

# Kete Whānau

Safely navigate your whānau  
through COVID-19 in our rohe



# Ngā mihi

## Thank you to our partners

Te Arawa COVID Hub and its partners are working together to provide awahi and aroha to our people during the COVID-19 pandemic.



Adapted by Poutiri for ngā takapu o Tapuika, Waitaha, Whakaue, Makino me Whakahemo



# Karakia

**Kia tau mai te mauri,  
Mai i runga, mai i raro, mai i roto, mai i waho,  
Te hononga ora, ki te whaiao,  
ki te ao marama.  
Tihei mauri ora!**

*May the vital essence of life flow,  
From above, from below, from within, from outside,  
The union of well-being,  
Leading to ultimate enlightenment,  
Giving rise to the breath of life!*

# Ngā kete o roto

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# Kia ora e te whānau

**Manaakitanga is the concept of looking after one another. It's about protecting whakapapa; it's about kotahitanga; it's the unity of the collective.**


Te Arawa COVID Hub was created to support our Te Arawa whānau through the COVID-19 pandemic and beyond. We are a collective of marae, hapū, iwi, health and community organisations from across the rohe.

This handbook is designed to capture everything you need to safely navigate your whānau through a community COVID-19 outbreak.

Having COVID-19 in our community can be stressful and overwhelming. Take time now to prepare, so if your whānau gets māuiui, you know what to do, can help contain the spread of the virus, and give yourself and your whānau the best possible chance to get through this next phase of the pandemic in Aotearoa.

As part of Ruku Ora, Ngāti Makino and Poutiri can provide added assistance for whānau.

<b>Taha Hauora</b>	<ul style="list-style-type: none"><li>•Free hauora checks, vaccinations</li><li>•<b>Aue Te Hiini - 0800 573 0091</b> <a href="mailto:pahi@poutiri.org">pahi@poutiri.org</a></li></ul>
<b>Taha Wairua</b>	<ul style="list-style-type: none"><li>•Rongoā karakia, rongoā mirimiri</li><li>•<b>Kath Williams - 0800 573 0091</b> <a href="mailto:covidcare@poutiri.org">covidcare@poutiri.org</a></li></ul>
<b>Noho Haumarū</b>	<ul style="list-style-type: none"><li>•Support with home or SIQ/CIQ isolation</li><li>•<b>Rangitawhai Rahiri - 0800 573 0091</b> <a href="mailto:covidcare@poutiri.org">covidcare@poutiri.org</a></li></ul>
<b>Taha Manaaki</b>	<ul style="list-style-type: none"><li>•Home deliveries, RATs, kai, other essentials</li><li>•<b>Nicky Potene - 0800 573 0091</b> <a href="mailto:covidcare@poutiri.org">covidcare@poutiri.org</a></li></ul>
<b>Pataka Kai</b>	<ul style="list-style-type: none"><li>•Access to healthy kai during COVID variants</li><li>•<b>Paora Tuanau - 0800 573 0091</b> <a href="mailto:maarakai@poutiri.org">maarakai@poutiri.org</a></li></ul>



# Me pēhea te āhua o te **KOWHEORI-19?**

## What does COVID-19 look like?

**Common COVID-19 symptoms  
are similar to a cold or flu.**

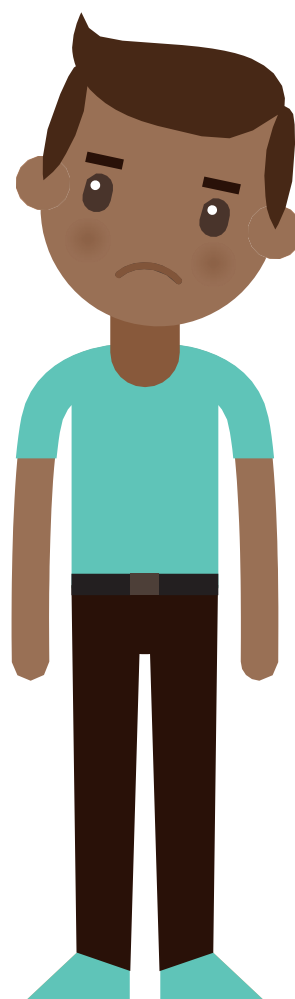
### Most common symptoms

- New or worsening cough
- Sneezing
- Runny nose
- Fever
- Temporary loss of smell or altered sense of taste
- Sore throat
- Shortness of breath

### Less common symptoms

- Diarrhoea
- Headache
- Muscle aches
- Nausea
- Vomiting
- Malaise
- Chest pain
- Abdominal pain
- Joint pain or confusion/irritability.

