



2

Alert Level 2 Guidance

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Introduction

Community Housing Aotearoa (CHA) has compiled advice to help housing and homeless service providers with governance, day-to-day service delivery and decision-making under the Government's Alert Level 2 response to the COVID-19 pandemic.

As a service or housing provider, your organisation's Board of Trustees and Chief Executive have obligations under the Health and Safety Act 2015 to ensure appropriate health and safety protocols are in place for everyone in your organisation or at your workplace to minimise and mitigate risk where possible.

Some providers may also have obligations under other legislation such as the Health and Disability Act 2001. Practical information, contacts and resources are included in this guidance document to support the practice of service managers and frontline staff.

Please contact Chris Glaudel at projects@communityhousing.org.nz if you have questions or additional resources to suggest. Please remember that we're in this together – you don't have to do this on your own.

To book an appointment to be vaccinated and/or connect with your local DHB, PHO or Iwi provider to organise vaccination outreach. go to:

[Book your COVID-19 vaccination | Unite against COVID-19 \(covid19.govt.nz\)](https://www.covid19.govt.nz)



Operating Under Alert Level 2

Under Alert Level 2, some of what you are doing may be business as usual and you will follow your normal processes and procedures for work. However, there are some things you can do to keep staff, residents and tenants safe.

The Delta COVID-19 strain spreads between people by aerosol and droplet transmission and is more likely to transmit between people in an indoor environment.



At Alert Level 2 for Delta, mask-wearing and physical distancing advice has changed and depends on the situation. Check the [COVID-19 website](#) for updates to mask-wearing mandatory and recommended requirements.

Support available

At the end of this guidance there is a full list of COVID-19 key contacts, helplines and resources to support you (see [Appendix One](#) and [Two](#)).

This guidance supports:

- Staff with their wellbeing and mental health
- Residents or tenants with their wellbeing and mental health

And much more.

Checklist

- Mask-wearing is mandatory in shared accommodation communal areas for staff, residents and tenants
- Mask-wearing is mandatory for staff in offices where visitors, residents, and tenants can enter
- Mask-wearing is recommended in staff only offices and staff do not have face-to-face contact with visitors, residents, and tenants
- Keep communal indoor spaces well ventilated
- Encourage and enable physical distancing
- Encourage hand washing and sneezing into a tissue or elbow
- Ensure residents / tenants know where their nearest vaccination site is or if and when vaccination is being organised on-site
- Encourage people to scan QR codes using the COVID-19 MOH mobile phone app or keep a personal log of locations visited, and times and dates when visited.

Permitted Activity in Alert Level 2

Your responsibility is to ensure appropriate health and safety protocols are in place for your organisation. For full guidance visit: [Alert Level 2 | Unite against COVID-19 \(covid19.govt.nz\)](#)

What is permitted at Alert Level 2?

- Whānau can be placed in public housing and transitional housing as normal
- Appropriate COVID-19 screening and questions must be asked before moving into shared accommodation
- Professional movers can assist whānau to move
 - Mask-wearing, physical distancing, personal hygiene and surface cleaning must be adhered to
 - Record keeping for contact tracing remains mandatory
- Friends and family can also assist whānau to move
 - If they are well known to the whānau, physical distancing procedures are not required
 - We recommend that mask-wearing, personal hygiene, and surface cleaning is still adhered to
- If a property is vacated, landlords and property managers can undertake end-of-tenancy inspections
- Property inspections can occur (under workplace safety protocols) and in line with the Residential Tenancy requirements
- Retailers can open and people can attend in-person to purchase goods to furnish their homes
- Vacant homes can be cleaned by commercial or non-commercial cleaners between tenancies so long as public health protocols are adhered to and record keeping for contact tracing purposes is maintained
- Tradespeople can work on and in whānau homes so long as mask-wearing, two metre physical distancing and public health protocols are adhered to and record keeping for contact tracing purposes is maintained
- Travel at Alert Level 2 is permitted within and between Alert Level 2 areas. One-way travel from Alert Level 2 areas into Alert Level 3 areas can occur for limited reasons, such as looking after someone if there are no other options
- For personal travel, people can move from Alert Level 3 for limited reasons and must have a negative COVID-19 test within 72 hours before travelling.

Policies, Processes and Service Delivery

No matter the Alert Level, you don't have to make decisions in isolation – check with the [Ministry of Health \(MOH\)](#), [Ministry of Social Development \(MSD\)](#), [Ministry of Housing and Urban Development \(HUD\)](#), [WorkSafe NZ](#), or ask us here at [Community Housing Aotearoa](#).

To assist you with making informed decisions, here are some questions to consider and inform your policies, procedures, and service delivery:

Key questions to inform your policies, procedures, and service delivery

Q1. How do we keep staff and residents at high-risk of COVID-19 safe?

Vaccination is the first best choice for people at high-risk. Employers should keep in mind that it takes two doses and at least two weeks after the second dose before the vaccination gives maximum protection.

