

# MIQ Staff guide

Information to support our people working in managed isolation  
and quarantine facilities in Aotearoa New Zealand

Version 2.2      2 November 2020

Subject to updates



MINISTRY OF BUSINESS,  
INNOVATION & EMPLOYMENT  
HĀKINA WHAKATUTUKI

[New Zealand Government](https://www.govt.nz/)

## Contents

Nau mai, haere mai .....	5
Engaging with a te ao Māori world view .....	6
Welcome pack for returnees .....	6
An overview of your role .....	7
What is managed isolation and quarantine? .....	7
Your role in keeping New Zealand safe .....	7
Your facility .....	8
Facility operation .....	8
Organisations working in a MIQ .....	9
All-of-Government (AoG) team .....	9
MBIE Managed Isolation and Quarantine .....	9
Regional Isolation and Quarantine Control Centre (RIQCC) .....	9
On-site MIQF teams .....	9
Visitors to the MIF .....	10
Code of Conduct and our expectations of you .....	11
Standards of Integrity and Conduct .....	11
Public expectations .....	11
Protecting returnee privacy .....	11
Welcoming returnees .....	13
Welcome Pack .....	13
Answering returnee queries .....	13
Complaints or issues .....	15
Leaving the facility .....	15
Exemptions from managed isolation .....	15
Interacting with returnees .....	16
Managing privacy .....	16

## IN CONFIDENCE

Onsite security .....	16
Managing incidents with returnees .....	16
Your health and safety .....	18
Your health and safety responsibilities .....	18
Daily health checks.....	18
If you become unwell .....	19
Personal Protective Equipment .....	19
COVID-19 testing.....	19
Probable COVID-19 cases .....	20
Keeping track of your movements and close contacts.....	20
Reporting health and safety near misses and incidents.....	20
Looking after your mental health and wellbeing .....	22
Where to get support .....	22
Keeping you and your family / whānau safe .....	23
At work.....	23
At home .....	23
Interacting with the public and the media .....	24
Members of the public / visitors .....	24
Advice about media inquiries .....	24
Processes and procedures.....	25
Other questions .....	25
Appendix 1: Media inquiries – advice for hotel and site staff.....	26
General guidelines.....	26
Appendix 2: Family violence and sexual abuse.....	28
Providing help for those that need it .....	28
What is family violence and sexual violence?.....	28
How can you help? .....	28

Recognise some common signs .....28

What can you do? .....29

Afterwards .....29

## Revision History

Notable revisions made since V2.1 released 5 October 2020

Version	Date	Section/Appendix	Page	Summary of changes
2.2	14/10/2020	All	All	Restructure the document sections and wording changes to align with MBIE style

# Nau mai, haere mai

---

E ngā mana, e ngā reo, e ngā iwi. E rau rangatira mā

All peoples of the world, all speakers of languages, to all our iwi and all the chiefly peoples.

Tēnā koutou, tēnā koutou, tēnā koutou katoa.

Hello to you all.

Nau mai, haere mai ki tēnei mahi whakahirahira, kia haumarū te noho o ngā tāngata e hoki mai ana ki Aotearoa.

Welcome to this important work where we provide a safe and welcoming stay for people returning to Aotearoa New Zealand.

Kia ora and welcome to Aotearoa New Zealand's Managed Isolation and Quarantine (MIQ) team, where by mahi tahi – working together – we will provide a safe and welcoming space for all people arriving in New Zealand.

Aotearoa New Zealand is committed to eliminating the COVID-19 virus. That is why all people entering New Zealand must spend at least 14 days in managed isolation or quarantine.

As a staff member of one of those managed isolation or quarantine facilities, you have an important role to play in keeping all New Zealanders safe.

Please take time to read this Staff Guide. It contains information about your role, the team you are part of and our expectations of you.

We are all committed to making the managed isolation and quarantine experience a positive one. Staying in isolation is challenging, especially when people are returning for many different reasons including the death of loved ones.

Thank you for your commitment to keeping our whenua safe.

Kia kaha, kia māia, kia manawanui – be strong, be brave, be steadfast

**Megan Main, Deputy Chief Executive, Managed Isolation & Quarantine**

**Air Commodore Darryn (Digby) Webb, Head of Managed Isolation & Quarantine**



## Engaging with a te ao Māori world view

### *Recognising the diversity of our returnees*

The involvement of Māori and iwi in the development and implementation of the managed isolation and quarantine facilities has helped shape a special experience for our returnees – one that infuses a te ao Māori approach that is uniquely ours.

Iwi representatives from some of the regional areas have been involved in determining what facilities will be used, placing special rāhui over these facilities and implementing iwi-centric tikanga to the operational procedures of the facility.

