



# COVID-19

## Guidance for post-MIQ self-isolation

9 November 2021

Version 1.0

**NOTE:** please refer to the Ministry of Health website for the most up-to-date version of this guidance, as it will be regularly updated.



# COVID-19

## Introduction

Isolation is a key part of how we manage COVID-19, as it effectively helps us limit the spread of the virus.

From 14 November 2021, most international arrivals into Aotearoa New Zealand will complete their isolation in two parts:

**Part 1:** seven days in a managed isolation facility, then

**Part 2:** a short period of self-isolation until you receive a negative day 9 test result (usually around 3 days). This can be at your normal place of residence or could be a temporary rental (e.g. a sole occupancy AirBnB).

**Remember:** From 14 November 2021, it is a requirement that you complete this self-isolation and be tested on day 9. Your self-isolation will not end until you receive a negative 'day 9' COVID-19 test result.

These requirements are for your own safety and to protect those around you. If you or anyone around you subsequently develops COVID-19, the local public health unit will work with you to determine the next steps, including the best place for you to isolate/quarantine.

In preparation of arriving in Aotearoa New Zealand, think about where you will stay, how you will get there, what you will need at a temporary rental property (e.g. laundry), and how you will organise meals etc. There is further information about these areas in this document.

## Self-isolation key requirements:

1. **If you develop COVID-19 symptoms at any point**, remain in self-isolation and call the COVID-19 Healthline 0800 358 5453 (+64 9 358 5453 if you have an international SIM), or call your General Practice. Be sure to tell them you are have recently arrived from overseas and are self-isolating.

### Symptoms for COVID-19



Fever



Cough



Sore throat



Shortness of breath



Runny or blocked nose



Loss of sense of smell or taste



Headache



Vomiting or diarrhoea



Body Aches



# COVID-19

If you have other health needs, call your General Practice, or call Healthline for free on 0800 611 116. Your community pharmacist may also be able to assist you – give them a call to see how they could meet any non-prescription healthcare needs that you may have using virtual/contactless methods.

If it's an emergency, call 111 – you will be transferred to hospital if needed.

2. **You cannot leave your place of self-isolation** for any reason, until you receive a negative result from your day 9 test, except:
  - to go to a community testing centre or other testing provider to get your day 9 test;
  - if there is an emergency at your place of self-isolation that makes it unsafe for you to remain at the place of self-isolation;
  - to seek urgent/emergency medical care. Be sure to tell the health provider that you have recently arrived from overseas and are self-isolating.
3. **If you need something**, it needs to be delivered to you in a contactless way:
  - where possible, ask friends or family to shop for you. If this is not possible, order supplies online
  - make sure any deliveries are left outside your home for you to collect.
4. **If you need assistance**, the Ministry of Social Development has information about where you can go for services and support, what you can get help with, and contact information. Visit the Ministry of Social Development website: <https://www.msd.govt.nz/about-msd-and-our-work/newsroom/2020/covid-19/where-to-go-for-services-and-support.html>
5. **You cannot go to work or school** while you are self-isolating. If you are unable to work from home during this time, your employer (or you, if you are self-employed) may be able to apply for leave support to help support you. For more information visit the Work and Income website: <https://workandincome.govt.nz/covid-19/index.html>
6. **If you are self-isolating in a place with people who are not in your travel bubble** (e.g. you are self-isolating with whānau or friends that you didn't travel with), you should:
  - maintain a 2-metre distance from them (both in indoor and outdoor spaces),
  - not share a bed or bedroom with them,
  - minimise the time you spend in shared spaces such as bathrooms, kitchens and lounges as much as possible,
  - clean the bathroom and kitchen (including cooking and eating utensils) after use, and before other members of the household use it (if isolating with other people),
  - wear a face mask when in shared spaces,
  - wash or sanitise your hands often, and
  - keep shared spaces well ventilated (e.g. open windows).
7. **You must not have visitors** in your place of self-isolation (including tradespeople) – this applies to anyone else staying at the residence, even if they are not also self-isolating.



