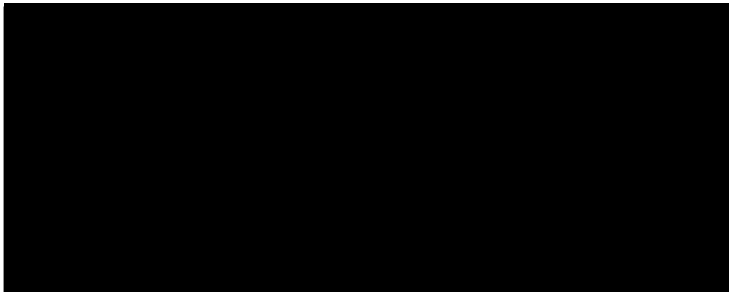


7 April 2021



Re: Official Information Act request – Record from MoH re Covid tracers

I refer to your Official Information Act request dated 16 March 2021, requesting the following information:

Copies of any emails and records of phone calls from Ministry of Health/Covid tracers to the family (names and email addresses for the family can be deleted for privacy reasons but please include dates and times)

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.

In response to your request Case L's family includes cases I, J, K, L, O. Please find attached the following documents:

- Copy of relevant emails from ARPHS Covid tracers to the family (annexure A)

Date and time	Subject	Notes
14/02/21 14:06	Letters for distribution	Email redacted under s9(2)(a) Official Information Act to protect the privacy of natural persons. Casual plus letter included as attachment which was distributed via the School. Other letters withheld as out of scope
17/02/21 19:26	Updated letter and text to send to school community	Email redacted under s9(2)(a) Official Information Act to protect the privacy of natural persons. Text script withheld as out of scope.
19/02/21 16:46	Follow up letter for students with no results to date	Email redacted under s9(2)(a) Official Information Act to protect the privacy

		of natural persons.
23/02/21 14:04	Re: test email	Email redacted under s9(2)(a) Official Information Act to protect the privacy of natural persons.
23/02/21 14:13	FW: Papatoetoe High School ARPHS letter4_2021Feb23 fin	Email redacted under s9(2)(a) Official Information Act to protect the privacy of natural persons.
24/02/21 17:15	Letter to school – prompt to get tested 24 Feb	Email redacted under s9(2)(a) Official Information Act to protect the privacy of natural persons.
26/02/21 14:18	Letter, Q &A's and suggested facebook post	Email redacted under s9(2)(a) Official Information Act to protect the privacy of natural persons.
27/02/21 12:00	Copy of test results	Email redacted under s9(2)(a) Official Information Act to protect the privacy of natural persons.
28/02/21 17:10	COVID-19 information	Email redacted under s9(2)(a) Official Information Act to protect the privacy of natural persons. English version attached. Patient was provided with a translated version.
08/03/21 17:01	Clearance letter	Email redacted under s9(2)(a) Official Information Act to protect the privacy of natural persons.
10/03/21 10:22	Clearance notes and letters	Email redacted under s9(2)(a) Official Information Act to protect the privacy of natural persons.

- the record of communications (emails and phone calls) from ARPHS Covid tracers to the family (annexure B)
- Page 18 and 13 from the COVID_19 Operations Standard Operating Procedure mentioned in the record of communications (annexure C)

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 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

Jane McEntee (ADHB)

From: Jane McEntee (ADHB)
Sent: Sunday, 14 February 2021 14:06
To: [REDACTED] Deidre Alderson
Cc: Helen Hayes (ADHB)
Subject: letters for distribution
Attachments: [REDACTED] Papatōetoe High School COVID Casual Students 2021Feb14.docx: [REDACTED]

Kia ora Vaughan

As discussed attached are four letters for your review and distribution:

1. [REDACTED]
2. [REDACTED]
3. [REDACTED]
4. Letter for the remaining students in the school – casual contact student letter.

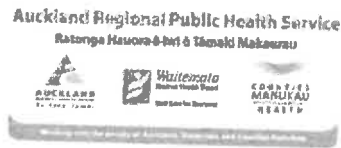
As discussed if you remove the red text at the top of the letters. Please feel welcome to ring me if required

Ngā mihi,
Jane

Jane McEntee
General Manager
Auckland Regional Public Health Service

Auckland Regional Public Health Service
Cornwall Complex, Building 15 - Level 2, Greenlane Clinical Centre, Auckland
Tel: 09 623 4600 x 27102 | DDI: 6234602 | Fax: 09 623 4633 | Mob: [REDACTED]
Email: JMcEntee@adhb.govt.nz | www.arphs.govt.nz

Casual plus letter for students (not in classes with case)



14 February 2021

Dear Parent or Guardian

COVID-19 case at Papatoetoe High School

A student at Papatoetoe High School has been confirmed as having COVID-19.

Your child has **not** been identified as a close contact and so is at low risk of becoming ill with the disease. However, as a precautionary measure, the school will be closed for the next two days – Monday 15 and Tuesday 16 February.

What you need to do

While there is only a small possibility of your child becoming unwell, we are asking that they stay at home and get tested for COVID-19. A mobile testing unit will be on-site at the school tomorrow. The test is free.

Please take the following code with you and give it to the testing staff. This is a unique code and should not be shared with anyone else:

- **SURV-TM11SC1**

Alternatively, you can visit one of the community testing centres to get tested today (see table below). A list of testing sites is also available on the Auckland Regional [Public Health Service website: https://www.arphs.health.nz/public-health-topics/covid-19/where-to-get-tested/](https://www.arphs.health.nz/public-health-topics/covid-19/where-to-get-tested/).

Please keep your child at home until they have returned a negative test result. You will receive this via text. In the unlikely event their result is positive, Public Health will be in contact with advice about what to do next.

Watch for COVID-19 symptoms

Please watch for the symptoms of COVID-19:

- New or worsening cough
- Fever
- Sore throat
- Temporary loss of smell or taste
- Difficulty breathing
- Runny nose. An [information sheet for casual contacts](#) is available on the [ARPHS website](#).

If your child or anyone else in your household becomes unwell, please phone the 24-hour COVID-19 Health line number 0800 358 5453. Tell them your child is a casual-plus contact of COVID-19;

they will advise you what to do. Please do not take your child to a medical or after hours clinic, but you can phone your medical clinic if you need further advice.

If your child has a weakened immune system (e.g. if they have an inherited immune problem or are receiving chemotherapy for cancer or similar), please contact your doctor immediately to discuss further.

For more information and fact sheets, visit the [COVID-19 page on www.arphs.health.nz](https://www.arphs.health.nz). Please phone Healthline on 0800 358 5453 if you have any queries around health or isolation.

We will update you with any new or different information or advice, if required, as our investigation continues.

Finally, if you know the identity of the case, please do not share this via personal networks, or social or other media; this can lead to online bullying and harassment.

