

## Guidance for businesses: with an employee who tests positive for COVID-19

### Purpose of this step-by-step guide

This guide is intended for businesses to understand what to do if **an employee** or someone working in, visiting or on location at their business, workplace or site **tests positive for COVID-19**.

It aims to provide clear steps for managers, owners, or occupational health and safety teams to support the identification of COVID-19 contacts within a business, workplace or site should a staff member test positive for COVID-19.

If you have had an employee with COVID-19 come to work at your business premises during their infectious period, then anyone who was there during the same timeframe may be considered a contact - if they were in the same space as the person with COVID-19. This includes staff, contractors, visitors and customers.

If you had unknown visitors or customers on-site during this period, then your business or site may also be listed as a COVID-19 **Location of Interest** to alert any customers or members of the public who may have been on your site.

Users of Bluetooth functionality within the NZ COVID Tracer app may be identified as 'Close Contacts' at any time via an orange notification and if so, they should follow the directions given in the notification. This guidance does not apply to contacts who have been identified by Bluetooth.

***It is very important that you read this document carefully and carry out any required actions.***

## Contents

Purpose of this step-by-step guide	1
<b>Contents</b>	<b>2</b>
Scope	3
Roles and Responsibilities	3
More information	3
Information sharing and privacy	4
<b>Preparedness: Keep a track of who visits your premises</b>	<b>5</b>
<b>Action: What to do if an employee tests positive for COVID-19</b>	<b>6</b>
(1) How will I know if my employee tests positive?	6
(2) Gather information about contacts	8
(3) Assessment of contacts	9
(4) Report all 'Close' contacts to NITC	11
(5) Communication to Contacts	12
<b>Appendix 1: Frequently Asked Questions (FAQs)</b>	<b>14</b>
<b>Appendix 2: Symptoms of COVID-19</b>	<b>16</b>
<b>Appendix 3: Contact management pathways</b>	<b>17</b>
<b>Appendix 4: Information for contacts</b>	<b>18</b>

## Scope

This document provides detailed steps for managers, owners, or occupational health and safety teams to follow to be able to support the identification and management of COVID-19 contacts in their business or workplace.

It does not include detailed steps that health officials will complete, apart from where health officials undertake actions together with the manager.

This guidance **does not apply** to schools or healthcare facilities - separate guidance is available for education settings and healthcare workers.

See Appendix 1 for acronyms and key terms.

## Roles and Responsibilities

Role	Responsibility
Public Health	Investigate case Confirm positive case was infectious at work Notify the business their employee is a case Provide the infectious period and self-isolation end date
Manager of business or facility	Ask if staff member is positive case Notify other employees (maintain strict confidentiality around identifying details of the case) Complete assessment of contacts Provide list of contacts to NITC Send communications to Close Contacts, Casual Plus Contacts and customers, where appropriate
National Investigation and Tracing Centre (NITC)	Upload Close Contacts into NCTS Provide advice to Close Contacts

## More information

The following links provide further information on requirements and resources for businesses:

- Worksafe: **Managing health and safety Novel coronavirus (COVID-19)**
- Worksafe: **Operating safely- what you need to think about** contains a useful COVID-19 safety plan template
- Worksafe: **How to decide what work requires a vaccinated employee**
- Unite against COVID-19: **Resources for businesses to help them operate safely at each of the traffic light settings**
- **Ministry of health guidelines for businesses and services**
- **Worksafe guidance on contact record and face coverings**

Advice for specific workplaces:

- [Construction Health and Safety NZ: COVID-19 and working at the Traffic Light System](#)

## Information sharing and privacy

An online portal for uploading information to the National Contact Tracing Solution (NCTS, the contact tracing IT platform) is available for the direct upload of contact lists however all contacts must be the same category.

