

MIQ Staff Guide

Information to support our people working in Managed Isolation and Quarantine Facilities in Aotearoa New Zealand

V9.0 – Current as of 28 March 2022.

Note: This document is updated regularly. Printed copies may be out of date.



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Revision History

Notable revisions made since V8.0R released 10 February 2022

Version	Date	Section/Appendix	Page	Author(s)	Summary of changes
8.1	1.02.22	An overview of your role	10-11	Ops Policy/ Comms	JNCTN applied
8.1	1.02.22	Approved visitors to the MIQF	14	Ops Policy/ Comms	JNCTN applied
8.1	1.02.22	Code of Conduct and our expectations of you	15-16	Ops Policy/ Comms	Updated information for clarity (change request) and as per Privacy's advice
8.1	1.02.22	Complaints or issues	19	Ops Policy/ Comms	Camms applied
8.1	1.02.22	Vaccination	25	Ops Policy/ Comms	JNCTN applied
8.1	1.02.22	Testing requirements for MIQF workers	27-28	Ops Policy/ Comms	Merged <i>Required testing for MIF workers going on holiday</i> into the existing table for <i>testing requirements for workers</i> Added new row into a table (using already existing lines): <i>Finishing employment at an MIQF.</i>
8.1	1.02.22	Reporting Health and Safety near misses and incidents	30	Ops Policy/ Comms	Camms applied
8.1	1.02.22	Looking after your Mental Health and Wellbeing	31	Ops Policy/ Comms	Expanded out the <i>stress and fatigue</i> section with some strategies
8.1	4.02.22	Throughout	NA	MIQ Operational Policy	Formatting changes
8.2	14.02.22	Nau mai, haere mai	8 10	Ops Policy/ Comms	Changed in response to policy change (10 to 7

		An overview of your role			days in MIF and 14 to 10 days in QF)
8.2	14.02.22	An overview of your role	10-11	Ops Policy/ Comms	[SOPWG feedback] Lines for JCNTN edited
8.2	14.02.22	Approved visitors to the MIQF	14	Ops Policy/ Comms	Bullet points adjusted to be in order
8.2	14.02.22	Welcoming returnees	18	Ops Policy/ Comms	Information around online shopping added - Contact MIQF Manager for further information.
8.2	14.02.22	Leaving the facility	19	Ops Policy/ Comms	Changed in response to policy change (10 to 7 days in MIF and 14 to 10 days in QF) Referral to SOP added
8.2	14.02.22	Personal Protective Equipment	24	Ops Policy/ Comms	'as a minimum' added
8.2	14.02.22	Vaccination	25	Ops Policy/ Comms	Information around proof of vaccination updated
8.2	14.02.22	Booster doses for MIQ workers	26	Ops Policy/ Comms	Minor wording changes
8.2	14.02.22	For Returnees	NA	Ops Policy/ Comms	Deleted as not relevant to staff
8.2	22.02.22	Close contact	29	Ops Policy/ Comms	Updated close contact advice for staff
8.2	22.02.22	Reporting Health and Safety near misses and incidents	30	Ops Policy/ Comms	Additional information on Camms reporting process added Reporting timeframe changed from 24 hours to 'as soon as practical'
8.2	22.02.22	Looking after your Mental Health and Wellbeing	31	Ops Policy/ Comms	Wording updated
8.2	22.02.22	Final notes	36	Ops Policy/ Comms	Line added for 'list of SOPs and collateral'

8.3	1.03.22	Nau mai, haere mai An overview of your role	8 10	Ops Policy/ Comms	Lines edited with Reconnecting New Zealand
8.4	2.03.22	An overview of your role	13	Ops Policy/ Comms	NZDF lines are changed Minor wording change for Police available on-call basis, not on-site
8.4	2.03.22	Interacting with Returnees	21-22	Ops Policy/ Comms	Changed from on-site police to on-call police
8.4	2.03.22	If you become unwell	24	Ops Policy/ Comms	RAT testing line included Combined with 'Probable COVID-19 case – staff' subsection which is now deleted
8.4	2.03.22	Personal Protective Equipment	24-25	Ops Policy/ Comms	N95 fit-checked lines are added
8.4	2.03.22	Testing requirements for MIQF workers	27-28	Ops Policy/ Comms	Testing requirement table updated Updated lines as per the change to RAT testing
8.4	2.03.22	Probably COVID-19 case	N/A	Ops Policy/ Comms	Sub-section deleted – repetitive
8.4	2.03.22	Keeping track of your movements	29	Ops Policy/ Comms	Lines for household contact and close contacts are updated
8.4	2.03.22	Reporting Health and Safety near misses and incidents	30	Ops Policy/ Comms	Reference to documents for Camms is added
8.4	2.03.22	Leaving the facility	19	Ops Policy/ Comms	Period Returnees can be required to remain in the MIQF changed from 20 days to 28 days
8.4	2.03.22	Approved visitors to the MIQF	14	Ops Policy/ Comms	Changed MIQF manager to ROD with delegation level
8.5	17.03.22	Household contact of a positive case	29	Ops Policy/ Comms	Household contract lines updated

8.5	21.03.22	Throughout the document	N/A	Ops Policy/ Comms	Updated the existing lines including the term 'returnee' (e.g. people staying at an MIQF, MIQF arrivals)
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The Staff Guide is a living document and updated regularly. Suggestions for updates to the Staff Guide should be directed to MIQ.OperationalSOP@mbie.govt.nz.

Nau mai, haere mai

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

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

Tēnā koutou, tēnā koutou, tēnā koutou katoa.

Hello to you all.

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

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

Kia ora and welcome to Aotearoa New Zealand's Managed Isolation and Quarantine (MIQ) Team, where by mahi tahi – working together – we will provide a safe and welcoming space for those required to stay in a Managed Isolation or Quarantine Facility (MIQF), either from overseas or from the community.