Wellbeing and cultural advisors are at each facility to help you to manaaki and awhi returnees.

For Māori returning for bereavement, the cultural advisors will liaise with the whānau already in Aotearoa to determine the best approach forward for tangihanga processes.

## Welcome pack for returnees

The returnees staying at your facility have all been given a Welcome Pack that outlines what will happen while they are in managed isolation.

You should be familiar with the information in the pack as it will help you provide support to returnees. See more information under: ***Welcoming returnees***.

# An overview of your role

## What is managed isolation and quarantine?

Managed isolation and quarantine facilities have been set up by the government to manage the isolation of people returning from overseas and the quarantine of COVID-19 positive people and their close contacts.

Around the world outbreaks of COVID-19 are still very widespread, and there is a substantial risk that people arriving into New Zealand could be infected, often without showing any symptoms. The facilities are a measure at our border to ensure people who enter New Zealand do not introduce COVID-19 in the community, and people already in the community do not spread it.

Staying in isolation is a short-term, precautionary measure to make sure that if new arrivals are infected, infection won't spread into the community.

People entering New Zealand (returnees) who have been assessed as being low risk of having COVID-19 on arrival in New Zealand (for example those who have passed a health screen or have no COVID-19 symptoms) will spend at least 14 days in a Managed Isolation Facility (MIF).

Those returnees who pose a higher risk of infection such as having symptoms, or people in the community who have tested positive for COVID-19, are accommodated in a quarantine facility (QF) which has increased clinical support and infection prevention and control (IPC) measures.

In some regions, there are dual-use facilities that are capable of managing both isolation and quarantine in completely separate zones.

The facilities are staffed by a team of health professionals, hotel and government personnel. See more information under: ***Organisations working in a MIQF***.

The Managed Isolation or Quarantine Facility (MIQF) Operations Framework and Standard Operating Procedures (SOPs) detail the policies and procedures required to operate a facility. Please ensure you read these so you are aware of how the MIQF functions and what is expected of your role. These can be found on the MBIE, NZDF and DHB intranets.

## Your role in keeping New Zealand safe

As a staff member at a MIQF, you have an important role to play in keeping our country safe and free from COVID-19.

The primary aim of the MIQFs is to prevent the spread of COVID-19 into the New Zealand community. At the same time, we want to prevent community transmission of COVID-19 *within* the MIQFs – to keep both returnees and our people safe.

Your role is to support the people who have returned from overseas, ensure they are safe and healthy and make sure all policies and procedures are followed.

If we all play our part, we can continue to keep New Zealanders safe.

## **Your facility**

There are currently managed isolation facilities located in hotels in Auckland, Christchurch, Rotorua, Wellington and Hamilton. They are stand-alone facilities so your facility is different from the others.

In addition to the national MIQF Operations Framework and SOPs, your facility will have site-specific processes. Your Site Manager will be able to provide details for your site.

You will receive the training required for your position and complete a full induction before you can begin working at your facility.

## **Facility operation**

All facilities are secured and closely monitored to ensure adherence to all the measures are in place to keep New Zealand safe.

Some hotels have long term residents, and measures are in place to ensure returnees in isolation remain separate from these residents.

The staff teams working in each facility vary in size depending on facility capacity. The teams include people from government agencies (MBIE, the Ministry of Health, New Zealand Defence Force, Police, Aviation Security, DHBs, MSD) and third party private sector organisations (e.g. hotel staff and private security firms). They support the health, wellbeing, security, supplementary logistics and administration of the returnees.

# Organisations working in a MIQ

The Managed Isolation and Quarantine system is supported by a number of different agencies.

## All-of-Government (AoG) team

The COVID-19 All-of-Government Response Group provide national level oversight and coordination of government agencies' responses to COVID-19. Within AoG, there are specific teams responsible for MIQ.

## MBIE Managed Isolation and Quarantine

The Ministry of Business Innovation and Employment (MBIE) is responsible for the planning and operation of the MIQ system.

Other agencies, including the Ministry of Health, New Zealand Defence Force, Police, Customs, Aviation Security Service, and Department of Prime Minister and Cabinet, are working together with MBIE to deliver an enduring MIQ system.

The MIQ team is jointly led by MBIE Deputy Chief Executive Megan Main and Air Commodore Darryn (Digby) Webb, as Head of MIQ.

The MIQ Communications team is responsible for providing information to returnees and staff, and all engagement with media. There are dedicated communications staff in each region.

MBIE is also responsible for the contracts with the hotels.

