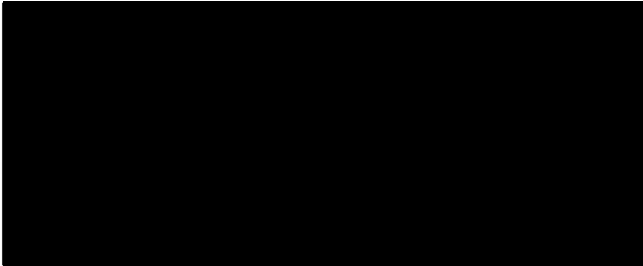


8 April 2021



**Re: Official Information Act request – Correspondence re Covid contacts with Papatoetoe High School families I, J, K, L, O, M, N, and O**

I refer to your Official Information Act request dated 1 March 2021 to the MoH and transferred from the MoH to Auckland DHB on 18 March 2020. You requested the following information:

**A copy of all text messages, phone call scripts, emails used in attempt to get in contact with the student families of cases I, J, K, L, O, M, N, O linked to the Papatoetoe High School, and to check-up on their self-isolation and testing statuses.**

I am responding from Auckland District Health Board (ADHB) as the DHB responsible for Auckland Regional Public Health Service (ARPHS).

ARPHS provides public health services to all three metro Auckland district health boards – Waitematā District Health Board, Counties Manukau Health and Auckland District Health Board, and the populations they serve. ARPHS' core role is to protect and promote public health.

Please find attached:

- A copy of suggested text messages sent by ARPHS to Papatoetoe High School to circulate to students and their families (annexure A):

Date and Time	Subject	Notes
14/02/21 12:28	FW: Text for Papatoetoe High	Email redacted under s9(2)(a) Official Information Act to protect the privacy of natural persons.
17/02/21 19:26	Updated letter and text to send to school community	Email redacted under s9(2)(a) Official Information Act to protect the privacy of natural persons.

- A copy of the following phone call scripts used when communicating with a case (annexure B):
  - Initial scoping of the case
  - Privacy statement read to a case
  - Notification of a positive case
  - Daily symptom check, which includes obtaining confirmation that the person has not left the property in previous 24 hours.
- Copy of email communications to contact and 'check-up' of cases (annexure C)

Date and Time	Subject	Notes
14/02/21 14:06	Letters for distribution	Student letters distributed via the School are included, however other letters withheld as out of scope. Email redacted under s9(2)(a) Official Information Act to protect the privacy of natural persons.
19/02/21 16:46	Follow up letter for students with no results to date	Email redacted under s9(2)(a) Official Information Act to protect the privacy of natural persons.
23/02/21 14:13	FW: Papatoetoe High School ARPHS Lettersv4_2021Feb23 fin.docx	Email redacted under s9(2)(a) Official Information Act to protect the privacy of natural persons.
24/02/21 17:15	Letter to school – prompt to get tested 24 Feb	Email redacted under s9(2)(a) Official Information Act to protect the privacy of natural persons.
26/02/21 14:18	Letter, Q&As and suggested facebook post	Email redacted under s9(2)(a) Official Information Act to protect the privacy of natural persons.
27/02/21 16:53	Re: Contact Public Health Urgently	Email redacted under s9(2)(a) Official Information Act to protect the privacy of natural persons.
28/02/21 15:26	Information Sheets	Email redacted under s9(2)(a) Official Information Act to protect the privacy of natural persons.
08/03/21 17:01	Clearance Letter	Email redacted under s9(2)(a) Official Information Act to protect the privacy of natural persons.
10/03/21 10:22	Clearance note and letters	Email redacted under s9(2)(a) Official Information Act to protect the privacy of natural persons.

You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Auckland DHB website.

Yours faithfully



Ailsa Claire, OBE

**Chief Executive of Te Toka Tumai (Auckland District Health Board)**



**Melanie Jeffery (ADHB)**

---

**From:** Jane McEntee (ADHB)  
**Sent:** Sunday, 14 February 2021 12:28  
**To:** [REDACTED]  
**Cc:** Deidre Alderson; Helen Hayes (ADHB)  
**Subject:** FW: Text for Papatoetoe High

Kia ora Vaughan

Please find below a draft text message for you to send out at 115pm

Ngā mihi,  
Jane

Jane McEntee  
General Manager  
Auckland Regional Public Health Service

**Auckland Regional Public Health Service**  
Cornwall Complex, Building 15 - Level 2, Greenlane Clinical Centre, Auckland  
Tel: 09 623 4600 x 27102 | DDI: 6234602 | Fax: 09 623 4633 | Mob: [REDACTED]  
Email: [JMcEntee@adhb.govt.nz](mailto:JMcEntee@adhb.govt.nz) | [www.arphs.govt.nz](http://www.arphs.govt.nz)

---

**From:** Helen Hayes (ADHB)  
**Sent:** Sunday, 14 February 2021 12:17 p.m.  
**To:** Jane McEntee (ADHB)  
**Subject:** Text for Papatoetoe High

Text suggested as follows – 161 characters – 280 max

Kia ora. A student at Papatoetoe High has tested positive for COVID. The school will be closed on Mon and Tues at this stage. Please stay at home and more information will be emailed this afternoon. Regards xxx

## Melanie Jeffery (ADHB)

---

**From:** Jane McEntee (ADHB)  
**Sent:** Wednesday, 17 February 2021 19:26  
**To:** 'Vaughan Couillaull'; 'Deidre Alderson'  
**Cc:** Mariam Parwaiz (ADHB); Helen Hayes (ADHB)  
**Subject:** updated letter and text to send to school community, 17 Feb  
**Attachments:** PHS general letter after new cases\_COVID\_2021Feb17 final.pdf; Papatoetoe High School principal text after new cases\_COVID\_2021Feb17.docx

Kia ora

Revised text as discussed including adding in Public Health will ring tomorrow to discuss any support that may be required.

Thanks for your support with sending this out tonight Vaughan

Ngā mihi,  
Jane

Jane McEntee  
General Manager

### Auckland Regional Public Health Service

Tel: +64 9 623 4600 Ext: 27102 | DDI: +64 9 6234602 | Mob: [REDACTED]  
Level 3, Building 15, Cornwall Complex, Greenlane Clinical Centre, Auckland  
Visit: [www.arphs.health.nz](http://www.arphs.health.nz) |  Auckland Regional Public Health Service |  @aklpublichealth

**Our Vision: Te Ora ō Tāmaki Makaurau**

**Welcome Haere Mai | Respect Manaaki | Together Tūhono | Aim High Angamua**

*If you are not the intended recipient of this email, please delete.*



17 February 2021

Dear Parent, Student and Staff Member

### **Two COVID-19 cases at Papatoetoe High School**

The two new cases of COVID-19 are Papatoetoe High School students from the same family, with one student in the same class as the case from Sunday. The school will now be closed until Monday 22 February 2021.

With two more cases, Public Health asks that **all students and staff are tested and must have a negative test result before they return to school on Monday.**

**Siblings of students and children of staff who attend other schools should also remain at home until Monday.**

Students and staff who are close contacts must remain at home in self-isolation, and their household members need to get tested (see Close Contact advice below).

**Everyone in the school community – staff, students and household members – is asked to get a test, if they have not been tested since Feb 15.**

A testing centre will be operating at the school on Saturday and Sunday. Testing is also available at other community testing centres in the area for anyone who needs to get tested – students, staff and household members. For information on testing locations in Auckland, visit [www.arphs.health.nz/covid19test](http://www.arphs.health.nz/covid19test).

**Please show this code when you get tested - SURV-TM11SC1.**

**All staff, students and household members who are not close contacts also need to take action:**

- **Everyone (including household members) is encouraged to stay home until Monday**
- **Students and staff cannot return to school unless they have had a negative test result.**
- **Siblings of students and children of staff should not attend school and Early Learning Services until Monday.**
- **All household members should work from home.**
- **This also means that everyone in the school community is asked not to attend large gatherings until Monday.**
- **All household members of all students and staff should be tested if they have not been tested since 15 February.**

- Do not attend school at any time if you are unwell. Please stay home if you develop any symptoms, and call Healthline on 0800 358 5453 and get tested again.
- If any household members are unwell or have COVID-19 symptoms, we ask that they stay home and get tested.

#### Close contacts

**If you or your child has been told they are a close contact:**

- Please have your second COVID-19 test and stay in self-isolation until 24 February, according to the advice given by Public Health.
- We now ask **all household members of close contacts to also have a test as soon as possible**, if they have not already had a test since 15 February. They need to stay in self-isolation until they receive a negative test result.
- **All household members with any symptoms should call Healthline on 0800 358 5453 immediately, and they should stay at home, even if they have had a negative test result.**

We realise that getting tested and staying away from work, school or large gatherings is inconvenient for everyone in the school community.