The COVID-19 website provides a list of [relevant conditions](#) that can make COVID-19 a severe illness placing persons at increased risk. Further advice is available [Work Safe NZ](#).

Some providers also have obligations under other legislation, such as the Health and Disability Act 2001. Don't make decisions alone, reach out to your contract provider, Worksafe NZ, and CHA for support.

We are currently working with government and legal advisors to get specific advice for the sector, as this is an emerging area.

Q2. How can we protect our team in the workplace?

Employment lawyer Barnaby Locke sets out legal advice in [this video](#). You can also talk with your contract managers about vaccination requirements under specific circumstances (e.g., services that sit within the Health and Disability Acts).

Q3. What is our policy on working from home during Alert Level 2?

Organisation managers should undertake a health and safety risk assessment with their employees and agree on a health and safety plan that will keep staff at higher risk of complications due to COVID-19 safe. This includes conversations about the suitability of coming to work or working from home.

Q4. What ways of working developed in Levels 3 and 4 do we want to keep at Level 2?

Take time to reflect on what has worked well during Levels 3 and 4 that can inform your practices going forward in preparation for the on-going management of COVID-19. The pandemic is likely to continue internationally for the next few years with potential emergence of new variants. Being prepared and learning from our experience is key.

Q5. How are we going to make health and safety decisions and decide the most suitable protocols for Level 2?

There are a range of decision trees, checklists, and tools appended to this document to help you make decisions and put health and safety protocols in place.

Q6. If face-to-face work is required, how do we ensure staff follow protocols?

It is important to ensure staff are clear on your organisation's public health and health and safety protocols.

Staff who are unwell should not come to work. Ask staff who are unwell with symptoms suggestive of COVID-19 to call Healthline, GP or Iwi provider immediately to get tested, and isolate at home until test results are known.

Staff need to know the organisation's protocols for working with others. Before face-to-face meetings, check for COVID-19 symptoms or close or casual contact with a person with suspected or confirmed COVID-19 in the past 14 days.

Staff should be clear on workplace protocols, e.g., mask-wearing, hand hygiene, physical distancing, cough etiquette and regular cleaning in the work environment.

Note: physical distancing requirements are situation dependant and advice may change as Alert Level 2 continues.

Managers are required to follow up with staff to ensure these public health protocols are followed, and mandatory QR code scanning and contact tracing logs are maintained.

Managers should make these public health, health and safety, and business continuity decisions.

Q7. If face-to-face work is required, can your organisation operate safely?

Organisations are required to keep workplaces safe and to reduce risks of transmission of COVID-19 where possible. Part of this will be managers ensuring that staff can maintain a one metre physical distance at work.

Good ventilation is another crucial aspect of reducing the risk of COVID-19 transmission. The virus can transmit to people more easily when ventilation is poor.

Can this be achieved in your current workspace? If not, what alternatives can be found? Is it possible to rearrange the workspace to provide more distance between desks? Can staff work in rosters and smaller teams that do not have contact with each other?

This could help to keep continuity of service, if a member of one team develops symptoms suggestive of COVID-19 or is in close contact with someone who is suspected of having COVID-19.

Q8. For organisations that provide shared accommodation and staff work onsite, can your organisation operate safely?

Managers should ensure staff, residents, tenants, and visitors understand your organisation's public health protocols. Mandatory requirements are: QR codes, scanning or contact tracing logs, mask-wearing, maintaining a physical distance (one metre for people who are known to one another, two metres for people who are not known to one another).

Managers and staff will need to monitor communal areas to ensure staff, residents/tenants maintain the appropriate physical distance.

Contact records collected solely for contact tracing must be kept for 60 days and then disposed of safely. Businesses and services must meet Privacy Act 2020 requirements for contact recordkeeping. More information is available at: [Worksafe NZ](#) and the [Privacy Commission](#).

Good ventilation is another crucial aspect of reducing the risk of COVID-19 transmission. Can you or your landlord improve aspects of ventilation in your accommodation facility? There are simple things people in self-isolation due to close contact can do to reduce the risk of transmission, such as putting a towel across the bottom of their bedroom door before opening a window to ventilate a room.

As Alert Level 2 progresses, the number of people who can gather may gradually increase if transmission of COVID-19 does not occur. Can this be achieved safely in your facility? Can you keep protocols around rosters for shared spaces in place? Social areas can reopen if monitoring, QR codes, scanning or contact tracing logs, public health measures are in place AND you can operate safely.

Managers of shared accommodation are required to ensure public health protocols around visitors are in place. People with symptoms should not visit.

Ask people before visiting whether they have symptoms suggestive of COVID-19 or have been in contact with a person with suspected or confirmed COVID-19 in the past 14 days. Alternatively, ask residents/tenants to ask the visitors the same questions.

Encourage anyone with symptoms suggestive of COVID-19 to call Healthline, GP or Iwi provider immediately to get tested, and isolate at home until test results are known.

