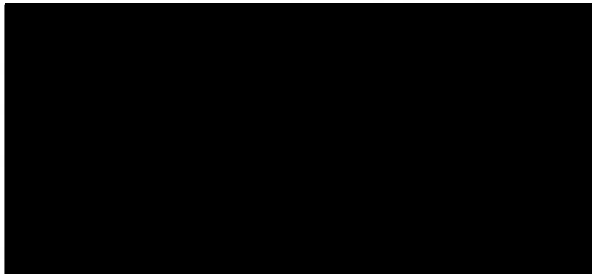


25 February 2021



**Re: Official Information Act request – Performance evaluation of ARPHS' COVID/Vincent Residences**

I refer to your Official Information Act request dated 5 February 2021 requesting the following information:

**This is an OIA request for:**

- **All documents ADHB hold which serve as a review/performance evaluation of ARPHS' response to the COVID-19 case at Vincent Residences, announced 12 November.**

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

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

Please find attached the following documentation related to this request:

- COVID-19 Vincent Apartment Deployment presentation (annexure 1),
- COVID-19 HPO Deployment checklist (annexure 2) – developed following the Vincent Residences deployment,
- COVID-19 Communications checklist (annexure 3) – developed following the Vincent Residences deployment.

Personal details of individuals have been redacted (under section 9 (2) (a) of the Official Information Act 1982) in order to protect the privacy of natural persons.

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

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

Yours faithfully



Ailsa Claire, OBE  
Chief Executive of Te Toka Tumai (Auckland District Health Board)

# COVID-19 HPO Deployment Checklist



## COVID-19 HPO Deployment CHECKLIST

For follow-up of Probable/ Confirmed Cases in Apartment buildings

### ACTION

TICK   
(COPY)

#### Before deployment

- Obtain scope of deployment (what's ARPMS goal, what is outside of ARPMS remit)
- Outline the roles and responsibilities of HPO/TOs and other deployed staff
- Go through situation briefing
- Find out liaison person at ARPMS and Single point of contact from the site for
  - Welfare request
  - questions
  - Comms
- Obtain any resources and messaging for distribution
- Request information on site plan, access points, number of residents, ideally to have them in hand before deployment
- Consider PPE dependent on timing of the deployment
  - If case still in the building and/or deep clean hasn't been conducted, full PPE required (tyvek suit, eye protection, N95, gloves and/or overshoes depending on the environment)
  - If the case left the building and deep clean has been conducted, partial PPE required (mask, gloves and eye protection)
- Other Equipment and supplies
  - Cleaning supplies- hand gel, biozardhard bag, wipes, tissues
  - wellbeing supplies -water, food
  - laptop with access to citrix
  - transport (taxi and/or parking)
- Consider second shift swap (personnel and timing)

Authorised date	20 November 2020	Review date	x December 2020
Owner	EH Management/COVID Steering group	Version	0.1

# COVID-19 HPO Deployment Checklist



## At the scene

- Liaise with apartment single point of contact
- Obtain access card/code for doors and lift
- Managing heated conversation and escalate the issue to ops-
- Remember to take regular breaks between the two officers as situation allows
- Handover to next shift

## Key contacts:

### CCM Operations Managers:

- CCM Operations Managers generic mobile: [REDACTED]
- ARPHS Emergency Operations generic email: [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

### BAU on-call staff:

- MOH: [REDACTED]
- HPO EHT: [REDACTED]
- HPO DI: [REDACTED]
- PHN: [REDACTED]

### Communications:

- Communications mobile: [REDACTED]
- [REDACTED]
- [REDACTED]
- ARPHS Emergency Communications generic email: [REDACTED]

Authorised date	20 November 2020	Review date	x December 2020
Owner	EH Management/COVID Steering group	Version	0.1