However, it is vital that everyone is tested on the weekend at the school if they have not already been tested to ensure there are no further cases of COVID-19 in the school community. Public Health will ring you tomorrow to discuss any support you may need.

#### **Everyone should watch for the symptoms of COVID-19**

- New or worsening cough
- Fever
- Sore throat
- Temporary loss of smell or taste
- Difficulty breathing
- Runny nose.

**If your child or anyone else in your household becomes unwell, please phone the 24-hour COVID-19 Health line number 0800 358 5453 and they will advise you what to do.**

Public Health has more information and fact sheets, visit the [COVID-19 page on www.arphs.health.nz](https://www.arphs.health.nz).

Thank you for your help.

Nga mihi

Medical Officer of Health  
Auckland Regional Public Health Service



Text for communication from school

following two more student positive tests

17 February 2021

Kia ora

You would have received my communication, or heard through the media, that the two new cases of COVID-19 today are Papatoetoe High School students from the same family.

The school will reopen on Monday 22 February.

Really positively, over 76 percent of all contacts in our school community have already had a test.

However, we need 100 percent of students and staff to get tested. Only those who have had a negative test result will be allowed to attend school on Monday. There is a testing centre open at school on Saturday and Sunday for everyone to get tested.

A letter is attached from Public Health, asking household members to get tested as well, to make sure there are no cases in the wider school community.

Thank you to parents for organising our students to be tested and the staff, the students and household members who got the test. This is a mammoth effort from the whole school community.

Thank you again for pulling together as a school community and for the kindness you are showing each other.

Nga mihi

Vaughan

Principal



# Scoping

Use the naming convention 'Initial Case Interview Note' in NCTS

Write this note in Case Record (not Follow Up record)

Ensure all fields below are documented in the initial scoping progress note.

Name:

Age:

Gender:

Ethnicity: Occupation:

Occupation address:

Any secondary occupation:

Introduced self and role of ARPHS

Interpreter offered/accepted?

Privacy/Confidentiality discussed and understood:

Date positive swab taken:

Day post arrival of positive swab (if overseas returnee)

Date of Symptom onset:

Symptom description from onset until current day:

Any underlying medical conditions and allergies:

GP details/ informed of result:

Isolation start date (as a case):

Address where case will be isolating:

Prior to positive PCR were they in quarantine, (if overseas returnee)  
if so where?

Close contacts identified

## Timeline:

### Activities or contacts of note during *source period*

For Source period *overseas* - *brief* information only, e.g. people they lived with including address and contact details, occupation (if working), significant events such as a large gathering.

For *NZ Community Cases* - *detailed* information during source period is required.

-14 days prior to symptom onset:

-13 days prior to symptom onset:

-12 days prior to symptom onset:

-11 days prior to symptom onset:

-10 days prior to symptom onset:

-9 days prior to symptom onset:

-8 days prior to symptom onset:

-7 days prior to symptom onset:

-6 days prior to symptom onset:

-5 days prior to symptom onset:

-4 days prior to symptom onset:

-3 days prior to symptom onset:

### Activities or contacts of note during *infectious period*:

If MIF case, carefully investigate to establish whether there have been any bubble breaches

2 days prior to symptom onset:

1 day prior to symptom onset:

Date of symptom onset:  
Each day/date until current day.

**Note:**

Manaaki/ cultural support discussed/welfare referral completed. (Not necessary for MIF cases unless they are of Maori or pacific ethnicity or a NZ citizen who has tested positive on Day 12 and needs to stay in isolation longer than expected and is going to suffer financially)  
Advised case that they will be transferred to Jet Park for on-going healthcare.

**MIF cases only - Emails to send:**

Charge Nurse Manager for MIF,  
Jet Park clinical handover (Send to [jetparkmedical@nmf.nz](mailto:jetparkmedical@nmf.nz))  
Quarantine team,  
NFP.  
Air NZ (only if infectious on Air NZ flight)

**Community Cases only**

Jetpark clinical handover and welfare referral (Send to [ARPHSculturalwelfare@adhb.govt.nz](mailto:ARPHSculturalwelfare@adhb.govt.nz) and cc [ARPHSJetParkLiaison@adhb.govt.nz](mailto:ARPHSJetParkLiaison@adhb.govt.nz))

## Script for Collecting Personal Health Information during COVID-19

Staff must provide the following information to all COVID-19 cases and contacts. The information should be communicated *word for word* verbally via telephone. This information can be emailed to the client by scanning and emailing the next page headed 'COLLECTING PERSONAL HEALTH INFORMATION FOR COVID-19 Client Information Sheet'.

1. *My name is [state your name] and I am a [state your role – public health nurse, authorised contact tracer, health protection officer, doctor ...] at the Auckland Regional Public Health Service, which is part of the Auckland District Health Board.*
2. *As I have explained, [your tests show that you have developed COVID-19] or [you may have been in close contact with someone who has COVID-19 so you could have been infected].*
3. *Could you tell me what you remember/understand about what I have told you? [Some further explanation may be needed here]*
4. *Our role is to help reduce the spread of COVID-19 by identifying cases and contacts, and getting close contacts to be tested and go into self-isolation.*
5. *I need to collect some information from you about your health, who you have been in contact with, and where you have been. Your information will only be used to help you and prevent further spread of COVID-19.*
6. *Your information will be held by Auckland Regional Public Health and the Ministry of Health. We will need to share information with others involved in controlling COVID-19 such as your GP, other health services, the Ministry of Health and, if required for reporting or contact tracing in other countries, with international organisations. Your information is protected under the Health Information Privacy Code and other law. You can direct any concerns about the privacy of your health information to the Office of the Privacy Commissioner. If you wish, you can access your health information. You can request any corrections if you believe it is inaccurate or misleading. Refer to: <https://adhb.health.nz/patients/your-rights-and-privacy/>*
7. *The information we ask you for is essential/[important] for controlling COVID-19. If you don't provide that information, controlling COVID-19 may be more difficult. In some situations we can require you to supply us with the information under the Health Act.*
8. *We advise you to protect your own privacy by not posting anything about your COVID-19 situation on any social media. Some information, such as, about places and events, may be made public to help identify people who may have been in contact with COVID-19. Your individual information will not be disclosed.*
9. *Could you tell me what you remember/understand about what I have told you?*
10. *Please let me know if you have any questions or concerns about your health information.*

***Please let me know if you have any concerns about the collection of your health information.***

The provision of this privacy information (script) must be documented in the NCTS clinical record 'NOTE' of the COVID Contact Tracing Case and the Close Contact.

You must document in the clinical record: 'Standard COVID-19 privacy information has been given'. Note in the file if it has not been possible to provide this information, and why.

If the client is concerned about the collection, use of, or disclosure of information, and/or refuses to provide the information, note this in the file and discuss promptly with the lead SMO and the Operations Manager.

# Notification of a positive case

**If the client is confused about the distinction between public health and the treating clinical service/primary care/GP you should say:** *'We offer a wide range of services aimed at improving and protecting the health and wellbeing of the population of the Auckland region. Our role is to prevent COVID-19 from spreading to others in the community. We are not primarily involved in providing individual clinical care. Our staff are public health nurses, health protection officers and doctors who are trained in public health.'*

## Script for a positive COVID-19 case

### How to tell a positive case

- Introduce yourself and confirm that you're speaking with the positive case before proceeding
- Confirm they are in isolation, indoors, comfortable
- "I understand you recently had a COVID test, can you please advise why you had the test done?"
- "we have your test results and they have come back positive"
- **Pause** (sometimes people get upset/anxious/burst into tears)
- Re-assure them "we understand that this may be scary but we are going to walk alongside you and come up with a plan together"
- We advise you not to tell everyone about it to protect your privacy etc and you can have time to think about who you want to tell and how. Please be assured the information you share with us will be kept confidential. Refer to the '**Script for Collecting Personal Health Information during COVID-19**'
- Our most important priority is that you and those in the house remain as well as possible
- **Ask** if they would like to involve a whanau/ family member support during the call.
- **Advise** them to think carefully before posting anything related to your COVID diagnosis online (social media) as you may receive unwanted responses.

