! Keep up regular communication with parents and caregivers, with reminders about:
 - The importance of hand-washing
 - The symptoms of COVID-19 and how to test for it
 - When to self-isolate (at the first sign of symptoms)
 - The importance of enrolling with a local doctor and knowing that Healthline is available for free, 24/7 health advice.
 - The importance of vaccination, including against other vaccine-preventable illnesses such as measles and pertussis (whooping cough).
 - Preparing and having a plan for what to do if your household needs to self-isolate.

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COVID-19 General Q&As

Who can get the COVID-19 vaccination?

Everyone in New Zealand aged 5 or over can get a **free** COVID-19 vaccine. It doesn't matter what your visa or citizenship status is.

How many doses of vaccine should you have?

- **If you're over 18**, you should have two doses of the vaccine, at least three weeks apart – and then a booster around three months after their second dose.
- **If you have children aged 5-11**, they should have two doses, at least eight weeks apart. Children receive a smaller dose and volume of vaccine, and it is given with a smaller needle.
- And just recently boosters were approved for **16 and 17-year-olds**. They should now get a booster if it's been six months since they had their second dose of the vaccine.

What about pregnant women?

Yes, if you're pregnant you can – and should – get the COVID vaccination.

If you catch COVID-19 when you're pregnant, you're more likely to become very unwell – so it's a good idea to get vaccinated and boosted.

The vaccine also protects your baby as there is evidence that babies can be protected by their mother's being vaccinated.

So the vaccine is safe for pregnant women?

Millions of pregnant people have been vaccinated around the world. Data shows no evidence that the vaccine is associated with an increased risk of miscarriage during pregnancy, and no additional safety concerns have been raised.

The Pfizer vaccine does not contain a live virus or any ingredients that are harmful to pregnant people or their babies.

What about women who are breastfeeding?

The studies show us there are no additional safety concerns or issues with continuing to breastfeed after vaccination.

Breastfeeding supports the development of a healthy immune system, and if you are vaccinated against COVID-19, there is evidence that you can provide extra protection for your baby through your breastmilk.

Where can you get vaccinated?

There are lots of options for where to get vaccinated:

- There are vaccination centres – including two Pacific-led vaccination centres and five Māori-led vaccination centres – across Auckland.
- There are pharmacies offering vaccination.
- You can go to your usual doctor.

You can find all of the vaccination centre locations on-line at www.nrhcc.health.nz.

How do you book for a vaccination?

- You can book your vaccine by calling **0800 28 29 26** – this line is available from 8am to 8pm, seven days a week, and has interpreters.
- Or you can book on-line at: bookmyvaccine.nz
- But you can also just walk-in or drive up to one of the Auckland vaccination centres during their opening hours. You can find all of the vaccination centre locations on-line at www.nrhcc.health.nz.

When should you get tested for COVID-19?

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

How do you get tested for COVID-19?

The easiest way to get a COVID test if you have symptoms or live with someone with COVID is to order a Rapid Antigen Test, or RAT, that you can do yourself at home.

Where can you get the RAT testing kits from?

- Call **0800 222 478** and choose **Option 3**. This number operates from 8am to 8pm every day.
- You'll be told which Community Testing Centre to collect your kit from. You can also visit one of the testing centres if you need help to do the test.
- Your doctor may also offer COVID-19 testing; call them to find out.
- RATs are also available from most pharmacies.

Do you have to pay for the RAT tests?

The test is free if you have COVID symptoms, you're a household contact (that means you live with someone with COVID), or you have been asked by a health professional to get a test.

Some people, like critical workers, can also get free RAT tests.

What happens if I get a positive COVID-19 test result?