# COVID-19

## More detailed guidance

### It's important to remain vigilant for any COVID-19 symptoms

If you or your bubble develop any COVID-19 symptoms at any time, remain in self-isolation and call the dedicated COVID-19 Healthline (for free) on 0800 358 5453 (or +64 9 358 5453 if you have an international SIM), or your General Practice, or an after-hours clinic.

Make sure you tell them that you have recently arrived from overseas and are self-isolating. Follow their instructions about how and where you should go to get tested. You and all members of your household should not leave home until you have discussed these symptoms with Healthline or a health professional.

### Symptoms for COVID-19



Fever



Cough



Sore throat



Shortness of breath



Runny or blocked nose



Loss of sense of smell or taste



Headache



Vomiting or diarrhoea



Body Aches

### Duration of your self-isolation

You need to be tested on day 9 since you arrived in the country and you must stay in self-isolation until you get a negative result from that test. To get this test, you will need to go to a community testing centre or General Practice and after getting this test, you must go straight back to your place of self-isolation. More information about testing is provided later in this guide.

Generally, this means you will need to be in self-isolation for around 3 days in total. However, depending on turnaround times for testing in the area you are self-isolating in, it may take a couple of days to get your day 9 test result back. You should make sure your self-isolation accommodation plan accounts for this in case there are delays.

**You must remain in self-isolation until you receive a negative result from this day 9 test.** From 14 November 2021, it is a requirement that you complete this period of self-isolation and be tested on day 9.



# COVID-19

## What happens if I test positive?

Although you will have tested negative for COVID-19 during your stay in a Managed Isolation and Quarantine Facility, there is still a risk that you will subsequently test positive while you are self-isolation. That is why it's so important that you adhere to requirements of self-isolation detailed in this document and follow the **'self-isolation requirements'** until you receive a negative day 9 test result. This will keep your whānau, friends, and our communities safe.

If you test positive for COVID-19 while you are self-isolating, you will be contacted by your local public health unit. There are several steps you will need to take and instructions you will need to follow. A staff member from your local public health unit will talk you through each of these steps. For more information, go to <https://covid19.govt.nz/health-and-wellbeing/covid-19-testing/if-you-test-positive-for-covid-19/>

## Location of your self-isolation

Your location of self-isolation can be anywhere in the country, but it must be somewhere:

- With either cell-phone coverage, a landline number, or wifi so that you can be called and/or texted by public health officials if needed, and
- that you can access a COVID-19 testing centre or General Practice from, so that you can meet the requirement to be tested on day 9.

When identifying where you are going to self-isolate, make sure it's in a location where you can easily have food and other supplies you might need delivered in a contactless way. More information about food deliveries is provided below in the section **'Accessing food while you are self-isolating'**.

It is strongly recommended that you self-isolate in a standalone private residence without any other occupants, other than the people in your travel bubble. This can be a temporary rental (e.g. a sole occupancy AirBnB). It can be an apartment, but you must stay in the apartment the entire time.

If this option isn't possible for you, you are permitted to self-isolate in a house with household members that are outside your travel bubble (e.g. stay with whānau or friends). However, you should:

- wear a face mask when in any shared spaces and whenever you leave the location you are self-isolating.
- maintain a 2-metre distance from them (both in indoor and outdoor spaces),
- not share a bed or bedroom with them,
- minimise the time spent in shared spaces such as bathrooms, kitchens and lounges as much as possible,
- clean the bathroom, kitchen (including cooking and eating utensils) after use, and before other members of the household use it (if isolating with other people),
- wash or sanitise your hands often, and
- keep shared spaces well ventilated (e.g. open windows).

Those household members (who aren't part of your travel bubble) don't have to self-isolate. They can go to work/school etc. However, no one can come to the residence to visit you or anyone else at the residence during this time (including tradespeople).

You cannot self-isolate in shared accommodation where you have to share facilities like a kitchen or bathroom with people you don't know (e.g. boarding houses, hostels, or shared AirBnB's). If you are using AirBnB, motel, hotel or other such accommodation please inform them you are self-isolating. If they have any questions or concerns, they can find out more information on the Ministry of Health website.