# COVID-19 Communications Checklist

## COVID-19 APARTMENTS CHECKLIST

For follow-up of Probable/ Confirmed Cases in Apartment buildings

ACTION	TICK <input checked="" type="checkbox"/> (COPY)	INITIALS AND DATE
Confirmed case or close contact identified as being at apartment whilst infectious	<input type="checkbox"/>	
ARPHS PIM identifies the SPOC for Apartment Building ARPHS PIM to inform SPOC that they will be publically identified in 1pm stand-up Discussion to include: <ul style="list-style-type: none"> <li>• contact details for 7-day-a-week on-going liaison for both the building and the corporate owners</li> <li>• determine layout of building/s and estimate number of residents, inform advice on the need for a partial +/- full lockdown</li> <li>• identify existing building data for contact management, including swipe card access</li> <li>• Identify platforms such as email, websites, hotlines, automated text messaging, newsletters, intercoms, tannoy and flyers to help communicate information on</li> <li>• shared areas including kitchens , pools, sauna and gyms, laundry rooms and shared bathrooms</li> <li>• shared touchpoints: lift buttons, foyer surfaces, door handles</li> <li>• security</li> <li>• urgent welfare required, including residents in Kāinga Ora emergency accommodation, baby formula and nappy essentials</li> <li>• other food and welfare needs, including door-to-door delivery</li> <li>• any scheduled move-ins or move-outs</li> </ul>	<input type="checkbox"/>	
ARPHS PIM briefs NRHCC PIM and advises that work is starting on draft communications	<input type="checkbox"/>	
ARPHS PIM to draft communications, taking into consideration: <ul style="list-style-type: none"> <li>• How the building staff are helping to prevent the spread of COVID-19</li> <li>• How additional information will be shared, and where to direct questions.</li> <li>• How to stay healthy and what to do if you are sick.</li> <li>• How staff and residents can cope and manage stress and protect others from stigma and discrimination</li> <li>• Culturally appropriate and easy to understand language and framing.</li> </ul>	<input type="checkbox"/>	
ARPHS' PIM sends the letters +/- statement to the ARPHS' Incident Controller (IC) for sign-off, releases media statement, answers media enquires	<input type="checkbox"/>	

Authored date	16 November 2020	Review date	x December 2020
Owner	COVID-19 Public Information Manager	Version	0.1

# COVID-19 Communications Checklist



NRHCC PIM advises Ministry of Health Communications as appropriate	<input type="checkbox"/>	
Advise the SPOC at the Apartment Building to refer symptomatic residents and staff (and asymptomatic if agreed by MOH) to the testing centre	<input type="checkbox"/>	
ARPHS advises NITC of locations, dates and times for upload to locations of interest page of MOH website	<input type="checkbox"/>	
ARPHS' PIM to draft script for HPO and seek sign-off from COVID Clinical Lead	<input type="checkbox"/>	
ARPHS HPO to offer health-related and contract tracing information including: <ul style="list-style-type: none"> <li>• symptomatic residents</li> <li>• vulnerable residents, including pregnant women, older adults and those with underlying health conditions</li> <li>• essential workers and health professionals</li> <li>• links to translation and welfare</li> <li>• answer questions and explain to residents what they can do to protect themselves and fellow residents</li> </ul>	<input type="checkbox"/>	
ARPHS' PIM to provide HPO with <b>do not visit signage</b> for outside of building	<input type="checkbox"/>	

DRAFT

Authored date	16 November 2020	Review date	x December 2020
Owner	COVID-19 Public Information Manager	Version	0.1