Aotearoa New Zealand is committed to reducing the spread of COVID-19. That is why international arrivals into New Zealand may spend at least 7 days in an MIQF.

As a staff member of one of those Managed Isolation or Quarantine Facilities, you have an important role to play in keeping all New Zealanders safe.

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

Staying in Managed Isolation can be a challenging experience, but we are all committed to making the Managed Isolation and Quarantine experience a positive one.

Thank you for your commitment to keeping our whenua safe.

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



Deputy Secretary Chris Bunny, Head of Managed Isolation and Quarantine

Engaging with a te ao Māori world view

Recognising the diversity of MIQF arrivals

The involvement of Māori and iwi in the development and implementation of the Managed Isolation and Quarantine facilities has helped shape a special experience for those staying in our facilities – one that infuses a te ao Māori approach that is uniquely ours.

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

Wellbeing and Cultural Advisors are at each facility to help you to manaaki and awhi MIQF arrivals.

For Māori returning for bereavement reasons, the Cultural Advisors will liaise with whānau already in Aotearoa to determine the best approach for tangihanga processes.

Learn@MIQ

Learn@MIQ is the learning management system available to all MIQF government agency and partner staff. This interactive training platform will ensure you are supported with the right training to work safely in our facilities, and provides assurance that all staff have been trained in the required Infection Prevention Control and Privacy protocols.

You can access Learn@MIQ via any work or private device, using your work or personal email.

If your agency requires you to have a MIQ Photo ID card, you will receive an email from Learn@MIQ inviting you to log on, change your password, and start online learning, which includes: e-learning modules, quizzes and surveys, videos and supporting resources, and a learning record of completed courses and assessments.

If you do not have an MIQ Photo ID Card, please contact MIQLearning@MIQ.govt.nz to discuss obtaining a login to Learn@MIQ.

An overview of your role

What is Managed Isolation and Quarantine?

Managed Isolation or Quarantine Facilities (MIQF) are required for special groups and community cases as needed.

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

MIQF Operations Framework and Standard Operating Procedures (SOPs) detail the policies and procedures required to operate a facility. Please ensure you read these so you are aware of how the MIQF functions. The MIQF Operations Framework is available online and regularly updated on the [MIQ website](#). SOPs can be found on MS teams. If your agency cannot access MS Teams, please contact your Manager.

Your role in keeping New Zealand safe

As a staff member at an MIQF, your role is to support the people who are still required to enter MIQF, and ensure they are safe and healthy and make sure all policies and procedures are followed.

Managed Isolation or Quarantine Facility

There are currently MIQFs located in hotels in Auckland, Hamilton, Rotorua, Wellington, and Christchurch.

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

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

To enter a facility, you **must** sign-in with JNCTN. You may need a separate photo ID if you are signing up at the gate, in which case you will need to prove your identity against your proof of vaccination.

When you create your JNCTN profile, you will be asked to provide your legal name, your date of birth, contact address, telephone number, email address and a profile picture. This information is required under s11a of COVID-19 Public Health Response (Required Testing) Order 2020. The Privacy Statement is part of the terms and conditions you accept when you sign-in to register for JNCTN.

It is important the JNCTN QR code is scanned in by a security officer when you enter the facility, and are scanned out by a security officer when you leave.

Facility operation

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

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

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

Organisations working in an MIQF

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

All-of-Government (AoG) team

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

Managed Isolation and Quarantine

Managed Isolation and Quarantine (MIQ) became a business group within the Ministry of Business, Innovation and Employment (MBIE) on 13 July 2020.

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

The MIQ Team is currently led by MBIE Deputy Secretary Chris Bunny.

The MIQ Communications Team is responsible for providing information to people staying in an MIQF and staff, and all engagement with media. There are dedicated communications staff in each region.

MBIE is also responsible for the contracts with the hotels.

Regional Isolation and Quarantine Control Centre (RIQCC)

Your RIQCC oversees and coordinates local MIQF services, ensuring that the facilities in your region are enabled to operate safely.

The RIQCC (headed up by a Regional Operations Director) liaises between the MIQF Team onsite at the facility and the MIQ Leadership Team.

We have three RIQCCs – Auckland, Central (made up of Hamilton, Rotorua and Wellington) and Christchurch.

They are also responsible for implementing national policies and standard operating procedures, leading operations at our facilities and coordinating support and working with local government, iwi and partners.

MIQF Teams

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

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

Your MIQF Manager leads the MIQF Team, responsible for operation of the facility, providing Health and Wellbeing services, security, assistance to people staying in an MIQF, and hotel functions (e.g. front of house, catering, cleaning).

Organisation	Role
New Zealand Defence Force (NZDF)	NZDF are supporting MIQ operations and MIQF security.
MBIE	MIF Managers in all facilities are employed by MBIE as we transition from NZDF led operations. Other roles such as Security Staff, and Operations Security Managers are employed by MBIE.
Ministry of Health (MoH)	MoH is responsible for setting the health requirements for MIQFs, including infection prevention and control, testing, daily health checks and arrival and exit health screening.
District Health Boards (DHBs)	Staff from the DHBs are responsible for conducting testing, daily health checks, arrival and exit health screening, and on-site support from IPC specialists. Staff from DHBs are also responsible for providing Healthcare and Wellbeing services.
Security Staff	MIQ Security is provided by MBIE, NZDF, Aviation Security (Avsec) and private security companies to keep sites safe/secure and keep our communities protected.
New Zealand Police	New Zealand Police provide on-call support for situations that require enforcement of the law or the rules.
Hotel Staff	The various functions of the hotel remain in place including management, front of house, cleaning, catering and maintenance.
Approved Transport Providers	Approved Transport Providers are responsible for transferring people coming to an MIQF or external health appointment if required.