### If scoping that day

- Your household needs to remain in isolation
- I'll go through some questions with you now about who you may have come into contact with.
- If anyone becomes significantly unwell, like normal you can call an ambulance and just tell them you are a positive case and they will make the arrangements and get you the care you need.
- It would be helpful if you could think about, by date where you went, any travel with details such as company and seat, any people you would have had close contact with (within 2m for 15min or more) and write these down  
***Suggest to case: refer to the tracing app, phone, calendar, diary, email and bank statements to help job their memory on exposures and contacts***

**Interviewer: Need to identify the likely source(s) of infection 14-days prior to symptom onset date.**

### If scoping the next day

- Not a lot is going to change tonight
- We want your household to remain in isolation tonight
- If anyone becomes significantly unwell, like normal you can call an ambulance and just tell them you are a positive case and they will make the arrangements and get you the care you need.
- Tomorrow we will call to go through all of your contacts and the places you have been

- It would be helpful if you could think about, by date where you went, any travel with details such as company and seat, any people you would have had close contact with (within 2m for 15min or more) and write these down
- Don't spend all night doing this, maybe half an hour or so and try and do some of the activities you would normally do tonight.

Daily Check-In

CLICK NEXT TO BEGIN

Next

Daily Check-In



\* Have your symptoms changed at all?

Select an Option

Do you have any of the following symptoms? (Please ask each symptom individually)

- Fever (feeling hot and cold)
- Shortness of Breath
- Cough
- Sore Throat
- Runny Nose
- Loss of sense of smell

Do you have any of these other symptoms?

- Headache
- Muscular Pain
- General Weakness
- Irritability/confusion
- Chest Pain
- Abdominal Pain
- Joint Pain
- Nausea/vomiting
- Diarrhoea
- Other (specify)

Please specify any 'Other' symptoms

Please specify any further details relating to this individual's symptoms

\* Please confirm that you have reviewed each symptom individually.

Select an Option

Are you feeling worse than yesterday?

Select an Option

\* Have you checked your temperature in the last 24 hours?

Select an Option

How did you take your temperature?

Select an Option

Does this COVID Case meet the criteria to be released from self-isolation?

Previous

Next



## Daily Check-In



\* Does anyone in your household (who is not already a close contact or case) feel unwell?

Select an Option



Do people in your household have any of the following symptoms?

- Fever (feeling hot and cold)
- Shortness of Breath
- Cough
- Sore Throat
- Runny Nose
- Loss of sense of smell

Do people in your household have any of these other symptoms?

- Headache
- Muscular Pain
- General Weakness
- Irritability/confusion
- Chest Pain
- Abdominal Pain
- Joint Pain
- Nausea/vomiting
- Diarrhoea
- Other (specify)

Please specify any 'Other' symptoms

Previous

Next

## Daily Check-In



\* Have you left your property in the last 24 hours?

Select an Option



\* Have any people visited your house?

Select an Option



Please specify further details regarding whether you have left your property or had visitors.

Previous

Next

## Daily Check-In



\* Do you require any welfare assistance?

Select an Option

What welfare assistance do you require?

- Food
- Accommodation
- Financial Support
- Prescriptions
- Animal Needs
- Medical Needs
- Disability Needs

\* Is anyone in your household feeling anxious or stressed?

Select an Option

Is there anything else concerning you or anything else you need?

Do you require a translator?

What is your preferred language?

Select an Option

Previous

Next

## Daily Check-In



Please provide any other relevant information to today's check-in completion:

Previous

Next

**Natasha Johannes (ADHB)**

---

**From:** Jane McEntee (ADHB)  
**Sent:** Sunday, 14 February 2021 14:05  
**To:** [REDACTED] Deidre Alderson  
**Cc:** Helen Hayes (ADHB)  
**Subject:** letters for distribution  
**Attachments:** [REDACTED] Papatōetoe High School\_COVID Casual Students 2021Feb14.docx; [REDACTED] Papatōetoe High School\_COVID Close Students 2021Feb14.docx

Kia ora Vaughan

As discussed attached are four letters for your review and distribution:

1. [REDACTED]
2. Letter for the students that were in her class on Weds – close contact student letter
3. [REDACTED]
4. Letter for the remaining students in the school – casual contact student letter.

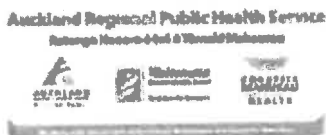
As discussed if you remove the red text at the top of the letters. Please feel welcome to ring me if required

Ngā mihi,  
Jane

Jane McEntee  
General Manager  
Auckland Regional Public Health Service

**Auckland Regional Public Health Service**  
Cornwall Complex, Building 15 - Level 2, Greenlane Clinical Centre, Auckland  
Tel: 09 623 4600 x 27102 | DDI: 6234602 | Fax: 09 623 4633 | [REDACTED]  
Email: [JMcEntee@adhb.govt.nz](mailto:JMcEntee@adhb.govt.nz) | [www.arphs.govt.nz](http://www.arphs.govt.nz)

## Letter for students in case classes (close contacts)



14 February 2021

Dear Parent or Guardian

### COVID-19 case at Papatoetoe High School

A student at Papatoetoe High School has been confirmed as having COVID-19.

Your child has been identified as a close contact – that means they were near the person (e.g. shared a classroom) with COVID-19 during their infectious period. As a precautionary measure, the school will be closed for the next two days – Monday 15 and Tuesday 16 February.

### What do you need to do?

We are asking all school staff and students to stay at home and get tested for COVID-19. Most staff and students will be able to return to school once they return a negative result. As your child is considered a close contact, the advice for you is slightly different. Please:

- Keep your child at home in self-isolation until the end of Wednesday 24 February, except for
- Getting a test tomorrow, Monday 15 February; a mobile testing unit will be available at the school.

**Important:** *The people who live at home with your child will also need to stay at home in self-isolation until your child returns a negative result. They can then return to normal daily life (they do not need to self-isolate until the 24<sup>th</sup> as your child does).*

Please take the following code with you and give it to the staff when you take your child for testing. This is a unique code and should not be shared with anyone else:

- **SURV-TM11SCC**

Alternatively, you can visit one of the community testing centres tomorrow (see table below). A list of testing sites is also available on the Auckland Regional Public Health Service website: <https://www.arphs.health.nz/public-health-topics/covid-19/where-to-get-tested/>.

It is vital that your child self-isolates until Wednesday 24 February *even if they return a negative test result. This is because they may still be developing the virus.* Public Health will call you each day to check on your child's health and wellbeing.

Information about self-isolation is available here on the Auckland Regional Public Health Service website: <https://www.arphs.health.nz/public-health-topics/covid-19/for-cases-and-contacts/>.

### Watch for the symptoms of COVID-19

Please watch for the symptoms of COVID-19:

- New or worsening cough
- Fever
- Sore throat

- Temporary loss of smell or taste
- Difficulty breathing
- Runny nose.

If your child or anyone else in your household becomes unwell, please phone the 24-hour COVID-19 Health line number 0800 358 5453. Tell them your child is a close contact of COVID-19; they will advise you what to do. Please do not take your child to a medical or after hours clinic, but you can phone your medical clinic if you need further advice.

If your child has a weakened immune system (e.g. if they have an inherited immune problem or are receiving chemotherapy for cancer or similar), please contact your doctor immediately to discuss further.

For more information and fact sheets, visit the [COVID-19 page on www.arphs.health.nz](http://www.arphs.health.nz). Please phone Healthline on 0800 358 5453 if you have any queries around health or isolation.

We will update you with any new or different information or advice, if required, as our investigation continues.

Finally, if you know the identity of the case, please do not share this via personal networks, or social or other media; this can lead to online bullying and harassment.

Thank you for your help

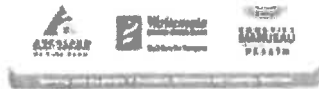
Medical Officer of Health  
Auckland Regional Public Health Service

Location	Centre Name	Operating Hours	Referral Process
NORTH	<b>NORTHCOTE COMMUNITY TESTING CENTRE</b> 16-18 College Road, Northcote. Corner of College Road and Kilham Avenue. Entrance via College Rd	Mon 15 <sup>th</sup> to Fri 19 <sup>th</sup> Feb 8:30am – 4:30pm Sat 20 <sup>th</sup> Feb 8:30am – 2:30pm	Walk-In/Drive Thru
CENTRAL	<b>BALMORAL COMMUNITY TESTING CENTRE</b> 182 Balmoral Road, Mount Eden, Auckland 1024	Mon 15 <sup>th</sup> to Fri 19 <sup>th</sup> Feb 8:30am – 4:30pm Sat 20 <sup>th</sup> Feb 8:30am – 2:30pm	
WEST	<b>WHĀNAU HOUSE, WAIPAREIRA TRUST HENDERSON</b> Corner of Edsel St & Catherine St, Henderson	Mon 15 <sup>th</sup> to Fri 19 <sup>th</sup> Feb 8:00am – 4:00pm	
WEST	<b>HEALTH NEW LYNN</b> Level 1 Carpark, Totara Health Services, McCrae Way, New Lynn	Mon 15 <sup>th</sup> to Fri 19 <sup>th</sup> Feb 8:30am – 4:30pm	
SOUTH	<b>THE WHĀNAU ORA COMMUNITY CLINIC</b> 25 Druces Road, Wiri	Mon 15 <sup>th</sup> to Fri 19 <sup>th</sup> Feb 8:30am – 4:30pm Sat 20 <sup>th</sup> Feb 8:30am – 2:30pm	
SOUTH	<b>ŌTARA COMMUNITY TESTING CENTRE</b> Otara Town Centre, 14 Fair Mall, Otara	Mon 15 <sup>th</sup> to Fri 19 <sup>th</sup> Feb 8:30am – 4:00pm	

Casual plus letter for students (not in classes with case)



Auckland Regional Public Health Service  
Whenua Raukōwhiri • Unit 6 Tamaki Mall • Auckland



14 February 2021

Dear Parent or Guardian

### COVID-19 case at Papatoetoe High School

A student at Papatoetoe High School has been confirmed as having COVID-19.