Provision of information relating to those that may have been exposed to COVID-19 is important for controlling transmission of the virus, as outlined in the Health Act. Information relating to identified contacts will be held by the Public Health Unit and the Ministry of Health. **Personal information will not be disclosed.**

Contact information is protected under the Health Information Privacy Code and other law. Any concerns about the privacy of health information can be directed to the District Health Board privacy officer or the Office of the Privacy Commissioner. Contacts can request access to their health information, and any corrections if they believe it is inaccurate or misleading.

## Preparedness: Keep a track of who visits your premises

Record keeping involves collecting the details of all workers, customers, and visitors who visit your workplace or location. If one of your employees becomes a COVID-19 case, this information will be used by you and/or public health officials to identify people who may have been exposed to COVID-19.

If businesses keep accurate records of who was at their workplace or premises, and when, it makes contact tracing faster and more efficient.

Good record keeping and fast contact tracing will help stop the spread of COVID-19, and protect our businesses, communities and each other.

Many businesses and locations are now required to make sure people can easily keep a record of when they visit.

If you are the person in charge of a business, location or event, you legally must:

- make sure you have safe and secure systems and processes in place so that everyone working on or visiting your premises can scan in or provide their details for contact tracing
- keep contact tracing records for workers, contractors, customers, and volunteers, no matter how long they are there for
- keep a record of everyone aged 12 years or over who visits or works at your premises.

You legally must have more than one way for people to record their visit, especially for people who are not able to scan QR codes.

For more information visit <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-public/contact-tracing-covid-19/guidance-workplaces-have-case-covid-19>

A template for contact tracing can be **downloaded from here**

## Action: What to do if an employee tests positive for COVID-19

### (1) How will I know if my employee tests positive?

Your employee should tell you directly if they have tested positive for COVID-19.

All people who test positive for COVID-19 either complete an online case investigation or will be interviewed by public health officials over the phone about their infectious period and where they have been during this time.

If your employee tells public health that they have been at work during their infectious period, a public health official will contact your business to tell you about these exposures and the dates.

If your employee does not tell public health about being at work during their infectious period, or if they were not infectious while at work, public health will not contact your business.

#### When public health call or email you, they will usually tell you:

- the **name** of the employee,
- what the **infectious period** is for your employee (i.e., what dates they were at work while they were infectious)

#### Ensure that you

- Support your employee to have the necessary time off (**Work and Income**)
- Maintain confidentiality – this is private health information that your employee is sharing with you and it should not be shared with any other employees unless absolutely necessary, and in confidence, to determine contacts e.g., if sharing with another manager to determine what staff were on the same shift. Otherwise, you must not share it with anyone except public health officials, if required.

#### What you need to know

- Public health will tell you which days your employee was at work while infectious

#### Steps

1	Public health will tell you which days that the case was at work during their infectious period, or you can work this out if you need to (see below).
---	---

#### What is the infectious period?

The infectious period of a person who has COVID-19 is calculated as 2 days before symptoms started, or two days before their positive test (if they did not have any symptoms) until ten (10) days after this date.

## When can the COVID-19 positive employee (case) return to work?

They need to be released by public health officials before they can resume work and normal life. In some circumstances they may have some mild, longer-term symptoms such as a cough, tiredness, loss of smell etc. This is common and as long as they have been cleared by public health, does not mean they are still infectious.

They will not be tested again as a test cannot determine if they are still infectious; this is determined by the isolation period and an assessment by public health officials.

Your employee (the case) cannot return to work until at least **14 days** (including 72 hours symptom free) after their symptoms started or the date they were tested.

## Do I need to close down?

Businesses do not necessarily have to close if a worker has tested positive to COVID-19. The decision to close a business depends on:

- **Ongoing transmission.** Evidence of ongoing spread of infection (transmission) from person to person in the workplace might mean your business has to close temporarily to stop transmission between your workers. **If you have more than one employee who tests positive for COVID-19, contact your closest Public Health Unit for further advice.**
- **Cleaning requirements.** Premises should be cleaned following attendance of a confirmed case. This can be done overnight so as not to disrupt normal business hours. If premises are told during business hours, they may need to close to undertake cleaning.
- Whether your business can still operate effectively and safely if staff are required to isolate as cases or close contacts.