# COVID-19

## Can I smoke while I am self-isolating?

If you need to smoke while you are self-isolating, you should smoke outdoors. If you are self-isolating in a household with people outside your travel bubble, make sure you are not smoking at the same time as those other household members. Remember to:

- put your face mask on when moving through the residence to smoke,
- put your face mask back on again before returning indoors, and
- wash or sanitise your hands before and after smoking.

## How can I travel to my place of self-isolation?

It is strongly recommended that wherever possible, you use private transport to travel to your place of self-isolation (e.g. drive yourself). For example, if possible, ask a whānau member or friend to drop off a car to the facility you are staying in.

If your private transportation involves a whānau member or friend coming to pick you up, make sure you both wear a face mask for the duration of the journey, sanitise your hands regularly, and consider keeping the vehicle well-ventilated (e.g. opening windows, if possible). We strongly recommend that the driver is also fully vaccinated against COVID-19. More information of vaccination is provided later in this guidance document.

As you are returning home, you are allowed to cross an Alert Level boundary on your way home. Anyone coming to pick you up from across an Alert Level boundary is also able to cross the boundary to pick you up. Please have some evidence of your self-isolation address to show at the boundary. Further information can be found at <https://covid19.govt.nz/travel/permitted-travel-at-different-alert-levels/permitted-movement-within-alert-level-3/>

If private transportation options are not available to you, you can take public transport to your place of self-isolation (e.g. a taxi or domestic flight). You need to get there as soon as possible and take the most direct route. You must continue to wear a face mask during travel.

You must not stop and visit people, or go into stores along the way (e.g. to get groceries). Go straight to your place of self-isolation without stopping anywhere or visiting anyone. Wherever possible, make sure the car you're travelling in has enough fuel to get you to your place of self-isolation. If you must stop to get fuel, you must:

- scan into the service station using the COVID-19 tracer app (or create a written record if you cannot use the app),
- wear a face mask when you're outside the vehicle, and
- wash/sanitise your hands regularly (especially before touching items at the service station).

If you think you will need food or other supplies while you are travelling to your place of self-isolation, speak to the staff at your managed isolation facility about getting a delivery of supplies to you in the facility before you depart for self-isolation.



# COVID-19

If you need to use public forms of transportation and whenever you are in any spaces where there are people outside of your travel bubble, you must:

- wear a face mask at all times – if you need to eat or drink, you can remove your face mask briefly to do this,
- maintain physical distancing wherever possible from those not in your travel bubble,
- wash/sanitise your hands regularly,
- and use the COVID-19 tracer app to sign in everywhere you go (e.g. at the airport, in the taxi), or keep a written record if you cannot use the COVID-19 tracer app.

## COVID-19 testing while you are self-isolating

Even though you will have tested negative for COVID-19 during your stay in a Managed Isolation and Quarantine Facility, there is still a risk that you will subsequently test positive while you are in self-isolation. That is why it's so important that you adhere to requirements of self-isolation detailed in this document, get your day 9 test, and follow the 'self-isolation requirements' until you receive a negative day 9 test result. This will keep your whānau, friends, and our communities safe.

From 14 November 2021, it will be a requirement for you to be tested on day 9 since you arrived in the country. To get this test, you will need to go to a local community testing centre or book in for a test at your General Practice.

- Look for a testing centre here: <https://www.healthpoint.co.nz/covid-19/> or
- Phone the COVID-19 Healthline at any time **0800 358 5453** or for international SIMs +64 9 358 5453, or
- Phone your General Practice.

Testing is free.

Just like COVID-19 testing in Managed Isolation and Quarantine Facilities, the requirement to be tested on day 9 applies to everyone aged 6 months and above.

For more information about testing, including testing information in a range of languages, go to: <https://covid19.govt.nz/health-and-wellbeing/covid-19-testing/get-tested-for-covid-19/>

Remember, after getting your day 9 test you must go straight back to your place of self-isolation and remain in self-isolation until you are notified that you have tested negative.