# COVID-19 Vincent Apartment Deployment



## Auckland Regional Public Health Service

Rātonga Hauora ā Iwi o Tamaki Makaurau



Best Care for Everyone



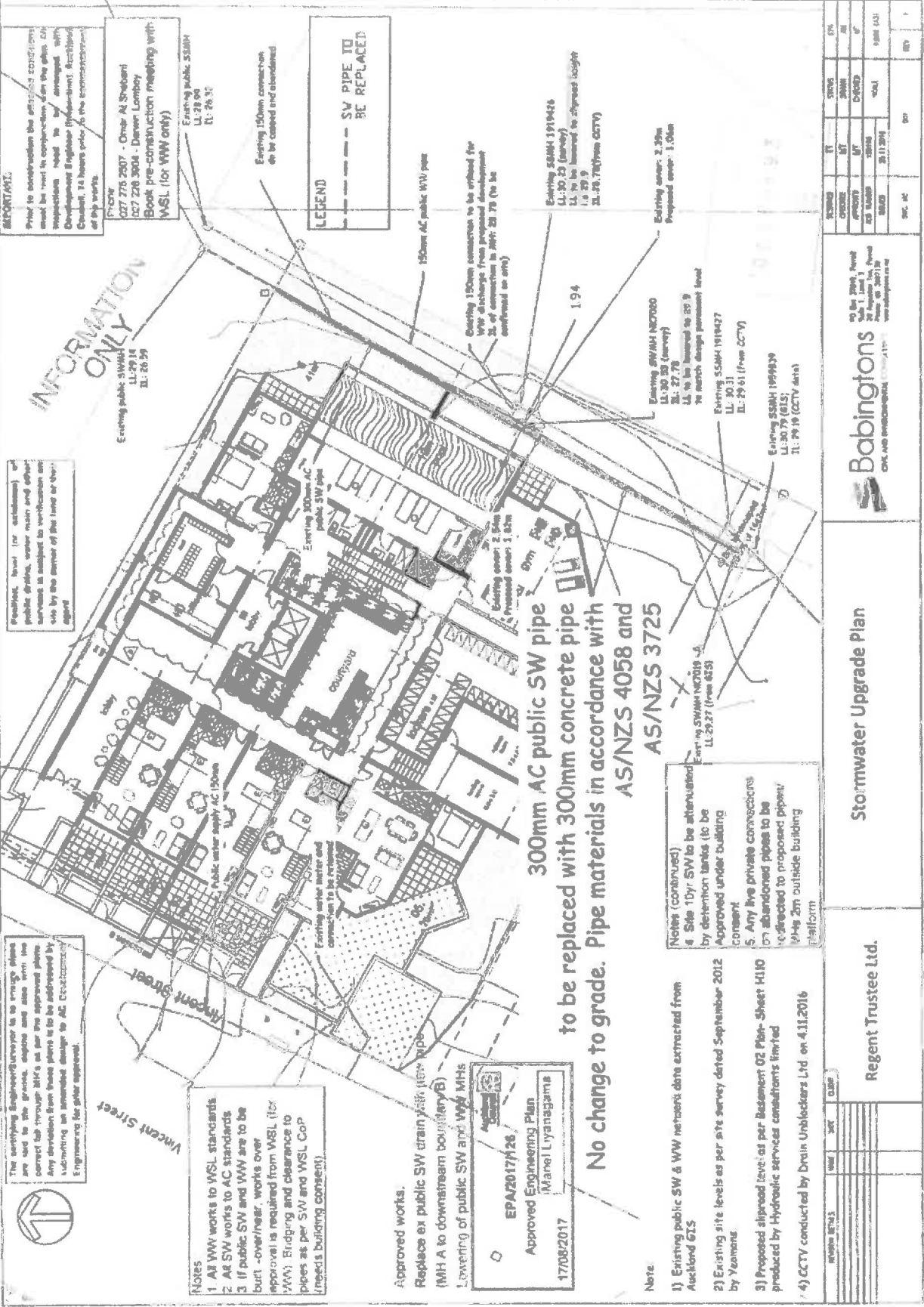
*Working with the people of Auckland, Waitemata and Counties Manukau*



ABIGAIL DOUGHERTY/STUFF

The shop assistant lives at the Vincent Residences in the CBD. Public health officials were there on Friday morning.





**IMPORTANT:**  
Prior to construction the site conditions must be noted in conjunction with the plans. All inspections must be arranged with Development Engineer (Professional) at least 24 hours prior to the commencement of any works.

**Phone:**  
027 276 2007 - Omar Al Shabani  
027 220 3004 - Darren Lombay  
Book pre-construction meeting with WSL (for WW only)

**Existing public SWM:**  
LL: 29.00  
RL: 26.32

**Existing 150mm construction to be capped and standardised**

**LEGEND**  
--- SW PIPE TO BE REPLACED

**INFORMATION ONLY**  
Existing public SWM LL: 29.14 RL: 26.59

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Existing 150mm construction to be capped and standardised

Existing SWM NCT600 LL: 30.33 RL: 27.78  
LL to be lowered to 29.9 to match design pavement level

Existing SSAM 1919427 LL: 30.31 RL: 29.61 (from CCTV)

Existing SSAM 1919439 LL: 30.79 (61S) RL: 29.19 (CCTV data)

Existing SWM NCT700 LL: 30.33 RL: 27.78  
LL to be lowered to 29.9 to match design pavement level

Existing SWM NCT625 LL: 29.27 (from 625)

**IMPORTANT:**  
Prior to construction the site conditions must be noted in conjunction with the plans. All inspections must be arranged with Development Engineer (Professional) at least 24 hours prior to the commencement of any works.