## What support is available while my employee is off work?

If you have employee(s) that are sick or need time off work because of COVID-19, you can apply for to help pay their wages or salary if they can't work because of COVID-19. If you're self-employed, you can also apply for this support.

Visit the **Work and Income** website for further information.

## Do I need to clean the premises?

To ensure the safety of the other employees, you should thoroughly clean and disinfect all areas used by the person who tested positive for COVID-19, as this will kill the virus that causes COVID-19.

Any surfaces that are frequently touched should be prioritised for cleaning, such as door handles, handrails, light switches, horizontal surfaces such as counter tops and tables, EFTPOS machines, touch screens, taps, sinks and toilets. See further information on **cleaning the workplace**.

Clean surfaces like kitchen benches and sink tops. Air out shared spaces like staff rooms or lunchrooms and keep them well ventilated.

## (2) Gather information about contacts

If your employee with COVID-19 (the case) was at your business premises during their **infectious period**, then anyone who was there during the same timeframe may be considered a contact - if they were in the same space as the person with COVID-19. This includes other staff, contractors, visitors and customers.

'Space' includes workspaces, shared facilities (such as kitchens and staff rooms) and meeting rooms. Remember to consider travel to work and between sites – where transport is provided by a workplace, this counts too.

What happens now is a process of identifying, assessing and informing contacts by the business. Businesses are well placed to do this because they know their own people, places and activities best.

Follow these steps once you know the infectious period of the employee to assess how much contact other employees had with the person who tested positive for COVID-19, while that person was infectious at work.

### Ensure that you

- Have accurate information about which days the case was at work while infectious
- Speak directly to your employee that has tested positive for COVID-19 (the case), if possible, to find out what their schedule and movements were while they were at work
- Ask whether the case was wearing a mask while at work
- Have knowledge about the layout and ventilation system of the workplace
- Have knowledge about the types of activities that occur in the workplace
- Know who visited your premises, including dates and times, whilst the employee was infectious at work

### What you need to know

- You need to know what the case did when they were at work and who they interacted with to work out who else might have been exposed and therefore be at risk
- You will need to prepare a list of all known staff, contractors and visitors who have been in the same space as the case. It should include any space in which the case was with known staff, contractors, external staff such as cleaners, or visitors.

### Steps

If the case was <b>not</b> at work on any of the days that they were infectious (the infectious period) then you do not need to do anything further.	
1	<p>Collate information about contacts of the case and their interaction(s) with the case <b>during their infectious period</b>.</p> <p>For example:</p> <ul style="list-style-type: none"><li>• known customers</li><li>• known visitors to your premises</li><li>• other staff members</li><li>• known people at offsite activities related to your business, such as social functions</li><li>• known people in shared transport related to your business, including drivers</li></ul>

## (3) Assessment of contacts

Follow these steps to complete an assessment of contacts. This may be an ongoing process if more contacts are identified over time.

The known staff members, clients or visitors in each space will be classified as 'Close' or 'Casual' contacts. This will depend on their length of exposure, mask or other personal protective equipment (PPE) use, the size of space and the air flow or ventilation at your workplace/business.

### Ensure that you

- Have clear information about who your employee interacted with during their infectious days at work
  - who, day(s) and time(s), what did they do and where were they?
- Can record information about the contacts on an Excel spreadsheet

### Steps

1	Identify the close contacts, in discussion with public health officials, using the table on page 9
2	Record these on an Excel spreadsheet (template below)  Template for contact list 13-12-20
3	Discuss and agree with public health officials the contact categorisation(s), if necessary
4	Save your spreadsheet
5	Further public health input <u>must</u> be sought: <ul style="list-style-type: none"><li>• If you have <b>more than one employee</b> who has tested positive for COVID-19</li><li>• There have been significant staff exposures that put the businesses' ability to operate at risk</li><li>• There are staff at high risk of severe disease and/or where the risk assessment tables may be challenging to apply</li></ul>

### What do I tell my other employees/staff?

Advise workers and contractors of the general situation. In some situations, it is unavoidable that the person with COVID-19 will be identifiable through the contact tracing process. In this situation, always remind other staff that the privacy and confidentiality of the person who tested positive for COVID-19 must be maintained.