Q9. If visitors cannot visit safely, what alternatives can you put in place? Can people go outside or to a public space to socialise with family and friends?

Visitor rosters and restrictions on visitor numbers may be required in the initial stage of Alert Level 2 to ensure safety and appropriate physical distance can be maintained. Consider alternatives that suit your community.

Q10. If needed, are other organisations able to provide cover for your sick staff so we can maintain essential services?

While organising staff into smaller teams is helpful, this is not possible for organisations with limited staff. Identifying in advance who may step in as a Plan B for smaller organisations or Plan C for larger ones can ensure service continuity.

Q11. How will you support staff who may be anxious or experiencing increased levels of stress following the move to Alert Level 2 and returning to a shared workspace?

People will experience different levels of personal and family stressors through the COVID-19 response. Some people may feel isolated working from home. Others may find it hard to juggle multiple roles, such as work and parenting or living with multiple family/ housemates in shared accommodation. Some people may find the change from Alert Level 3 to 2 stressful due to health and safety concerns for themselves or family.

Be mindful of people's family circumstances. People may experience a loss of their employment due to COVID-19, or reduced hours, so households have additional financial stressors. All these scenarios may place additional stress on your staff.

Te Rau Ora have created resources for Māori mental health and wellbeing <https://terauora.com/>

The Mental Health Foundation has created a resource for workplace leaders and managers called [Getting Through Together](#) to help create policies and practices in the workplace during COVID-19 and beyond that support staff at work and their families.

Q12. What are your prioritisation and decision-making processes to ensure all services provided by staff, contracted providers, and tradespeople are safe at Alert Level 2?

Ensure QR codes, scanning, or log keeping for contact tracing are in place. Ensure contractors/tradespeople have health and safety protocols in place – more guidance on this is available on page 12.

Q13. Do you have strategic and operational contacts with other organisations, such as your local council, Marae, and/or Iwi provider? If so, how will you maintain these links?

Establish links or maintain any links you have made, such as with the regional/local council, local Marae, TPK, MSD, HUD, Te Matapihi, and CHA.

Make sure you and your staff know what support is available for your organisation to assist with business continuity at Alert Level 2 and if we return quickly to Alert Level 4 or 3.

Q14. Do you know who the official point of contact is within HUD, MSD, Whanau Ora funder or another agency you are providing contracted services for? This person can assist your organisation with strategic and operational matters and planning at Alert Level 2, and in case we return to Alert Level 3 or 4.

Remember that you are not in this situation alone. Other organisations facing similar issues will be bringing their questions to Ministry contacts, and officials can provide you with resources and ideas.

They may also advise you on contracted providers who have the proper authorisation and protocols in place, such as repairing or delivering new whiteware, professional cleaning services, onsite security services, etc. If you are unsure, please contact us here at CHA.

Q15. How can your organisation, staff, people you support, residents, and/or tenants be prepared for the coming twelve months?

Given the international and national COVID-19 picture and the expected re-opening of New Zealand in 2022, vaccination of as many people as possible is critical to avoiding further lockdowns.

Encourage and support people to be vaccinated by:

- Providing information about booking a vaccine or help someone book their vaccination
- Provide information about local places people can drive or walk to to be vaccinated or take someone to be vaccinated
- In some areas, District Health Boards, Primary Health Organisations, Māori, Pacific, and community providers run outreach services for vaccination, get involved and promote an outreach vaccination event.

Information about vaccination is available in many languages (Te Reo Māori, nine Pacific languages, and NZ Sign Language).

Resources about talking with people about vaccination and getting vaccinated are available in sections below.

The MOH is currently looking at the international research evidence about vaccinations for children aged five years and over. If these are approved for use in New Zealand, this will be the next age group to be offered vaccination. Early conversations with people about getting children vaccinated can help prepare people with decision making.

Workplace Health and Safety in Alert Level 2

This advice is based on Ministry of Health and New Zealand Government information and factsheets relevant for community housing providers and homelessness services.

Guidance is relevant to a variety of housing and support service providers and roles, including:

- Housing First services (outreach or home visits, if required)
- Emergency housing and transitional housing (self-contained and shared accommodation)
- Community rental housing, papakāinga (self-contained and shared)
- Housing tenancy managers and housing support workers
- Workers visiting your premises or going to another third-party premises.

For more information check out [this information from Business.govt.nz](https://www.business.govt.nz)

Preventing the spread of the virus

When you or one of your staff feel unwell the decisions you make in the moment are critical in stopping the spread of COVID-19.

The CHA Decision Tree (see print out in [Appendix Three](#)) supports you and your team to establish whether or not it is safe to work or whether isolation is required.

The Decision Tree can be applied to any contracted essential service worker undertaking work in your organisation.