Thank you for your help

Medical Officer of Health
Auckland Regional Public Health Service

Location	Centre Name	Operating Hours	Referral Process
NORTH	NORTHCOTE COMMUNITY TESTING CENTRE 16-18 College Road, Northcote. Corner of College Road and Kilham Avenue. Entrance via College Rd	Sun 14 th Feb 8:30am – 6:00pm Mon 15 th to Fri 19 th Feb 8:30am – 4:30pm Sat 20 th Feb 8:30am – 2:30pm	Walk-In/Drive Thru
CENTRAL	BALMORAL COMMUNITY TESTING CENTRE 182 Balmoral Road, Mount Eden, Auckland 1024	Sun 14 th Feb 8:30am – 6:00pm Mon 15 th to Fri 19 th Feb 8:30am – 4:30pm Sat 20 th Feb 8:30am – 2:30pm	
WEST	WHĀNAU HOUSE, WAIPAREIRA TRUST HENDERSON Corner of Edsel St & Catherine St, Henderson	Sun 14 th Feb 8:00am – 4:00pm (or later if needed) Mon 15 th to Fri 19 th Feb 8:00am – 4:00pm	
WEST	HEALTH NEW LYNN Level 1 Carpark, Totara Health Services, McCrae Way, New Lynn	Mon 15 th to Fri 19 th Feb 8:30am – 4:30pm Sat 20 th to Sun 21 st Feb CLOSED	
SOUTH	THE WHĀNAU ORA COMMUNITY CLINIC 25 Druces Road, Wiri	Sun 14 th Feb 1:00pm – 6:00pm Mon 15 th to Fri 19 th Feb 8:30am – 4:30pm Sat 20 th Feb 8:30am – 2:30pm	
SOUTH	ŌTARA COMMUNITY TESTING CENTRE Otara Town Centre, 14 Fair Mall, Otara	Sun 14 th Feb 10:00am – 6:00pm Mon 15 th to Fri 19 th Feb 8:30am – 4:00pm Sat 20 th Feb CLOSED	

Melanie Jeffery (ADHB)

From: Jane McEntee (ADHB)
Sent: Wednesday, 17 February 2021 19:26
To: 'Vaughan Couillault'; 'Deidre Alderson'
Cc: Mariam Parwaiz (ADHB); Helen Hayes (ADHB)
Subject: updated letter and text to send to school community, 17 Feb
Attachments: PHS general letter after new cases COVID 2021Feb17 final.pdf; [REDACTED]
[REDACTED]

Kia ora

Revised text as discussed including adding in Public Health will ring tomorrow to discuss any support that may be required.

Thanks for your support with sending this out tonight Vaughan

Ngā mihi,
Jane

Jane McEntee
General Manager

Auckland Regional Public Health Service

Tel: +64 9 623 4600 Ext: 27102 | DDI: +64 9 6234602 | Mob: [REDACTED]
Level 3, Building 15, Cornwall Complex, Greenlane Clinical Centre, Auckland
Visit: www.arphs.health.nz | [Auckland Regional Public Health Service](#) | [@akjpublichealth](#)

Our Vision: Te Ora o Tāmaki Makaurau

Welcome Haere Mai | Respect Manaaki | Together Tūhono | Aim High Angamua

If you are not the intended recipient of this email, please delete.



17 February 2021

Dear Parent, Student and Staff Member

Two COVID-19 cases at Papatoetoe High School

The two new cases of COVID-19 are Papatoetoe High School students from the same family, with one student in the same class as the case from Sunday. The school will now be closed until Monday 22 February 2021.

With two more cases, Public Health asks that **all students and staff are tested and must have a negative test result before they return to school on Monday.**

Siblings of students and children of staff who attend other schools should also remain at home until Monday.

Students and staff who are close contacts must remain at home in self-isolation, and their household members need to get tested (see Close Contact advice below).

Everyone in the school community – staff, students and household members – is asked to get a test, if they have not been tested since Feb 15.

A testing centre will be operating at the school on Saturday and Sunday. Testing is also available at other community testing centres in the area for anyone who needs to get tested – students, staff and household members. For information on testing locations in Auckland, visit www.arphs.health.nz/covid19test.

Please show this code when you get tested - SURV-TM11SC1.

All staff, students and household members who are not close contacts also need to take action:

- Everyone (including household members) is encouraged to stay home until Monday
- Students and staff cannot return to school unless they have had a negative test result.
- Siblings of students and children of staff should not attend school and Early Learning Services until Monday.
- All household members should work from home.
- This also means that everyone in the school community is asked not to attend large gatherings until Monday.
- All household members of all students and staff should be tested if they have not been tested since 15 February.

- Do not attend school at any time if you are unwell. Please stay home if you develop any symptoms, and call Healthline on 0800 358 5453 and get tested again.
- If any household members are unwell or have COVID-19 symptoms, we ask that they stay home and get tested.

Close contacts

If you or your child has been told they are a close contact:

- Please have your second COVID-19 test and stay in self-isolation until 24 February, according to the advice given by Public Health.
- We now ask all **household members of close contacts to also have a test as soon as possible**, if they have not already had a test since 15 February. They need to stay in self-isolation until they receive a negative test result.
- **All household members with any symptoms** should call Healthline on 0800 358 5453 immediately, and they should stay at home, even if they have had a negative test result.

We realise that getting tested and staying away from work, school or large gatherings is inconvenient for everyone in the school community.

However, it is vital that everyone is tested on the weekend at the school if they have not already been tested to ensure there are no further cases of COVID-19 in the school community. Public Health will ring you tomorrow to discuss any support you may need.

Everyone should watch for the symptoms of COVID-19

- New or worsening cough
- Fever
- Sore throat
- Temporary loss of smell or taste
- Difficulty breathing
- Runny nose.

If your child or anyone else in your household becomes unwell, please phone the 24-hour COVID-19 Health line number 0800 358 5453 and they will advise you what to do.

Public Health has more information and fact sheets, visit the [COVID-19 page on www.arphs.health.nz](https://www.arphs.health.nz).

Thank you for your help.

Nga mihi

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

Natasha Johannes (ADHB)

From: Jane McEntee (ADHB)
Sent: Friday, 19 February 2021 16:46
To: 'Vaughan Couillault'; 'BaWilliams'; 'Deidre Alderson'; Joanna Goodfellow (ADHB)
Cc: 'BaWilliams'; [REDACTED]
Subject: follow up letter for students with no results to date
Attachments: Paptotoe High School_COVID_Student Testing_2020Feb19.docx

Kia ora Vaughan

As discussed attached is the follow up letter for you to send out for the parents of students who have had no negative result to date. Please do not send this to the Maori students/whanau as our Pae Ora team and PHS Maori Unit have been working with these whanau.

Also I am pleased to confirm the national testing centre should have also spoken with each of these families and students today to explain this message.

Ngā mihi,
Jane

Jane McEntee
General Manager
Auckland Regional Public Health Service

Auckland Regional Public Health Service
Cornwall Complex, Building 15 - Level 2, Greenlane Clinical Centre, Auckland
Tel: 09 623 4600 x 27102 | DD: 6234602 | Mob: [REDACTED]
Email: JMcEntee@adhb.govt.nz | www.arphs.govt.nz

From: Vaughan Couillault [REDACTED]
Sent: Friday, 19 February 2021 3:26 p.m.
To: BaWilliams
Cc: Jane McEntee (ADHB); BaWilliams; [REDACTED]
Subject: RE: PHS_remaining_20210219_1251 (1) (version 1).xlsb

As promised...list and emails for my team.

Nāku iti noa, nā

Vaughan Couillault
Principal



From: BaWilliams <[REDACTED]>
Sent: Friday, 19 February 2021 3:24 pm
To: Vaughan Couillault <[REDACTED]>
Subject: PHS_remaining_20210219_1251 (1) (version 1).xlsb

Sorted to include those students who have not yet returned 2021 (NYR 2021)

Regards



The attachment named PHS_remaining_20210219_1251 (1) (version 1).xlsb could not be scanned for viruses because it is a password protected.