See **Appendix 4** for communication templates for people who are identified as contacts.

### What about Casual contacts?

Casual contacts do not have to take any immediate action; however, they should be advised to monitor their health for 10 days and if symptoms develop, they should get a test immediately.

## Assessment of contacts

	Close range contact ≤ 1.5m of case			Higher risk indoor contact >1.5m away from case & no close-range contact			Low risk contact no close-range contact or higher risk indoor contact			
Type of interaction	Direct contact with respiratory secretions or saliva (indoors or outdoors), <b>OR</b> Face to face contact with a case who is forcefully expelling air/secretions <b>FOR ANY DURATION OF TIME REGARDLESS OF MASK USE</b>	Indoor face to face contact for more than <b>15 minutes</b>	Non face to face contact for more than <b>1 hour</b> in an indoor space	Indoor settings without good airflow or ventilation <sup>1</sup> : • a small space (< 100m <sup>2</sup> ) for <b>more than 15 minutes, OR</b> • a medium sized space (100-300m <sup>2</sup> ) for <b>more than 1 hour</b>	Indoor settings where high transmission behaviours occur • e.g., singing, shouting, smoking or vaping, playing wind/brass instruments, dancing, exertion	Indoor settings where mask use is not required, or masks are unlikely to be used	Large indoor venues (bigger than 300m <sup>2</sup> ) <b>FOR ANY DURATION OF TIME</b>	Smaller indoor venues (less than 300m <sup>2</sup> ) with good airflow or ventilation <sup>1</sup> for up to <b>2 hours</b>	Brief indoor contact within 1.5 metres of a case	Outdoor settings <b>FOR ANY DURATION OF TIME</b>
Case wore mask <sup>2</sup>	Close	Casual if < 2 hours Close if > 2 hours	Casual if < 2 hours Close if > 2 hours	Casual if < 2 hours Close if > 2 hours	Casual if < 2 hours Close if > 2 hours	Close	Casual	Casual	Casual	Casual
Case did NOT wear mask	Close	Close	Close	Close	Close	Close	Casual	Casual	Casual	Casual
Examples	<ul style="list-style-type: none"> <li>• Kissing, spitting, hongji, sharing cigarettes or vapes, sharing drinks or utensils</li> <li>• Singing, shouting, coughing, sneezing</li> <li>• Contact sports (heavy breathing related to exertion)</li> </ul>	<ul style="list-style-type: none"> <li>• Having a conversation</li> <li>• Sitting across a table from someone</li> </ul>	<ul style="list-style-type: none"> <li>• Sitting within 1.5m of someone but not having a conversation</li> </ul>	<ul style="list-style-type: none"> <li>• Small offices, sick bays, toilet blocks</li> <li>• Close contact businesses such hairdressers or beauty salon</li> <li>• Buses, trains, taxis, shared work vehicles/trucks</li> <li>• Restaurants, cafes, bars</li> <li>• Medium offices</li> </ul>	<ul style="list-style-type: none"> <li>• Bars and pubs</li> <li>• Social gatherings</li> <li>• Indoor, high intensity sports</li> <li>• Gyms and indoor recreation settings</li> <li>• Faith-based sessions such as churches or mosques</li> </ul>	<ul style="list-style-type: none"> <li>• Indoor eating places such as cafés and restaurants or staff cafeterias</li> </ul>	<ul style="list-style-type: none"> <li>• School and community halls, exhibition centres, hardware stores, supermarkets</li> </ul>	<ul style="list-style-type: none"> <li>• Well ventilated classrooms/offices, Supermarkets, hardware stores</li> <li>• Meeting rooms, offices</li> </ul>	<ul style="list-style-type: none"> <li>• Passing each other in the corridor</li> <li>• Sharing an elevator</li> <li>• Collecting takeaways, click &amp; collect services</li> </ul>	<ul style="list-style-type: none"> <li>• Most outdoor recreation activities, including outdoor dining</li> <li>• Non-contact outdoor sports</li> <li>• Petrol station forecourts</li> </ul>
<b>This table does not apply for workplaces where staff are required to wear personal protective equipment that includes N95 masks.</b>										

<sup>1</sup> Good air flow and ventilation is required to prevent virus particles accumulating in an indoor space. Good ventilation/airflow can be achieved by keeping windows open.