The basics:

- ✓ Staff cannot go to work if they have one or more of the following symptoms: cough, shortness of breath, fever 38°C+, sore throat, headache, sneezing and runny nose, temporary loss of smell. If yes, call Healthline 0800 358 5453, GP or Iwi provider immediately to get COVID-19 tested
- ✓ Workers should have a negative COVID-19 test and be symptom-free for 24 hours before returning to work
- ✓ If you have been in close contact with someone confirmed to have COVID-19 in the past 14 days, we advise that you self-isolate for 14 days from the date of close contact
- ✓ If you develop symptoms within 14 days of being overseas, or within 14 days of contact with a confirmed case of COVID-19, you should call Healthline 0800 358 5453, GP or Iwi provider immediately and get tested.

Personal Protective Equipment (PPE)

What is PPE?

PPE means personal protective equipment. It most commonly means gloves and an apron BUT for tasks relating to close personal care with Delta it means wearing a facemask. If caring for someone suspected or confirmed to have COVID-19 it will mean full PPE (N95 or equivalent mask).

Do you need PPE?

If providing personal close care is not part of your usual service delivery, there is not an expectation for your service to deliver personal close care during the COVID-19 response.

- Staff are asked to wear a mask and stay two metres from the people they support
- Most social service staff will not require full PPE, (mask, gloves, gown and goggles or a visor) in the course of their usual work
- Full PPE (mask, gloves, gown and goggles or a visor) is only recommended for staff who are in close contact with someone suspected or confirmed to have COVID-19
- Most face-to-face support for people who are not suspected or confirmed to have COVID-19 can be provided safely by wearing a surgical mask, keeping two metres apart or within a metre for a short period of time. For example, putting food by someone's door or checking on someone's welfare.

If you need PPE

Visit: [COVID-19: Personal Protective Equipment Central Supply | Ministry of Health NZ](#)

To assess whether you need full PPE or not and what type of PPE you will need (non-health workers). See updated MOH and Worksafe guidance.

[Personal protective equipment use for non-health workers | Ministry of Health NZ](#)
[Personal protective equipment – a guide for businesses | WorkSafe](#)

Guidance on Contact Tracing and Testing

Guidance for working safely with contractors/ tradespeople

The aim of this guidance is to help you make decisions on whether staff and contracted tradespeople are okay to work. It also provides advice as to action to take if contractors/ tradespeople report symptoms, including when they can return to work.

- Contractors/tradespeople should call ahead to ensure people in the household they are visiting do not have symptoms suggestive of COVID-19 or have been in contact with someone who is suspected or confirmed as having COVID-19
- If contractors/ tradespeople cannot call ahead, they should wear a mask and ask COVID-19 screening questions before going into the house. Plus, provide you with the relevant contact tracing log information, such as full name, contact telephone numbers, and email address, so the public health staff can follow up quickly to contract trace if required
- We advise you let residents/tenants know if you book contractors and tradespeople to visit their properties that these safety protocols are in place for everyone's protection
- If people are not well and have symptoms suggestive of COVID-19, the work should be postponed until people in the household have had a negative COVID-19 test and are symptom-free for 24 hours

- If people you support are incredibly anxious about contractors or tradespeople entering their home, reassure them about the safety protocols in place. If this does not reduce their anxiety level, you can postpone the work and arrange for the household members not to be at the property when tradespeople complete the work.

See our Decision Tree in [Appendix Three](#) for more information.

Your responsibilities around record-keeping

- Displaying a QR code, scanning or record keeping is now mandatory all workplace settings
- Maintain an up-to-date list of all staff, residents, tenants, and/or agreed limited visitors to your organisations (workplace and shared accommodation)
- Ask residents and tenants to keep a record of the people they have been in contact with
- Ensure all staff, visitors, residents and tenants are aware of your organisation's health and safety protocols and procedures
- Ensure all staff, residents, tenants, tradespeople and/or visitors know to report symptoms of COVID-19 as soon as possible to Healthline 0800 358 5453, GP or Iwi provider, AND the service manager to get advice on the next steps

- ✔ Provide public health staff with the list of all staff, residents, tenants, tradespeople and/or visitors to your organisations who have been in close contact with a suspected, probable, and/or confirmed case of COVID-19
- ✔ People who have been in close contact with a suspected case of COVID-19 should isolate, get tested, and remain in isolation until the test results are known to be negative and public health staff have confirmed they no longer need to isolate.

Information on close and casual contacts

All close contacts of a probable or confirmed case of COVID-19 (staff, residents, tenants, tradespeople and/or visitors) should self-isolate and call Healthline 0800 358 5453, GP or Iwi Provider immediately, and get tested on day five and day 12.

Casual contacts should follow advice on MOH location of interest website or self-monitor for COVID-19 symptoms for 14 days after they were exposed at a location of interest. If symptoms develop, call Healthline, GP or Iwi provider immediately to get a test and stay at home until they get a negative test result AND until 24 hours after symptoms resolve.