19 February 2021

Dear Parent or Guardian,

Your child needs a negative COVID-19 test result before returning to school on Monday

Papatoetoe High School will reopen on Monday, February 22. However, all students must have returned a negative COVID-19 test result *before* they can return to school.

What you need to do

If your child hasn't been tested yet, or was tested before February 15*, this is a friendly reminder that testing is needed, and will be available at the school this weekend.

We are also encouraging whānau who live with Papatoetoe High students to get tested if they haven't already, or were tested before February 15*.

Where to go

- What:** COVID-19 testing - FREE
Where: Papatoetoe High School
When: **This weekend - Saturday (9am – 5pm) and Sunday from (9am to 3pm)**
Take: The following code with you and give it to the testing staff when your child/your whānau go for testing: **SURV-TM11SC1**. *This is a unique code, please do not share it outside of the school community.*

**Testing before February 15 would have been too early to pick up the virus if your child or whānau member was developing it. That's why it's important that anyone tested before February 15 gets a second test this weekend.*

Testing is also available at other Community Testing Centres. Check their locations and weekend opening times here: <https://www.arphs.health.nz/covid19test>, or call Healthline: 0800 358 5453.

Negative test results will be sent via txt or, in the unlikely event of a positive result, Public Health will call you.

If you have already been contacted by Public Health, have received the above information, and your child has already had a COVID-19 test on or after February 15, you do not need to do anything further at this time.

We wish you all the best for your return to school.

Thank you for your help

Medical Officer of Health
Auckland Regional Public Health Service

Natasha Johannes (ADHB)

From: Georgia Maoate (ADHB)
Sent: Tuesday, 23 February 2021 14:04
To: [REDACTED]
Subject: RE: Test email
Attachments: Exclusion Letter - [REDACTED].pdf; Information-for-close-contacts-of-a-confirmed-case.pdf

Hi [REDACTED]

Thank you for your reply. I have attached your exclusion letter for work.

I have also attached a document with more information around what it means to be a close contact.

Please let me know if you have any questions or concerns. We are very appreciative of your cooperation.

Ngā mihi,

Georgia Maoate
Medical Student
Case and Contact Manager | Covid Unit

Auckland Regional Public Health Service

Level 1, Building 15, Cornwall Complex, Greenlane Clinical Centre, Auckland
Visit www.arphs.govt.nz | [Auckland Regional Public Health Service](#) | [@aklpublichealth](#)

Our Vision: Te Ora ō Tāmaki Makaurau

If you are not the intended recipient of this email, please delete.

From: [REDACTED]
Sent: Tuesday, 23 February 2021 12:54 p.m.
To: Georgia Maoate (ADHB)
Subject: Re: Test email

Hi Georgia,

Yes I have received your email.

Regards,

[REDACTED]
On Tue, 23 Feb 2021 at 12:51 PM, Georgia Maoate (ADHB) [REDACTED] wrote:

H 

Thank you for your time earlier on the phone. Can you please reply to this email acknowledging you have received it.

Ngā mihi,

Georgia Maoate

Case and Contact Manager

| Covid Unit

Auckland Regional Public Health Service

Level 1, Building 15, Cornwall Complex, Greenlane Clinical Centre, Auckland

Visit

www.auckland.govt.nz |

 Auckland

[Regional Public Health Service](#) |

 [@aucklandpublichealth](#)

Our Vision:

Te Ora o Tāmaki Makaurau

If you are not the intended recipient of this email, please delete.



Tuesday, 23 February 2021

To whom it may concern:

RE: [REDACTED]

[REDACTED] has recently been in close contact with another person who has been diagnosed with a notifiable infectious disease as listed in the Health Act 1956.

It is possible that [REDACTED] may develop illness and become infectious to others.

The Auckland Regional Public Health Service require [REDACTED] to stay at home in self-isolation until receiving a clearance letter.

Thank you for your understanding. Should you have any questions please feel free to call Auckland Regional Public Health Service (09) 623 4600 between 0800 - 1700hrs. More information can be found at <https://www.health.govt.nz/> and <http://arphs.health.nz/>

Yours faithfully,

Emma Thirkettle

for Medical Officer of Health

Auckland Regional Public Health Service

YOU ARE A CLOSE CONTACT

Public Health staff has told you that you have been in close contact with someone who has COVID-19. You are now required to isolate away from others immediately and must stay in self-isolation for a minimum of 14 days.

WHAT YOU NEED TO KNOW

- There is a chance you are becoming infectious with COVID-19, which is why you need to stay away from others to stop the spread of the virus.
- You may be able to isolate at home, but may be asked to move into a quarantine facility if you develop symptoms or to protect others in your household.
- Your self-isolation period is counted from the day after you were last near the person with COVID-19 while infectious. If they live with you, your self-isolation starts the day after this person leaves to go to the quarantine facility Jet Park. Public Health will advise you of your quarantine dates.
- During this time, if you test positive for COVID-19 or someone in your household gets COVID-19, your stay in isolation may be extended.



CLOSE CONTACTS AND HOUSEHOLD MEMBERS

- All close contacts are required to stay at home for the full isolation period AND until Public Health clears them to leave.
- Please stay away from others in your home as much as possible, in case you are developing COVID-19 and are infectious.
- If the infected person has lived with you, everyone in your household is a close contact, and will have to stay in self-isolation.
- If the infected person has NOT lived with you, your household members may still need to be tested. If you develop symptoms, they will have to stay in self isolation as well.



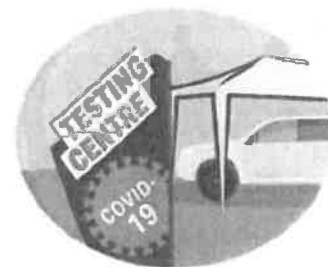
PLAN YOUR ISOLATION

- Please organise for food and supplies to be left at your door by family or friends living outside the home. There are food delivery services available and Public Health can coordinate support agencies to help if you need.
- Do not go out of the house, unless you are getting tested, or need urgent medical care (please phone ahead).
- Further guidance on [self-isolation](#) is available here.
- Public Health staff will contact you regularly to check your health. Please tell the staff or ring Health line on 0800 358 5453 if you have any symptoms – a new or worsening cough, fever, shortness of breath, a sore throat, runny nose or loss of smell.
- Ring an ambulance on 111 if you have trouble breathing and tell them you are a close contact.



TESTING

- **You will be tested twice, around day 5 and day 12 of your isolation. If you develop symptoms, you may need to have additional tests.**
- **This test is free, even if you are not a NZ citizen or resident.**
- **Please be aware - even if your test result is normal (no COVID), you must continue to stay at home for the full self-isolation period.**
- **You can also get a COVID-19 test from your family doctor, urgent care centre or community testing centre. Find your nearest testing centre [here](#).**
- **You may receive testing instructions (a code and location) so you can get a faster test result. Sometimes a mobile team will come to your home.**



WHY YOU MAY NEED TO ISOLATE AT JET PARK

If your test shows that you have COVID-19, or you get sick, we ask you to move to a quarantine hotel – Jet Park.

Even if you are not sick, it may be better for you to go into Jet Park, as this may protect other family members.