<sup>2</sup> For all contacts in an indoor space, mask use is only considered to be protective for up to 2 hours.

## (4) Report all 'Close' contacts to NITC

Follow these steps once the contact categorisation has been completed. The NITC will communicate with all contacts you have identified on your behalf.

### Ensure that you

- Have saved the spreadsheet with the contacts

### Steps

1	Password protect your spreadsheet
2	Send an email to <a href="mailto:covid-19_contacttracing@health.govt.nz">covid-19_contacttracing@health.govt.nz</a> using the following email template:  Kia ora  Following the case being identified at <a href="#">[business/workplace name]</a> on <a href="#">[date]</a> , attached is a list of individuals who have been identified as 'Close' contacts for upload into the NCTS.  Noho ora mai <a href="#">[your name, role and contact details]</a>

### What if the contacts are my other employees who are at work now?

In this situation, support the affected workers who are Close contacts to be tested straight away, go home and remain at home for the required amount of time until they are released by public health. **If any contacts are currently working, they should be supported to go home and commence their isolation immediately and not wait for communication from public health or the NITC before doing so.**

The NITC will call or email those Close contacts to tell them what else they need to do, however they should not wait for this communication before acting. The NITC will not contact Casual contacts.

### How long will my employees be off work?

**Close** contacts will be required to be off work for a minimum of **10 days** - provided they have a negative day 8 test and do not develop symptoms of COVID-19.

**Casual** contacts *do not* need to be reported to the NITC and they are not required to stay at home. These contacts should monitor for symptoms of COVID-19 and if any develop then they should immediately isolate and be tested.

### Do I need to test all my employees?

Only those identified as contacts, or who have symptoms of COVID-19 need to be tested.

Routine testing and/or isolation of all staff in the workplace is not required or recommended.

## (5) Communication to Contacts

### When to use

Follow these steps to inform the Close contacts of the immediate steps they need to take to isolate and get tested for COVID-19. Do this to avoid any delays before public health contact them.

Close contacts will also be contacted by a public health or the NITC via email, text or call. However, you must let them know immediately to ensure they act promptly; they should not wait for public health to contact them before taking action.

### Ensure that you

- Have access to information templates provided in **Appendix 4**
- Have the information about business/workplace name, when the case was present, the dates when testing is required and the dates when isolation of contacts ends
- Have the email addresses and contact phone numbers Close contacts you have identified

### Steps

1	Populate the template letters from <b>Appendix 4</b> with the information required
2	Use the information from the contact categorisation spreadsheet to create lists of who should receive the: <ul style="list-style-type: none"><li>• <b>Close contact</b> information</li><li>• <b>Casual contact</b> information</li></ul>

### What about the Casual contacts or unknown customers or visitors who may have visited my business?

Casual contacts do not have to take any immediate action. They can continue to work but they should monitor their health for 10 days and if symptoms develop, they should get a test immediately.

You may wish to use your business communication channels – such as social media, website, or customer email database – to let any patrons/customers know that they should monitor their health, if your premises is on the **Locations of Interest** webpage it will also have information about what to do, and if they need to call Healthline for further advice.

You can tell people that you have had a case on your premises and at what date/time – you should not reveal that it is an employee - as this may risk their confidentiality if you only have a small number of employees.

If customers or other staff scanned into your premises using the NZ COVID Tracer app at or around the same time as the case was present, or if the Bluetooth tracing function is used, they may also get a notification via the app.