If you test positive for COVID-19, there are four things you need to do:

- 1. Step 1 is to self-isolate at home for 7 days.** This reduces the risk of spreading the virus to others. Your 7 days starts at Day 0 – which will be either the day your symptoms started, or the day you tested positive.
The people you live with are called Household Contacts – and they'll need to isolate too. Try to stay away from others in the household as much as possible (e.g. avoid being in communal areas like the kitchen and bathroom at the same time).
- 2. Step 2 is to look after yourself!** If you need any advice on how to treat your symptoms, or you feel like you're getting worse – talk to your doctor or call Healthline or 0800 358 5453.
If it's an emergency – for example, you're having chest pain, or difficulty breathing - or if someone in your house is very drowsy or difficult to wake up – **dial 111** immediately for an ambulance.
You don't have to pay for COVID-related medical costs and they are available for anyone regardless of residency or citizenship.
- 3. Step 3 is to tell the people you spent time with** – such as workmates, the people you live with, school or early learning service...People you've spent time with may get sick too, so they need to know to watch out for symptoms.
- 4. Step 4 is to report your positive result.** The easiest way to do this is to call **0800 222 478** and choose option 3. You can also report someone else's result on their behalf.
Once you've reported your result, you'll receive a txt telling you what to do next, and how to access any support you need.

What does self-isolation mean?

Self-isolation means staying at home for the whole seven days. You shouldn't have visitors, or go out to work, school or the supermarket.

If you can, try and stay separate from the people you live with. This is to stop the virus from spreading.

You shouldn't prepare food for the people you live with, or share items like towels or toothbrushes.

What do you do if you need to get food or medicine?

You could ask friends or family to get these items and leave them for you on your doorstep, or get supplies delivered.

There is also support available for people in self-isolation who need it. When you report your positive result, you'll be told who to contact if you need help with things like finances, food and medication. Information about the support available can also be found at nrhcc.health.nz/covidcare/help-and-support.

You can also call Healthline 0800 358 5453 or the Pacific Community Support number (0800 31 13 31) or Māori Community Support number (0800 696 724).

What happens at the end of the 7 days? Do you need to have a negative test before you can leave self-isolation?

You do not need a test to leave isolation. As long as you have finished your seven days, and you are symptom-free, you can finish self-isolating.

What do you do if you're still sick after finishing your 7 days' self-isolation?

If you are still sick, stay home until 24 hours after your symptoms have gone, and you are well.

If you have COVID, how long do the people you live with have to isolate for?

The people you live with (Household Contacts) need to start and finish their self-isolation at the same times as you do. They also need to have a test on Day 3 and Day 7 of their isolation. Or sooner if they start getting symptoms.

If someone you live with has already had COVID-19 - and it is less than 90 days since they had the virus - they do not need to self-isolate.

If you are self-isolating as a household contact of someone with COVID-19, and then someone else in your house tests positive too, do you have to re-start your self-isolation?

No. You will continue to self-isolate for the same time as the first case in the house. You do not need to re-start your self-isolation, unless you become a case yourself.

After the isolation period for the first case in the household ends, there is a 10-day window during which no Household Contacts of the original case can be reclassified as Household Contacts. But after that ten days, the usual rules apply (i.e. if a new household member - not the original case - tests positive, they and all other Household Contacts who have not become cases themselves must isolate for 7 days).

How sick can you get with COVID?

Most people with COVID-19, especially if they are fully vaccinated and boosted, are likely to have a mild to moderate illness and will be able to look after themselves at home.

But in an emergency - for example, if you're having chest pain, or difficulty breathing - or if someone in your house is very drowsy or difficult to wake up - dial 111 immediately for an ambulance.

You don't have to pay for COVID-related medical costs.

If you, or someone you live with, has COVID and starts to get really sick while in isolation, what should I do?

If it's an emergency - for example, you're having chest pain, or difficulty breathing - or if someone in your house is very drowsy or difficult to wake up - dial 111 immediately for an ambulance.

For less urgent help on how to treat your symptoms, or if you feel like you're getting worse, talk to your doctor or call Healthline or 0800 358 5453.

You don't have to pay for COVID-related medical costs.

What food and financial help is available if you have to isolate and can't work?

There is support available for people isolating at home who need it. Call Healthline 0800 358 5453, the Pacific Community Support number (0800 31 13 31) or Māori Community Support number (0800 696 724). Contact details for all of the agencies offering support to Auckland whānau isolating due to COVID-19 are available here: nrhcc.health.nz/covidcare/help-and-support.

Should we still be scanning and keeping a record of the places we visit?

It's still a good idea to keep track of the people you've been with and the gatherings you've attended, such as maraes, places of worship, faith and social gatherings – and high-risk settings like hospitals or aged care or disability facilities.

This can help us to stop the virus spreading and protect vulnerable people.