## Regional Isolation and Quarantine Control Centre (RIQCC)

Your RIQCC oversees and coordinates local MIQ services, ensuring that MIQFs in your region are enabled to operate safely. The RIQCC liaises between the MIQF team onsite at the facility and the MIQ Operations team.

There is a RIQCCs in each city where multiple MIFs are present, staffed by people from the MIQ agencies. The local RIQCC can answer any questions your facility might have.

## On-site MIQF teams

Your MIQF team consists of staff from the MIQ agencies and hotel staff. The role of some of these agencies is explained in the table below

Depending on your site, there may also be staff from a third party private sector provider such as a security firm.

Your MIF/QF Manager leads the MIQF team, responsible for operation of the facility, providing health and wellbeing services, security, assistance to returnees, and hotel functions (e.g. front of house, catering, cleaning).

Organisation	Role
New Zealand Defence Force (NZDF)	NZDF are the lead agency on behalf of MBIE at each site. They are responsible for operation of the MIF including site management, administration and logistics.
Ministry of Health (MoH)	MoH is responsible for setting the health requirements for MIQFs, including infection prevention and control, testing, daily health checks and arrival and exit health screening.
District Health Boards (DHBs)	Staff from the DHBs are responsible for conducting testing, daily health checks, arrival and exit health screening, and on-site support from IPC specialists.  Staff from DHBs are also responsible for providing returnees with healthcare and wellbeing services.
Aviation Security (AVSEC)	AVSEC provide security to keep sites safe and secure.
New Zealand Police	New Zealand Police provide on-site and on call support for situations that require enforcement of the law or the rules.
Hotel staff	The various functions of the hotel remain in place including management, front of house, cleaning, catering and maintenance.
Johnston's	Johnston's are responsible for transferring returnees from their post of arrival to the MIQF and from a MIF to a QF, or external health appointment if required.

## Visitors to the MIF

From time to time there may be visitors to the MIF such as contractors engaged by the hotel (e.g. specialist trades) or official visitors. These visitors must be pre-approved by the MIQF Manager to be on-site, and security at the front gate must be notified to expect their arrival.

Visitors for work purposes are required to be tested for COVID-19 within seven (QF) or 14 (MIF) days following their visit.

**Returnees may not have visitors (including friends and family) during their isolation stay.**

If you are in charge of looking after a visitor on-site you must:

- Advise them before their visit that they will need to be tested for COVID-19
- Complete the induction checklist, including IPC instruction
- Escort the visitors as instructed by the Site Manager.

# Code of Conduct and our expectations of you

As a staff member at a managed isolation or quarantine facility, there are certain expectations you need to meet. These are in addition to any expectations and codes of conduct you have agreed to in your substantive role with your employer.

## Standards of Integrity and Conduct

A high standard of integrity and conduct is required from all staff working for Managed Isolation and Quarantine. Our reputation depends on our ability to build and maintain a high trust, strong public management system, and a workplace culture that promotes integrity and ethics as central to our values and work.

Taking on this role is not easy and the highest standards will be expected of you. You have a team who support you to deliver a service to New Zealanders so that our communities can remain free of COVID-19. You will need to be robust in ensuring compliance but also efficient and empathetic to those returnees staying at your facility.

## Public expectations

The New Zealand public has a high level of interest in COVID-19 and how people entering New Zealand are being supported.

Your family, friends and social contacts may be interested in your role and what is happening at your facility. You may discuss your role with them bearing in mind you will need to ensure you meet the expectations of a MIQ staff member, and maintain the privacy of returnees and their information.

## Protecting returnee privacy

Our returnees have a right to privacy – it's a human right, which is why we have a Privacy Act which applies to almost every person, business or organisation in New Zealand.

Just as you are protecting the health and safety of the returnees, you are also responsible for protecting their privacy at all times (including privacy of their information).

The New Zealand public and your whānau and friends have a high level of interest in COVID-19. Therefore they will be interested in your role and what's happening at your facility. Please remember: while you may discuss your role with them:

- You must not take photos, film or audio-record at the facility.
- You must not post on any form of social media about the returnees or about your work in a MIQF.
- You must keep returnees' private information private.

## IN CONFIDENCE

As a staff member, you are working in a position of trust. You need to be robust in doing the right thing. If you're not sure about what's appropriate, talk to your manager or the Duty Manager.

# Welcoming returnees

The people who will be entering managed isolation or quarantine have all arrived from overseas. They may have had a long trip to get to New Zealand and spent significant time in lockdown in other countries. On arrival at your facility, they may be very tired and emotional. Your role is to support them during their stay and to help ensure the health, safety and security of everyone at the facility.

