

# Supporting those entering Managed Isolation and Quarantine facilities due to the community outbreak

*We thank you for coming into our facilities to help keep you, your families, loved ones, our workers and communities safe.*

MIQ is not only an important part of our border measures to keep COVID-19 out of New Zealand - in community outbreaks such as this, we now also have a role to play in protecting the rest of New Zealand from COVID-19 spreading further in the community.

MIQ has been making changes to the configuration of our facilities in Auckland and elsewhere in response to the community outbreak. These changes enable people in the community who are positive cases to enter quarantine facilities, and close contacts of positive community cases who are not able to isolate at home, to go into managed isolation facilities.

The purpose of managed isolation is to ensure people do not have COVID-19 before they return to our communities. People entering New Zealand must stay in managed isolation or quarantine to help stop the spread of COVID-19. If you have COVID-19, or if there is reason to believe you might have COVID-19, then you will need to stay in a quarantine facility for at least 14 days. We are all committed to making the managed isolation and quarantine experience as pleasant as possible

Here is some guidance to help you to understand how you will be supported during your stay in MIQ.

## Travel into MIQ

- After you are notified by public health that you have tested positive for COVID-19 you must continue to remain at home in isolation and follow all the other protocols until arrangements are made to transfer you to a quarantine facility.
- While plans are being made for you to move into the quarantine facility, you have time to make arrangements for while you are away from home, for example for other family members or any pets that need to be cared for. Throughout this planning time, you will be supported by a welfare team, and you also have access to translators if required.
- In discussion with the public health officer, you may take some family members e.g. dependent children or a support person with you to the quarantine facility. It will depend on family circumstances.
- Health line and the DHBs will work with you to agree on an appropriate time for your transfer.

- Vehicles used to collect positive cases have protective screens to seal the passenger compartment from the driver compartment and all drivers wear full PPE. All vehicles have to be deep cleaned after each transfer.
- You must wear a mask throughout your journey until you are in your room at the quarantine facility. If you have a disability or health condition and are unable to wear a mask or have an exemption card, please let the regional public health team know.

We encourage you to make any medical, accessibility and other specific needs known in advance of arriving on-site and we will do our best to accommodate this prior to your arrival. Please discuss requirements with the public health team.

## Pack enough supplies to last you 14 days

We recommend you bring everything you need for daily life:

- Clothes — around at least a week's worth. Each person can have 2 bags of laundry washed during their stay.
- Medication: Please carry with you any medication you need to have with you.
- Toiletries — for example, toothpaste and toothbrush, shaving equipment and sanitary products.
- Things to entertain yourself and any children you have with you. Bring any devices that will help pass the time in your room. There will be a TV and free Wi-Fi to use.

## Managed isolation and quarantine facilities are safe

- Managed isolation and quarantine facilities are safe and there is plenty of support.
- These facilities are staffed by a team of health professionals, hotel and government workers.
- Your on-site team of registered nurses are available 24 hours a day, 7 days a week to support you if you begin to worry about you or your whanau's (family's) physical or mental wellbeing or have any specific health needs.
- You can also access a mental health clinician at your facility with the support of your on-site registered nurses if needed.

## MIQ charges

- You do not have to pay for your stay.
- Additional charges, if required, are noted below.

## COVID-19 testing

- If you have already tested positive for COVID-19, you will not be re-tested.
- If you are a close contact of a person diagnosed with COVID-19, we will test you from time to time for COVID-19. This is usually around days 3 and 12 of your stay.
- You might also be tested if you show symptoms or if anyone on your floor has tested positive.

## What is provided in a Managed Isolation and Quarantine Facility?

### Welcome pack

- Everyone staying at a MIQ facility will be provided with a Welcome Pack that outlines important information while you are in Managed Isolation. This outlines what you may, and may not, do while in Managed Isolation and contains a range of information that you may find useful.
- Translations available on request.

### Accommodation

- You will be assigned a room in a managed isolation facility for the duration of your stay. This will take into account how many people are with you. Bedding is supplied but there may be some things you can bring from home to make yourself more comfortable.
- It is your responsibility to look after your room by keeping it clean and tidy. If you cause any damage, you may have to pay for it.
- Access to fresh air and smoking areas may be available in your facility. Your facility will inform you if you need to book a time to access the area.

### Food and drinks

- Your breakfast, lunch and dinner will be delivered and placed outside your door. Any additional food or drinks will need to be paid for. You can order deliveries from local shops or supermarkets. This will be at your own expense.
- You can choose what you want from a menu. Talk to the on-site team if you have any questions about the food, food allergies or medical conditions that need special diets. Dietary needs are catered to as best as possible, including medical needs and cultural tastes.
- You must eat in your room and cannot enter someone else's room or sit across the corridor and eat with your friends or family. You must not share your food and drinks with anyone who is not in your room.