## How should I get to and from my day 9 test?

It is strongly recommended that you use private transport to get to and from your day 9 test (e.g. if at all possible, drive yourself or be driven by someone in your bubble).

If this is not possible for you, and you have no symptoms of COVID-19, you can use a public form of transport (e.g. a taxi) to get to and from your day 9 testing appointment. You must scan in on the public transport and wear a face mask the entire time.



# COVID-19

If you have symptoms of COVID-19 and cannot drive yourself or be driven to and from your day 9 test appointment by someone in your bubble, call the COVID Healthline [0800 358 5453](tel:08003585453) or for international SIMs +64 9 358 5453 to discuss how you can be supported to be tested.

## What happens if I forget to get my day 9 test?

From 14 November 2021, it will be a requirement to get a day 9 test. It is very important that you get this test to provide assurance to yourself, your whānau, and your community that you don't have COVID-19.

If you do not get a test on day 9, you will receive follow up emails to remind you.

**Reminder:** your self-isolation will not end until you have received a negative 'day 9' COVID-19 test result.

## Accessing food or other supplies while you are self-isolating

### Can I leave my place of self-isolation to get food or other supplies?

No – you must not leave your place of self-isolation to get food or other supplies. Everything you need during your period of self-isolation needs to be delivered to you in a contactless way (e.g. food deliveries from a supermarket or food delivery service, or dropped off from whānau/friends and left outside your door).

If you need support with getting food deliveries during your period of self-isolation, there are a range of supports available to you:

- Try food delivery such as supermarket home delivery, food parcels, frozen pre-prepared meals, subscription food boxes or any other whole-food delivery service. You can contact your local supermarket or dairy to find out if they are delivering groceries and how to order. Your supermarket may have reserved some priority slots for people who need to use online shopping.
- You can find your local foodbank by searching the Family Services Directory website: [Family Services Directory](#)
- If you have tried and can't access support through any of the options above, contact your local Civil Defence and Emergency Management (CDEM) Group. Go to: <http://www.civildefence.govt.nz/find-your-civil-defence-group/>

Make sure that deliveries are contactless. Ask people to leave deliveries at the door. Make sure that when you open the door, you wear a face mask and maintain at least 2 metres physical distance from anyone not in your bubble.



# COVID-19

## Financial support while you are self-isolating

### What can I do if I need financial support for food?

If you need financial help to buy food, Work and Income may be able to help. Visit the Work and Income website for urgent financial support and ongoing needs. You can apply for a main benefit online and check your eligibility for food assistance. You can visit or call:

- <http://www.workandincome.govt.nz> (for more information)
- <https://my.msd.govt.nz/> (to apply to Work and Income online)
- 0800 559 009 (MSD General Line)
- 0800 552 002 (MSD Seniors 65+)
- 0800 88 99 00 (StudyLink Students)

You can also use the COVID-19 financial support tool on the Unite Against COVID-19 website to see what support is available to you. Visit: <https://covid19.govt.nz/business-and-money/financial-support/financial-support-for-individuals-and-whanau/>

### What can I do if I need financial support for housing?

If you need financial assistance to remain in your self-isolation accommodation, or to secure accommodation or housing once you finish your period of self-isolation, call Work and Income on:

- 0800 559 009 Monday- Friday 7am – 6pm, Saturday 8-1pm
- If you're under 19, say 'youth client' when you call or call your service provider if you have one

### What Manaaki/Welfare support is available while I am self-isolating?

If you need additional support, visit <https://www.msd.govt.nz/about-msd-and-our-work/newsroom/2020/covid-19/where-to-go-for-services-and-support.html> or phone your local Ministry of Social Development office.

Other additional resources include:

- **Whānau Ora** helps whānau access health and welfare services, and meet basic needs for food, accommodation, heating, internet connectivity, and more. You can contact Whānau Ora on:
  - 0800 929 282 if you are in the North Island
  - 0800 187 689 if you are in the South Island
- **Pasifika Futures** is the Whānau Ora agency for Pacific families. If you need a family support package:
  - Call 0800 890 110 or
  - Go to <http://pasifikafutures.co.nz/covid-19-support-packages/>



# COVID-19

## Managing your health and wellbeing while self-isolating

### What if I have (non-COVID-19 related) health and wellbeing needs during my self-isolation period?

For any non-COVID-19 related health concerns, contact your General Practice in the first instance – remember to tell them that you have recently arrived from overseas and are self-isolating.