Approved visitors to the MIQF

From time to time there may be approved visitors in the MIQF such as contractors or official visitors. All approved visitors entering MIQF must be vaccinated as per MoH guidelines and pre-approved by the Regional Operations Director to be on-site, and security at the front gate must be notified to expect their arrival. Queries can be directed to respective RIQCC Ops team.

For information regarding testing requirements, refer to the section '*COVID-19 Testing and Vaccination*' section below.

If you are in charge of escorting an approved visitor on-site you must:

- Advise them before their visit that they will need to be tested for COVID-19.
- Provide the *Standard Letter - Testing requirement for visits to or work in managed isolation and quarantine facilities*.
- Ensure workers are signed in using JNCTN.
- Provide appropriate visitor tag so that they are easily identified.
- Ensure the induction checklist is completed, including IPC measures to be adhered to.
- Escort the person as instructed by the MIQF Manager.

People staying in an MIQF may not have visitors within the facility (including friends and family) during their isolation stay.

Note –

a) The Office of the Ombudsman has established a small team of inspectors to undertake COVID-19 MIF and QF inspections to ensure people's basic Human Rights are respected. Their visits are allowed without being announced prior. For further information, please check *Guidelines for Ombudsman Inspections* in MS Teams.

b) Under Article 26 of the Vienna Convention on Consular Relations 1961, an accredited Consular Official has the right to communicate or visit nationals from their state who are in an MIQF. When they leave the MIQF, provide the *Standard Letter - testing requirement for visits to or work in MIQF facilities*.

c) When an accredited Diplomat from another country is isolating in an MIQF, it is by choice and as an act of good will towards New Zealand. Per Article 29 of the Vienna Convention on Diplomatic Relations 1961 they are not required to follow guidelines or procedures. In the rare event that a problem arises, immediately notify the MIQF Manager.

Code of Conduct and our expectations of you

The MIQ Staff Guide provides a Code of Conduct which outlines the expectations of all MIQF staff members towards their standard of integrity and conduct, and also protecting privacy of those who are staying in an MIQF. These requirements remain contemporary and are not in question in any manner. However, there is a gap within this information towards staff maintaining confidentiality towards the personal information of other staff members, and contractors.

Protecting everyone's privacy

Both people who stay and all those who work within MIQF have a right to privacy. The Privacy Act 2020 applies to every business in New Zealand and provides a framework for protecting an individual's right to privacy of personal information, including information about an identifiable individual.

For MIQF Staff and contractors, "Personal information" means information about a living identifiable individual. This information can be in any form, including paper and electronic documents and files, emails, personnel records and health records, and can include images such as photos. It can also include video recordings, audio recordings. Examples of personal information include an individual's name, telephone number, address (email and postal), date of birth, ethnic origin, tax file number and Health Information.

Even if an individual's name does not appear, but there is a reasonable chance that an individual could be identified from the information (including where information can be combined with other information to identify a person), it can still be personal information for the purposes of the Privacy Act.

Just as you are protecting the health and safety of the those staying in an MIQF, you are also responsible for protecting their privacy. Alongside of this, you also must also protect the privacy of your MIQF co-workers, including contractors, at all times (including the privacy of their information).

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

- You must not take photos, film or audio-record at the facility.
- You must not post on any form of social media about people staying in an MIQF, fellow MIQF staff and contractors, or about your work in an MIQF.
- You must keep people staying in an MIQF, fellow MIQF staff members and contractors' personal information private.

As an MIQF staff member, you are working in a position of trust. You need to be robust in doing the right thing and remain professional in your work, ethics and judgement. If you're not sure

about what's appropriate, please speak with your MIQF Manager or your Line Manager about this.

Please speak with your MIQF Manager or your Line Manager if you're not sure about what's appropriate, **or if you think a privacy breach may have happened.**

E-learning module: Privacy at MIQ

MIQ privacy e-learning module '[Privacy at MIQ](#)' can be found in Learn@MIQ. This is a mandatory training requirement for workers (the alternative to workers is to provide a record of prior learning). The MIQ privacy e-learning module provides scenarios that MIQF workers can relate to, so that they can learn what privacy is, what a privacy event is, and how to report events.

Welcoming arrivals into MIQF

For some people entering Managed Isolation or Quarantine can be a challenging time. Your role is to support them during their stay and to help ensure the health, safety and security of everyone at the facility.

Welcome Pack

Arrivals into MIQF will be given a copy of the applicable Welcome Pack when they first arrive at the facility. Different Welcome Packs are available (e.g. community cases).

This outlines what they may, and may not, do during their stay in managed isolation or quarantine and contains a range of information that they may find useful.

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

Translations and alternative formats

To support the diverse needs of MIQF arrivals, the Welcome Pack is available in Te Reo and several other languages. Welcome Pack translations can be found on the MIQ Website:

<https://www.miq.govt.nz/search/SearchForm?Search=welcome+pack>

The Testing and Consent forms and Final Health Check forms are also available in multiple languages. These forms are available on MS Teams (location) for download and printing.

Additional languages can be requested. Talk to your **Regional Communications & Engagement Advisor** about what's available.

Answering queries

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

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

- **The relevant person in your On-site Team** – who has the site specific information for facility MIQF
- **Miq.govt.nz** – detailed information on being in a Managed Isolation and Quarantine facility, including exemptions and payments
- **Covid19.govt.nz** – advice and updates on COVID-19 in New Zealand.

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

Common queries

The table below provides replies to some common queries.