Your child has **not** been identified as a close contact and so is at low risk of becoming ill with the disease. However, as a precautionary measure, the school will be closed for the next two days – Monday 15 and Tuesday 16 February.

### What you need to do

While there is only a small possibility of your child becoming unwell, we are asking that they stay at home and get tested for COVID-19. A mobile testing unit will be on-site at the school tomorrow. The test is free.

Please take the following code with you and give it to the testing staff. This is a unique code and should not be shared with anyone else:

- **SURV-TM115C1**

Alternatively, you can visit one of the community testing centres to get tested today (see table below). A list of testing sites is also available on the Auckland Regional [Public Health Service website](https://www.arphs.health.nz/public-health-topics/covid-19/where-to-get-tested/): <https://www.arphs.health.nz/public-health-topics/covid-19/where-to-get-tested/>.

Please keep your child at home until they have returned a negative test result. You will receive this via text. In the unlikely event their result is positive, Public Health will be in contact with advice about what to do next.

### Watch for COVID-19 symptoms

Please watch for the symptoms of COVID-19:

- New or worsening cough
- Fever
- Sore throat
- Temporary loss of smell or taste
- Difficulty breathing
- Runny nose. An [information sheet for casual contacts](#) is available on the [ARPHS website](#).

If your child or anyone else in your household becomes unwell, please phone the 24-hour COVID-19 Health line number 0800 358 5453. Tell them your child is a casual-plus contact of COVID-19;

they will advise you what to do. Please do not take your child to a medical or after hours clinic, but you can phone your medical clinic if you need further advice.

If your child has a weakened immune system (e.g. if they have an inherited immune problem or are receiving chemotherapy for cancer or similar), please contact your doctor immediately to discuss further.

For more information and fact sheets, visit the [COVID-19 page on www.aorhs.health.nz](https://www.aorhs.health.nz). Please phone Healthline on 0800 358 5453 if you have any queries around health or isolation.

We will update you with any new or different information or advice, if required, as our investigation continues.

Finally, if you know the identity of the case, please do not share this via personal networks, or social or other media; this can lead to online bullying and harassment.

Thank you for your help

Medical Officer of Health  
Auckland Regional Public Health Service

Location	Centre Name	Operating Hours	Referral Process
NORTH	<b>NORTHCOTE COMMUNITY TESTING CENTRE</b> 16-18 College Road, Northcote. Corner of College Road and Kilham Avenue. Entrance via College Rd	Sun 14 <sup>th</sup> Feb 8:30am – 6:00pm Mon 15 <sup>th</sup> to Fri 19 <sup>th</sup> Feb 8:30am – 4:30pm Sat 20 <sup>th</sup> Feb 8:30am – 2:30pm	Walk-In/Drive Thru
CENTRAL	<b>BALMORAL COMMUNITY TESTING CENTRE</b> 182 Balmoral Road, Mount Eden, Auckland 1024	Sun 14 <sup>th</sup> Feb 8:30am – 6:00pm Mon 15 <sup>th</sup> to Fri 19 <sup>th</sup> Feb 8:30am – 4:30pm Sat 20 <sup>th</sup> Feb 8:30am – 2:30pm	
WEST	<b>WHĀNAU HOUSE, WAIPAREIRA TRUST HENDERSON</b> Corner of Edsel St & Catherine St, Henderson	Sun 14 <sup>th</sup> Feb 8:00am – 4:00pm (or later if needed) Mon 15 <sup>th</sup> to Fri 19 <sup>th</sup> Feb 8:00am – 4:00pm	
WEST	<b>HEALTH NEW LYNN</b> Level 1 Carpark, Totara Health Services, McCrae Way, New Lynn	Mon 15 <sup>th</sup> to Fri 19 <sup>th</sup> Feb 8:30am – 4:30pm Sat 20 <sup>th</sup> to Sun 21 <sup>st</sup> Feb CLOSED	
SOUTH	<b>THE WHĀNAU ORA COMMUNITY CLINIC</b> 25 Druces Road, Wiri	Sun 14 <sup>th</sup> Feb 1:00pm – 6:00pm Mon 15 <sup>th</sup> to Fri 19 <sup>th</sup> Feb 8:30am – 4:30pm Sat 20 <sup>th</sup> Feb 8:30am – 2:30pm	
SOUTH	<b>ŌTARA COMMUNITY TESTING CENTRE</b> Otara Town Centre, 14 Fair Mall, Otara	Sun 14 <sup>th</sup> Feb 10:00am – 6:00pm Mon 15 <sup>th</sup> to Fri 19 <sup>th</sup> Feb 8:30am – 4:00pm Sat 20 <sup>th</sup> Feb CLOSED	

**Natasha Johannes (ADHB)**

---

**From:** Jane McEntee (ADHB)  
**Sent:** Friday, 19 February 2021 16:46  
**To:** 'Vaughan Couillault'; 'BaWilliams'; 'Deidre Alderson'; Joanna Goodfellow (ADHB)  
**Cc:** 'BaWilliams'; [REDACTED]  
**Subject:** follow up letter for students with no results to date  
**Attachments:** Papatōetoe High School\_COVID\_Student Testing\_2020Feb19.docx

Kia ora Vaughan

As discussed attached is the follow up letter for you to send out for the parents of students who have had no negative result to date. Please do not send this to the Maori students/whanau as our Pae Ora team and PHS Maori Unit have been working with these whanau.

Also I am pleased to confirm the national testing centre should have also spoken with each of these families and students today to explain this message.

Ngā mihi,  
Jane

Jane McEntee  
General Manager  
Auckland Regional Public Health Service

**Auckland Regional Public Health Service**  
Cornwall Complex, Building 15 - Level 2, Greenlane Clinical Centre, Auckland  
Tel: 09 623 4600 x 27102 | DDI: 6234602 | Mob: [REDACTED]  
Email: [JMcEntee@adhb.govt.nz](mailto:JMcEntee@adhb.govt.nz) | [www.arphs.govt.nz](http://www.arphs.govt.nz)

---

**From:** Vaughan Couillault [REDACTED]  
**Sent:** Friday, 19 February 2021 3:26 p.m.  
**To:** BaWilliams  
**Cc:** Jane McEntee (ADHB); BaWilliams; [REDACTED]  
**Subject:** RE: PHS\_remaining\_20210219\_1251 (1) (version 1).xlsb

As promised...list and emails for my team.

*Nāku iti noa, nā*

*Vaughan Couillault*  
*Principal*



**From:** BaWilliams [REDACTED]  
**Sent:** Friday, 19 February 2021 3:24 pm  
**To:** Vaughan Couillault [REDACTED]  
**Subject:** PHS\_remaining\_20210219\_1251 (1) (version 1).xlsb



Sorted to include those students who have not yet returned 2021 (NYR 2021)

Regards



The attachment named PHS\_remaining\_20210219\_1251 (1) (version 1).xlsb could not be scanned for viruses because it is a password protected.



19 February 2021

Dear Parent or Guardian,

**Your child needs a negative COVID-19 test result before returning to school on Monday**

Papatoetoe High School will reopen on Monday, February 22. However, all students must have returned a negative COVID-19 test result *before* they can return to school.

### What you need to do

If your child hasn't been tested yet, or was tested before February 15\*, this is a friendly reminder that testing is needed, and will be available at the school this weekend.

We are also encouraging whānau who live with Papatoetoe High students to get tested if they haven't already, or were tested before February 15\*.