If a suspected case of COVID-19 returns a negative test result, check with health staff that it is safe for the person/s to come out of self-isolation. Check also that it is safe for any close or casual contacts of suspected cases that test negative to come out of isolation.

If test results for COVID-19 are positive, follow the protocols for cleaning and disinfecting areas where the person has been.

A cleaning contractor with the right authorisation, protocols and procedures in place may be required if multiple cases are involved. It is the manager's responsibility to ensure all health and safety protocols are in place before the disinfecting work is done.

Shared Accommodation at Alert Level 2

Moving people into shared accommodation in Alert Level 2

At Alert Level 2 HUD, MSD and CHA advise you can move new or returning residents/tenants into shared accommodation.

CHA recommends managers and staff of shared accommodation have the following health and safety protocols in place in line with MOH and workplace health and safety guidance.

Need to know:

- The Ministry of Social Development will resume referrals for transitional housing
- For property inspections and interviews, providers and whānau need to comply with Ministry of Health guidelines for wearing masks, two metre physical distancing and personal hygiene.

Pre-assessment symptom and contact checks

CHA recommends you use the [Decision Tree for Moving into Shared Accommodation](#), and follow health and safety protocols to quickly identify anyone with symptoms suggestive of COVID-19 and reduce risk of transmission within shared accommodation if the virus is present.

The assessment should be completed before any face-to-face contact between staff and new residents/tenants by phone and immediately before any new residents/tenants move into shared accommodation.

See our Decision Tree for moving into shared accommodation in [Appendix Four](#).

Reducing the risk of spread

CHA has developed these resources to help you reduce the risk of spread of illness in a communal housing situation.

Considerations:

- Ensure all staff, visitors, residents and tenants are aware of your organisation's health and safety protocols and procedures regarding COVID-19
- Ensure all staff, residents, tenants, tradespeople and/or visitors know to report symptoms of COVID-19 as soon as possible to Healthline 0800 358 5453, their GP or Iwi provider, AND the service manager to get advice on the next steps
- Can you split the use of bathrooms to reduce the risk of spread of illness? For example, if 18 people share a communal house and there are three bathrooms and toilets, can the same six people/group be allocated to each toilet and bathroom?
- Avoid people from different rooms needing to get closer than one metre apart by making a roster to use communal areas, such as the kitchen during mealtimes or laundry facilities.

For a shared accommodation checklist that will provide important information to help manage accommodation and help identify the risks and mitigations in case of the presence of any COVID-19 symptoms see [Appendix Five](#).

Shared accommodation

Use the CHA Guidance to develop a plan for what to do if a COVID-19 case is suspected or confirmed in or around your facility. If you want support relating to COVID-19, please contact CHA.

Prepare your community

- Develop plans for what to do if staff or volunteers are unable to come to work due to self-isolation or illness
- Develop a plan for communicating with staff, volunteers, and attendees whenever updates are needed
- If possible, identify spaces where those who become unwell can be separated from others temporarily. Designate a room and bathroom (if available) and develop a plan for cleaning the room safely. Public health staff will guide you further about your individual situation
- Ensure surfaces that are frequently touched – such as shared desks, countertops, kitchen areas, equipment, electronics, and doorknobs – are cleaned frequently and thoroughly with disinfectant
- Ensure there are appropriate handwashing facilities, tissues, and lined containers for the safe disposal of used tissues available
- Place tips and advice about COVID-19 in obvious and visible places, including health tips and where to go for help and advice
- Ensure staff, volunteers and those using the space are aware of these health steps, and of the importance of following them.

Shared accommodation for people who are older

At Alert Level 2 people can move around more freely.

People who are older in shared accommodation will have different levels of comfort about going out or visitors coming into their home. Residents may need additional reassurance from managers, staff, and visitors about health and safety protocols to identify COVID-19 and reduce risk of transmission, if it appears.

People may feel excited at new freedom of movement, but others may feel unsettled or anxious about what moving to Alert Level 2 means for them and/or their family. Some people's families will be local, but others may live in another part of the country or overseas in a country where the COVID-19 transmission is more widespread than in New Zealand. The situation may be causing residents/tenants concerns and/or distress.

Considerations:

- Ask staff and visitors if they have symptoms suggestive of COVID-19 OR have been in contact with anyone suspected or confirmed COVID-19 in the past 14 days
- If yes, they cannot work/visit
- Provide visitors with advice on COVID-19 and your health and safety protocols
- Roster visits to limit numbers, so physical distancing can be followed
- Use hand sanitiser at entry to the home, ask visitors to keep two metre physical distance from residents other than their loved one
- If residents are well, they can go out for walks and visit public spaces. Ensure you ask them to practice hand hygiene, physical distancing, and complete individual contact logs.

For Aged Residential Care visitor guidance at Alert Level 2, for facilities with no known cases of COVID-19 [click here](#).

Assessments for symptoms of COVID or previous contact with COVID are required for residents moving into shared accommodation from hospital. We recommend you talk with hospital staff and public health, if required.