If asked about...	Refer them to...
General concerns about their stay and what they can and cannot do, such as exercise, laundry or what to do in an emergency.	The 'Welcome Pack' for details and familiarise yourself with the facility's policies.
Health concerns, medical or prescription needs or testing questions.	The on-site Health Team or Nurse.
Supermarket or online shopping.	The Welcome Pack. NOTE – rules around online shopping vary in each city and hotel. Some hotels cannot allow alcohol to be delivered due to their liquor licence. Contact MIQF Manager for further information.
Drop-offs at an MIQF, and rules around contact with their family / whānau.	The Welcome Pack. People who are staying in an MIQF cannot have family or friends' visit during their time in managed isolation or quarantine. Free Wi-Fi is available for those staying in an MIQF to stay connected.
Having a family member join them in Managed Isolation.	A family member or carer join them if they are: <ul style="list-style-type: none"> • Unaccompanied and under the age of 18. • Vulnerable and in need of special care. Family member or carer must have approved exemption. Refer to: https://www.miq.govt.nz/exemption-to-join-someone-in-managed-isolation/
Travel and accommodation plans for when they leave the facility.	They may be transported back to their international arrival airport or may choose to make their way home from the hotel they are in.
Welfare support.	<ul style="list-style-type: none"> • The Welcome Pack. • The Wellbeing Coordinator and/or the Community Connector (MSD) on site (in Auckland only). NOTE – All MSD services are available online or by phone – they should be able to apply for

jobseeker or housing support online, and begin searching for employment online. If you believe urgent welfare support is required, you should inform the MIQF Manager (or their delegate) as soon as possible.

Complaints or issues

Complaints process for people staying in an MIQF

If a person staying in an MIQF wishes to make a complaint, refer them to Complaints section of the Welcome Pack. If they have an issue, direct them to the MIQF Manager or the Wellbeing Coordinator.

If they are still not satisfied with the response, they may make a formal complaint using the online form on the Contact Us page of the MIQ website: miq.govt.nz.

Staff complaints process

If you have a complaint, raise it with your Line Manager in the first instance. If the issue is still not resolved, it is recommended you contact your respective agency's Human Resources team.

If you have experienced discrimination or have been treated differently because you work at MIQF, a mechanism has been set up for all workers to report these incidents. Please report the event in Camms and email treatmefairly@miq.govt.nz. Any information you provide will be treated as confidential and we will only share details of your report with your permission.

For procedural guidance, please refer to **SOP: MIQF Incident Reporting and Management**.

Leaving the facility

Before leaving an MIQF, people need to be assessed as low risk by a Health Practitioner before they can return to their community or whānau. This will usually involve:

- a negative COVID-19 test around the time of their departure
- and confirmation from a Medical Officer of Health or a Health Protection Officer that they are at low risk of having or transmitting COVID-19.

People can be required to remain in the MIQF, up to a total of 28 days, if they are not considered a low risk by a Health Practitioner.

Please refer to **SOP: Exit** from an MIQF for procedural guidance.

Exemptions from Managed Isolation

Exemption to stay in an MIQF may be eligible in certain circumstances such as a serious medical condition that cannot be managed in the accommodation provided or other exceptional circumstances.

Application should be submitted before the arrival into an MIQF or as soon as they become aware of the circumstance. Requests are balanced with helping to stop the spread of COVID-19 in New Zealand.

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

To apply for exemptions, people can email: isolationexemptions@mbie.govt.nz.

There are no exemptions from quarantine.

Interacting with MIQF arrivals

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

At the same time, you need to ensure people staying in an MIQF understand and comply with the rules in Managed Isolation.

Managing privacy

Photos, filming and audio recordings

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

If you see someone filming people without their permission, or filming in one of these spaces, you may ask them to stop. If they do not comply, inform Security or Operations Security Manager.

On-site security

Security is provided at the MIQF to protect the safety of everyone in the facility and to ensure the correct procedures are followed at all times.

If you have an issue with non-compliance in the facility, you should first explain why the rule is in place. If they continue to be non-compliant, inform a Security Officer or the MIQF Operations and Security Manager.

People staying at a MIQF / approved visitor / staff member should be warned that it's an offence under section 27 of the COVID-19 Public Health Response Act 2020 to fail to comply with the directions and could result in a fine or imprisonment. Security should call 111 for NZ Police assistance if the behaviour continues.

NZDF and AVSEC staff have been appointed by the Minister of Health as Enforcement Officers under the COVID-19 Public Health Response Act 2020 and have the power to issue legally binding directions. Private security companies also provide security staff to assist with security at our MIQFs.

Managing incidents with MIQF arrivals

Onsite staff are trained in the management of challenging behaviour and assess and apply the most appropriate responses. As in any situation requiring Police attention, the response is at the discretion of those officers attending.

MIQ workers are encouraged to raise any concerns directly with their Line Manager and to reach out if they need support. This could be through their manager, a colleague, GP or a friend or family member. There is also access to the Employee Assistance Programme (EAP).

If you have concerns around the behaviour or wellbeing of a person staying in an MIQF, raise it with your Line Manager.

Steps to follow in response to concerns with people staying in a MIQF or incidences of non-compliance are detailed in the **SOP: MIQF Incident Reporting and Management**.

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

Your Health and Safety

Your health and safety responsibilities

As a worker in MIQ, you must:

- Take all reasonable care of your own wellbeing, Health and Safety.
- Make sure your actions don't cause harm to others.
- Follow the Health, Safety and Wellbeing Policy and any related standards, procedures and guidelines.
- Speak up when something isn't healthy or safe, and report incidents, near misses and hazards as soon as possible.
- Take an active role in your own rehabilitation after illness or injury.
- Make sure you're prepared for emergencies.
- Take part in mandatory health and safety training.
- Take part in mandatory COVID-19 testing.
- Keep indoor spaces well ventilated.

You will receive appropriate IPC training when you start. Ensure you also read the IPC SOP and the facility's Infection Prevention and Control (IPC) plan.

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

COVID-19 can be spread by airborne droplets or aerosol particles.

Keeping distant from others and following good IPC measures protects you and others from any spread of COVID-19.