What's the best way to keep track of where we've been and who we've been with?

- If you've been using the NZ COVID Tracer app on your mobile phone – keep using it, and make sure you have the Bluetooth tracing turned on.
- People with Bluetooth tracing turned on will get an alert if they've been near another app user who tests positive for COVID. It is safe, private and anonymous
- The app also has lots of useful links and useful information – like how to get RAT tests, book your vaccination and record your test results.

What should you do if you don't have a mobile phone or the app?

If you don't have the app, you can keep a manual record. The most important things to make a note of are:

- where you went
- when you went there
- who you met.

Apart from vaccination, what can you do to protect yourself against COVID and other winter illnesses?

Keep wearing a mask - they stop particles spreading when someone speaks, laughs, coughs or sneezes.

Practise good hygiene habits:

- Stay home if you are sick.
- Wash and dry your hands well and often
- Cough and sneeze into your elbow
- Clean or disinfect shared surfaces regularly
- Keep indoor spaces well ventilated (open windows etc) to improve airflow and reduce the risk of transmitting viruses.

What should you do to prepare for COVID?

The most important thing to do is to get vaccinated.

But you can also prepare so that you have what you need if you do get the virus and need to self-isolate:

- Make sure you have basic medical supplies like pain relief (Panadol or Pamol), a thermometer and your regular medications to help manage your symptoms.
- Plan for who can safely deliver essential supplies – like food and groceries, if you have to isolate.
- Set up a support network. If you have friends or family who are self-isolating, reach out and ask if they need anything dropped off, or if there is anything you can do to help.
- Have personal information ready, including: full names, birth dates/ages, NHI numbers, medical conditions and prescriptions, GPs/Health providers and other emergency contact details.
- Prepare instructions for pets, plants or paying bills, just in case you need to recover away from home.

You can download an Isolation Plan from the www.covid19.govt.nz website.

Is it possible to get COVID again if you've already had it?

Yes, it is theoretically possible to get COVID more than once.

It is not yet known how long our immunity lasts for so there is a chance you could get COVID more than once – especially as the virus changes and we get different variants. If you develop symptoms again, have another test and ring your doctor or Healthline.

If you've already had COVID, then someone you live with gets it, do I still need to isolate?

If you live with someone who has COVID-19, but you've already had COVID yourself, you do not need to isolate unless it has been 90 days or more since you had the virus.

If you've already had COVID, do you still need to get vaccinated?

Yes. Getting vaccinated will help to protect you against COVID, even if you've already had the virus.

You should wait until three months after you have recovered to get your vaccination. If you tested positive, but didn't have symptoms, you can get vaccinated three months after the date of your positive test.

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COVID-19
For your ELS or
School Community

Information to share with your ELS or school community

In the following pages is sample copy that you can include in communications with your school, kura, ELS, kohanga or language nest community - for example, via newsletters, email or your website.

There is a shorter and longer version for use according to the space you have available.

You may also wish to use extracts from the material above to inform your communications.

Version 1 - Shorter copy:

Stay alert: COVID-19 will still be with us this winter

COVID-19 will still be in the community this winter so stay alert - even if you've had it before.

Remember these five important tips from Auckland Regional Public Health Service:

1. **Be vaccinated.** Vaccination is the best protection against getting very sick from COVID-19. Everyone aged 5 or over can get **free** COVID-19 vaccinations. It doesn't matter what your visa or citizenship status is.
2. **Keep up healthy habits:** Healthy habits can protect you from lots of winter illnesses - not just COVID-19. They include washing and drying your hands well and often, wearing a mask (especially inside), and coughing/sneezing into a tissue or your elbow – not your hands.
3. **Be alert for symptoms:** If you or anyone in your household has any cold or flu-like symptoms, stay at home and free-call Healthline: **0800 358 5453**. They will tell you what to do, including how to get a test. Healthline is available 24/7, with interpreters available.

In an emergency (for example if someone is having difficulty breathing), immediately dial 111 for an ambulance. COVID-related medical care is free.