Empty properties and essential moves at Alert Level 2

Empty self-contained properties/units

If providers are approached to house anyone with COVID-19, they should contact MSD/HUD immediately and before proceeding. Separate guidance will be provided. Ensure all public health measures are met. It is the service operator's responsibility to ensure appropriate health and safety protocols are in place for anyone operating on the premises or upon your direction.

- ✓ See the Ministry of Social Development's issued guidance on Level 2
- ✓ See the Ministry of Housing and Urban Development's issued guidance on Level 2.

There are some key differences between Alert Level 3 (restrict) and Alert Level 2 (reduce) that enable housing providers and housing support service providers to operate differently at Alert Level 2:

- ✓ Whānau can move to a new house
- ✓ Removal companies can operate (under workplace safety protocols)
- ✓ If a property is vacated, landlords and property managers can undertake end-of-tenancy inspections
- ✓ Whānau can be placed in public housing and transitional housing routinely
- ✓ Furniture and appliances can be ordered online for delivery or pick up and people can go to the store
- ✓ Vacant homes can be cleaned as usual between tenancies

- ✓ Tradespeople can work on and in whānau homes if COVID-19 safety protocols such as screening questions, mask-wearing, physical distancing, and hand hygiene are followed.

Moving whānau into accommodation safely

At Alert Level 2 you can begin to tenant vacant properties. You must always maintain workplace COVID-19 health and safety protocols, such as screening questions, mask-wearing, physical distancing, and hand hygiene.

Tenancing vacant properties can resume

Placements for public and transitional housing can resume if it can be done safely and efficiently by following the MOH guidelines for physical distancing and personal hygiene. As movement between regions remains difficult at Alert Level 2, we recommend applicants should be matched with vacant properties in the same region where possible. This aligns with the approaches of both the Ministry for Social Development and Kāinga Ora – Homes and Communities.

Safe relocation

For the safety of whānau, your staff and removal companies (if being used), you must ensure mask-wearing, physical distancing, and hand hygiene can be maintained. We know at times this may be challenging; where space is tight, you could consider innovative ways to enable physical distancing. For example:

- ✓ Whānau limit their movement in the house to one room while removal support is working in other parts of the house
- ✓ On a nice day, whānau could be outside
- ✓ Whānau could split across old and new accommodation to reduce density and continue to limit their movement in the house to one room while support is working in other parts of the house

- ✓ When people can return to public places this means that whānau can get groups of friends and their extended whānau to support them to move
- ✓ Before relocation occurs, check in with whānau to ensure nobody is unwell
- ✓ If you are transporting whānau as they relocate the prior recommendation to check symptoms should be applied before moving occurs
- ✓ If you are concerned about COVID-19, please phone Healthline (0800 358 5453), GP or Iwi provider for advice and get tested within 72 hours before you travel.

Cleaning before you tenant a property

Even though the property may have been empty for several weeks, we recommend it is cleaned prior to tenancing. Additional cleaning is not required if maintenance on the property was undertaken prior to the property being tenanted provided all COVID-19 health and safety protocols were followed by contractors and tradespeople.

Furnishing properties

Retailers can return to work if all health and safety protocols are followed. Where goods are being delivered to the property, hand hygiene and physical distancing requirements must be maintained. If all healthy and safety protocols are followed by delivery staff, there is no requirement for additional cleaning before tenancing occurs. Give new tenants advice on symptoms of COVID-19 and reducing the risk of transmission of COVID-19 (e.g., call Healthline, GP or Iwi provider immediately if you have symptoms and get tested; practice hand hygiene, physical distancing in public places or if new people visit the house, and regular cleaning; maintaining a household and individual contact log).

Property maintenance

Contractors/tradespeople are permitted to return to work provided they maintain workplace safety protocols; being well, following hand hygiene, physical distancing requirements and contact tracing log. This is to protect both the whānau and the contractors/ tradespeople and assist with contact tracing if COVID-19 appears.

All repairs can be done

Whilst there may not be any restrictions on the frequency and type of maintenance, HUD and CHA recommend that you make sure the correct health and safety protocols are in place to limit person-to-person contact, and anxiety for households, if possible.

If households are very anxious about a tradesperson/contractor visiting the house, please consider alternatives, such as the household leaving the house.

Also consider whether non-essential work could be delayed.

Consider if maintenance needs to happen now

Work you may want to consider delaying if the household is anxious about contractors and tradespeople entering the property might include updating décor that is not connected to essential maintenance (e.g., repainting after a plumbing leak).

Deciding what is and is not an essential repair will ultimately rely on you making decisions in your business; if you need support undertaking this process HUD and CHA are here to help.

Visit the [building performance](#) website for more information about undertaking maintenance throughout Alert Level 2.