## Welcome Pack

All returnees will be given a copy of the Welcome Pack when they first arrive at the facility. This outlines what returnees may, and may not, do while in their 14 days of managed isolation and contains a range of information that they may find useful.

The pack advises returnees to contact on-site staff if they have any questions. Your MIQF manager will advise you when an updated version of the Welcome Pack becomes available.

### *Translations and alternative formats*

To support the diverse needs of our returnees, the Welcome Pack is available in te reo and several other languages most commonly spoken by our returnees. The health forms are also available in multiple languages

Talk to your **Regional Communications & Engagement Advisor** about what's available. You can request any additional languages required, but bear in mind there is a minimum 2-3 week timeline for translation.

## Answering returnee queries

The Operations Framework and SOPs will often help you answer returnees' questions that aren't answered by the Welcome Pack.

If returnees have questions you can't answer, direct them to:

- **The relevant person in your on-site team** – who has the site specific information for your facility
- **Miq.govt.nz** – detailed information on being in managed isolation, exemptions and payments
- **Covid19.govt.nz** – advice and updates on COVID-19 in New Zealand.

If you have any questions, please **talk to your MIQF manager** or Duty Manager.

## IN CONFIDENCE

### Common returnee queries

The table below provides replies to some common returnee queries.

If a returnee asks about...	Refer them to...
General concerns about their stay and what they can and cannot do, such as exercise, laundry or what to do in an emergency	The 'Welcome Pack' for details and familiarise yourself with your facility's policies.
Health concerns, medical or prescription needs or testing questions	The on-site health team or nurse
Supermarket or online shopping	The Welcome Pack.  <b>Note:</b> rules around online shopping vary in each city and hotel. Some hotels cannot allow alcohol to be delivered due to their liquor licence.
Drop-offs at your facility, and rules around contact with their family / whānau	The Welcome Pack.  Reminder: no visits are allowed, but free Wifi is available for all returnees to stay connected.
Having a family member join them in managed isolation	<a href="https://www.miq.govt.nz/exemptions">https://www.miq.govt.nz/exemptions</a>  <b>Note:</b> Returnees may have a family member or carer join the if they are: <ul style="list-style-type: none"> <li>• Unaccompanied and under the age of 18</li> <li>• Vulnerable and in need of special care.</li> </ul>
Travel and accommodation plans for when they leave your facility	Returnees may be transported back to their international arrival airport or may choose to make their way home from the hotel they are in.
Welfare support	<ul style="list-style-type: none"> <li>• The Welcome Pack.</li> <li>• The Wellbeing Coordinator and/or the Community Connector (MSD) on site (in Auckland only).</li> </ul> <p><b>Note:</b> all MSD services are available online or by phone – returnees should be able to apply for jobseeker or housing support online, and begin searching for employment online.</p> <p>If you believe urgent welfare support is required, you should inform the MIF Manager (or their delegate) as soon as possible.</p>

## Complaints or issues

If a returnee wishes to make a complaint or has an issue, direct them to the MIQF manager or the Wellbeing Coordinator.

If the returnee is still not satisfied with the response, they may make a formal complaint using the online form on the Contact Us page of the MIQ website: [miq.govt.nz](https://miq.govt.nz).

## Leaving the facility

Returnees are required to stay in the isolation facility for a minimum of 14 days from the time they land in New Zealand. They need to be assessed as low risk by a health practitioner before they can return to their community or whānau. This will usually involve:

- a negative COVID-19 test around day 12 **and**
- being assessed by an onsite health practitioner as being symptom free of COVID-19.

Returnees can be required to remain in the MIF, up to a total of 28 days, if they are not considered a low risk by a health practitioner.

## Exemptions from managed isolation

A very small number of returnees may be eligible for an exemption from managed isolation in circumstances such as a serious medical condition that cannot be managed in the accommodation provided or other exceptional circumstances.

The returnee should apply for an exemption before they arrive or as soon as they become aware of the circumstance. Requests are balanced with the importance of keeping COVID-19 out of our communities – we can't allow any undue health risk.

More details about who can apply, how to apply and the information needed to consider an exemption can be found at: <https://www.miq.govt.nz/exemptions>.

To apply for exemptions, people can email: [isolationexemptions@mbie.govt.nz](mailto:isolationexemptions@mbie.govt.nz)

**There are no exemptions from quarantine.**

# Interacting with returnees

You need to fulfil your role in a way that treats returnees equally and with compassion, dignity and respect. This is an obligation under the NZ Bill of Rights Act 1990. When interacting with a returnee, remember that they may be unhappy about enforced isolation or under other stresses and their manner or behaviour may reflect this.