**Phone:**  
027 276 2007 - Omar Al Shabani  
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LL to be lowered to 29.9 to match design pavement level

Existing SWM NCT625 LL: 29.27 (from 625)

**Notes (continued)**  
4. Side 10y: SW to be attenuated by detention tanks (to be approved under building consent)  
5. Any live private connections or abandoned pipes to be re-directed to proposed pipes/1.5m 2m outside building platform

**Notes**  
1) Existing public SW & WW network data extracted from Auckland GIS  
2) Existing site levels as per site survey dated September 2012 by Yeomans  
3) Proposed proposed levels as per Basement 02 Plan-Sheet H110 produced by Hydraulic services consultants limited  
4) CCTV conducted by Drain Unblockers Ltd on 4.11.2016

**Approved works:**  
Replace ex public SW drain with new pipe (MH A to downstream boundary B)  
Lowering of public SW and WW MHs

**Approved Engineering Plan**  
EPA/2017/126  
Manuel Lymanagama  
17/08/2017

**300mm AC public SW pipe to be replaced with 300mm concrete pipe AS/NZS 4058 and AS/NZS 3725**  
No change to grade. Pipe materials in accordance with AS/NZS 4058 and AS/NZS 3725

**Stormwater Upgrade Plan**

**Regent Trustee Ltd.**

**Babingtons**  
CIVIL AND ENVIRONMENTAL CONSULTANTS

**Regent Trustee Ltd.**  
100 The Square, Level 1, Unit 1, P.O. Box 100, Auckland 1142  
Phone: 09 307 3129  
www.babingtons.co.nz

REV	DATE	BY	CHKD	DESCRIPTION
01	17/08/2017	ML	ML	ISSUED FOR PERMIT





**Information for residents at the Vincent Residences regarding deliveries**

Dear apartment resident,

As you will be aware, someone in this building has tested positive for COVID-19 and you have been asked to get a COVID-19 test and self isolate by staying in your apartment until you get a negative test result.

Even if your test result is negative, please stay in self isolation if you have symptoms, and do not go to work if you are a health worker. Public health will provide more information later today.

If you need food or essential items please use contactless supermarket or other delivery services like Uber Eats, or ask family or friends to drop the items to the apartment building.

All deliveries must be sent to the lobby of the apartments at 106 Vincent St. Include your apartment number on the delivery. Security at the apartments will then deliver these to your apartment door for you to receive.

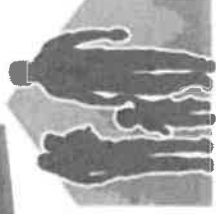
It's important that you do not leave your apartment for any reason or have any visitors until you receive a negative test result.

If you need any other assistance or have any questions please email us on [NRHCCWelfare1@ADHB.govt.nz](mailto:NRHCCWelfare1@ADHB.govt.nz)

If you have any health questions please call Healthline on 0800 358 5453. You can also visit [www.aotrota.health.nz](http://www.aotrota.health.nz) or [www.covid19.govt.nz](http://www.covid19.govt.nz)

Thank you for your help,  
Northern Region Health Coordination Centre (NRHCC)

**ACCESSING SUPPORT SERVICES**



For help with paying bills, job loss support, rental support, mortgage repayment support call **WORK AND INCOME** on 0800 559 008. Visit [www.workandincome.govt.nz](http://www.workandincome.govt.nz) for more information.

**INFORMATION IN TRANSLATED LANGUAGES:**  
Visit [aphs.health.nz/community/info](http://aphs.health.nz/community/info) and [covid19.govt.nz/translations](http://covid19.govt.nz/translations).  
**NEED TO TALK? 1737**  
Free call or txt 1737  
Visit [1737.org.nz](http://1737.org.nz) for more information.