Appendix One:

COVID-19 Key Contacts and Helplines

Welfare

Police emergency	111
Police non-emergency (COVID-19 welfare checks)	105 105.police.govt.nz
Government helpline 8:00AM – 1:00AM, seven days a week	0800 779 997
Immigration	0508 225 288

Health

<p>Healthline: Dedicated COVID-19 number (24-hour service, seven days a week)</p> <p>If does not have a GP, symptoms of feeling unwell, cough, fever, and shortness of breath, and suspected COVID-19.</p>	<p>0800 358 5453</p> <p>If possible, have the person who is unwell make the call or be available to speak to the health professionals and to be assessed over the phone.</p>
<p>Healthline: General symptoms (24-hours, seven days a week)</p> <p>Unwell not suspected COVID-19.</p>	<p>0800 611 116</p> <p>If possible, as above</p>

Mental health concerns

<p>Crisis support required</p> <p>Check weblink for information about your District Health Board local area 0800 number OR</p> <p>Call Healthline 24-hour service, seven days a week.</p>	<p>Crisis Assessment and Treatment Team number https://mentalhealth.org.nz/get-help/in-crisis/</p> <p>Or the Ministry of Health Healthline 0800 611 116</p>
<p>Mental health support by phone or text</p> <p>If does not have a usual support provider.</p>	<p>Call or text 1737</p> <p>https://www.mentalhealth.org.nz/get-help/in-crisis/helplines/</p>

Alcohol and drugs

<p>Helpline (24 hrs a day, seven days a week)</p> <p>Counsellors and peer support</p> <p>Call free from mobile or landline</p> <p>Text free and they will text you back</p> <p>Live chat on their website</p>	<p>0800 787 797</p> <p>Text 8681</p> <p>https://alcoholdrughelp.org.nz/</p>
<p>If no current support provider</p>	<p>connect via link to list of your local alcohol and other drug service to find out what support they provide.</p>

Family violence / sexual harm

<p>Women's Refuge</p> <p>Be linked up with an advocate in your area</p>	<p>0800 743 843 (0800 REFUGE)</p>
<p>Helpline Safe to Talk <i>Kōrero mai, ka ora</i> – sexual harm helpline. Talk to counsellors</p>	<p>Call 0800 044 334</p> <p>Text 4334 or email support@safetotalk.nz</p>
<p>Helpline Family Services 211</p> <p>For help finding, and direct transfer to, community-based health and social support services in your area</p>	<p>0800 211 211</p>
<p>Victim Support</p>	<p>Call 0800 842 846 to get help</p>

Appendix Two:

Useful Resources

Language Resources

Important COVID-19 information is also available in a number of other languages:

[Support and information for whānau, hapū and iwi Māori | Unite against COVID-19 \(covid19.govt.nz\)](#)

[Support and information for Pacific Peoples | Unite against COVID-19 \(covid19.govt.nz\)](#)

[Resources about COVID-19 are available in New Zealand Sign Language](#)

Māori community information and resources in Te Reo and English

Māori communities [COVID-19 Information for Māori \(tpk.govt.nz\)](#)

[Te Rōpū Whakakaupapa Urutā](#)

Deaf community: Deaf Aotearoa Tāngata Turi

[Resources in New Zealand Sign Language](#)

[New Zealand Sign Language | Unite against COVID-19 \(covid19.govt.nz\)](#)

Welfare

Ministry of Housing and Urban Development

[HUD Operating at COVID-19 Alert Level 2: Guidance for housing and housing support service providers](#)

Ministry of Social Development

[Covid-19: Welfare and social sector support for family, whānau, and āiga carers – Ministry of Social Development \(msd.govt.nz\)](#)

[Online tool to check what welfare assistance may be available from MSD](#)

People who need financial help to **buy food** may be able to get help through **Work and Income**. You do not need to be on a benefit to get help.

[Food – Work and Income](#)

[Food Secure Communities – Ministry of Social Development \(msd.govt.nz\)](#)

Food banks will continue to operate at Alert Level 2. If people have an urgent need for food within the next 24 to 48 hours, your local food bank may be able to help you.

[Find food banks and other food assistance services across New Zealand.](#)

[Food, shopping and access to essential supplies.](#)

The Student Volunteer Army is offering an essentials delivery service also for those who cannot obtain transport. [Click here for more information.](#)

Pacific community

Pacific Communities

Resources in Pacific languages are here:
Support and information for Pacific Peoples | Unite against COVID-19 (covid19.govt.nz)

Video link for Pacific Community information about vaccination:
COVID-19 Vaccination: Let's journey for each other – YouTube

Alcohol and drugs

Recognising symptoms of withdrawal
Drugs in lockdown (thelevel.org.nz)

Wanting to make changes? – The Level

On-line resource harm minimisation during lockdown

On-line resource supporting others

Youth and Rangitahi

Oranga Tamariki – Links to practice during Alert Level 2

Talking with tamariki and whānau care givers about vaccination, informed consent, and many other topics

Rainbow Youth resources (Takatāpui, trans, LGBTQI)
Book a one-to-one support session
Homelessness Fact Sheet

<https://ry.org.nz/>
info@ry.org.nz
Download the pdf here

Promoting wellbeing

Sign up to the Mental Health and Addictions newsletter here, which is one of the key channels used to provide frequent updates.