It is still possible to get COVID-19 if you are vaccinated,  
however you are protected against getting seriously sick.



# Kano ārai mate

## Vaccination

### Now is the time to get vaccinated.

Vaccines are our best defence against getting seriously māuiui from COVID-19.

Māori are vulnerable to COVID-19. Protect yourself and help reduce the risk of passing on COVID-19 to your whānau, friends and community.

The COVID-19 vaccine works by teaching your body how to fight the virus.

### Vaccination process



A healthcare worker will do a health check, answer any pātai, and get your consent to vaccinate.



The vaccine will be injected into your upper arm.



Wait 15 minutes. Then you can carry on with your day.



21 days later, get your second dose.



6 months later, get your booster dose.

### What are the side effects?

Like all medicines, the vaccine may cause some side effects in some people. These are usually mild and are a good sign that your immune system is learning to fight the virus. Some common side effects are:

- Sore arm
- Feeling tired
- Headaches
- Feeling feverish or sweaty

Remember to drink plenty of water and be kind to your body.

If you are worried about how you feel after receiving your vaccine, speak to your GP or healthcare provider.

Visit [tearawacovid19.nz/book-your-vaccine](https://tearawacovid19.nz/book-your-vaccine) to check out all the vaccine clinics that are available and their opening hours.

# Me haumaru tō wāhi

## Make your space safe

**To help keep us all safe, we need to be well informed, well vaccinated, and well masked.**

None of these tools are as effective alone as they are all together.



Two doses of the vaccine gives the best protection



Cough or sneeze into your elbow and sanitise your hands after and often



Use the COVID Tracer App



Regularly wash and dry your hands



Wear a mask



Regularly clean and disinfect surfaces that get touched frequently



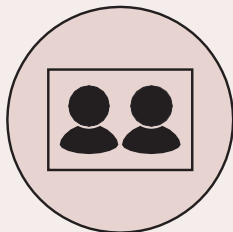
Stay home if you feel māiuiui or have symptoms



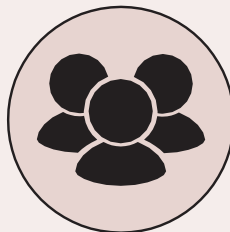
Open windows to ventilate your where

Using the NZ COVID Tracer App is the most important thing we can all do to trace cases and reduce how much - or how fast - the virus spreads. Remember to scan QR codes wherever you go and turn on your Bluetooth.

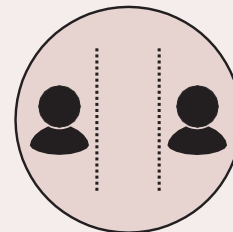
### AVOID THE 3 C'S IN AN INSIDE SPACE



**Tūkati**  
Closed



**Kōpipiri**  
Crowded



**Piri Tata**  
Close contact



# Mahere whakaritea

## Get ready check-list

**Taking some small steps now can make a big difference if someone in your whānau, whare or marae test positive for COVID-19.**



### **Kōrero - Talk about it**

- ☐ About COVID and what it means if someone in your whare tests positive
- ☐ Explain the importance of keeping a safe distance if this happens
- ☐ Delegate a whānau lead in your whare to act as the first point of contact for your whanau with i.e. awhi and support services. This will help to avoid confusion and any unnecessary activity.



### **Tuhinga - Write down**

- ☐ The names and contact numbers of the most vulnerable people in your whānau and who will regularly check in with them
- ☐ How you will notify whānau, friends and neighbours if someone gets COVID-19
- ☐ Essential household tasks and details so anyone can do them. Things like paying bills, doing the shopping, caring for tamariki or taking care of pets



### **Mahia - Do**

- ☐ Prepare an isolation space in your whare. This means a separate bedroom and bathroom if possible
- ☐ If this isn't possible and someone tests positive, let the medical team know so we can support you
- ☐ Shop for kai and hygiene products. Other than kai and wai, what else is essential for your whānau?
- ☐ Restock your prescription medicines if you need to
- ☐ Get vaccinated

**If you start having symptoms, even if they are mild, it is important you get a test to stop the spread.**

**If you have:**

- Symptoms
- Been to a location of interest
- Been in contact with a confirmed case

**KIA HOHORO - ACT NOW**



**1** Self-isolate immediately



**2** Call Healthline on **0800 358 5453** for advice



**3** Get tested



**4** Tell people around you – such as your workplace, whānau and friends – that you're self-isolating. They might need to self-isolate and get tested too.