### Where to go

**What:** COVID-19 testing - FREE  
**Where:** Papatoetoe High School  
**When:** This weekend - Saturday (9am – 5pm) and Sunday from (9am to 3pm)  
**Take:** The following code with you and give it to the testing staff when your child/your whānau go for testing: **SURV-TM11SC1**. *This is a unique code, please do not share it outside of the school community.*

*\*Testing before February 15 would have been too early to pick up the virus if your child or whānau member was developing it. That's why it's important that anyone tested before February 15 gets a second test this weekend.*

Testing is also available at other Community Testing Centres. Check their locations and weekend opening times here: <https://www.arphs.health.nz/covid19test>, or call Healthline: 0800 358 5453.

Negative test results will be sent via txt or, in the unlikely event of a positive result, Public Health will call you.

If you have already been contacted by Public Health, have received the above information, and your child has already had a COVID-19 test on or after February 15, you do not need to do anything further at this time.

We wish you all the best for your return to school.

Thank you for your help

Medical Officer of Health  
Auckland Regional Public Health Service

**Jane McEntee (ADHB)**

---

**From:** Jane McEntee (ADHB)  
**Sent:** Tuesday, 23 February 2021 14:13  
**To:** 'Vaughan Couillault'  
**Cc:** 'Deidre Alderson'  
**Subject:** FW: Papatōetoe High School ARPHS letter v4\_2021Feb23 fin.docx  
**Attachments:** Papatōetoe High School ARPHS letter v4\_2021Feb23 fin.docx

Kia ora

As discussed latest letter to be sent out

Ngā mihi,  
Jane

Jane McEntee  
General Manager  
Auckland Regional Public Health Service

**Auckland Regional Public Health Service**  
Cornwall Complex, Building 15 - Level 2, Greenlane Clinical Centre, Auckland  
Tel: 09 623 4600 x 27102 | DDI: 6234602 | Mob: [REDACTED]  
Email: [JMcEntee@adhb.govt.nz](mailto:JMcEntee@adhb.govt.nz) | [www.arphs.govt.nz](http://www.arphs.govt.nz)

---

**From:** Maria Poynter (ADHB)  
**Sent:** Tuesday, 23 February 2021 2:12 p.m.  
**To:** Jane McEntee (ADHB); Helen Hayes (ADHB)  
**Subject:** Papatōetoe High School ARPHS letter v4\_2021Feb23 fin.docx



23 February 2021

Dear Parent, Student and Staff Member

**One COVID-19 case at Papatoetoe High School**

Another student has tested positive for COVID-19 this morning so the school will close this evening, until further notice.

**The Ministry of Health is requiring everyone in the school community – students, staff, brothers and sisters and all household members – to stay at home.**

**Students and staff who got tested BEFORE yesterday, MON 22 FEB, are asked to get tested again.**

Everyone in a Papatoetoe High School household needs to remain at home until all students and staff members have had a negative result from a test taken this week.

This means that everyone in the school community must stay away from work or any other school or educational facility until all the students or staff members in their own household have had a negative test result. This includes the supermarket, or any other place outside the home.

**Students and staff will need to have a negative test result from a test taken on or after Monday 22 February before they can attend school. There will be further information on when the school will reopen.**

There will be testing at the school this week, or you can go to a community testing centre. For information on testing locations in Auckland, visit [www.arphs.health.nz/covid19test](http://www.arphs.health.nz/covid19test).

Please quote this code **SURV-TM11SC1** when you go for testing.

**Any students, staff and household members with any symptoms should call Healthline on 0800 358 5453 immediately for advice, and they should stay at home, even if they have had a negative test result.**

**Everyone should watch for the symptoms of COVID-19**

- New or worsening cough
- Fever
- Sore throat
- Temporary loss of smell or taste
- Difficulty breathing
- Runny nose.

Public Health has more information and fact sheets, visit the [COVID-19 page on www.arphs.health.nz](http://www.arphs.health.nz).

Thank you for your support in getting testing and in staying home.

**Medical Officer of Health  
Auckland Regional Public Health Service**

## Jane McEntee (ADHB)

---

**From:** Jane McEntee (ADHB)  
**Sent:** Wednesday, 24 February 2021 17:15  
**To:** 'Vaughan Couillault'  
**Cc:** Joanna Goodfellow (ADHB)  
**Subject:** letter to school - prompt to get tested 24 Feb  
**Attachments:** Papatotetoe High School\_COVID\_Student Testing\_2020Feb24\_FIN (00000002).docx

Kia ora



Letter as requested – let me know if anything else is needed – I changed the header of the email but couldn't change the letter title for you ☺

And confirming Jo is your contact again tomorrow

Ngā mihi,  
Jane

Jane McEntee  
General Manager

### Auckland Regional Public Health Service

Tel: +64 9 623 4600 Ext: 27102 | DDI: +64 9 6234602 | Mob: [REDACTED]  
Level 3, Building 15, Cornwall Complex, Greenlane Clinical Centre, Auckland  
Visit: [www.arohs.health.nz](http://www.arohs.health.nz) |  Auckland Regional Public Health Service |  [@akpublichealth](https://twitter.com/akpublichealth)

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24 February 2021

Dear Parent or Guardian

**All students need to have a COVID-19 test taken any day this week**

**This is a friendly reminder that students need to get retested, even if they had a test last week.**

With one more school case announced yesterday and two more whānau with COVID-19, we need to reduce the possibility that any students return to school with COVID-19.

The school is closed this week and we will confirm when the school will reopen later this week. The students will have received texts about the need to stay at home until they have a negative test result. They should be following this advice.

**What you need to do**

**If your child hasn't been tested on or after Monday 22 February, please send them to be tested for free at:**

- Papatoetoe High School – 9-3pm
- or a Community Testing Centre – see the locations and times here - <https://www.arphs.health.nz/covid19test>, or call Healthline: 0800 358 5453.  
Your child should take this code when getting tested: **SURV-TM11SC1**.  
*This is a unique code, please do not share it outside of the school community.*

If your child has already had a test this week (on or after 22 February), you do not need to do anything further at this time. When they receive their negative result you are all free to resume normal life.

We realise this has been very hard for the Papatoetoe High School community, and want to thank you for your support with following our public health advice.

Thank you again for your help

Kia pai koe tō mahi

Medical Officer of Health  
Auckland Regional Public Health Service

## Jane McEntee (ADHB)

---

**From:** Jane McEntee (ADHB)  
**Sent:** Friday, 26 February 2021 14:18  
**To:** 'Vaughan Couillault'  
**Cc:** 'Deidre Alderson'  
**Subject:** letter, Q&As and suggested facebook post  
**Attachments:** Papatōetoe High School Reopening letter v2 2020Feb25\_FIN.DOCX; PHS Opening Social Post 25022021\_FIN.DOCX; Papatōetoe High School FAQs 26022021\_V4\_FIN.DOCX

Kia ora Vaughan

Further to some discussions yesterday attached the following for you to send to your school community:



- letter re opening of the school on Monday
- Q&As
- Facebook post.

I will ring to briefly discuss with you.

Ngā mihi,  
Jane

Jane McEntee  
General Manager

### Auckland Regional Public Health Service

Tel: +64 9 623 4600 Ext: 27102 | DDI: +64 9 6234602 | Mob: [REDACTED]  
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26 February 2021

Dear Parent or Guardian

### **School reopens on Monday 1 March**

#### **Staff and students need a negative test result from this week to attend**

Auckland Regional Public Health Service has confirmed that Papatoetoe High School is safe to reopen on Monday.

With more than 1200 tests this week, we appreciate this enormous effort from everyone to keep the community safe.

There are fewer than 100 students without a test result from this week, and we ask that anyone who has not been tested again, do so today or the weekend.

**We do require that all students and staff have a negative result from a COVID-19 test taken this week – on or after Monday 22 February – before they can return to school.**

Once the students or staff in a Papatoetoe High School household have had a negative test result taken this week, then everyone in that house are free to leave self-isolation, if they have no symptoms.

You can go to a Community Testing Centre during the weekend. Please see the locations and times at <https://www.arphs.health.nz/covid19test>, or call Healthline: 0800 358 5453.

Your child should take this code when getting tested: **SURV-TM11SC1**. This is a unique code, please do not share it outside of the school community.

The school environment is considered safe as it has had additional cleaning and it has also been closed for two weeks.

While there have been new COVID-19 infection in whanāu associated with the school, these were expected as they live in the same households as cases. We have not seen any more students with COVID-19, only the three current cases.

The service wants to thank everyone in the school community for their patience and understanding and for their efforts getting tested, and then retested this week.