4. **Stay home if you live with someone with COVID-19:** Everyone living in a household with someone who has COVID-19 needs to isolate for seven days – not just the person with COVID. Please do not send your child in if they live with someone who has COVID-19, even if they are well.
5. **Check: is your whānau up-to-date?** Now's a good time to check that your whānau is protected against other diseases like measles, mumps, rubella and pertussis (whooping cough). With New Zealand's borders re-opening, there's a greater risk of serious diseases like measles arriving here. Talk to your doctor, or check your own health records (such as your Plunket or Well Child/Tamariki Ora book) to see if everyone's up-to-date with their immunisations.

For more COVID-19 information and advice

Call:

- **Healthline: 0800 358 5453** (a free, 24/7 service with interpreters available)

Or visit:

- **Unite against COVID** covid19.govt.nz
- **Auckland Regional Public Health Service** www.arphs.health.nz
- **Ministry of Health** www.health.govt.nz/covid-19
- **Northern Region Health Coordination Centre** nrhcc.health.nz

Stay alert: COVID-19 will still be with us this winter

COVID-19 will still be in the community this winter so stay alert - even if you've had it before.

Remember these five important tips from Auckland Regional Public Health Service:

1. **Be vaccinated.** Vaccination is the best protection against getting very sick from COVID-19. Everyone aged 5 or over can get **free** COVID-19 vaccinations. It doesn't matter what your visa or citizenship status is.
 - **Children aged 5-11** should have should have two doses, at least eight weeks apart. Children receive a smaller dose and volume of vaccine, and it is given with a smaller needle. Children do not receive a booster.
 - **16 and 17-year-olds** can now also get a booster if it's been six months since they had their first two doses of the vaccine.
 - **People 18 and older** should have two doses of the vaccine, at least three weeks apart – and then a booster around three months after their second dose.

The third dose is called a 'booster' because it 'boosts' your immunity and gives you greater protection. It's important to have it if you're eligible.

2. **Keep up healthy habits:** Healthy habits can protect you from lots of winter illnesses - not just COVID-19. They include:
 - Washing and drying your hands well and often
 - Wearing a mask – especially inside. They stop the virus spreading when someone speaks, laughs, coughs, sings or sneezes.
 - Coughing and sneezing into a tissue or your elbow; not your hands.
 - Cleaning or disinfecting shared surfaces regularly
 - Keeping inside spaces well ventilated (e.g. open windows) to improve airflow and reduce the risk of transmitting the virus.

Now's also a good time to check your whānau is up-to-date with their immunisations against diseases like measles, mumps, rubella and pertussis (whooping cough). With New Zealand's borders re-opening, there is a greater risk of diseases like measles arriving here in the coming months.

3. Know the symptoms to look for: The symptoms of COVID-19 can include a new or worsening cough, sneezing and runny nose, a fever, temporary loss of smell or altered sense of taste, sore throat, shortness of breath.

Less common symptoms can include: diarrhoea, headache, nausea, vomiting, malaise (a general feeling of discomfort, illness or unease), chest pain, abdominal pain, joint pain, confusion or irritability.

In an emergency (for example if someone is having difficulty breathing), immediately dial 111 for an ambulance. COVID-related medical care is free.

4. **Have symptoms? Stay home, call Healthline:** If you or anyone in your household has COVID symptoms, stay at home and call Healthline: 0800 358 5453. They will tell you what to do, including how to get a test. Healthline is free, available 24/7 and has interpreters available.

5. **COVID-19 in your household? Stay home:** Everyone living in a household with someone who has COVID-19 needs to isolate – not just the person with the virus.
- Household contacts need to isolate for seven days and have two tests during that time; one on Day 3 and one on Day 7. The only exception is people who have already had COVID-19, less than 90 days ago.
 - Household Contacts can leave isolation after 7 days if they remain well and have returned negative tests.
 - Please do not send your child in if they live with someone who has COVID-19, even if they are well.
 - It's a good idea to prepare in case you need to self-isolate. You can download an Isolation Plan from the www.covid-19.govt.nz website.

For more information and advice about COVID-19:

Call:

- **Healthline: 0800 358 5453** (a free, 24/7 service with interpreters available)

Or visit:

- **Unite against COVID** covid19.govt.nz
- **Auckland Regional Public Health Service** www.arphs.health.nz
- **Ministry of Health** www.health.govt.nz/covid-19
- **Northern Region Health Coordination Centre** nrhcc.health.nz
- **Prepare Pacific** preparepacific.nz