**Test results**

**Test result: NEGATIVE**

You can end your self-isolation and resume your usual daily life

**Test result: POSITIVE**

A health professional will contact you with the immediate next steps – further self-isolation in your whare or taratahi (quarantine).

**What to do if a whānau member becomes COVID-19 positive**

- ☐ Create a self-isolation space
- ☐ Identify any high-risk whānau in the whare and where the safest place for them to stay is
- ☐ Make sure everyone understands what self-isolation means. See page 9.
- ☐ Ensure tamariki know their important job is to stay away from the māuiui person
- ☐ Check all the fire alarms in the whare are working
- ☐ Make a kitchen schedule and plan meals to limit physical contact

# Waea awhina KOWHEORI-19

## COVID-19 Support Directory

**Support is available for you, no matter what your situation is.**

In an emergency, call 111

If you cannot find the support you need in the contact list below, contact Te Arawa COVID Hub on 0508 TE ARAWA (832 7292)

### Health and welfare

<b>COVID-19 Healthline</b> If you have COVID-19 symptoms	0800 358 5453 +64 9 358 5453 (for international SIMS)
<b>General Healthline</b> For any other health concerns	0800 611 116
<b>Mental health support</b> For support with anxiety, distress or mental wellbeing	Call or text 1737 Talk with a trained counsellor for free
<b>Mental wellbeing helplines</b>	mentalhealth.org.nz justathought.co.nz leva.co.nz allright.org.nz
<b>Whakatauki Mai   The Wellbeing Sessions</b>	Free online wellbeing sessions www.wellbeingssessions.nz
<b>Stress and disruption</b> Self-help websites	Melonhealth.com and mentemia.com/nz to cope with stress and disruption
<b>Depression helpline</b>	0800 111 757 depression.org.nz
<b>Alcohol drug helpline</b>	0800 787 797
<b>Smoke-free quit support</b>	0800 6623 4255 – Once and For All 0800 778 778 or text 4006 - Quitline
<b>Women's Refuge</b>	0800 733 843 womensrefuge.org.nz
<b>Family and sexual violence prevention helplines</b>	Covid19.govt.nz/health-and-wellbeing
<b>Te Arawa Whānau Ora</b>	07 2131995
<b>Poutiri COVID Support</b>	0800 573-0091 FB @PoutiriWellness or text 022 108 7511
<b>Elder Abuse</b>	Call 111 or 0800 32 668 65
<b>Safety</b>	Call 111 immediately in an emergency, if you or someone else is in danger of being harmed or may harm themselves.

## Financial

<b>Business advice</b>	0800 500 362 for North Island 0800 50 50 96 for South Island <ul style="list-style-type: none"> <li>• How to access COVID-19 business support</li> <li>• What Alert Levels means for your business</li> <li>• HR and general business advice</li> </ul>
<b>Work and Income</b> You may be eligible for support even if you are working, depending on your personal circumstances  For seniors (65 plus):	0800 559 009 workandincome.govt.nz <ul style="list-style-type: none"> <li>• food costs</li> <li>• accommodation costs</li> <li>• emergency medical and dental treatment</li> <li>• water tank refill</li> </ul> 0800 552 002
Financial support schemes for <b>businesses, employers</b> and <b>employees</b> .	<a href="https://bit.ly/supportscheme">https://bit.ly/supportscheme</a> <ul style="list-style-type: none"> <li>• Resurgence Support Payment</li> <li>• Short-Term Absence Payment</li> <li>• Wage Subsidy Scheme</li> <li>• Leave Support Scheme</li> </ul>
<b>Studylink</b>	0800 88 99 00 studylink.govt.nz