### What about general advice for my business?

Everyone needs to follow the general advice that applies to all New Zealanders, including:

- Following any national or regional guidance that is in place for COVID-19
- Watching for COVID-19 symptoms (**more information**)

- Self-isolating and getting tested if unwell and call Healthline on 0800 358 5453 or their general practitioner (GP) for advice.
- Healthline is free, available 24 hours a day, 7 days a week and has interpreters available.
- Find testing services **in your region here**

## Appendix 1: Frequently Asked Questions (FAQs)

### **If my employee tells me they have COVID-19, how can I confirm this?**

Public health will contact you if we have interviewed a person with COVID-19, identified you as their employer and when they have said they have been at work during their infectious period. If they have not been at work during their infectious period, public health will not call you.

### **Do I wait for public health to call me about my employee before I start contact tracing?**

No. If an employee can verify for you that they have tested positive for COVID-19 (e.g., show a positive test result), it is best for your business/workplace to use this guide to start contact tracing immediately rather than wait for public health to be in contact.

### **What is an exposure date?**

The start of a contact isolation period is the date that they were last exposed to the case – this is day zero and their isolation period is counted from this date.

e.g., Steve and Mary worked together on 25 September. Steve tested positive for COVID-19 on the 26 September. Mary had her last contact with Steve on 25 September at work – this is her day zero. She will isolate for 10 days from 25 September.

### **A person was in the bathroom at the same time as the case – what kind of contact are they?**

If toilets are cubicle-style, treat them all as one big room. If toilets are separated by floor-to-ceiling walls and a door these can be counted as separate rooms. In general, the short amount of time spent in these spaces would be for <15 minutes, meaning in almost all situations these would be Casual contacts.

### **A person was in a lift at the same time as the case – what kind of contact are they?**

An elevator ride is a brief passing exposure so people who shared an elevator with the case would be Casual contacts. The best protection is to maintain a policy of only 1 person per lift, or only people from the same “work bubble” sharing lifts, as well as encouraging consistent mask use when moving around buildings.

### **Our workplace is entirely outdoors – does this change anything?**

If activities only occur outdoors, then people would usually be Casual contacts. The only exception to this is where activities in the “close range contact” section of the assessment of contacts table occur.

### **Our workplace is involved in food production or handling, is there anything special we need to do?**

There is no evidence that food is a common way for COVID-19 to be spread. Any business involved in food production or handling will already have requirements under the Food Act 2014 for safe handling of food, including hygiene, environmental and personal protective equipment measures. People working in food production or handling should wear a mask when other people are present at the premises.

### **What if the case was smoking/vaping?**

When smoking or vaping, people tend to blow air and particulates out of their lungs more forcefully than during normal breathing, which may increase the risk of COVID-19 transmission. They also will have removed their mask to smoke/vape, so people near them (indoors) are likely to be Close contacts.

### **What about contractors that have visited my workplace?**

It's important to keep a good record of contact details for contractors who have worked on-site at your workplace, as an addition to having NZ COVID Tracer QR codes posted. NZ COVID Tracer QR codes are designed to be private, so workplaces cannot access to the records of who has scanned in at their premises. Contact information will be required for you and/or public health services to get in touch with contractors and let them know what they need to do.

## **What about children?**

Children generally have a lower risk of catching and transmitting COVID-19, and many children infected with the virus will not show any symptoms. If your workplace has children onsite, public health officials will talk you through any changes to contact tracing processes that may need to be made.

## **I work on a construction site – what do I do?**

Construction workplaces must have a COVID-19 Control Plan and follow the **CHASNZ COVID-19 Protocols**

## Appendix 2: Symptoms of COVID-19

Common symptoms of COVID-19 are like those found with illnesses such as a cold or influenza. You may have one or more of the following:

- new or worsening cough
- sneezing and runny nose
- fever
- temporary loss of smell or altered sense of taste
- sore throat
- shortness of breath

Less common symptoms of COVID-19 may include diarrhoea, headache, muscle aches, nausea, vomiting, fatigue, chest pain, abdominal pain, joint pain or confusion/irritability. These almost always occur with one or more of the common symptoms.