At the same time, you need to ensure returnees understand and comply with the rules in managed isolation.

## Managing privacy

### ***Photos, filming and audio recordings***

To protect the privacy and safety of staff and other returnees, all returnees have been informed they are not permitted to take photos, film or audio-record in private areas at this facility. Private areas include the nurses' testing and health rooms, and operations and security spaces.

If you see a returnee filming people without their permission, or filming in one of these spaces, you may ask them to stop.

## Onsite security

Security is provided at the MIQF to ensure returnees comply with the rules, for example wearing a face mask when outside their room or not behaving in a way that disrupts other returnees.

If you have an issue with a returnee not complying, you should first explain why the rule is in place. If they continue to be non-compliant, fetch a security officer or the MIF Security Manager. They should warn the returnee that it's an offence under section 27 of the COVID-19 Public Health Response Act 2020 to fail to comply with the directions and could result in a fine or imprisonment. Security should call your on-site police officer if the behaviour continues.

AVSEC staff have been appointed by the Minister of Health as enforcement officers under the COVID-19 Public Health Response Act 2020 and have the power to issue legally binding directions. In some facilities, AVSEC are supported by private security companies.

## Managing incidents with returnees

On-site MIQF staff are the first line of defence for managing returnee incidents, with an escalation line to the Police.

Steps to follow in response to concerns with returnees or incidences of non-compliance are detailed in the SOP *Stay in a MIQF* Incident Management section.

You must complete an incident report whenever an incident occurs, as described in the MIQF Operations Framework Risk Management section.

## IN CONFIDENCE

If you suspect the incident is a case of family violence or sexual abuse, information on providing help in such situations is available in **Appendix 2**.

If you have concerns about a child's safety and wellbeing, see the Stay in a MIQF SOP for the steps to follow.

# Your health and safety

## Your health and safety responsibilities

As a worker in a MIQF, you must:

- Take all reasonable care of your own wellbeing, health and safety
- Make sure your actions don't cause harm to others
- Follow the Health, Safety and Wellbeing Policy and any related standards, procedures and guidelines
- Speak up when something isn't healthy or safe, and report incidents, near misses and hazards as soon as possible
- Take an active role in your own rehabilitation after illness or injury
- Make sure you're prepared for emergencies
- Take part in mandatory health and safety training.

You will receive appropriate IPC training when you start. Ensure you also read the IPC SOP and your facility's infection prevention and control (IPC) plan.

**It is important that you follow the IPC procedures to keep yourself, your co-workers, your family and whanau and the community safe and healthy.**

COVID-19 is spread by droplets so keeping distant from others and following good hygiene precautions protects you and others from any spread of COVID-19.

- Wash your hands with soap and water often (for at least 20 seconds) and dry for 20 seconds. Use 60% alcohol-based hand sanitiser if hand washing facilities aren't available.
- Keep a distance of two metres from returnees at all times, and from other staff wherever possible.
- Cough or sneeze into the crook of your elbow or cover your mouth and nose with tissues, then put them in a bin immediately and wash your hands.
- Avoid touching your face, including your eyes, nose, and mouth. Surfaces may have infectious droplets.

## Daily health checks

Every time you come on-site at a MIQF, you will complete a health check with someone from the on-site health team before you begin your shift. This will consist of a temperature check and a set of questions on how you're feeling that day.

## If you become unwell

Do not come into work and stay at home if you are unwell. If you feel unwell while at work, go home.

In either case, your line manager must be notified immediately, and if you have COVID-19 symptoms, they must advise the MIQF manager.

**If you have any COVID-19 symptoms, you should be tested.** For health advice you can contact Healthline for free on **0800 358 5453**. Make sure you tell them your symptoms and where you work.

The symptoms of COVID-19 are cough, sore throat, shortness of breath, sneezing and runny nose, temporary loss of sense of smell, or high temperature (at least 38°C).

If you need more information visit [health.govt.nz/covid-19](https://health.govt.nz/covid-19). In emergencies call **111**.

## Personal Protective Equipment

You will be provided with all Personal Protective Equipment (PPE) such as face masks, gloves or gowns that you need to do your specific job. Guidance will be provided on how to use PPE, in line with Ministry of Health guidelines.

Face masks are required to be worn when working in a MIQF as instructed by the MIQF managers.

If you have any questions or concerns about using PPE, discuss these immediately with your MIQF Manager.

## COVID-19 testing

Testing is a critical activity to protect you, your family and whānau and co-workers, and to stop COVID-19 being introduced into New Zealand's community.

DHB Health practitioners conduct all COVID-19 testing in the MIQF.