## Housing and employment

<b>Living expenses</b> Work and income	workandincome.govt.nz/eligibility/living-expenses
<b>Employment</b>	0800 20 90 20 09 969 2950 employment.govt.nz
<b>Working Safely</b>	0800 030 040 04 897 7699 worksafe.govt.nz
<b>Housing and Tenancy</b>	0800 646 483 Hud.govt.nz info@hud.govt.nz
<b>Getting kai</b>	<a href="http://www.foodbank.co.nz/bay-of-plenty">www.foodbank.co.nz/bay-of-plenty</a> Poutiri Wellness Centre – 0800 573 0091 The Hub Te Puke

# Noho Taratahi

## Self-isolation

### How to isolate at home

**If you are COVID-19 positive, or have been in close contact with someone who is, it is important that you isolate for the health and safety of your whānau and friends.**

The health team caring for you will assess whether you are eligible to isolate at home. This means you will need to self-isolate in your whare for at least 10 days and not allow any manuhiri to the whare until you have been cleared by a health care professional.

#### Requirements for isolation at home:

- ☐ A separate room for you to isolate
- ☐ Adequate ventilation in the whare
- ☐ A separate bathroom
- ☐ Accessible for the health team
- ☐ Ability to ensure zero contact with high-risk people living in the whare

#### Five things you need to know when isolating at home:

- 1** Do not leave the house for any reason other than in an emergency. Call mahi, kura, friends and whānau to tell them your situation. See page 8 for financial support options
- 2** Hang the poster on page 22 on your front door to let manuhiri know you're self-isolating
- 3** Order items online or ask whānau and friends to drop off essentials in a contactless way.
- 4** COVID-19 spreads easily indoors. Limit time together, ventilate your whare by opening windows and do not share any items such as cutlery, linen, kai or inu.
- 5** If you need medical or welfare assistance, call your health provider and/or Kaimanaaki, explain your situation, and follow their advice. **Call 111 in an emergency.**

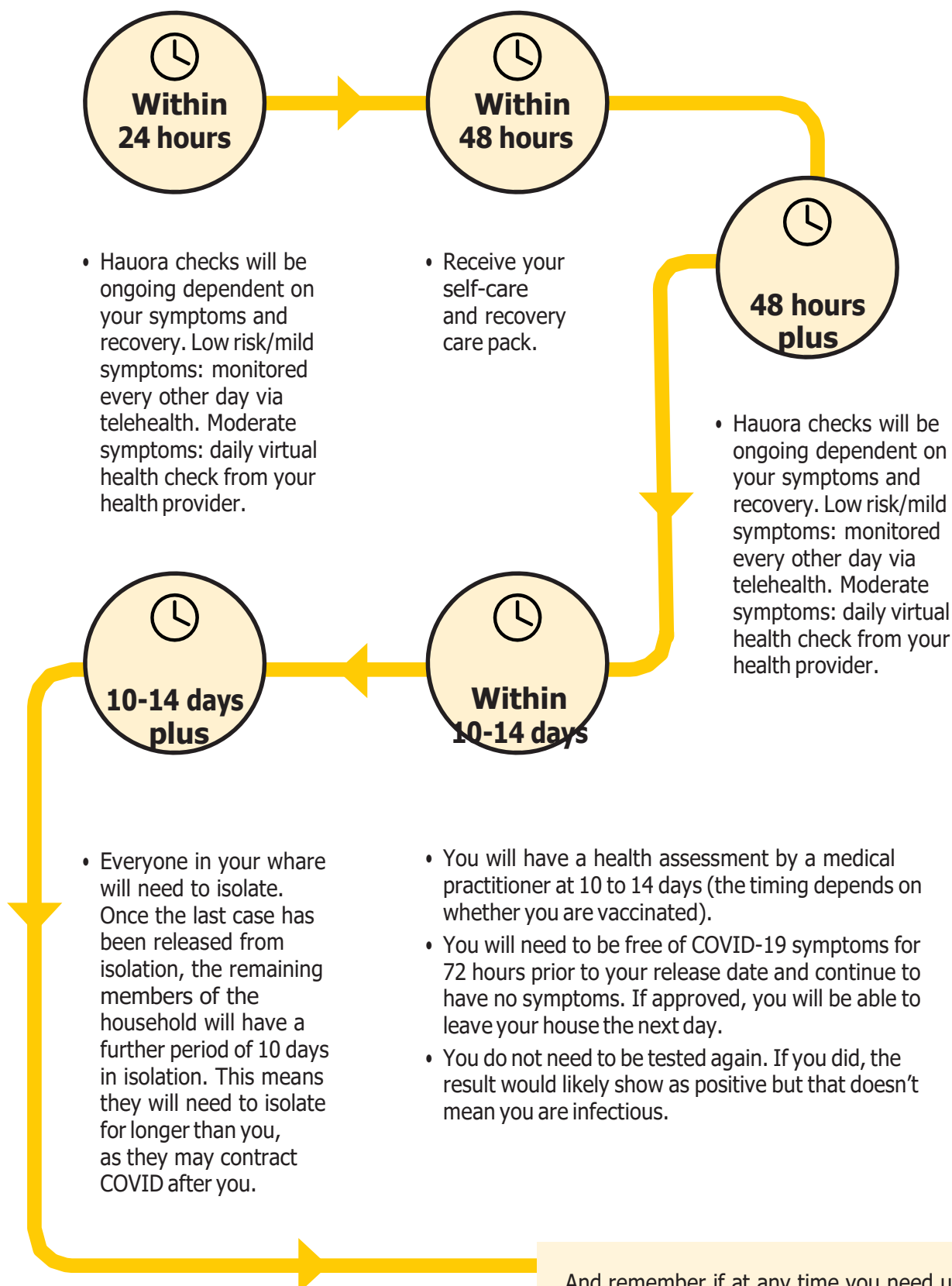
**If you are a close contact and have, or later develop, any COVID-19 symptoms, everyone in your whare must stay at home until you receive a negative test result.**