- Wash your hands with soap and water often (for at least 20 seconds) and dry thoroughly. Use 60% alcohol-based hand sanitiser if hand washing facilities aren't available.
- Keep a distance of two metres wherever possible.
- Cough or sneeze into the crook of your elbow or cover your mouth and nose with tissues, then put them in a bin immediately and wash your hands.
- Avoid touching your face, including your eyes, nose, and mouth. Surfaces may have infectious droplets.
- Wearing the appropriate PPE for your situation.
- Clean and disinfect frequently touched objects and surfaces regularly and thoroughly.

Daily health checks

Every time you come on-site at an MIQF you will need to complete *Staff Daily Health Check Form*. The form consists of a checklist of COVID-19 symptoms.

If you become unwell

If you are unwell at home, do not come to work and contact your Line Manager to advise them of your absence. If you have cold, flu or COVID-19 symptoms, stay home and call your GP (doctor) or Healthline on [0800 358 5453](tel:08003585453) for advice. Advise them you work in an MIQF.

If you become unwell at work, notify your Line Manager immediately. If you have COVID-19 symptoms, the MIQF Manager also needs to be advised. They will advise the procedures you need to follow as per MoH guidelines.

The symptoms of COVID-19 are similar to common illnesses such as cold or influenza. They can include one or more of the following:

- A new or worsening cough.
- Fever (at least 38°C).
- Shortness of breath.
- A sore throat.
- Sneezing and running nose.
- Temporary loss of smell.

Shortness of breath is a sign of possible pneumonia and requires immediate medical attention.

Some people may present with less typical symptoms, such as: fever, diarrhoea, headache, muscle pain, nausea/vomiting, or confusion/irritability.

Symptoms can take up to 14 days to show after a person has been infected. The virus can be passed onto others before they know they have it – from up to two days before symptoms develop.

If you have any COVID-19 symptoms, you should undergo a Rapid Antigen Test (RAT) and must self-isolate while waiting for test results.

For more information visit health.govt.nz/covid-19. In emergencies call **111**.

Personal Protective Equipment

You will be provided with all the appropriate Personal Protective Equipment (PPE) that you may need to do your specific job. Education will be provided on how and what PPE you will need to wear, in line with Ministry of Health guidelines and **SOP: IPC**.

All MIQF workers are required to wear a fit tested P2/N95 respirator while in Returnee facing zones. There are currently no requirements to have *passed* a fit test. Ensure a fit-check

is performed each time the P2/N95 respirator is in use. Outside of these zones, medical masks are required to be worn as a minimum as outlined in **SOP: IPC** and instructed by the MIQF Managers.

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

COVID-19 Testing and Vaccination

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

Health workers conduct all COVID-19 testing in the MIQF.

Vaccination

Under the **COVID-19 Public Health Response (Vaccinations) Order 2021**¹, MIQF staff and visitors must be fully vaccinated in order to enter an MIQF.

New workers and approved visitors may have had only one dose when they first enter the MIQF but must have their second dose within 35 days of commencing work.

The Government has amended the Vaccinations Order on 29 November 2021 to expand the COVID-19 vaccines that New Zealand recognises for workers at the border. This enables people to undertake work at the border with the Medsafe recognised vaccines Pfizer/BioNTech (Comirnaty), AstraZeneca, Moderna and Janssen.

Please refer to schedule 3 of the COVID-19 Public Health Response (Vaccinations) Order 2021² for the list of approved vaccines.

JNCTN is used as a proof of vaccination. On your arrival to an MIQF, the JNCTN QR code is scanned to gain entry to the facility. If you are unable to provide proof of your vaccinations you will not be granted entry.

In some cases people will not have had their JNCTN profiles matched with Ministry of Health's records before they sign-in. In these instances, other means of proof of vaccination will be asked for and require MIQF Manager's approval for you to get access:

Other proof of vaccination can be **one** of the following:

- My Covid Record: <https://mycovidrecord.health.nz/>
- Online patient portal or app such as ManageMyHealth
- A letter from your GP

¹ <https://www.legislation.govt.nz/regulation/public/2021/0094/latest/whole.html>

² <https://www.legislation.govt.nz/regulation/public/2021/0094/latest/LMS573022.html>

Photo ID **examples**:

- MIQ or employer photo ID card.
- Driver's Licence.
- Passport.

Booster doses for MIQ workers

Vaccine boosters provide another important layer of protection against the Omicron variant. We take the safety of our workers seriously and this is one of the ways to ensure the best possible protection.

Vaccine boosters for workforces covered by the COVID-19 Public Health Response (Vaccinations) Order 2021 (Vaccinations Order), which includes MIQ workers is a mandated requirement.

For all MIQ workers covered by Vaccinations Order and aged 18 and over and where it has been more than six months since your second dose, you are required to get your booster in order to gain access to any MIQF site.

The Pfizer vaccine is the primary vaccine being used in New Zealand for booster doses, even if you had a different vaccine for your earlier doses.

More information can be found on the Ministry of Health website - <https://www.health.govt.nz/covid-19-vaccines>.

If it has been more than 3 months since your second dose, you are strongly encouraged to get a booster dose. Booster dose is available via:

- Online at [BookMyVaccine.nz](https://bookmyvaccine.nz).
- Call the COVID Vaccination Healthline on 0800 28 29 26 (8am to 8pm, 7 days a week)
- Contact a COVID-19 vaccinating GP
- Visit walk-in and drive-through vaccination centres.