### ***For staff***

As you are working in a MIQF, you need to get tested once every 14 days in a MIF or seven days in a QF, even though you may not have any symptoms.

The testing is done on-site, or you can be tested at a community testing centre. The Workforce Coordinator in your MIQF supports health practitioners to carry out staff testing.

You'll need to provide some personal details that the Ministry of Health, and/or the local District Health Board requires to identify your NHI number, and confirm whether a COVID-19 test has been recorded against your name.. Your information is handled in accordance with New Zealand's privacy laws.

### ***For returnees***

Returnees are tested a minimum of two times during their isolation stay, on or around days three and 12.

Testing will also be conducted if a returnee becomes symptomatic or is identified as a close contact of a confirmed or probable case.

### **Probable COVID-19 cases**

If a staff member or returnee is identified as a probable case of COVID-19 in your facility, they (and others in their 'bubble') will be moved to a quarantine facility.

Ask returnees to return to their rooms and stay away from public transit areas while the bubble members are moved out and extra cleaning is carried out in the room and public areas they might have been in.

The IPC SOP specifies how the room of a returnee who is a confirmed or probable case of COVID-19 must be cleaned.

### **Keeping track of your movements and close contacts**

It is very important that you keep a complete record of your movements and close contacts, including other staff, during work and outside of work hours in case this information is needed for contact tracing.

If you have a smartphone, download and get into the habit of using the [NZ COVID Tracer app](#). If you don't have a smartphone, keep a note of your movements in the way that works best for you, e.g. the [NZ COVID Tracer booklet](#).

A person is considered a close contact of a positive COVID-19 case if they are within 2 metres of the infected person for 15 minutes or more. When it is confirmed someone has COVID-19, they are asked who they have been close to recently. Everyone identified as a close contact will receive a phone call to provide advice on self-isolation and check on their health and wellbeing.

### **Reporting health and safety near misses and incidents**

A health and safety event is a situation or incident that has caused harm, or had the potential to cause harm, e.g. you trip on a floor tile.

You must report all incidents and near misses which occur as a result of work activities in the incident register as soon as possible. The MIF Manager must be advised so they can review and take appropriate action.

If you can't report the event yourself because of illness or injury, you can get someone to complete and submit on your behalf. Most events need to be reported within 48 hours – serious harm or notifiable events must be reported as soon as possible.

## IN CONFIDENCE

Ensure you keep clear records of the corrective actions taken to manage the incident or near miss.

# Looking after your mental health and wellbeing

Working in a MIQF can be stressful. There are a number of things you can do to boost your mental wellbeing and that of your loved ones.

**Stay connected** – Connection with family and friends is important for your wellbeing as it can take your mind off work and help to make you feel safer, less stressed and less anxious. You and your MIQF colleagues can support each in the workplace.

**Manage stress or fatigue** – If you feel stressed or fatigued, or you notice signs of stress or fatigue in other staff members, talk to your manager as soon as possible.

**Stick to routines where possible** – Try to go to sleep and wake up at the same time, and eat at regular times. Things frequently change in a MIQF and routine provides some stability.

**Follow good habits** – Activities such as meditation or exercise can help you relax and have a positive impact on your thoughts. Try not to increase unhealthy habits like comfort eating, drinking, smoking or vaping.

## Where to get support

If you need support we encourage you to talk to someone. This could be your People Leader, a colleague, your GP, or maybe a close friend or family.

As a staff member working in a MIQF, you also have access to Employee Assistance Programme (EAP). This is a free service that is confidential and anonymous for all staff. You'll need to let them know that you're working in a managed isolation or quarantine facility, but your personal information will be kept private and confidential.

- If the organisation you're employed by has an EAP provider, contact that provider.
- Otherwise, you can access EAP services provided through MSD by Benestar – phone 0800 360364 or email [counsellingsupportnz@benestar.com](mailto:counsellingsupportnz@benestar.com)

# Keeping you and your family / whānau safe

Below is some guidance you can follow to keep you and your whānau and family safe.

## At work

**Wash your hands often** – Washing your hands continues to be one of the easiest ways to keep yourself safe. Wash often. Use soap. 20 seconds. Then dry. This kills the virus by bursting its protective bubble.

**Use cough etiquette** – Cough or sneeze into your elbow, or a tissue and then wash your hands. These basic actions will keep you and the people around you from sharing germs.

**Use Personal Protective Equipment** – Use a face mask, particularly when it is difficult to remain two metres distant from others. Depending on your role, other PPE may be required. Follow the training and guidance on using PPE if you need to wear it.

**Take only what you need to work** – Take essential items only, like your cell phone (remove the case if it is not wipeable), bank card and drivers licence, and a washable lunchbox or container.