COVID-19 spreads easily inside, so where possible, put your feet on the grass and enjoy the fresh air in your own backyard.

## What to expect when self-isolating

### Hauora Checks

Kaua e āwangawanga (don't feel nervous, concerned or unsure) - it's normal to feel this way. To help tau (settle) your mind at ease, you'll have a kaimanaaki (navigator/designated support person) to support and guide you throughout your self-isolating journey. Here's what to expect when self-isolating at your whare.



And remember if at any time you need urgent medical help or are having difficulties breathing, **call 111** immediately.

# Ngā mea waiwai

## Essential items

**It's a good idea to check your cupboards to see what you might need. Support is available for those who need it. See page 7 for a list of useful contacts.**

### Kai

- ☐ Canned: beans, tomatoes, spaghetti, tuna, fruit and vegetables
  - ☐ Staples: flour, sugar, rice, butter, oil
  - ☐ Dried: pasta, oats, cereals, lentils, noodles, milk powder
- 

### Hygiene

- ☐ Disinfectant
  - ☐ Cleaning products such as dishwashing and laundry detergent, bleach, surface cleaners, cream cleanser, antiviral detergent
  - ☐ Rubbish bags
  - ☐ Paper towels
  - ☐ Hand sanitiser
  - ☐ Toiletries such as soap, shampoo, toothpaste, toilet paper, tissues, sanitary products
- 

### Medication

- ☐ Over the counter medication such as pain relief, pamol for pēpi and tamariki, decongestant chest rub, cough syrup, lozenges
  - ☐ Back up prescription medication such as inhalers, glasses and contact lenses
  - ☐ Up-to-date first aid kit
- 

### Pēpi

- ☐ Pēpē supplies such as formula, wipes, nappies, rash cream
- 

### Pets

- ☐ Wet and dry pet food
- ☐ Pet medication

# Taratahi Quarantine

**You will be moved into a taratahi facility if you cannot safely self-isolate at home. This is the best way to stop the virus spreading to others in your whare, and to ensure you are well looked after.**

Managed isolation and quarantine facilities are staffed by a team of health professionals.

**If one person in your whare tests positive, everyone must self-isolate and you can choose as a whānau if:**

- You all move to a taratahi facility together
- The COVID-19 positive person goes into taratahi alone, while the others self-isolate at home

There is no cost for quarantine or the care that you receive during your stay.

## When can you leave?

You are required to stay in managed isolation until you have been confirmed by a health practitioner to be a low risk of having or transmitting COVID-19, which will likely be after 7-14 days.

**For the latest managed isolation timeframes, go to [miq.govt.nz](https://miq.govt.nz)**

## Your hauora in managed isolation

During your stay in managed isolation, you will get three meals a day and snacks, Wi-Fi, laundry services, basic toiletries, and refreshments, so you do not need to leave to get supplies.