Testing requirements for MIQF workers

Being fully vaccinated and boosted means you are less likely to have COVID-19 symptoms, so more reliance now needs to be placed on regular testing to detect infection early and better protect workers, colleagues, whānau and wider community. The [Public Health Response \(Required Testing\) Order 2020](#) requires workers at Managed Isolation and Quarantine facilities to comply with the testing requirements:

Quarantine Facility	<p>Daily testing when workers are onsite at work onsite twice a week or more.</p> <p>For workers who are onsite less than twice a week, see the Occasional workers section below.</p>
Isolation Facility	Two tests within seven days, each test being at least two days apart.
Dual Use Facilities	<p>When operating as a quarantine facility undertake daily testing onsite as above.</p> <p>When operating as an isolation facility undertake two tests within seven days, each test being at least two days apart, as above.</p>
Occasional workers	<p>A person is considered an occasional worker if they work at a facility for less than two days every period of seven days.</p> <p>Occasional workers are required to get one test within seven days of a day worked.</p>
Testing while on rostered days off or annual leave	<p>Managed Quarantine Facility workers are not required to get a test while they are on rostered days off or annual leave.</p> <p>Managed Isolation workers are not required to get a test on rostered days off or annual leave if they have completed their two tests, at least two days apart, within their seven day cycle.</p> <p>Managed Isolation workers will need to get a test during their days off or on annual leave if they have not completed both tests within their current seven day cycle. For more information, please refer to <i>Required testing for MIF workers going on holiday</i>.</p>

	<p>Please note, as a public health precaution, all workers are strongly recommended to have a test within five days of beginning their annual leave.</p> <p>If you go overseas on holiday, please check the Ministry of Health website and the relevant website of your country of destination to familiarise yourself with current travel, testing and isolation requirements. Ask this to your line manager or MIQF manager for further guidance.</p>
<p>Finishing employment in MIQF</p>	<p>Workers are required to complete the last test in your testing cycle to ensure compliance with the COVID-19 Public Health Response (Required Testing) Order 2020 (unless holding a medical exemption from the testing requirement).</p> <p>Workers must have an additional mandatory test to complete their testing cycle no later than 5-7 days after ending work. After that test, the testing obligation ends (unless you start work again at a workplace that requires you to be tested).</p> <p>Workers must also monitor for symptoms for the next 14 days, and if you have any symptoms of COVID-19 in that period, get a test, isolate and let your former employer know or contact your local public health unit.</p>

As you are working in an MIQF you are legally required to undergo COVID-19 testing, even though you may not have any symptoms. If you feel unwell at any time, you need to inform your Manager, and a COVID-19 test may be required.

It is recommended workers do their RAT before they come into work. How to do a RAT will vary depending on the brand. To ensure maximum reliability, it is highly recommended that workers follow the manufacturer's instructions.

Record your RAT result in My Covid Record Workers need to log the result of their RAT in their My Covid Record account and advise their employer if they have a positive result.

Workers should be prepared to show proof of their logged RAT on request by their employer using a screen shot or showing them the record.

If workers need assistance in taking a test or recording their results, they can call 0800 222 478 and press option 3; the operator will also be able to record results on the workers' behalf (workers should have their NHI numbers to hand). Your information is handled in accordance with New Zealand's privacy laws.

Keeping track of your movements

Contact Tracing

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

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

Household contact of a positive case

If a worker has been identified as a household contact, they must notify their employer. If their employer decides they are critical to operations, they may be able to continue working provided they are symptom free and return a negative rapid antigen test before each shift they work for 7 days. If they do not have an exemption from their employer, they must isolate with their household contact for 7 days and can only return to work if they have no symptoms and provide negative RAT on day 3 and day 7 day isolation period.

Close contacts

If you have been notified as close contacts, you no longer need to isolate, but you should monitor your symptoms for 10 days. If symptoms develop, call Healthline on 0800 358 5453 for advice on getting tested.

More information about what the move to phase 3 means is on the Unite against COVID-19 website at: <https://covid19.govt.nz/prepare-and-stay-safe/about-covid-19/our-response-to-omicron/#phase-3>.

Reporting Health and Safety near misses and incidents

A Health and Safety event is a situation or incident that has caused harm, or had the potential to cause harm, e.g. you trip on a floor tile, or a breach of IPC guidelines.

You must report all incidents and near misses which occur as a result of work activities in Camms, an online event reporting tool as soon as possible.

- (1) Camms Health Safety and Security register to seek your line manager's support.
- (2) Camms Incident register to make sure that the cause of the incident can be fixed.

NOTE - If you are not directly employed by MBIE, you will need to report the event to Camms Incident register, and your own employer's event reporting system.

If you can't report the event yourself because of illness or injury, you can get someone to complete and submit on your behalf.

Workplace events need to be reported as soon as practical, and serious harm or notifiable events must be reported as soon as possible.

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

For further information, please refer the source below:

- Health and Safety at Work Act 2015:
<https://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976660.html>
- SOP: Incident Reporting and Management
You can access learning materials of Camms in Appendix 4.

Looking after your Mental Health and Wellbeing

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

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

Manage stress or fatigue – Stress is a natural reaction to any kind of excess demand or threat. If you feel or notice signs of stress or fatigue, such as irritability and tiredness, the following may help:

At work:

- Make sure you take your scheduled breaks during the day
- Exercise is a great way of relieving stress. Any form of physical activity helps, even if you take a walk outside your workplace at lunchtime
- Your food choices can have a huge impact on how you feel
- Take a few slow, deep breaths.

Out of Work:

- Get regular exercise
- Get enough good-quality sleep
- Talk to someone you trust about how you are feeling
- Learn a mindfulness technique to help with not getting 'stuck' in thoughts and emotions

If you notice signs of stress or fatigue in other staff members, talk to your Manager as soon as possible. Read more from <https://www.healthnavigator.org.nz/health-a-z/s/stress-at-work/>

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

Follow good habits – Activities such as meditation or exercise can help you relax and have a positive impact on your thoughts. Try not to increase unhealthy habits like comfort eating, drinking, smoking or vaping. For more information, visit the MoH website for free stop smoking services: <https://www.health.govt.nz/your-health/healthy-living/addictions/smoking/stop-smoking>.

Where to get support

If you need support we encourage you to talk to someone. This could be your People Leader, a colleague, your GP, or maybe a close friend or family. As a staff member working in an MIQF, you also have access to Employee Assistance Programme (EAP). This is a free service that is confidential and anonymous for all staff. You'll need to let them know that you're working in a

Managed Isolation or Quarantine Facility, but your personal information will be kept private and confidential.