Symptoms tend to arise around two to five days after a person has been infected but can take up to 14 days to show. The virus can be passed onto others before they know they have it – from up to two days before symptoms develop or two days before they have a positive test (if they have no symptoms).

Shortness of breath, or trouble breathing, is a sign of possible pneumonia so you should call 111 and tell them that you have been in contact with someone who has COVID-19.

For more information visit <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-public/about-covid-19#symptoms>

### Where to get help

If you or one of your employees' experience symptoms of COVID-19, they should talk to their doctor/GP or call Healthline on 0800 358 5453 – Healthline is available 24 hours a day, seven days a week and interpreters are available.

Before seeking care, **always** tell the health care professional that you have been in close contact with someone who is positive for COVID-19. This will help them take steps to keep you and other people safe. Clean your hands with hand sanitiser and put on a face mask before you enter any healthcare facility.

You can find your nearest testing centre at [www.healthpoint.co.nz/covid-19](http://www.healthpoint.co.nz/covid-19). You can also call Healthline on 0800 358 5453 to find the nearest testing centre.

## Appendix 3: Contact management pathways

Each contact category has a specific set of management requirements including length of isolation and testing.

### Close Contacts

All Close contacts will be provided advice by the National Investigation and Tracing Centre (the NITC), including receiving a release communication once their final required negative test result has been returned.

What must Close contacts do?
<ul style="list-style-type: none"><li>• Self-isolate at home for <b>10 days</b> after last exposure, test <b>immediately</b> and on <b>days 5 and 8</b> after last exposure</li><li>• Continue to isolate at home until <b>negative day 8 test result</b> received or 10 days has passed since last exposure, whichever is later</li><li>• Be advised by public health when they can return to work and other activities</li><li>• Get an additional test immediately if symptoms develop at any time during the 10 days. Stay at home until negative test result AND until 24 hours after symptoms resolve</li></ul>

### Casual Contacts / general advice

Advice for Casual Contacts / general advice for rest of workplace	
Casual contacts <u>must</u> :	<ul style="list-style-type: none"><li>• Watch for symptoms and if any develop, get tested immediately and stay at home until negative test received and 24 hours after symptoms resolve</li><li>• Can continue to work if symptom-free</li></ul>

### Bluetooth function of the NZ COVID Tracer App

If a someone receives a Bluetooth notification from the NZ COVID Tracer app indicating that they are a Close contact. If this occurs, your workplace should support the Close contact to get home safely to self-isolate and to get tested immediately. The Close contact should follow the directions in the app notification.

**Note** that any Bluetooth notification overrides the matrix for contact categorisation in this document and that Close contact should immediately follow the public health advice in the app notification.

## Appendix 4: Information for contacts

### Template information for Close contacts

- This message is to be sent in its entirety to the list of Close contacts you have identified.
- **Highlighted text** can be edited; relevant dates will be given to you by Public Health.

[Kia ora/insert greeting]

**This message contains important public health information for you. We have been working closely with the public health service to guide our response. Please read this information carefully.**

One of our [employee/staff member] has been confirmed as having COVID-19. The person was infectious at [name and location of business] from [dates when at work].

You have been identified as a **Close** contact and you need to **follow the advice in the table below**.

A Close contact is someone that has been identified to have been near the person that has tested positive for COVID-19.

### What Close contacts need to do: test and self-isolate

Testing	Self-isolation
<ul style="list-style-type: none"><li>• Stay at home and get tested <b>immediately</b>, AND</li><li>• On [date] (<b>Day 5 test</b>), AND</li><li>• On [date] (<b>Day 8 test</b>)</li></ul> <p>If symptoms develop at any time during the <b>10 days</b>, get an additional test immediately and remain at home until a negative test result is received AND until 24 hours after symptoms resolve.</p>	<p>You must self-isolate for <b>10 days</b> after you were exposed to a positive COVID-19 case.</p> <p>You can go back to work on [date after last day of isolation] AND once <b>public health has contacted you</b> and advised you can return to work (you need a negative <b>Day 8 test result</b>).</p>

### Testing advice

Getting tested is free. When you go to get tested, you must tell them that you have been identified as a Close contact.