Kia pai koe tō mahi

Medical Officer of Health  
Auckland Regional Public Health Service

**Papatoetoe High School**  
**Opening Message for FB – 26 Feb 2021**

Kia ora tātou – great news, we have been given the all clear by Auckland Regional Public Health Service that Papatoetoe High School is safe to open on Monday 1 March!

The school environment is considered safe; it has had additional cleaning and has also been closed for two weeks.

Thank you for your enormous efforts to help keep your whanau and the community safe by getting tested.

We do require that all students and staff have a negative result from a COVID-19 test taken this week – on or after Monday 22 February – before they can return to school.

There are some students and staff who do not have a test result from this week. We ask that anyone who has not been tested again, please do so today or on the weekend.

Testing is available at a Community Testing Centre (CTC) on the weekend. Find out more about CTCs at <https://www.arphs.health.nz/covid19test> or call Healthline 0800 358 5453.

Please find the link below with some Frequently Asked Questions.  
{PHS to add link}

We got this! Let's get this last push for testing done team! We look forward to welcoming you back next week.



## Papatoetoe High School reopens on Monday 1 March

### Frequently Asked Questions

- **Is the school safe to attend?**

The school environment is considered safe as it has had additional cleaning and it has also been closed for two weeks.

- **What if students don't get tested, will they be allowed back?**

All students and staff members are encouraged to have a test this week, on or after 22 February, and need a negative test result before they can return to school.

Those who have not returned a negative test will be followed up and given advice and support. They may be required to continue to self-isolate until it is safe for them to return to school.

- **Why do we need to get tested again?**

We appreciate that students have been requested to have several tests.

With the school case announced on Tuesday, and two more whanau with COVID-19, we need to reduce the possibility that any students return to school with the virus.

Testing is important as it also helps protect whanau and the community.

- **Where can we get tested?**

Testing is available at a Community Testing Centre, for more information on location and time, see <https://www.arphs.health.nz/covid19test>

You can also call Healthline 0800 358 5453. This is a free, 24 hour, 7 day service, which also has translators available.

- **How long will it take to get our results back?**

Test results usually come back within 2-3 days.

- **Who needs to be tested?**

Only students or staff members of Papatoetoe High School need to be tested.

If your child has already had a test this week (on or after 22 February), you do not need to do anything further at this time. When you receive their negative test result you are all free to resume normal life.

If your child does need a test this weekend, everyone in the household should remain at home (in self-isolation) until a negative test result has been confirmed. Once you have received a negative test result, the household can return to everyday life – i.e work and other activities.

For more information on staying at home, please see further below on isolation and self-isolation.

- **What or who is considered household?**

Household members are those people you live with under the same roof. In some situations it may extend to those who live in other houses, this could be with a grandparent or other relative.

If you live in one household during the week and another household during the weekend, they are considered a close contact.

- **What information do they ask when getting a test and how is it used?**

You will be asked some personal information when you get a test. This information is only used for testing to make sure your swab is matched to you.

Information that testers will ask:

- ✓ Your name
- ✓ Address
- ✓ Cell phone number, you will get text message if your test result is negative
- ✓ If you know your National Health Index (NHI) number, this can be super helpful for testers

- **When can I return to work?**

You can return to work once the student or staff member in your household has returned a negative test result from a test taken this week, on or after 22 February.

- **My employer says I need to go back to work. What can I tell them?**

If you're waiting for a student or staff member in your household to receive a COVID-19 test result, it's important you stay home until your results come back.

If you can't work from home, your employer may be able to apply for the Short-Term Absence Payment to help pay you.

Talk to your employer about the help that's available so you can keep getting paid. If you're self-employed and can't work from home, you can also apply for these payments.

For more information visit [workandincome.govt.nz](https://www.workandincome.govt.nz) or call the dedicated line for PHS on 0800 400 100. Alternatively, if you need wellbeing support you can advise the person checking symptoms.

- **What wellbeing support is available for things like food, packages and healthcare packs?**

Depending on your situation, the Ministry of Social Development may be able to help you and your family. You don't need to be on a benefit to get help. They may be able to help with food, accommodation costs like rent, mortgage or board, bills and expenses like medical and dental costs.

For more information visit [workandincome.govt.nz](http://workandincome.govt.nz) or call the dedicated line for PHS on 0800 400 100. Alternatively, if you need wellbeing support you can advise the person checking symptoms.

- **Who can I talk to about getting financial assistance?**

You can get talk to the Ministry of Social Development to talk about what financial help they may be able to support you with.

For more information visit [workandincome.govt.nz](http://workandincome.govt.nz) or call the dedicated line for PHS on 0800 400 100. Alternatively, if you need wellbeing support you can advise the person checking symptoms.

- **What about whanau mental health and support?**

This is a tough time and you may feel like you want to speak with someone.

You can contact 1737, where you'll get to talk to (or text with) a trained counsellor or talk to a peer support worker. This service is completely free. There is also an option to talk to someone with lived experience of wairangi/mental distress.

- If you're feeling anxious or just need someone to talk to? **Call or text 1737.**
- Or maybe feeling down or a bit overwhelmed? **Call or text 1737.**
- If you know someone who is feeling out-of-sorts or depressed? **Let them know they can call or text 1737.**

For more information visit [1737.org.nz](http://1737.org.nz) or contact 1737.

**Natasha Johannes (ADHB)**

---

**From:** [REDACTED]  
**Sent:** Saturday, 27 February 2021 16:53  
**To:** Suzanne D'Cruz (ADHB)  
**Subject:** Re: Contact Public Health Urgently

oky sure [REDACTED]

On Sat, 27 Feb 2021, 4:48 pm Suzanne D'Cruz (ADHB), [REDACTED] > wrote:

Hi [REDACTED] my colleague Sione will email a work exclusion letter to your dad. Also please can you confirm your Date of Birth?

Ngā mihi

Suzanne D'Cruz, Case and Contact team member

**Auckland Regional Public Health Service**

Tel: +64 9 623 4600

Level 1, Building 15, Cornwall Complex, Greenlane Clinical Centre, Auckland

Visit [www.arphs.health.nz](http://www.arphs.health.nz) Auckland Regional Public Health Service [aucklandpublichealth](http://aucklandpublichealth)

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**From:** [REDACTED]  
**Sent:** Saturday, 27 February 2021 4:44 PM  
**To:** Suzanne D'Cruz (ADHB) [REDACTED]  
**Subject:** Re: Contact Public Health Urgently

Can u send me report please because my father have to show that to company.

On Sat, 27 Feb 2021, 4:41 pm Suzanne D'Cruz (ADHB), [REDACTED] wrote:

Thank you [REDACTED]

Take care

Ngā mihi

Suzanne D'Cruz, Case and Contact team member

**Auckland Regional Public Health Service**

Tel: +64 9 623 4600

Level 1, Building 15, Cornwall Complex, Greenlane Clinical Centre, Auckland

[www.aucklandregionalpublichealth.org.nz](http://www.aucklandregionalpublichealth.org.nz) Auckland Regional Public Health Service [aucklandregionalpublichealth.org.nz](https://www.aucklandregionalpublichealth.org.nz)

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**From:** [REDACTED]  
**Sent:** Saturday, 27 February 2021 3:46 PM  
**To:** Suzanne D'Cruz (ADHB) [REDACTED]  
**Subject:** Re: Contact Public Health Urgently

Timetabel.

On Sat, 27 Feb 2021, 1:35 pm Suzanne D'Cruz (ADHB), [REDACTED] wrote:

Hi [REDACTED]

Please can you respond to this email with your Date of Birth and phone number urgently.

Ngā mihi

Suzanne D'Cruz, Case and Contact team member

**Auckland Regional Public Health Service**

Tel: +64 9 623 4600

Level 1, Building 15, Cornwall Complex, Greenlane Clinical Centre, Auckland

Visit [www.arph.health.nz](http://www.arph.health.nz) Auckland Regional Public Health Service [arph@arph.health.nz](mailto:arph@arph.health.nz)

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**Natasha Johannes (ADHB)**

---

**From:** Lydia Smith (ADHB)  
**Sent:** Sunday, 28 February 2021 15:26  
**To:** [REDACTED]  
**Subject:** Information Sheets  
**Attachments:** Information-for-people-going-from-home-to-Jet-Park.pdf; NRHCC-Isolation\_FINAL\_23122020.pdf

Hi [REDACTED]

Thankyou again for your time today.

Please see the file attached and the link below containing some information regarding Covid-19 and isolating at Jet Park.