### **Cleaning**

- Facility staff cannot enter your room, this is to keep you and our staff safe.
- Keep your room clean and tidy. You will be given some basic cleaning products so you can clean your room.
- Fresh towels and sheets will be provided. Laundry services are available during your stay.
- When you leave this facility, your room will be cleaned by special cleaning staff.

### **Medical Care**

- A team of health professionals are always available at your facility.
- If you feel unwell, contact the health team of the facility to arrange for a health check.
- The on-site staff will also be able to assist with any medication and prescription requirements.

## Rules we ask you to follow to keep you and our communities safe

### Stay in your room

- **You must stay in your room** unless you have a medical appointment, you have booked a time for fresh air or smoking or there is an emergency, for example a fire or an earthquake.
- **You are only allowed to open the door for one of the reasons mentioned above or when collecting meals or laundry.**
- Your door must be closed at all other times.

### Wear face masks

- You must only wear single-use disposable masks that are provided to you by the Facility.
- You must wear a mask before opening your door for any reason.
- This includes opening your door to collect food, laundry or other items left at your door, when accessing essential medical care, including a COVID-19 test or when leaving your room to access fresh air or smoking areas. You must also wear a mask when returning to your room.

### No Visitors

- You cannot have any visitors in your room or go to someone else's room.
- Your family and friends cannot visit you in the facility.
- We understand this is tough. This is a precautionary measure to protect you and others and prevent the spread of COVID-19.
- WiFi in the facility is free and you can use this to stay virtually connected with family.

### No Sharing

- Do not share cigarettes, lighters, vapes, mobile phones, food or drink or any other personal items with anyone outside your room.

### Stay in your bubble

- You must stay in your bubble at all times. Your 'bubble' refers to your family who may be staying with you in your room.

- You can only interact with people in your 'bubble' and stay 2 metres away from other people.

### **Smoking or vaping is not allowed inside your room.**

- Smoke alarms in your room can be activated by dust, steam, smoke and other fumes and vapours. It is an offence to knowingly cause a false fire alarm and doing so will likely result in prosecution.
- Smoking and vaping areas are provided in each MIQ facility.
- Time in these areas is limited and, when you are there, you have to stay 2 metres away from other people. Staff will tell you how and when you can use the smoking area. All smoking areas are monitored.
- You should never be in possession of illegal drugs, substances or associated items. If you are found in the possession of illegal drugs or substances, there may be police action.

### **Keep 2 metres apart**

- You must keep at least 2 metres away from other people except those in your bubble (only those who stay in your room with you)

### **Complaints or issues**

- If you wish to make a complaint or raise an issue during your stay, please refer to the Complaints section of the Welcome Pack. If there is an issue, you can raise with the staff on site or the Wellbeing Coordinator. If you are not satisfied with the response, you may wish to make a formal complaint using the online form on the Contact Us page of the MIQ website: [miq.govt.nz](http://miq.govt.nz)

### **Where to get support**

- If you need support we encourage you to talk to someone. This could be the staff on site, your GP, or maybe a close friend or family.
- If you need help with daily living activities such as mobilising, showering, and dressing, we recommend applying for a family member or support person to join you in managed isolation.
- If you need to attend an urgent medical appointment during your stay, you need to apply for a medical exemption to gain approval.

- For mental wellbeing health support available via a dedicated 0800 number.  
0800 Ola Lelei – 0800 652 535

### **Prayers and reflections**

- You can use the space in your room to pray, reflect or to connect with a virtual online prayer service or your faith community. You can attend virtually.

### **Deaths and Funerals**

- It is unlikely you will gain approval to attend a funeral if you are staying in a managed isolation facility, because the public health risk is higher when multiple people get together. Consider delaying the funeral until after you have completed the 14 day isolation period or arrangements can be made for you to watch the funeral online.
- There are no exemptions from quarantine for people with COVID-19 symptoms.

### **Leaving isolation**

- You are required to stay in the isolation facility for a minimum of 14 days from the time you arrived at the Managed Isolation.
- You will be assessed as low risk by a Health Practitioner before you can return to your family and community. This will usually involve:
  - a negative COVID-19 test around day 12 (if you are being tested) and
  - being assessed by an onsite Health Practitioner as being symptom free of COVID-19.
- Further advice and information will be provided when you will be able to leave managed isolation and your transport home afterwards.
- If you refuse a day 12 COVID-19 test or are not considered a low risk, your stay will be extended and you may not be allowed to leave the facility. You can be required to stay up to a total of 28 days.
- We may also extend your stay if any cases are detected in the facility that require further investigation. This is to reduce the risk of COVID-19 getting out into the community

**We all have a role in keeping Aotearoa, New Zealand safe. Thank you for playing your part.**