**ASIAN FAMILY SERVICES HELPLINE:**  
For general counselling and gambling support for English, Mandarin, Cantonese, Korean, Vietnamese, Japanese, Thai and Hindi languages  
Call 0800 862 342, Monday to Friday from 9am to 8pm  
Visit [asianfamilyservices.nz](http://asianfamilyservices.nz) for more information.  
**ALCOHOL DRUG HELPLINE:**  
Free call 0800 767 797 or text 8681  
Visit [alcoholdrughelpline.org.nz](http://alcoholdrughelpline.org.nz) for more information.

**OUTLINE:**  
Free call 0800 688 5463 (OUTLINE)  
- confidential telephone support for people in the rainbow community  
Available evenings from 6pm-9pm  
Visit [outline.org.nz](http://outline.org.nz) for more information.

**FORMER REFUGEE BACKGROUND:**  
Call RASNZ Support & Information Line, 0800 472 769, Monday to Friday, 9am to 5pm  
Visit [rasnz.co.nz/covid-19-resources](http://rasnz.co.nz/covid-19-resources) for more information.  
For Auckland region only.  
**GAMBLING HELPLINE:**  
Free call 0800 654 655 or text 8006.  
Visit [gamblinghelpline.co.nz](http://gamblinghelpline.co.nz) for more information.



Saturday, 13 November 2020

Dear Residents

**UPDATE - COVID-19 case at The Vincent Residences (Saturday)**

Firstly, thank you to everyone who has been tested for COVID-19. We have now tested 290 people linked to the residences, and all the results are negative to date (two are still being processed).

The resident with COVID-19 continues to isolate at the quarantine facility, and as mentioned in the letter yesterday, another close contact and resident is also at the quarantine facility.

To confirm: as your test result is negative, you are free to resume your normal life – unless you have symptoms. Even if your test is negative, but you have symptoms, please stay in self-isolation until 24 hours after your symptoms clear.

If you are a health care or aged residential care worker, please don't go to work, although you can leave the residences. This is because you are in contact with potentially more vulnerable people and we are taking a cautious approach. We anticipate that the situation will be updated regularly.

Sunday, 15 November

We want to thank each and every one of you for how responsive and supportive you've been in this stressful situation. Thanks to your quick testing, we are able to move quickly to confirm there are no more cases of COVID-19 in the residences.

To continue to be cautious, we ask that all residents continue to watch for one or more of the symptoms of COVID-19, especially over the next 14 days.

**COVID-19 symptoms:**

- new or worsening cough
- sore throat
- runny nose
- fever
- temporary loss of smell
- difficulty breathing

Please call your doctor or Healthline (0800 358 5453) if you have any symptoms, and tell them you are a casual contact. They can tell you what to do next.

Finally, if you know the identity of the person with COVID-19, please do not disclose this to anyone else as this can lead to on-line bullying and abuse.

For more information: call Healthline: 0800 358 5453 (a free, 24/7 service with interpreters available). You can also visit [www.arphs.health.nz](http://www.arphs.health.nz) or [www.covid19.govt.nz](http://www.covid19.govt.nz).

Thank you for your support.

Yours sincerely

Medical Officer of Health  
Auckland Regional Public Health Service

If you have any health questions please call Healthline on 0800 358 5453. You can also visit [www.arphs.health.nz](http://www.arphs.health.nz) or [www.covid19.govt.nz](http://www.covid19.govt.nz).

Sunday, 15 November 2020

Dear Residents,

**UPDATE - COVID-19 case at The Vincent Residences (Sunday)**

Vincent apartments can now return to normal.

We are pleased to confirm that all people linked to the residencies, not associated with the case, who were tested for COVID-19 have returned negative results.

If you are a health worker, you can now return to work.

Thank you for your support through this process and for looking out for each other.

A quick reminder, please continue to be cautious and watch for one or more of the symptoms of COVID-19, especially over the next 14 days.