<https://www.arphs.health.nz/public-health-topics/covid-19/for-people-with-covid-19/>

Take care and kind regards,

Lydia Smith  
Registered Nurse | Covid-19 Response Unit

Auckland Regional Public Health Service  
Tel: +64 9 623 4600 Ext: 30328 |  
Level 2, Building 16, Cornwall Complex, Greenlane Clinical Centre, Auckland  
Visit [www.arphs.health.nz](http://www.arphs.health.nz) | [Auckland Regional Public Health Service](#) | [@aklpublichealth](#)

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*Confidentiality: If you received this message in error, please notify the sender immediately and delete this message, thankyou.*

# GUIDE TO COVID-19 ISOLATION

NORTHLAND DISTRICT HEALTH BOARD



**What's the difference between isolation and self-isolation?**

Isolation is if you are confirmed as a COVID-19 case and need to stay at a quarantine hotel separately to stop the virus spreading to others.

**How long will I need to go in to isolation for?**

Typically you will need to be in isolation for a minimum of 10 days as a confirmed case. Staying in isolation helps protect your whānau and the community from the virus. It also means getting back to them, and your daily life sooner.

**Can I isolate at home?**

In certain circumstances an exemption may be granted to complete isolation at home.

## Close Contact

**Self-isolation** is when you are a close contact of someone who has COVID-19. You will need to self-isolate at home in-case you are developing the virus.

Self-isolation is usually for 14 days, since last contact with the case. However, this could be longer if others in your household are later confirmed to have COVID-19.

Self-isolation usually takes place at home. If there are others in your home, it may mean your self-isolation period as well as theirs, will restart if someone else in the household gets sick with COVID-19.

## Covid-19 Case

**What is the quarantine hotel (Jet Park) like?**

- Jet Park is safe and comfortable. You will get a 'welcome pack' with information about what to expect during your stay.
- You will be provided with 3 meals a day and snacks, Wi-Fi, laundry services and basic toiletries and refreshments, so you don't need to leave to get supplies.

**What happens if I develop symptoms while in self-isolation at home?**

- If you develop symptoms related to COVID-19, you will be tested. If your results are negative, you will remain in self-isolation until you complete your 14 days.

**Will I get any other support if I go into isolation?**

- You may be eligible for extra support. When public health officials contact you, they will discuss any support you may need with accommodation or other wellbeing related issues.

- There is no cost to you for these services or the care that you receive as a community case. For travellers to NZ this varies. For more information on this visit [MIQ.govt.nz](http://MIQ.govt.nz)
- A dedicated health team is available on site if you have any health concerns.

- If your test results are positive, you may go into Jet Park to be managed as above, or may be remain at home under certain circumstances to complete the 10 day minimum isolation.

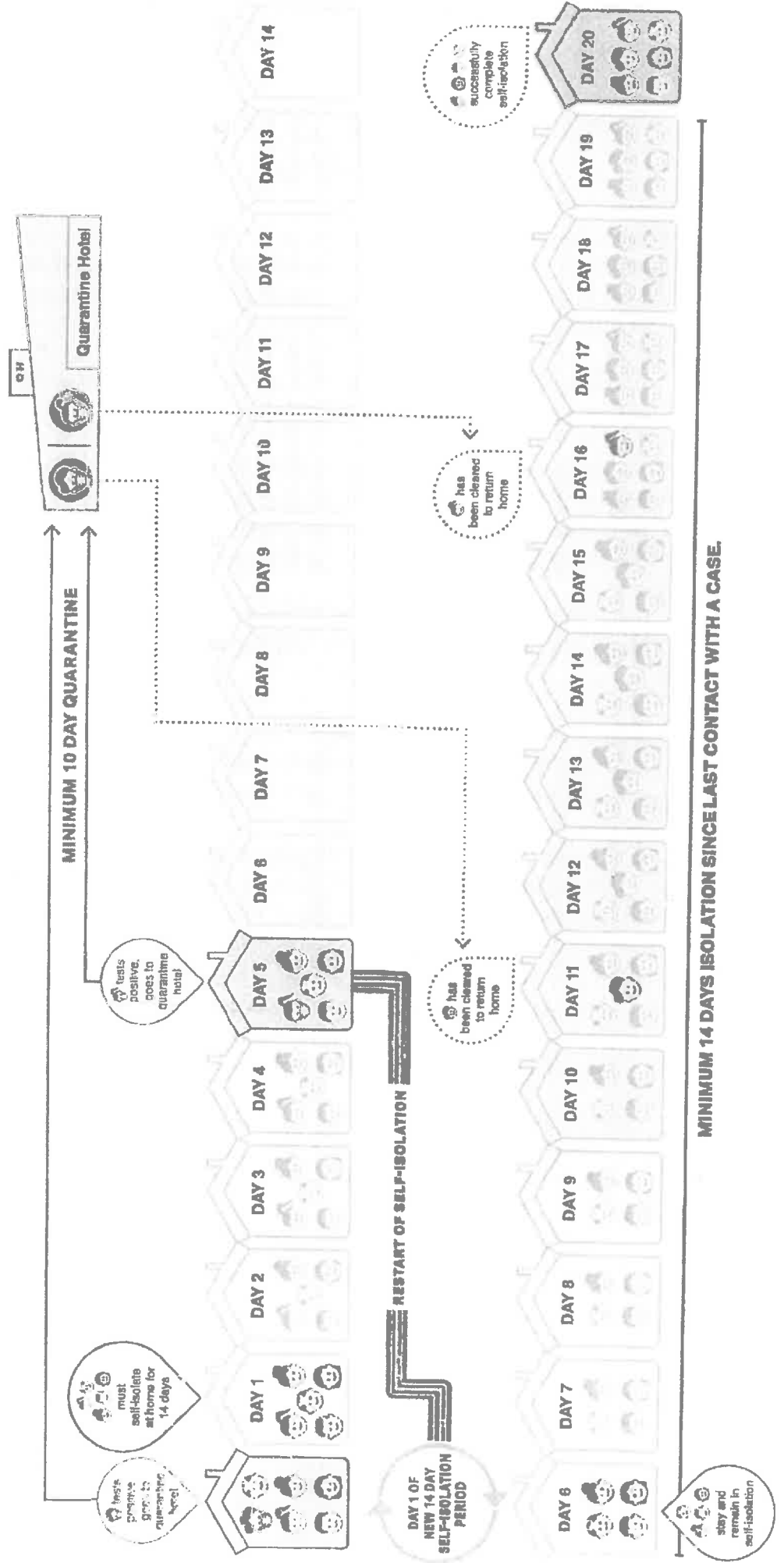
TURN OVER TO SEE THE ISOLATION PATHWAY.

COVID-19

For more information on isolation, you can visit: [MIQ.GOV.T.NZ](http://MIQ.GOV.T.NZ)

# ISOLATION WHAT IT LOOKS LIKE

People who are confirmed with COVID-19 will be transferred to the quarantine hotel. If other people in the household get COVID-19, the self-isolation time re-starts for close contacts. Close contacts may still be developing COVID-19 after a case has gone to the quarantine hotel.





## YOU HAVE COVID-19 AND ARE MOVING FROM YOUR HOME TO JET PARK

Public Health staff will have called you to let you know that you have COVID-19. You are now required to isolate away from others so you don't spread the virus to anyone. Staying in isolation can help keep your family and community safe.



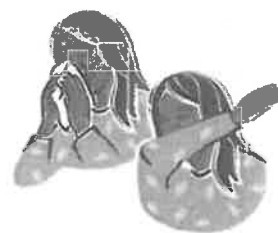
You have been asked to go to Jet Park, a quarantine hotel, where everything is provided for you during your stay.

You will need to stay in isolation until **72 hours after your symptoms** have stopped **and at least ten days** since your symptoms started. If you need to be admitted to hospital this will affect how long you stay in isolation. A medical team based at Jet Park will check your symptoms regularly and will let you know when you will be free to leave.

Public Health will arrange for you to move to Jet Park. This information is to support your move and help you know what to expect when you get to Jet Park.

### ABOUT YOUR STAY AT JET PARK

- At Jet Park, you will get a bedroom, bathroom and TV. You will be given meals, have access to free Wi-Fi and a laundry service.
- The Jet Park team will support you and give you more information when you arrive. Maintain your bubble. Stay in your room as much as possible. Do not invite people to your room or visit other people or family members in their hotel rooms.
- If you start feeling more unwell – including symptoms such as fever, a cough, difficulty breathing or a sore throat, please stay in your room and call 8998 from your room phone; a health professional will come to check on you.
- Practising good cough, sneeze and hand hygiene is vital. Throw away used tissues. Wash your hands with soap and dry them well. Use a hand sanitiser if soap and water are not available.
- While moving to Jet Park, and when not in your room at the hotel, wear a face covering and make sure you practise good hygiene to protect others.