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

Keeping you and your family / whānau safe

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

At work

Wash your hands often – Washing your hands continues to be one of the easiest ways to keep yourself safe. Wash often. Use soap. 20 seconds. Then dry. This kills the virus by bursting its protective bubble. Or use 60% alcohol based hand sanitiser – make sure you use enough to cover your hands and rub in until dry.

Cough and sneeze etiquette – Cough or sneeze into the crook of your elbow, or use a tissue – dispose into a waste bin and wash or sanitise your hands. These basic actions will keep you and the people around you from sharing germs.

Physical distance – Maintain physical distance of two metres or more.

Use Personal Protective Equipment – Wear a medical mask or P2/N95, follow the instructions of where you need to wear one i.e. in Returnee zones. Depending on your role, other PPE may be required. Follow the training and guidance on using PPE outlined in the **SOP: IPC**.

Limit what you take to work – Take essential items only, like your cell phone (remove the case if it is not wipeable), bank card and drivers licence, and a washable lunchbox or container. Make sure these items are kept in the staff area away from Returnee's zones.

At home

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

Change out of your work clothes (if there are no facilities to do this at work) – Wash your hands, shower, and change into different clothes at home. Wait to hug family / whānau until this is complete.

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

Wash any lunchbox containers and/or drink bottles thoroughly.

Track your movements – Download and use the NZ COVID Tracer app or keep a thorough written record of where you go and who you meet with.

Physical distancing – Continue to maintain at least two meters physical distancing where possible.

Wash your hands – Continue to practice good hand hygiene outside of work.

Mask up – Wear a mask when you fly, take public transport or are in crowded public places.

Get tested – Keep an eye out for any symptoms of COVID-19. If you experience any of the symptoms of COVID-19, get tested as soon as possible, self-isolate while waiting for your test results and let your employer know. Stay home and away from public places if you are unwell.

More information about you, your families/whānau, loved ones and communities are kept safe can be found on the MIQ website: <https://www.miq.govt.nz/being-in-managed-isolation/isolation-facilities/on-site-staff/>

MANAGED ISOLATION AND QUARANTINE

How we keep our workers and their whānau safe from COVID-19

Our staff in managed isolation facilities are essential workers in the fight against COVID-19 in Aotearoa. We're committed to keeping them and their whānau, loved ones and communities safe. Here's how...

<p>Health</p> <p>Our people:</p> <ul style="list-style-type: none"> • all personal protective equipment (PPE), face shield hygiene and other critical equipment • clean the facilities and areas by working staff who are on-site 24/7 • strict contact-trace if there are a small • an regularly tested for COVID-19. 	<p>Wellbeing</p> <p>Our people:</p> <ul style="list-style-type: none"> • all encouraged to look after their mental wellbeing • have access to professional support if they are feeling stressed or anxious.
<p>Check facilities</p> <p>Our facilities are:</p> <ul style="list-style-type: none"> • regularly inspected with hospital grade disinfectant • audited by external professional experts • sleep arranged in any infection is suspected. 	<p>Restrooms in Facilities</p> <p>All restrooms:</p> <ul style="list-style-type: none"> • receive disinfectants after reminders on protecting their own and others' health throughout their 24-hour day • are sealed around 24/7 (24/7)
<p>Home and community</p> <p>On-site people to:</p> <ul style="list-style-type: none"> • keep records of both movements and close contacts 24/7 for their whānau/whānau out at work • keep whānau/whānau their loved ones at home safe they have had a visitor and changed clothes. 	<p>Strict rules and tight security</p> <p>Safety and security matter:</p> <ul style="list-style-type: none"> • our on-site staff include police, defence and security professionals • security is reviewed regularly.

For more about keeping safe, visit www.miq.govt.nz to learn about managed isolation and quarantine, visit www.miq.govt.nz

SEE YOU SOON!
MANAGED ISOLATION AND QUARANTINE

MANAGED ISOLATION AND QUARANTINE

15 January 2021

Unite against COVID-19

How we keep our essential workers, their whānau, friends and communities safe

Tāwhiri Kaitiaki

This letter is on behalf of the Managed Isolation and Quarantine system in Aotearoa New Zealand. We want to provide you with reassurance that our workers follow strict infection prevention controls (developed by the Ministry of Health) to manage all known risks of spreading COVID-19.

We take the safety of our workers and their families, whānau and broader communities very seriously. That's because the people who work in managed isolation and quarantine facilities do essential work to keep COVID-19 out of the community.

Our facilities operate at Level 4, which is isolation. Thanks to our workers, tens of thousands of people have returned from overseas and completed their managed isolation (stay safe), before returning to communities.

You can be confident that the team facility staff arrive at work through to when they get home. They follow strict health and safety guidelines, which includes regular testing. The following information outlines what's involved in providing a safe working environment.

- Our workers – are provided with information and training to ensure they follow Ministry of Health personal protective equipment (PPE), hygiene and physical distancing protocols at all times. They have daily health checks and access to rapid test kits are on-site 24/7. If they are unwell they don't come to work. There is a programme of regular staff testing to ensure any transmission within a facility is caught early.
- All overseas returnees – receive information and reminders on protecting their own and others' health throughout their 14-day stay. Returnees are tested at least twice