**All consultations need to be done virtually** (e.g. online, by phone or videoconferencing), unless there is an urgent need to be seen face-to-face that cannot be delayed until after your self-isolation period is complete. Please discuss this with your General Practice if you believe this is the case.

If you don't have a General Practice, call the general Healthline number on 0800 611 116. You can call 24 hours a day, 7 days a week and it is free.

Many general healthcare needs can also be met by a community pharmacy. Many pharmacies will provide virtual support and/or contactless delivery. Please call your local pharmacist to see how they could meet any non-prescription healthcare needs that you may have. If you need medications delivered during your self-isolation period, these need to be contactless deliveries. Call your local pharmacy to discuss their delivery options.

### Māori Pharmacists Free Phone Line

Ngā Kaitiaki o Te Puna Rongoā o Aotearoa – the Māori Pharmacists Association – has a free phone line to answer questions that kaumātua or whānau may have about their medicines.

Call 0800 664 688 from anywhere across Aotearoa and a Māori pharmacist will return your call within 24 hours to discuss your questions.

**Note:** this is not an urgent service. If you need health advice quickly, call Healthline on 0800 611 116, or your General Practice. Call 111 in emergencies.

### Can I get vaccinated against COVID-19 during my self-isolation period?

Vaccination against COVID-19 is safe, effective, and free. If you aren't already vaccinated, we strongly encourage you to get vaccinated **AFTER** you complete your period of self-isolation.

You can book your vaccination here: <https://bookmyvaccine.covid19.health.nz/> or by calling 0800 28 29 26, and you can find walk-in and drive-through vaccination centres here: <https://covid19.govt.nz/covid-19-vaccines/how-to-get-a-covid-19-vaccination/walk-in-and-drive-through-vaccination-centres/>



# COVID-19

## What mental health and wellbeing support is available to me?

It is normal to not feel right all the time during this period of self-isolation. It's not easy to come to Aotearoa New Zealand and be unable to do what you want straight away.

It's understandable to feel sad, distressed, worried, confused, or anxious. These are difficult and challenging times. Everyone will respond differently: some may find it harder than others. So, it's important to look after your mental health, as well as your physical health.

If you are concerned about your mental health, please get in touch with your General Practice.

There are also a range of helplines to support you:

- **Free call or text 1737** any time for support from a trained counsellor
- **Youthline** – 0800 376 633, free text 234 or email [talk@youthline.co.nz](mailto:talk@youthline.co.nz) or online chat (children and young people)
- **Lifeline**- 0800 543 354
- **Samaritans** – 0800 726 666
- **Asian Family Services** - 0800 862 342 to access help in ten Asian languages and English. The helpline provides nationwide free and confidential services from Monday to Friday between 9am-8pm.

### Depression and Anxiety specific support:

- **Anxiety NZ** – 0800 269 4389
- **Depression Helpline**- 0800 111 757 or free text 4202 (to talk to a trained counsellor about how you are feeling or to ask any questions)

### Sexual or gender identity helpline:

- **OUTLine NZ** – 0800 688 5463

### There are also a range of helpful online tools to support your mental health and wellbeing:

- **Mentemia** – an app that helps with daily mental wellbeing, coping with uncertainty, stress, worry, sleep, and thriving. The Mentemia app provides mental wellbeing coaching after getting to know you a little through a personality quiz and what focus areas you have, like sleeping better, stressing less, or helping support a loved one. The videos feature Sir John Kirwan and his ways of approaching life that help him on a day-to-day basis. [www.mentemia.com/covid-19](http://www.mentemia.com/covid-19)
- **Melon** - an app that helps with loneliness and isolation, understanding ourselves better, behaviour change, ways to manage mood, and strategies to manage anxiety. Melon has an online community where you can anonymously interact with others on a similar journey and connect with a team of support workers. There's also a health journal, resources, wellbeing exercises and webinars. He waka eke noa (We're all in this together). [www.melonhealth.com/covid-19](http://www.melonhealth.com/covid-19)