If you have shared a room with the person with COVID-19, the Jet Park team will discuss options for you to either continue to share a room at Jet Park, or stay in separate rooms. Staying in the same room may make your isolation time longer.

We may suggest you stay in this quarantine facility as –

- **You are less likely to spread the virus to household members if you become infectious**
- **You will have essentials such as meals and wifi provided**
- **If you develop COVID-19, your household members may be able to return to work and school faster.**



Please discuss with the Public Health team whether you should bring immediate family members, e.g. children with you.

Please see the fact sheet [Going into Jet Park](#) for information on what to take. Please be aware that your quarantine period may be longer than stated for cases in this fact sheet.

HEALTHLINE

Freephone 0800 358 5453
24 hours, 7 days a week

WORK AND INCOME

For help with paying bills, job loss support,
rental support and mortgage repayment
support call 0800 559 009 or visit
workandincome.govt.nz

FORMER REFUGEE BACKGROUND

Call RASNZ support and information line on
0800 472 769, Monday to Friday, 9am to 5pm.

Visit rasnz.co.nz/covid-19-resources for more
information. For the Auckland region only.

NEED TO TALK? 1737

Free call or text 1737
Visit 1737.org.nz for information.

INFORMATION IN TRANSLATED LANGUAGES

Visit arphs.health.nz/communityinfo or
covid19.govt.nz/translations

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 or visit
asianfamilyservices.nz

Jane McEntee (ADHB)

From: Jane McEntee (ADHB)
Sent: Tuesday, 23 February 2021 14:13
To: 'Vaughan Couillault'
Cc: 'Deidre Alderson'
Subject: FW: Papatōetoe High School ARPHS letter v4_2021Feb23 fin.docx
Attachments: Papatōetoe High School ARPHS letter v4_2021Feb23 fin.docx

Kia ora

As discussed latest letter to be sent out

Ngā mihi,
Jane

Jane McEntee
General Manager
Auckland Regional Public Health Service

Auckland Regional Public Health Service
Cornwall Complex, Building 15 - Level 2, Greenlane Clinical Centre, Auckland
Tel: 09 623 4600 x 27102 | DDI: 6234602 | Mob: [REDACTED]
Email: JMcEntee@adhb.govt.nz | www.arphs.govt.nz

From: Maria Poynter (ADHB)
Sent: Tuesday, 23 February 2021 2:12 p.m.
To: Jane McEntee (ADHB); Helen Hayes (ADHB)
Subject: Papatōetoe High School ARPHS letter v4_2021Feb23 fin.docx



23 February 2021

Dear Parent, Student and Staff Member

One COVID-19 case at Papatoetoe High School

Another student has tested positive for COVID-19 this morning so the school will close this evening, until further notice.

The Ministry of Health is requiring everyone in the school community – students, staff, brothers and sisters and all household members – to stay at home.

Students and staff who got tested BEFORE yesterday, MON 22 FEB, are asked to get tested again.

Everyone in a Papatoetoe High School household needs to remain at home until all students and staff members have had a negative result from a test taken this week.

This means that everyone in the school community must stay away from work or any other school or educational facility until all the students or staff members in their own household have had a negative test result. This includes the supermarket, or any other place outside the home.

Students and staff will need to have a negative test result from a test taken on or after Monday 22 February before they can attend school. There will be further information on when the school will reopen.

There will be testing at the school this week, or you can go to a community testing centre. For information on testing locations in Auckland, visit www.arphs.health.nz/covid19test.

Please quote this code **SURV-TM11SC1** when you go for testing.

Any students, staff and household members with any symptoms should call Healthline on 0800 358 5453 immediately for advice, and they should stay at home, even if they have had a negative test result.

Everyone should watch for the symptoms of COVID-19

- New or worsening cough
- Fever
- Sore throat
- Temporary loss of smell or taste
- Difficulty breathing
- Runny nose.

Public Health has more information and fact sheets, visit the [COVID-19 page on www.arphs.health.nz](http://www.arphs.health.nz).

Thank you for your support in getting testing and in staying home.

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

Jane McEntee (ADHB)

From: Jane McEntee (ADHB)
Sent: Wednesday, 24 February 2021 17:15
To: 'Vaughan Couillault'
Cc: Joanna Goodfellow (ADHB)
Subject: letter to school - prompt to get tested 24 Feb
Attachments: Papatōetoe High School_COVID_Student Testing_2020Feb24_FIN (00000002).docx

Kia ora

Letter as requested – let me know if anything else is needed – I changed the header of the email but couldn't change the letter title for you 😊

And confirming Jo is your contact again tomorrow

Ngā mihi,
Jane

Jane McEntee
General Manager

Auckland Regional Public Health Service

Tel: +64 9 623 4600 Ext: 27102 | DDI: +64 9 6234602 | Mob: [REDACTED]

Level 3, Building 15, Cornwall Complex, Greenlane Clinical Centre, Auckland

Web: www.aucklandregionalpublichealthservice.org.nz | [Facebook](https://www.facebook.com/aucklandregionalpublichealthservice) | [Twitter](https://twitter.com/aucklandpublichealth) | [Instagram](https://www.instagram.com/aucklandpublichealth)

Our Vision: **Te Ora ō Tāmaki Makaurau**

Welcome **Haere Mai** | Respect **Manaaki** | Together **Tūhono** | Aim High **Angamua**

If you are not the intended recipient of this email, please delete.



24 February 2021

Dear Parent or Guardian

All students need to have a COVID-19 test taken any day this week

This is a friendly reminder that students need to get retested, even if they had a test last week.

With one more school case announced yesterday and two more whānau with COVID-19, we need to reduce the possibility that any students return to school with COVID-19.

The school is closed this week and we will confirm when the school will reopen later this week. The students will have received texts about the need to stay at home until they have a negative test result. They should be following this advice.

What you need to do

If your child hasn't been tested on or after Monday 22 February, please send them to be tested for free at:

- Papatoetoe High School – 9-3pm
- or a Community Testing Centre – see the locations and times here - <https://www.arphs.health.nz/covid19test>, or call Healthline: 0800 358 5453.
Your child should take this code when getting tested: **SURV-TM11SC1**.
This is a unique code, please do not share it outside of the school community.

If your child has already had a test this week (on or after 22 February), you do not need to do anything further at this time. When they receive their negative result you are all free to resume normal life.

We realise this has been very hard for the Papatoetoe High School community, and want to thank you for your support with following our public health advice.

Thank you again for your help

Kia pai koe tō mahi

Medical Officer of Health
Auckland Regional Public Health Service

Jane McEntee (ADHB)

From: Jane McEntee (ADHB)
Sent: Friday, 26 February 2021 14:18
To: 'Vaughan Couillault'
Cc: 'Deidre Alderson'
Subject: letter, Q&As and suggested facebook post
Attachments: Papatōetoe High School Reopening letter v2 2020Feb25_FIN.DOCX; PHS Opening Social Post 25022021_FIN.DOCX; Papatōetoe High School FAQs 26022021_V4_FIN.DOCX

Kia ora Vaughan

Further to some discussions yesterday attached the following for you to send to your school community:

- letter re opening of the school on Monday
- Q&As
- Facebook post.

I will ring to briefly discuss with you.