## FREQUENTLY ASKED QUESTIONS

### WHAT HAPPENS TO MY HOUSEHOLD MEMBERS?

The Public Health team will be in contact with members of your household who are close contacts.

If you usually share a room or home, the Jet Park team will discuss options for your partner/spouse or family member to either stay at home or move to Jet Park with you. If they move to Jet Park, they may be able to continue sharing a room with you, or they may need to stay in separate rooms. Staying in the same room as you may make their isolation time longer and increase their risk of becoming sick.

### WHAT WILL HAPPEN TO MY CHILDREN?

If you have children, the Public Health team will work with you to see how best they can be looked after while you're in isolation.

We understand that, in some cases, children will need to go with their parents or caregivers to Jet Park.



If your child is with you and doesn't have COVID-19 but later develops symptoms, tell the nurse who does your daily health checks. The child will need to be tested immediately. This may change the length of your stay at Jet Park but it is important to know if they get sick, so they can receive the right care and treatment.

### WHAT WILL HAPPEN TO VULNERABLE FAMILY MEMBERS?

If you have family members who have been in close contact with you and who are vulnerable, they may need to go to Jet Park. The Public Health team will be in touch and work closely with you and your family members to support them.

### WHAT DO I PACK FOR MY STAY AT JET PARK?

You should pack for a stay of at least ten days and bring the main items; clothes, toiletries, phone, charger and any medication. You may also bring entertainment items like books and laptops/devices.

You do not need to bring any food, as meals are provided. You are welcome to bring snacks, but please do not bring alcohol, food to cook, or cooking equipment. Bedding and towels are provided by Jet Park.

### HOW WILL I WASH MY CLOTHES?

At Jet Park there is a system to get your laundry done in a safe way, so your clothes will be washed for you. Please follow the advice given to you at Jet Park.

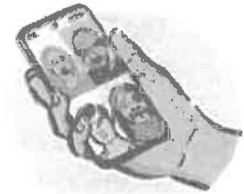
### WHAT HAPPENS TO MY PETS WHEN I AM IN ISOLATION?

The Public Health team will work with you on options for your pets while you're in isolation.

### HOW WILL I STAY IN TOUCH WITH MY FAMILY AND FRIENDS?

There is free Wi-Fi so you can stay connected with your friends and family via texts, calls and video.

There is also an in-room telephone service. Calling between rooms within the hotel and for hotel services is free. External calling to mobile phones or other numbers is not free; it is charged per minute at hotel rates which you will need to pay for.



### CAN I EXERCISE OR GO FOR A WALK AT JET PARK?

Yes, the Jet Park team will advise you on how you can go out for exercise or walks at specific times. When outside your hotel room wear a mask at all times, use hand sanitiser and keep two metres away from others.



### BREASTFEEDING WHILE IN ISOLATION

The benefits of breastfeeding outweigh any potential risks of transmission if you have COVID-19. Your midwife or GP can provide further advice, or you can find more information at the [Royal College of Obstetricians and Gynaecologists website](https://www.rcog.org.uk).

### FOR FURTHER INFORMATION AND ADVICE

#### HEALTHLINE

Freephone 0800 358 5453  
A 24/7 service with interpreters available

#### NEED TO TALK? 1737

Free call or text 1737  
Visit [1737.org.nz](https://www.1737.org.nz) for information.



#### WORK AND INCOME

For help with paying bills, job loss support, rental support and mortgage repayment support call 0800 559 009 or visit [workandincome.govt.nz](https://www.workandincome.govt.nz)

#### INFORMATION IN TRANSLATED LANGUAGES

Visit [arphs.health/nz/communityinfo](https://www.arphs.health/nz/communityinfo) or [covid19.govt.nz/translations](https://www.covid19.govt.nz/translations)

#### FORMER REFUGEE BACKGROUND

Call RASNZ support and information line on 0800 472 769, Monday to Friday, 9am to 5pm.

Visit [rasnz.co.nz/covid-19-resources](https://www.rasnz.co.nz/covid-19-resources) for more information. For the Auckland region only.

#### ASIAN FAMILY SERVICES HELPLINE

For general counselling and gambling support for English, Mandarin, Cantonese, Korean, Vietnamese, Japanese, Thai and Hindi speakers, call 0800 862 342, Monday to Friday from 9am to 8pm or visit [asianfamilyservices.nz](https://www.asianfamilyservices.nz)

**Natasha Johannes (ADHB)**

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**From:** Emma Thirkettle (ADHB)  
**Sent:** Monday, 08 March 2021 17:01  
**To:** [REDACTED]  
**Subject:** Clearance Letter  
**Attachments:** Release Letter - [REDACTED]

Kia Ora [REDACTED]

Please find attached your clearance letter stating that you have completed your required period of isolation.



Ngā Mihi,

Emma Thirkettle

**Covid-19 Case and Contact Management | Team 2**

**Auckland Regional Public Health Service**

Level 1, Building 15, Cornwall Complex, Greenlane Clinical Centre, Auckland

Visit [www.arphs.health.nz](http://www.arphs.health.nz) |  [Auckland Regional Public Health Service](#) |  [@aklpublichealth](#)

**Our Vision: Te Ora ō Tāmaki Makaurau**

**Welcome *Haere Mai* | Respect *Manaaki* | Together *Tūhono* | Aim High *Angamua***

*If you are not the intended recipient of this email, please delete.*



Monday, 08 March 2021

To whom it may concern:

Tēnā koe,

RE: [REDACTED]

[REDACTED] has been identified by Public Health as having had a notifiable infectious disease.

She was placed in isolation to reduce any risk of spreading illness to others.

[REDACTED] has completed the required period of self-isolation and is now released from isolation.

Should you have any questions please feel free to call Auckland Regional Public Health Service (09) 623 4600 between 0800 - 1700hrs.

More information can be found at <https://www.health.govt.nz/> and <http://arphs.health.nz/>

Naku noa, Na

Cheri Phillips (RN)

On behalf of the Medical Officer of Health  
Auckland Regional Public Health Service



**Natasha Johannes (ADHB)**

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**From:** Robyn Matthews (ADHB)  
**Sent:** Wednesday, 10 March 2021, 10:22  
**To:** [REDACTED]  
**Subject:** Clearance note and letters  
**Attachments:** [REDACTED] Clearance Letter.pdf; [REDACTED] clearance letter.pdf; [REDACTED] clearance letter.pdf

Good morning [REDACTED]

I have had to send these letters to your email address as gmail accounts are playing up our end.

Take care and all the best

Robyn Matthews  
Team 2  
Covid Response Unit



Wednesday, 10 March 2021

To whom it may concern:

RE [REDACTED]

[REDACTED] has been identified by Public Health as having had a notifiable infectious disease.

She was placed in isolation to reduce any risk of spreading illness to others.

[REDACTED] has completed the required period of self-isolation and is now released from isolation.

Should you have any questions please feel free to call Auckland Regional Public Health Service (09) 623 4600 between 0800 - 1700hrs.

More information can be found at <https://www.health.govt.nz/> and <http://arphs.health.nz/>

Yours faithfully,

**Queenie Zeng**

On behalf of the Medical Officer of Health  
Auckland Regional Public Health Service



Wednesday, 10 March 2021

To Whom it May Concern

RE: [REDACTED]

[REDACTED] has been identified by Public Health as having close contact with a person confirmed as having a notifiable disease.

[REDACTED] was placed in self-isolation to reduce any risk of spreading illness to others, should they develop the illness.

[REDACTED] will have completed the recommended period of self-isolation, and did not become unwell during that period. He is released from self-isolation on 10<sup>th</sup> March 2021.

Should you have any questions please feel free to call Auckland Regional Public Health Service (09) 623 4600 between 0800 - 1700hrs. More information can be found at <https://www.health.govt.nz/> and <http://arphs.health.nz/>

Yours faithfully,

Rebecca Johri

For The Medical Officer of Health

Auckland Regional Public Health Service



Wednesday, 10 March 2021

To whom it may concern:

RE: [REDACTED]

[REDACTED] has been identified by Public Health as having had a notifiable infectious disease.

She was placed in isolation to reduce any risk of spreading illness to others.

[REDACTED] has completed the required period of self-isolation and is now released from isolation.

Should you have any questions please feel free to call Auckland Regional Public Health Service (09) 623 4600 between 0800 - 1700hrs.

More information can be found at <https://www.health.govt.nz/> and <http://arphs.health.nz/>

Yours faithfully,

**Queenie Zeng**

On behalf of the Medical Officer of Health  
Auckland Regional Public Health Service