**For more on your general hauora, see page 13.**





# Hauora

## Our wellbeing

### Taking care of our wellbeing

Living with COVID-19 in our community can be stressful and overwhelming at times. Taking care of your mental health and wellbeing is so important.

By looking after and strengthening all aspects of Te Whare Tapa Whā, you can support your own health and wellbeing, as well as the health and wellbeing of your whānau.



## Taha Wairua

### Spiritual

- Write down the actions, attitudes and beliefs that matter most to you and your whānau, and display them somewhere special. Have a reflection and goal-setting session. Think about the things you are proud of, the challenges you've overcome, the people who are important to you and the things you hope to achieve in the future.
- Try a mindfulness meditation.
- Learn a waiata or song that uplifts you, or a karakia that you can say at the beginning or end of your day to ground yourself during times of stress.

## Taha Tinana

### Physical

- Support your whānau to drink more wai, eat healthy kai, get eight hours of sleep and spend time outside in the fresh air and sun.
- Make physical activity fun and social – take a whānau walk after dinner, hold a dance-off or play tag with your tamariki.



## Taha Hinengaro

### Mental and Emotional

- If you're feeling unwell or your mental health is getting worse, reach out for support. A list of useful contacts is on page 7.
- Try to reduce how much you watch, read or listen to news if it makes you feel anxious or distressed. Seek the latest information once or twice a day if needed.
- Try something new or rediscover an old hobby.

## Taha Whānau

### Family

- Set times during the week where, as a whānau, you check in with one another to see how each other is feeling. This will help identify whether any additional support is needed.
- Use technology to stay connected. You can still reach out to your usual supports – whānau, friends and workmates – over the phone or online. Staying in touch with the people you care about, making sure they're doing okay, will help you too.



## Whenua

### Land, roots

- Discover the name of the iwi, hapū, maunga and awa of the place you live.
- Learn a karakia, whakataukī/ Māori proverb or waiata/song with birds, plants and nature in it. Say it each morning to start your day.
- Sit in your backyard or local park. Take your shoes off and feel the grass beneath your feet.

# Mahere takatū

## Get prepared plan

**Make sure you have all your bases covered ahead of time, in case you or somebody in your whare gets COVID-19.**

### Who are you responsible for in your whānau?

Name	Age
Address	
Phone	
Vaccination status (please circle number of doses)	0   1   2
Medical conditions	
Medicines	
Allergies	
Do they require regular care? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Details	

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Name	Age
Address	
Phone	
Vaccination status (please circle number of doses)	0   1   2
Medical conditions	
Medicines	
Allergies	
Do they require regular care? Yes <input type="checkbox"/> No <input type="checkbox"/>	
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Medical conditions	
Medicines	
Allergies	
Do they require regular care? Yes <input type="checkbox"/> No <input type="checkbox"/>	
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Vaccination status (please circle number of doses)    0    1    2	
Medical conditions	
Medicines	
Allergies	
Do they require regular care? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Details	

## Are there any regular activities you had planned to do in the next 14-21 days that you will need to make alternative arrangements?

Date	Task
Alternative Arrangements	

Date	Task
Alternative Arrangements	

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Alternative Arrangements	

Date	Task
Alternative Arrangements	

Date	Task
Alternative Arrangements	

# Whakapā Ohotata

## Emergency contact list

**If someone in your whare becomes severely ill with COVID-19, have a plan in place to ensure tamariki and pets are cared for, your bills are paid and any key information is stored in one place.**

[illegible]



# Mahere Utu

## Expense chart

[illegible]

# Kei te noho taratahi tēnei whānau We're self-isolating

**Kaua e kuhu mai ki roto i tēnei whare.**

For your safety, please **do not**  
come into our whare.



**He waka eke noa**  
*We're all in this  
together*

Take time now to prepare, so if your whānau gets māuiui, you know what to do, can help contain the spread of the virus, and give yourself and your whānau the best possible chance to get through this next phase of the pandemic in Aotearoa.

Together we can get through this.

### If you feel unwell



**1** Self-isolate immediately.



**2** Call Healthline on **0800 358 5453** for advice.



**3** Get tested.



**4** Tell your close contacts that you're self-isolating.



**5** Stay at home until you are cleared.

**Call 111 in an emergency.**