Ngā mihi,
Jane

Jane McEntee
General Manager

Auckland Regional Public Health Service

Tel: +64 9 623 4600 Ext: 27102 | DDI: +64 9 6234602 | Mob: [REDACTED]
Level 3, Building 15, Cornwall Complex, Greenlane Clinical Centre, Auckland
Visit: www.aruhs.health.nz | [Facebook](#) Auckland Regional Public Health Service | [Twitter](#) @aklpublichealth

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If you are not the intended recipient of this email, please delete.



26 February 2021

Dear Parent or Guardian

School reopens on Monday 1 March

Staff and students need a negative test result from this week to attend

Auckland Regional Public Health Service has confirmed that Papatoetoe High School is safe to reopen on Monday.

With more than 1200 tests this week, we appreciate this enormous effort from everyone to keep the community safe.

There are fewer than 100 students without a test result from this week, and we ask that anyone who has not been tested again, do so today or the weekend.

We do require that all students and staff have a negative result from a COVID-19 test taken this week – on or after Monday 22 February – before they can return to school.

Once the students or staff in a Papatoetoe High School household have had a negative test result taken this week, then everyone in that house are free to leave self-isolation, if they have no symptoms.

You can go to a Community Testing Centre during the weekend. Please see the locations and times at <https://www.arphs.health.nz/covid19test>, or call Healthline: 0800 358 5453.

Your child should take this code when getting tested: **SURV-TM11SC1**. This is a unique code, please do not share it outside of the school community.

The school environment is considered safe as it has had additional cleaning and it has also been closed for two weeks.

While there have been new COVID-19 infection in whanāu associated with the school, these were expected as they live in the same households as cases. We have not seen any more students with COVID-19, only the three current cases.

The service wants to thank everyone in the school community for their patience and understanding and for their efforts getting tested, and then retested this week.

Kia pai koe tō mahi

Medical Officer of Health
Auckland Regional Public Health Service

Papatoetoe High School Opening Message for FB – 26 Feb 2021

Kia ora tātou – great news, we have been given the all clear by Auckland Regional Public Health Service that Papatoetoe High School is safe to open on Monday 1 March!

The school environment is considered safe; it has had additional cleaning and has also been closed for two weeks.

Thank you for your enormous efforts to help keep your whanau and the community safe by getting tested.

We do require that all students and staff have a negative result from a COVID-19 test taken this week – on or after Monday 22 February – before they can return to school.

There are some students and staff who do not have a test result from this week. We ask that anyone who has not been tested again, please do so today or on the weekend.

Testing is available at a Community Testing Centre (CTC) on the weekend. Find out more about CTCs at <https://www.arphs.health.nz/covid19test> or call Healthline 0800 358 5453.

Please find the link below with some Frequently Asked Questions.
{PHS to add link}

We got this! Let's get this last push for testing done team! We look forward to welcoming you back next week.



Papatoetoe High School reopens on Monday 1 March

Frequently Asked Questions

- **Is the school safe to attend?**

The school environment is considered safe as it has had additional cleaning and it has also been closed for two weeks.

- **What if students don't get tested, will they be allowed back?**

All students and staff members are encouraged to have a test this week, on or after 22 February, and need a negative test result before they can return to school.

Those who have not returned a negative test will be followed up and given advice and support. They may be required to continue to self-isolate until it is safe for them to return to school.

- **Why do we need to get tested again?**

We appreciate that students have been requested to have several tests.

With the school case announced on Tuesday, and two more whanau with COVID-19, we need to reduce the possibility that any students return to school with the virus.

Testing is important as it also helps protect whanau and the community.

- **Where can we get tested?**

Testing is available at a Community Testing Centre, for more information on location and time, see <https://www.arphs.health.nz/covid19test>

You can also call Healthline 0800 358 5453. This is a free, 24 hour, 7 day service, which also has translators available.

- **How long will it take to get our results back?**

Test results usually come back within 2-3 days.

- **Who needs to be tested?**

Only students or staff members of Papatoetoe High School need to be tested.

If your child has already had a test this week (on or after 22 February), you do not need to do anything further at this time. When you receive their negative test result you are all free to resume normal life.

If your child does need a test this weekend, everyone in the household should remain at home (in self-isolation) until a negative test result has been confirmed. Once you have received a negative test result, the household can return to everyday life – i.e work and other activities.

For more information on staying at home, please see further below on isolation and self-isolation.

- **What or who is considered household?**

Household members are those people you live with under the same roof. In some situations it may extend to those who live in other houses, this could be with a grandparent or other relative.

If you live in one household during the week and another household during the weekend, they are considered a close contact.

- **What information do they ask when getting a test and how is it used?**

You will be asked some personal information when you get a test. This information is only used for testing to make sure your swab is matched to you.

Information that testers will ask:

- ✓ Your name
- ✓ Address
- ✓ Cell phone number, you will get text message if your test result is negative
- ✓ If you know your National Health Index (NHI) number, this can be super helpful for testers

- **When can I return to work?**

You can return to work once the student or staff member in your household has returned a negative test result from a test taken this week, on or after 22 February.

- **My employer says I need to go back to work. What can I tell them?**

If you're waiting for a student or staff member in your household to receive a COVID-19 test result, it's important you stay home until your results come back.

If you can't work from home, your employer may be able to apply for the Short-Term Absence Payment to help pay you.

Talk to your employer about the help that's available so you can keep getting paid. If you're self-employed and can't work from home, you can also apply for these payments.

For more information visit [workandincome.govt.nz](https://www.workandincome.govt.nz) or call the dedicated line for PHS on 0800 400 100. Alternatively, if you need wellbeing support you can advise the person checking symptoms.

- **What wellbeing support is available for things like food, packages and healthcare packs?**

Depending on your situation, the Ministry of Social Development may be able to help you and your family. You don't need to be on a benefit to get help. They may be able to help with food, accommodation costs like rent, mortgage or board, bills and expenses like medical and dental costs.

For more information visit workandincome.govt.nz or call the dedicated line for PHS on 0800 400 100. Alternatively, if you need wellbeing support you can advise the person checking symptoms.

- **Who can I talk to about getting financial assistance?**

You can get talk to the Ministry of Social Development to talk about what financial help they may be able to support you with.

For more information visit workandincome.govt.nz or call the dedicated line for PHS on 0800 400 100. Alternatively, if you need wellbeing support you can advise the person checking symptoms.

- **What about whanau mental health and support?**

This is a tough time and you may feel like you want to speak with someone.

You can contact 1737, where you'll get to talk to (or text with) a trained counsellor or talk to a peer support worker. This service is completely free. There is also an option to talk to someone with lived experience of wairangi/mental distress.

- If you're feeling anxious or just need someone to talk to? **Call or text 1737.**
- Or maybe feeling down or a bit overwhelmed? **Call or text 1737.**
- If you know someone who is feeling out-of-sorts or depressed? Let them know they can **call or text 1737.**

For more information visit 1737.org.nz or contact 1737.

Natasha Johannes (ADHB)

From: Queenie Zeng (ADHB)
Sent: Saturday, 27 February 2021 12:00
To: [REDACTED]
Subject: Copy of test result
Attachments: Test result - [REDACTED].pdf

Hello [REDACTED]

Attached is a copy of your positive swab result as per request.