# COVID-19

- **Just a thought** – an online community that helps with anxiety and stress, confidence, self-awareness, problem solving skills, connecting to what matters, sleep, and relaxation. Staying on Track is a free online course that helps you learn how to cope with worry and stress when things get tough. Get access to easy-to-use, proven strategies and skills you would learn from a therapist, in the privacy of your own home, anytime that suits you. [www.justathought.co.nz/covid19](http://www.justathought.co.nz/covid19)
- **Getting through together** – a mental wellbeing campaign focused on things we can all do to maintain our mental wellbeing during the COVID-19 pandemic, with practical tips for looking after yourself and your whānau. [www.allright.org.nz/campaigns/getting-through-together](http://www.allright.org.nz/campaigns/getting-through-together)
- **Sparklers at Home** – an online toolkit for parents, full of fun activities that support the wellbeing of primary and intermediate students. [www.sparklers.org.nz/parenting](http://www.sparklers.org.nz/parenting)
- **Whakatau Mai: The Wellbeing Sessions** – these are free, online, community events you can join in real-time. Visit the website to register for sessions to support your wellbeing and connect with other like-minded people. [www.wellbeingsessions.nz](http://www.wellbeingsessions.nz)
- **The Ministry of Health website** – includes information, resources, tools and free apps to support your mental wellbeing, as well as information about organisations that can help if you need extra support. [www.health.govt.nz/covid-19-mental-wellbeing](http://www.health.govt.nz/covid-19-mental-wellbeing)

## Support for children and young people’s mental health and wellbeing:

- **The Lowdown** is a website to help young New Zealanders recognise and understand depression or anxiety. [www.thelowdown.co.nz](http://www.thelowdown.co.nz)
- **Youthline** works with young people, their families and those supporting young people. They offer a free 24/7 Helpline service to support young people. [www.youthline.co.nz](http://www.youthline.co.nz)
- **KIDSLINE** is a counselling service for all kids up to 18 years of age. [www.lifeline.org.nz/services/kidsline](http://www.lifeline.org.nz/services/kidsline)

## Addiction support:

- **Quit Line** – 0800 778 778 - smoking cessation help
- **Alcohol and Drug Helpline** – 0800 787 797 or online chat: <https://helpline.homecaremedical.co.nz/AlcoholAndDrugs/>
- **Gambling Helpline**- 0800 654 655

## If you are at risk of family violence

If you are in immediate danger ring 111 and push 55.

Otherwise call:

- **Family Violence Crisisline** 0800 733 843 24hrs, 7 days a week
- **Shine** 0508 744 633 9am – 11pm 7 days a week
- **Are You OK** – 0800 456 450
- **Women’s Refuge Crisisline** – 0800 733 843 (inclusive of transgender and non-binary persons)
- **Shakti International** 0800 742 584 24hrs 7 days a week – If English is your second language
- **Vagus Line** – 0800 56 76 666 (mon, wed, fri 12-2pm) – specific to Chinese identifying persons



# COVID-19

## Once you've completed your period of self-isolation

Your period of self-isolation is completed **when you've received a negative result from your day 9 test.**

Remember to:

- Remain vigilant for symptoms of COVID-19 – if you develop COVID-19 symptoms at any time, even if they are only mild, make sure you get tested for COVID-19.
- Download and use the NZ COVID Tracer App wherever you go.
- Follow alert level and public health requirements in the area you are in. This includes the use of face masks on public transport and in public venues. For up-to-date information, go to <https://covid19.govt.nz/>
- If you aren't already vaccinated against COVID-19, you can book your vaccination here: <https://bookmyvaccine.covid19.health.nz/> or by calling 0800 28 29 26. You can find walk-in and drive-through vaccination centres here: <https://covid19.govt.nz/covid-19-vaccines/how-to-get-a-covid-19-vaccination/walk-in-and-drive-through-vaccination-centres/>