You can find your nearest testing centre at [www.healthpoint.co.nz/covid-19](http://www.healthpoint.co.nz/covid-19). You can also call Healthline on 0800 358 5453 to find the nearest testing centre.

### What does it mean to self-isolate

Close contacts should stay away from other members of their family where possible. Even if you are fully vaccinated, you still need to self-isolate.

Aside from visiting a testing centre, you (the Close contact) **must not leave your property. Please do not have visitors.**

For more information on how to self-isolate safely, please see [www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-public/covid-19-self-isolation-managed-isolation-quarantine](http://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-public/covid-19-self-isolation-managed-isolation-quarantine).

## **Please get vaccinated**

If you and your whānau have not yet been vaccinated, **please get vaccinated as soon as possible - but only after your isolation period has finished.**

- You can book online at [www.bookmyvaccine.covid19.health.nz](http://www.bookmyvaccine.covid19.health.nz). There is information on this website about finding your closest walk-in vaccination centre
- You can also go to [www.healthpoint.co.nz/covid-19-vaccination](http://www.healthpoint.co.nz/covid-19-vaccination) or [www.karawhiua.nz/all-clinics](http://www.karawhiua.nz/all-clinics)
- Get your booster as soon as you are eligible, but only after your isolation period has finished

## **Please watch for symptoms of COVID-19**

If you develop any of the following symptoms, ring Healthline on 0800 358 5453 or your doctor and tell them that you are a Close contact. Healthline is a free, 24/7 service with interpreters available.

Common symptoms of COVID-19 are like those found with illnesses such as a cold or influenza. You may have one or more of the following:

- new or worsening cough
- sneezing and runny nose
- fever
- temporary loss of smell or altered sense of taste
- sore throat
- shortness of breath

Less common symptoms of COVID-19 may include diarrhoea, headache, muscle aches, nausea, vomiting, malaise, chest pain, abdominal pain, joint pain, or confusion/irritability. These almost always occur with one or more of the common symptoms.

For more information on being a Close contact, please see [www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-public/contact-tracing-covid-19#factsheets](http://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-public/contact-tracing-covid-19#factsheets)

Noho ora mai,

[Name / Role / Business name]

## Template information for the rest of the workplace, customers or Casual contacts

- *This message can be used to inform the rest of the employees, customers or your business community.*
- **Highlighted text** can be edited; relevant dates will be given to you by Public Health.

[Kia ora/insert greeting]

The health and wellbeing of our staff, their whānau and our customers is a top priority.

We're sending this letter as there has been a confirmed case of COVID-19 at our workplace/business. The [staff member/customer] was at on our premises from [insert relevant dates].

You haven't been identified as a contact. **We remain open and it is safe for you to continue to [work or shop].**

### What you need to do

- You and your whānau should watch for COVID-19 symptoms
- If any develop, no matter how mild, get tested immediately
- Then, stay at home until you receive the result
- If your whānau hasn't been vaccinated, please do so as soon as possible. You can book on-line at <http://www.bookmyvaccine.nz> or by calling 0800 28 29 26. It's free.

### What we're doing

- [business name] will stay open
- We have appropriate public health measures and cleaning procedures in place

### Symptoms of COVID-19

- A new or worsening cough
- Sneezing and runny nose
- A fever
- Temporary loss of smell or altered sense of taste
- Sore throat
- Shortness of breath

Less common symptoms include diarrhoea, headache, muscle aches, nausea, vomiting, malaise, chest pain, abdominal pain, joint pain, or confusion/irritability.

For more information, go to <https://covid19.govt.nz/health-and-wellbeing/about-covid-19/covid-19-symptoms/>

Noho ora mai

[Name / Role / Business name]