Kind regards,

Queenie Zeng
Case and Contact Team Member
Covid-19 Response Unit

Auckland Regional Public Health Service

Tel: +64 9 623 4600 | Email: yonglinz@adhb.govt.nz

Level 1, Building 15, Cornwall Complex, Greenlane Clinical Centre, Auckland

Visit www.arphs.health.nz | [Auckland Regional Public Health Service](#) | [@aklpublichealth](#)

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If you are not the intended recipient of this email, please delete.




Name [REDACTED]
 NHI [REDACTED]
 Gender Female
 Date of Birth [REDACTED]
 Printed by Bryony Hardy

Atypical Pneumonia PCR Panel

Accepted by Eclair

Copies sent to	Department	Filer's Order #	Placer Group #	Order Location	Requestor	Specimen Collected	Specimen Received	Report produced
CVD, ESR, UNIT, Public, OFFICE, INFECTION	MB	[REDACTED]	[REDACTED]	MIQ	CHEN, Richard	25/02/21 14:31	25/02/21 17:31	26/02/21 11:12

CMDHB

Specimen type Nasal
 SARS-CoV-2 DETECTED A
 Surveillance location SURV-QUARU19
 Sample day 2
 Comment 
 Comment  A
 Authorised by Helen Qiao, RMLS
 Comment 

Comment

This sample was tested using the Cepheid Xpert SARS-CoV-2 RT-PCR assay.

Comment

*PLEASE NOTE: This result indicates the possibility of a notifiable condition. From 18/12/07 the laboratory is required by law to notify the Medical Officer of Health (MOH) of this result and has done so electronically. Clinical notification is still required. Please notify the MOH by phoning 623 4600.

Comment

REMINDER TO MIDDLEMORE STAFF: Please refer to the current clinical assessment tool on the COVID-19 Intranet site for further information. Testing performed by the IANZ accredited Middlemore Hospital Laboratory, Orakhu, Aotearoa New Zealand.

Natasha Johannes (ADHB)

From: Queenie Zeng (ADHB)
Sent: Sunday, 28 February 2021 17:10
To: [REDACTED]
Subject: COVID-19 information
Attachments: [REDACTED].pdf

Dear [REDACTED]

Thank you for assisting us with a recent COVID-19 source investigation.
I have attached some information for you to read.

Take care, and best wishes for your recovery.

Kind regards,

Queenie Zeng
Case and Contact Team Member
Covid-19 Response Unit

Auckland Regional Public Health Service

Tel: +64 9 623 4600 | Email: yonglinz@adhb.govt.nz
Level 1, Building 15, Cornwall Complex, Greenlane Clinical Centre, Auckland
Visit www.arphs.health.nz | [Auckland Regional Public Health Service](#) | [@arphs](#)

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YOU HAVE COVID-19 AND ARE MOVING FROM YOUR HOME TO JET PARK

Public Health staff will have called you to let you know that you have COVID-19. You are now required to isolate away from others so you don't spread the virus to anyone. Staying in isolation can help keep your family and community safe.



You have been asked to go to Jet Park, a quarantine hotel, where everything is provided for you during your stay.

You will need to stay in isolation until 72 hours after your symptoms have stopped **and at least ten days since your symptoms started**. If you need to be admitted to hospital this will affect how long you stay in isolation. A medical team based at Jet Park will check your symptoms regularly and will let you know when you will be free to leave.

Public Health will arrange for you to move to Jet Park. This information is to support your move and help you know what to expect when you get to Jet Park.

ABOUT YOUR STAY AT JET PARK

- At Jet Park, you will get a bedroom, bathroom and TV. You will be given meals, have access to free Wi-Fi and a laundry service.
- The Jet Park team will support you and give you more information when you arrive. Maintain your bubble. Stay in your room as much as possible. Do not invite people to your room or visit other people or family members in their hotel rooms.
- If you start feeling more unwell – including symptoms such as fever, a cough, difficulty breathing or a sore throat, please stay in your room and call 8998 from your room phone; a health professional will come to check on you.
- Practising good cough, sneeze and hand hygiene is vital. Throw away used tissues. Wash your hands with soap and dry them well. Use a hand sanitiser if soap and water are not available.
- While moving to Jet Park, and when not in your room at the hotel, wear a face covering and make sure you practise good hygiene to protect others.



FREQUENTLY ASKED QUESTIONS

WHAT HAPPENS TO MY HOUSEHOLD MEMBERS?

The Public Health team will be in contact with members of your household who are close contacts.

If you usually share a room or home, the Jet Park team will discuss options for your partner/spouse or family member to either stay at home or move to Jet Park with you. If they move to Jet Park, they may be able to continue sharing a room with you, or they may need to stay in separate rooms. Staying in the same room as you may make their isolation time longer and increase their risk of becoming sick.

WHAT WILL HAPPEN TO MY CHILDREN?

If you have children, the Public Health team will work with you to see how best they can be looked after while you're in isolation. We understand that, in some cases, children will need to go with their parents or caregivers to Jet Park.



If your child is with you and doesn't have COVID-19 but later develops symptoms, tell the nurse who does your daily health checks. The child will need to be tested immediately. This may change the length of your stay at Jet Park but it is important to know if they get sick, so they can receive the right care and treatment.

WHAT WILL HAPPEN TO VULNERABLE FAMILY MEMBERS?

If you have family members who have been in close contact with you and who are vulnerable, they may need to go to Jet Park. The Public Health team will be in touch and work closely with you and your family members to support them.

WHAT DO I PACK FOR MY STAY AT JET PARK?

You should pack for a stay of at least ten days and bring the main items; clothes, toiletries, phone, charger and any medication. You may also bring entertainment items like books and laptops/devices.

You do not need to bring any food, as meals are provided. You are welcome to bring snacks, but please do not bring alcohol, food to cook, or cooking equipment. Bedding and towels are provided by Jet Park.

HOW WILL I WASH MY CLOTHES?

At Jet Park there is a system to get your laundry done in a safe way, so your clothes will be washed for you. Please follow the advice given to you at Jet Park.

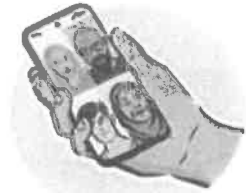
WHAT HAPPENS TO MY PETS WHEN I AM IN ISOLATION?

The Public Health team will work with you on options for your pets while you're in isolation.

HOW WILL I STAY IN TOUCH WITH MY FAMILY AND FRIENDS?

There is free Wi-Fi so you can stay connected with your friends and family via texts, calls and video.

There is also an in-room telephone service. Calling between rooms within the hotel and for hotel services is free. External calling to mobile phones or other numbers is not free; it is charged per minute at hotel rates which you will need to pay for.



CAN I EXERCISE OR GO FOR A WALK AT JET PARK?

Yes, the Jet Park team will advise you on how you can go out for exercise or walks at specific times. When outside your hotel room wear a mask at all times, use hand sanitiser and keep two metres away from others.



BREASTFEEDING WHILE IN ISOLATION

The benefits of breastfeeding outweigh any potential risks of transmission if you have COVID-19. Your midwife or GP can provide further advice, or you can find more information at the [Royal College of Obstetricians and Gynaecologists website](https://www.rcog.org.uk/).

FOR FURTHER INFORMATION AND ADVICE

HEALTHLINE

Freephone 0800 358 5453

A 24/7 service with interpreters available

NEED TO TALK? 1737

Free call or text 1737

Visit [1737.org.nz](https://www.1737.org.nz/) for information.