MANAGED ISOLATION AND QUARANTINE

COVID-19 – Don't take it home

Advice for managed isolation and quarantine workers

START OF SHIFT	DURING SHIFT	END OF SHIFT	WHEN YOU GET HOME
<p>Wash your clothes and shoes to work. Cleaned work clothes and footwear with detergent wash (about 60°C).</p> <p>Keep footwear in a paper bag or bag and use an entry.</p> <p>Wash personal phone in job or shift area. Wash hands before using the phone screen.</p> <p>Wash your shoes and feet with disinfectant solution and avoid touching your face. Wash and dry hands in use and avoid before work.</p> <p>Wash your clothes and feet with disinfectant solution and avoid touching your face. Wash and dry hands in use and avoid before work.</p>	<p>Wear at least one layer of PPE and use disposal of work and use PPE correctly when returning home.</p> <p>Wash your hands and feet with disinfectant solution and avoid touching your face. Wash and dry hands in use and avoid before work.</p> <p>Wash your shoes and feet with disinfectant solution and avoid touching your face. Wash and dry hands in use and avoid before work.</p>	<p>Wash your clothes and shoes to work. Cleaned work clothes and footwear with detergent wash (about 60°C).</p> <p>Wash your clothes and shoes to work. Cleaned work clothes and footwear with detergent wash (about 60°C).</p> <p>Wash your clothes and shoes to work. Cleaned work clothes and footwear with detergent wash (about 60°C).</p>	<p>Wash your clothes and shoes to work. Cleaned work clothes and footwear with detergent wash (about 60°C).</p> <p>Wash your clothes and shoes to work. Cleaned work clothes and footwear with detergent wash (about 60°C).</p> <p>Wash your clothes and shoes to work. Cleaned work clothes and footwear with detergent wash (about 60°C).</p>

If you get sick again, observe the return stay 14-day quarantine and keep a record of your contacts.

Interacting with the public and the media

Members of the public

Family or friends of those who stay in an MIQF may not enter a facility to visit them during their stay in managed isolation or quarantine. This is a precautionary measure to limit the number of contacts.

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

Family and friends may stand outside the facility and speak to them but must remain at least 2 metres distant. Items cannot be passed to those staying in managed isolation and quarantine.

Advice about social media and media inquiries

There is high public and media interest in the Managed Isolation and Quarantine system. Media may contact or want to visit facilities and you may also see comments in social media about our MIQFs or from people staying in our facilities.

News media

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

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

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

No media are allowed into the hotels or areas in use. This is for the safety and wellbeing of all people staying in an MIQF.

Appendix 1 contains further information on dealing with the media.

Social Media

Social media is a dynamic and fun way to communicate, but it must not interfere with your work and it's important to stay safe personally and professionally.

Only people who are authorised as part of their job can make public statements about MIQ.

If you are employed by a Government agency, you are expected to comply with the social media policy and Code of Conduct of your home agency.

Regardless of who your employer is, here's some quick tips about using social media:

- **Think before you post** – private comments can become public on social media, so think before posting online and use good judgement when sending a post.
- **Be kind** – never air workplace grievances online or be disrespectful of others.
- **If in doubt** – if you are unsure about what is acceptable, talk to your Manager.

- **If you are worried about social media comments about our facilities or workers –** let your Manager know who will contact our Communications Team.

Final notes

The Operations Framework and SOPs do not cover every circumstance that will arise in your managed isolation or quarantine facility.

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

There are a range of other issues that may occur, and you should discuss these with your Line Manager. Should the issue not be resolved you should approach MIQF Manager or raise it at www.covid19.govt.nz/compliance.

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

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

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

MIQCommunications@mbie.govt.nz

The list of SOPs and collaterals are regularly updated. This can be found in MS Teams of each MIQF. If you do not have access, please ask your manager to receive the list.

Appendix 1: Media inquiries – advice for Hotel and Site Staff

There is high public interest in the Managed Isolation and Quarantine sites and media might contact staff or people staying in an MIQF. The following advice has been prepared.

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

General guidelines

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

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

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

No one is able to enter a Quarantine or Managed Isolation Facility without permission. This includes members of the media.

If you see a journalist breaking physical distancing rules or entering a Quarantine or Managed Isolation Facility report this immediately to the MIQF Line Manager.

Journalists are free to contact people staying in an MIQF, provided they follow physical distancing rules and usual journalistic principles, including identifying themselves and respecting personal privacy.

If a person staying in an MIQF asks for advice about contact with a journalist, use the advice below.

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

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

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

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

In some cases, inquiries will be referred to the national agencies' Communications Teams.

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

A journalist may have been invited to interview a person staying in an MIQF, by that person, or they may be visiting the facility to arrange an interview.

All site rules must be observed – no visitors from the public, including media, are allowed into the Managed Isolation and Quarantine Facilities or areas MIQF arrivals are using. This is for their safety and wellbeing and to stop the potential spread of COVID-19.

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

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

How should I advise those staying in an MIQF who ask whether they can do media interviews?

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

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

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

Appendix 2: Family violence and sexual abuse

Providing help for those that need it

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

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

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

What is family violence and sexual violence?

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

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

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

How can you help?

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

Recognise some common signs

People being abused may: <ul style="list-style-type: none">• Be fearful, nervous or worried• Be upset, sad, angry• Have bruises or other injuries, be in pain• Have slurred speech, be talking fast	They may say something like: <ul style="list-style-type: none">• Can you help me, I'm scared• I'm frightened for my children• I'm not ok• I'm worried about my Mum
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<p>A colleague may come to you for advice:</p> <ul style="list-style-type: none"> • They may suspect, or have been told, someone is being abused • They may be experiencing violence themselves and need help 	<p>Someone else may raise concerns:</p> <ul style="list-style-type: none"> • They may have been told that someone is being abused or has asked for help • They have heard yelling, crying, loud bangs from another room • They have noticed behaviour and/or injuries they are worried about
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What can you do?

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

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

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

Family Violence help:

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

Sexual Violence help:

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

Concerns about a child or young person:

- Oranga Tamariki: 0508 326 459 or www.orangatamariki.govt.nz

Afterwards

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

- Making sure your Manager/Supervisor knows about the incident.
- Implement your Health and Safety policy following an incident. This will help to ensure you all get the support you need.
- Use the helplines above to talk to someone if needed.
- Access free, confidential counselling sessions from the Employee Assistance Programme (EAP).