**COVID-19 symptoms:**

- new or worsening cough
- sore throat
- runny nose
- fever
- temporary loss of smell
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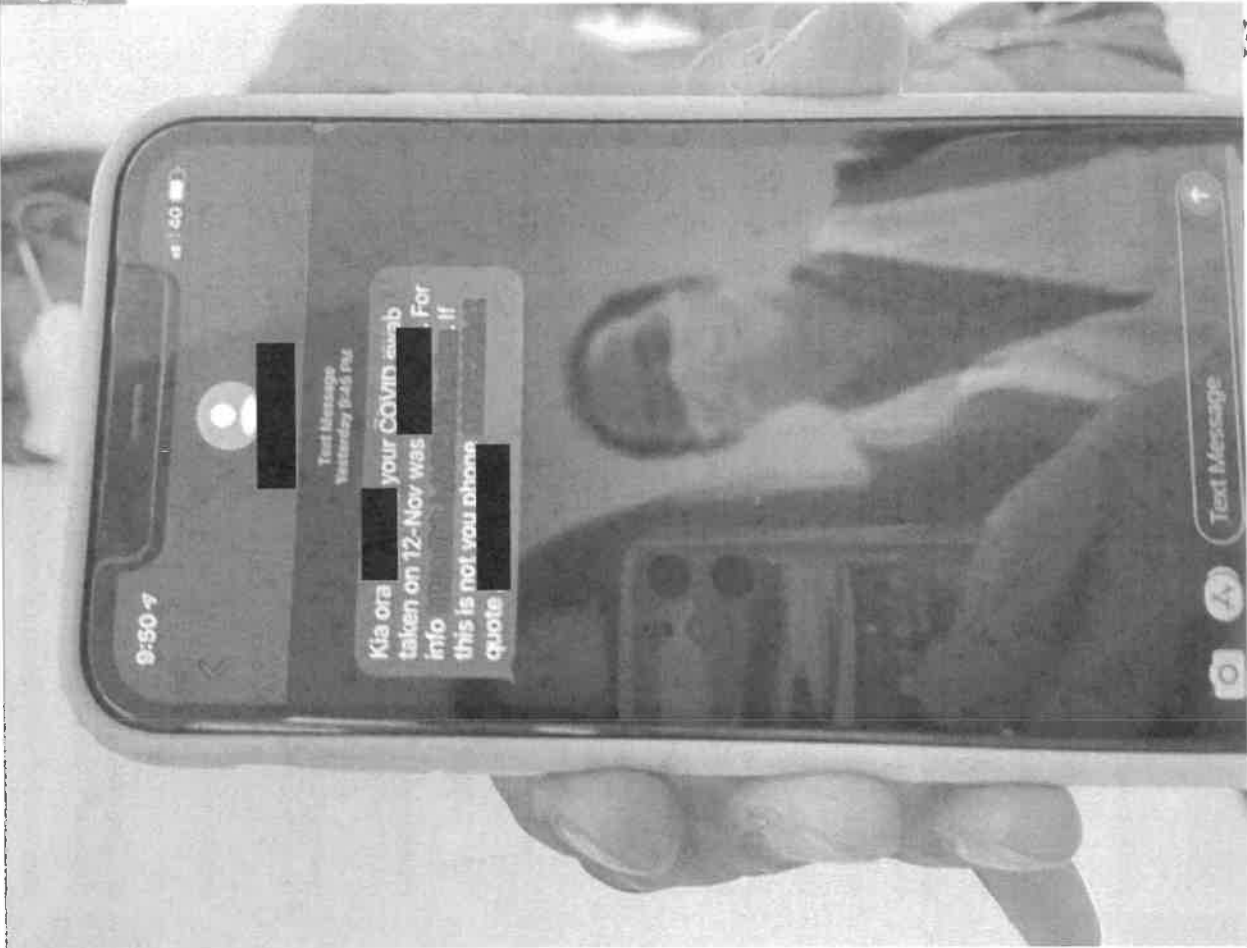
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Yours sincerely,

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

If you have any health questions please call Healthline on 0800 358 5453. You can also visit [www.arphs.health.nz](http://www.arphs.health.nz) or [www.covid19.govt.nz](http://www.covid19.govt.nz)



## Issues we encountered

- Challenge self isolation
- Don't want to be tested
- Last minute request
- Airbnb
- Tenants to move in
- Anxiety
- Access to results

## Work to be done

- Comms plan
  - Internal briefing
  - External to affected parties
- Checklist for HPO/TO deployment
- PPE stock