WORK AND INCOME

For help with paying bills, job loss support, rental support and mortgage repayment support call 0800 559 009 or visit [workandincome.govt.nz](https://www.workandincome.govt.nz/)

INFORMATION IN TRANSLATED LANGUAGES

Visit [arphs.health/nz/communityinfo](https://www.arphs.health/nz/communityinfo) or [covid19.govt.nz/translations](https://www.covid19.govt.nz/translations)

FORMER REFUGEE BACKGROUND

Call RASNZ support and information line on 0800 472 769, Monday to Friday, 9am to 5pm.

Visit [rasnz.co.nz/covid-19-resources](https://www.rasnz.co.nz/covid-19-resources) for more information. For the Auckland region only.

ASIAN FAMILY SERVICES HELPLINE

For general counselling and gambling support for English, Mandarin, Cantonese, Korean, Vietnamese, Japanese, Thai and Hindi speakers, call 0800 862 342, Monday to Friday from 9am to 8pm or visit [asianfamilyservices.nz](https://www.asianfamilyservices.nz)

Natasha Johannes (ADHB)

From: Emma Thirkettle (ADHB)
Sent: Monday, 08 March 2021 17:01
To: [REDACTED]
Subject: Clearance Letter
Attachments: Release Letter - [REDACTED].pdf

Kia Ora [REDACTED]

Please find attached your clearance letter stating that you have completed your required period of isolation.

Ngā Mihi,

Emma Thirkettle
Covid-19 Case and Contact Management | Team 2
Auckland Regional Public Health Service
Level 1, Building 15, Cornwall Complex, Greenlane Clinical Centre, Auckland
Visit www.arphs.health.nz |  Auckland Regional Public Health Service |  [@aklpublichealth](https://twitter.com/aklpublichealth)

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If you are not the intended recipient of this email, please delete.



Monday, 08 March 2021

To whom it may concern:

Tēnā koe,

RE: [REDACTED]

[REDACTED] has been identified by Public Health as having had a notifiable infectious disease.

She was placed in isolation to reduce any risk of spreading illness to others.

[REDACTED] has completed the required period of self-isolation and is now released from isolation.

Should you have any questions please feel free to call Auckland Regional Public Health Service (09) 623 4600 between 0800 - 1700hrs.

More information can be found at <https://www.health.govt.nz/> and <http://arphs.health.nz/>

Naku noa, Na

Cheri Phillips (RN)

On behalf of the Medical Officer of Health
Auckland Regional Public Health Service

Natasha Johannes (ADHB)

From: Robyn Matthews (ADHB)
Sent: Wednesday, 10 March 2021 10:22
To: [REDACTED]
Subject: Clearance note and letters
Attachments: [REDACTED] Clearance Letter.pdf; [REDACTED] clearance letter.pdf; [REDACTED] clearance letter.pdf

Good morning [REDACTED]

I have had to send these letters to your email address as gmail accounts are playing up our end.

Take care and all the best

Robyn Matthews
Team 2
Covid Response Unit



Wednesday, 10 March 2021

To Whom it May Concern

RE: [REDACTED]

[REDACTED] has been identified by Public Health as having close contact with a person confirmed as having a notifiable disease.

[REDACTED] was placed in self-isolation to reduce any risk of spreading illness to others, should they develop the illness.

[REDACTED] will have completed the recommended period of self-isolation, and did not become unwell during that period. He is released from self-isolation on 10th March 2021.

Should you have any questions please feel free to call Auckland Regional Public Health Service (09) 623 4600 between 0800 - 1700hrs. More information can be found at <https://www.health.govt.nz/> and <http://arphs.health.nz/>

Yours faithfully,

Rebecca Johri

For The Medical Officer of Health

Auckland Regional Public Health Service

Wednesday, 10 March 2021

To whom it may concern:

RE: [REDACTED]

[REDACTED] has been identified by Public Health as having had a notifiable infectious disease.

She was placed in isolation to reduce any risk of spreading illness to others.

[REDACTED] has completed the required period of self-isolation and is now released from isolation.

Should you have any questions please feel free to call Auckland Regional Public Health Service (09) 623 4600 between 0800 - 1700hrs.

More information can be found at <https://www.health.govt.nz/> and <http://arphs.health.nz/>

Yours faithfully,

Queenie Zeng

On behalf of the Medical Officer of Health
Auckland Regional Public Health Service



Wednesday, 10 March 2021

To whom it may concern:

RE: [REDACTED]

[REDACTED] has been identified by Public Health as having had a notifiable infectious disease.

She was placed in isolation to reduce any risk of spreading illness to others.

[REDACTED] has completed the required period of self-isolation and is now released from isolation.

Should you have any questions please feel free to call Auckland Regional Public Health Service (09) 623 4600 between 0800 - 1700hrs.

More information can be found at <https://www.health.govt.nz/> and <http://arphs.health.nz/>

Yours faithfully,

Queenie Zeng

On behalf of the Medical Officer of Health
Auckland Regional Public Health Service

Annexure B

Record of communication (emails and phone calls) from ARPHS Covid tracers to the family

Case I

- 23/02
 - o Approximately 1000hrs (Phone call) – Interview as a case- Confirmed history of home isolation and informed of future isolation requirements. Confirmed later on in phone call that all household are at home and understand they must stay home.
- 24/02
 - o 1115hrs (phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 25/02
 - o 1000hrs (phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
 - o 1030hrs (Phone call) Follow up of further exposure events identified.
 - o 1310hrs (Phone call)
 - o 1700hrs (Phone Call) too seek further confirmation of details of history of isolation and school attendance. To obtain further information of new symptoms.
- 26/02
 - o 0927hrs (phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 27/02
 - o 1122hrs (phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 28/02
 - o 1152hrs (phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 01/03
 - o 0956hrs (phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 02/03
 - o 1003hrs (phone call) – Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 03/03
 - o 0928hrs (phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 04/03

Annexure B

- 1003hrs (phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- Email- Case clearance letter provided.

Case J

- 23/02
 - Approximately 1100hrs (Phone call) Advised of being a close contact of a covid-19 case as per 'close contact scoping and follow up' on page 13 of the 'Case and Contact Management Guidelines' WORKING
 - 1500hrs (Phone Call) advised of being a case of COVID-19. Confirmed history of isolation and advised of future isolation location in MIQ.
 - Email- Provided with attached COVID-19 information for cases and Work exclusion letter.
- 24/02
 - 1044hrs (phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 25/02
 - 1330hrs (Phone call) -Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 26/02
 - 1316hrs (Phone Call) Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 27/02
 - 1116hrs (Phone Call) Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 28/02
 - 1157hrs (Phone Call) Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 01/03
 - 1004hrs (Phone Call) Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 02/03
 - 1107hrs (Phone Call) Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 03/03

Annexure B

- 0950hrs (Phone Call) Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 04/03
 - 1008hrs (Phone Call) Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 05/03
 - 1136hrs (Phone Call) Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 06/03
 - 1059hrs (Phone Call) Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 07/03
 - 1123hrs (Phone Call) Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 08/03
 - 1125hrs (Phone Call) Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 09/03
 - 1121hrs (Phone Call) Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 10/03
 - 0922hrs (Phone Call) Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours

Case K

- 23/02
 - Approximately 1300hrs (Phone call) Advised of being a close contact of a covid-19 case as per 'close contact scoping and follow up' on page 13 of the 'Case and Contact Management Guidelines' WORKING DRAFT 3.4. Confirmed they were in isolation as of 1105hrs at home
- 24/02
 - 1145hrs (phone call)
 - Interview as Case- Confirmed current and future planned isolation location. Confirmed previous isolation location as advised as a close contact. Confirmed Quarantine start date/time.