**Shop safely** – You should shower and change after work if you're going shopping. However, if you need to go grocery shopping or to the pharmacy immediately after work, only take what you need into the store, i.e. phone and bank card, and observe your supermarket etiquette. Use hand sanitiser before shopping, only touch what you intend to purchase, and wash and dry your hands thoroughly as soon as you can.

**Physical distancing** – Whenever possible, maintain your physical distance (2 metres) from other staff and returnees at work or others in public after work.

## At home

**Remove your work shoes** – Ideally do this outside before entering the house.

**Change out of your work clothes** – Fold them up carefully or place in your laundry basket. Wash your hands, shower, and change into different clothes for home. Wait to hug family/whānau until this is complete.

**Wash your work clothes** – Follow normal laundry instructions and dry as you normally would. Remember to wash your hands after touching unwashed clothes you've worn at work.

**Wash your lunchbox and/or drink bottles thoroughly**

# Interacting with the public and the media

## Members of the public / visitors

Returnees' family or friends may not enter a MIQF to visit them during their 14 days of managed isolation. This is a precautionary measure to limit the number of contacts.

Encourage returnees to use other communication methods such as making phone calls or using apps like Zoom or Skype to keep in contact with family and friends.

Family and friends may stand outside the facility and speak to returnees, but they must remain at least 2 metres distant.

## Advice about media inquiries

There is high public interest in the isolation and quarantine sites and media might contact, or visit, staff or returnees.

**MIQF staff are not authorised to speak to news media on behalf of their organisations or on behalf of the Managed Isolation and Quarantine programme.**

You should refer any media queries to the media email: [media@mbie.govt.nz](mailto:media@mbie.govt.nz) and/or duty media line: 021 826 239.

Our Communications team will work with the journalist to identify the best agency to respond to the media inquiry and provide a response in a timely manner.

No media are allowed into the hotels or areas that returnees are using. This is for the safety and wellbeing of all returnees and to prevent the spread of COVID-19.

**Appendix 1** contains further information on dealing with the media.

# Processes and procedures

The MIQF Standard Operating Procedures (SOPs) describe how you should put into operation the policies and requirements outlined in the MIQF Operations Framework. It is important for you to read these documents to know how the MIQF operates.

For questions on SOPs, speak to your MIQF manager who will provide feedback through your RIQCC. You can also email the MIQ SOP team: [National security or defence@mbie.govt.nz](mailto:National%20security%20or%20defence@mbie.govt.nz)

## Other questions

The Operations Framework and SOPs do not cover every circumstance that will arise in your managed isolation or quarantine facility. There are a range of other issues that may occur, and you should discuss these with your line manager.

Should the issue not be resolved you should approach the MIQF manager or raise it at [www.covid19.govt.nz/compliance](http://www.covid19.govt.nz/compliance).

This Staff Guide is updated regularly, and you will be notified when there are changes.

### **Note:**

For general communications advice, talk to your Regional Communications Advisor in your RIQCC.

If your Regional Communications Advisor is not available, or if you have any feedback or questions about non-procedural documents, e.g. the returnee Welcome Pack, email:

[National security or defence@mbie.govt.nz](mailto:National%20security%20or%20defence@mbie.govt.nz)

# Appendix 1: Media inquiries – advice for hotel and site staff

There is high public interest in the isolation and quarantine sites and media might contact staff or returnees. The following advice has been prepared to guide you and help you support returnees.

**Joint-agency representatives are not authorised to speak to news media on behalf of their organisations or on behalf of the Managed Isolation and Quarantine programme.**

## General guidelines

News media organisations provide an essential service, particularly during this critical period.

If a journalist contacts you, you should refer them to the media email [media@mbie.govt.nz](mailto:media@mbie.govt.nz) and/or duty media line: 021 826 239.

Journalists are free to film or speak to people in public places, including areas outside hotels, provided they follow physical distancing rules which are there to keep everyone safe.

No one is able to enter a quarantine or managed isolation hotel without permission. This includes members of the media.

If you see a journalist breaking physical distancing rules or entering a quarantine or isolation hotel, report this immediately to the MIF Duty Manager.

Journalists are free to contact returnees, provided they follow physical distancing rules and usual journalistic principles, including identifying themselves and respecting personal privacy.

If a returnee asks for advice about contact with a journalist, use the advice below.

If hotel managers or hotel communications teams receive media inquiries or wish to make public statements, please discuss this with your Regional Communications and Engagement Advisor first. We are happy to work with you on any media or communications needs.

## Who should media call to inquire about isolation and quarantine hotels?

Refer them to the media email [media@mbie.govt.nz](mailto:media@mbie.govt.nz) and/or duty media line: 021 826 239.