Annexure B

- Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 25/02
 - 1716hrs (phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 26/02
 - 0941hrs (phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 27/02
 - 1120hrs (phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 28/02
 - 1135hrs (phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 01/03
 - 1011hrs (phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 02/03
 - 0957hrs (phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 03/03
 - 0940hrs (phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 04/03
 - 0903hrs (phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 05/03
 - 0910hrs (phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 06/03
 - 1055hrs (phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 07/03

Annexure B

- 1138hrs (phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 08/03
 - 1151hrs (phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 09/03
 - Approximately 1353hrs (email) Clearance letter provided.

CASE L

- 23/02
 - 1100hrs (Phone call) Advised of being a close contact of a covid-19 case as per 'close contact scoping and follow up' on page 18 of the 'Case and Contact Management Guidelines' WORKING DRAFT 3.4. Confirmed they were in isolation as of 1105hrs at home
 - 1404hrs- (email) provided with standard fact sheet- 'information for close contacts of a confirmed case'
- 24/02
 - 1110hrs (phone call)- Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 25/02
 - 0950hrs (Phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 26/02
 - 0937hrs (Phone call)- Interview as a case. Isolation at MIQ discussed.
- 27/02
 - 1134hrs (Phone call) - Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4. Confirmed contact had been isolating in room since 23/02. Confirmed to continue to isolate in own room and confirmed contact had not left property in last 24 hours
- 28/02
 - 1211hrs (Phone call) – Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 01/03
 - 1103hrs (Phone call) – Daily phone call for a symptom check as per 'Symptom Checking Procedure' on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 02/03

Annexure B

- 1132hrs (Phone call) – Daily phone call for a symptom check as per ‘Symptom Checking Procedure’ on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 03/03
 - 1119hrs (Phone call) – Daily phone call for a symptom check as per ‘Symptom Checking Procedure’ on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 04/03
 - 0943hrs (Phone call) – Daily phone call for a symptom check as per ‘Symptom Checking Procedure’ on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 05/03
 - 1045hrs (Phone call) – Daily phone call for a symptom check as per ‘Symptom Checking Procedure’ on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 06/03
 - 1117hrs (Phone call) – Daily phone call for a symptom check as per ‘Symptom Checking Procedure’ on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 07/03
 - 1004hrs (Phone call) – Daily phone call for a symptom check as per ‘Symptom Checking Procedure’ on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours

Case O

- 23/02/21
 - 1257-(Phone call) - Advised pending swab result will influence isolation location. Provided with standard website links to *[‘Caring for yourself and others who have, or may have, COVID-19 at home’](#)*, *[‘What to expect and how to prepare: COVID-19 Asian and MELAA communities information pack’](#)* and links to translated [covid-19 information](#).
- 24/02/21
 - 0939hrs (phone call) - Daily phone call for a symptom check as per ‘Symptom Checking Procedure’ on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 25/02/21
 - 1000hrs (Phone call) – Daily phone call for a symptom check as per ‘Symptom Checking Procedure’ on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 26/02/21
 - 0950hrs (Phone call) – Daily phone call for a symptom check as per ‘Symptom Checking Procedure’ on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 27/02/21

Annexure B

- 1124hrs (Phone call) – Daily phone call for a symptom check as per ‘Symptom Checking Procedure’ on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 28/02/21
 - 1116hrs (Phone call) – Confirmed contact had not left facility in last 24 hours
 - 1644hrs (Phone call)- Confirmed isolation details at MIQ facility
 - 1710hrs (email) - Translation of ‘COVID 19 Information for people going from home to Jet Park’ (PDF version) provided
- 01/03/21
 - 0948hrs (Phone call) – Daily phone call for a symptom check as per ‘Symptom Checking Procedure’ on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 02/03/21
 - 0956hrs (Phone call) – Daily phone call for a symptom check as per ‘Symptom Checking Procedure’ on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 03/03/21
 - 0902hrs (Phone call) – Daily phone call for a symptom check as per ‘Symptom Checking Procedure’ on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 04/03/21
 - 0902hrs (Phone call) – Daily phone call for a symptom check as per ‘Symptom Checking Procedure’ on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 05/03/21
 - 0903hrs (Phone call) – Daily phone call for a symptom check as per ‘Symptom Checking Procedure’ on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 06/03/21
 - 1054hrs (Phone call) – Daily phone call for a symptom check as per ‘Symptom Checking Procedure’ on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 07/03/2021
 - 1132hrs (Phone call) – Daily phone call for a symptom check as per ‘Symptom Checking Procedure’ on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 08/03/21
 - 1154hrs (Phone call) – Daily phone call for a symptom check as per ‘Symptom Checking Procedure’ on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 09/03/21
 - 1122hrs (Phone call) – Daily phone call for a symptom check as per ‘Symptom Checking Procedure’ on page 18 of the Case and contact management guidelines WORKING DRAFT 3.4 and confirmed contact had not left property in last 24 hours
- 10/03/21

Annexure B

- 0952hrs (Phone call) – Confirmed case released from isolation.
- 1022hrs (email) - Provided clearance from isolation letter.



COVID-19 Operations Standard Operating Procedure (SOP)



Figure 2 Case Symptom checking process

Author date	15 February 2021	Review date	1 March 2021
Owner	COVID-19 clinical lead COVID response unit manager	Version	Working Draft 3.4

COVID-19 Operations

Standard Operating Procedure (SOP)

Close contact scoping and follow up

1. SMO Ops lead and SMO Team lead to decide for exposure events if close contacts are to be considered Close contacts or Close Contacts Plus depending on risk of the exposure setting.
2. For exposure events managed by ARPHS, the team members utilise support from Pae Ora and/Pacific teams where appropriate to phone each close contact and complete the following:
 - Introduces themselves and assesses any immediate need for and assesses any immediate need for cultural and/or language support.
 - Explains public health role and purpose of call to advise that they have been in contact with someone who has COVID-19 (See Quick guide to case and contact management in the training library for scripts).
 - Confirms demographic details, occupation and underlying conditions.
 - Identifies whether they have any symptoms consistent with Covid-19 and if they have any health history of note.
 - Interviews/scopes to gather information on the degree of contact they have had with the case (**only if the contact knows who they have been exposed to or the case has agreed for their name to be disclosed**)
 - Identifies and addresses Manaaki/support needs.
 - Advises on testing plan and anticipated swab due dates.
 - Advises of daily check ins throughout their quarantine period.
 - Provides quarantine advice and education. Household contacts are encouraged to quarantine at Jet Park (See Encouraging cases and contacts to isolate/quarantine at Jet Park Quarantine Facility in the SOP library for script).

Note: Confidentiality of the case is maintained unless consent to divulge case information is explicitly given by the case or guardian.

3. Notes are entered into NCTS for each close contact, titled 'Contact tracing interview/scope' using the template note found in the case and contact management toolkit.

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