The team will work with the journalist to identify the best agency to respond to their inquiry and provide a response in a timely manner.

In some cases, inquiries will be referred to the national agencies' communications teams.

## How do I manage a media call or media visiting the site?

A journalist may have been invited to interview a returnee, by the returnee, or they may be visiting the hotel to arrange an interview.

## IN CONFIDENCE

All site rules must be observed – no visitors, including media, are allowed into the hotels or areas that hotel returnees are using. This is for the safety and wellbeing of all returnees and to stop the potential spread of COVID-19.

Journalists are entitled to film or interview returnees in public places so long as they have the returnee's permission and they follow physical distancing guidelines.

It might be appropriate to ask journalists to respect the privacy of other returnees who don't wish to be filmed or photographed.

### **How should I advise returnees who ask whether they can do media interviews?**

It is up to returnees to decide whether they engage with journalists.

If returnees agree to interviews, remote options such as phone or video calling are best to stop the spread of COVID-19.

If returnees agree to in-person interviews, physical distancing rules must be followed, for example, across the security fence. Journalists are not able to enter the hotel – this is to stop the spread of COVID-19.

# Appendix 2: Family violence and sexual abuse

## Providing help for those that need it

Aotearoa New Zealand has very high rates of family violence and sexual violence. During times of stress violence can escalate and become even more dangerous.

The following provides information about common signs or disclosures of family or sexual violence, advice on how to respond and how to connect someone to a specialist helpline to get the support they need.

The information has been provided by the Family Violence and Sexual Violence Prevention team at the Ministry of Justice.

## What is family violence and sexual violence?

Violence and abuse take many forms – it's not just physical. It can be:

- Threats, name-calling, jealousy, put downs, smashing things
- Hitting, kicking, biting, pushing, strangulation, using weapons
- Taking money, running up debts in their name, controlling what money is spent on
- Rape, manipulating sexual activity, unwanted touching, sexual abuse of a child or young person, online sexual abuse
- Not providing care, food, shelter, clothing, leaving children home alone, not getting medical attention to someone who needs it.

During isolation, people may be living with their abuser and not able to leave, someone may be abusing them online or via phone, or they may be dealing with the effects of past abuse.

## How can you help?

Your job involves looking after people in isolation. Some of these people may be experiencing violence. We want people in harmful situations to get help as quickly as possible from the right services.

## Recognise some common signs

<b>People being abused may:</b> <ul style="list-style-type: none"><li>• Be fearful, nervous or worried</li><li>• Be upset, sad, angry</li><li>• Have bruises or other injuries, be in pain</li><li>• Have slurred speech, be talking fast</li></ul>	<b>They may say something like:</b> <ul style="list-style-type: none"><li>• Can you help me, I'm scared</li><li>• I'm frightened for my children</li><li>• I'm not ok</li><li>• I'm worried about my Mum</li></ul>
---	--

<b>A colleague may come to you for advice:</b> <ul style="list-style-type: none"><li>• They may suspect, or have been told, someone is being abused</li><li>• They may be experiencing violence themselves and need help</li></ul>	<b>Someone else may raise concerns:</b> <ul style="list-style-type: none"><li>• They may have been told that someone is being abused or has asked for help</li><li>• They have heard yelling, crying, loud bangs from another room</li><li>• They have noticed behaviour and/or injuries they are worried about</li></ul>
--	---

## What can you do?

Family and sexual violence, threats and harassment should always be taken seriously – don't make excuses for the violence. Violence is never ok.

If you are worried about somebody's safety call the Police on 111, even if you're not sure. Do this immediately.

If you think someone is being abused, and if appropriate, discuss your concerns with your site manager and decide what to do. If you are not sure what to do you can also contact one of the helplines listed below for advice.

### Family violence help:

- Family Violence Helpline: 0800 456 450 (9am – 11pm, seven days a week)
- Family Violence Crisisline: 0800 REFUGE or 088 733 843 (24 hours a day, seven days a week)

### Sexual violence help:

- Safe to Talk: 0800 044 334 or text 4334 (24 hours a day, seven days a week)

### Concerns about a child or young person:

- Oranga Tamariki: 0508 326 459 or [www.orangatamariki.govt.nz](http://www.orangatamariki.govt.nz)

## Afterwards

Family or sexual violence can upset or raise issues for people. Make sure you and others are ok following an incident by:

- Making sure your manager/supervisor knows
- Implement your health and safety policy following an incident. This will help to ensure you all get the support you need
- Use the helplines above to talk to someone if needed.

DRAFT