The Ministry of Health website contains information on mental health and wellbeing resources

Ministry of Health has set up an inbox to receive information about both continuity of mental health and addiction services and about psychosocial needs. This address can also be used to ask questions about national advice or guidance and how it relates to mental health and addiction services.

Email COVID-19Psychosocial@health.govt.nz

Māori mental health and wellbeing
<https://terauora.com/>

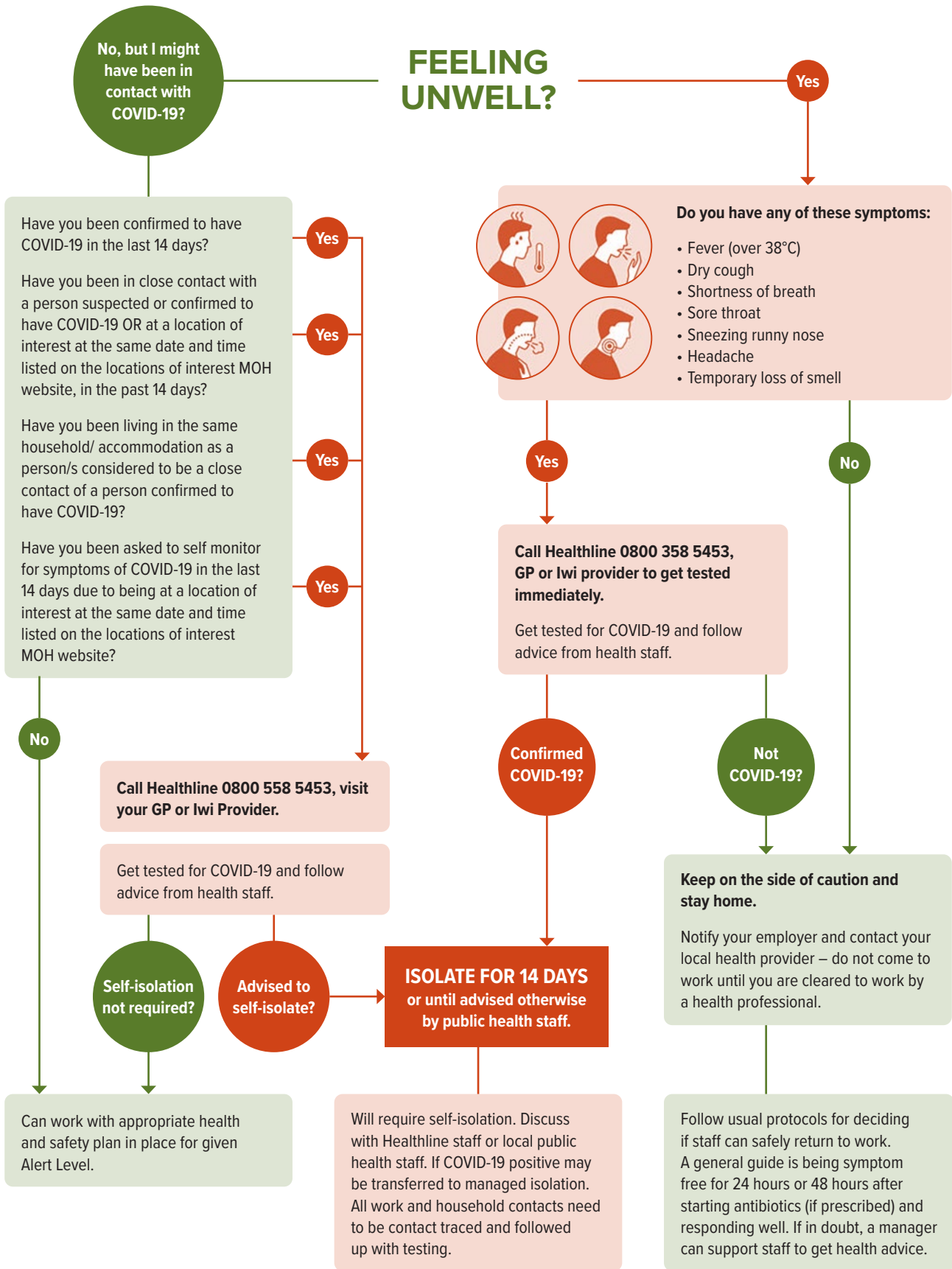
The Mental Health Foundation website also has tips on mental health and wellbeing.

Melon Health has developed materials for Self-care and support for New Zealanders during Covid19

Appendix Three:

Decision Tree for Staff

When you or one of your staff feel unwell the decisions you make in the moment are critical in stopping the spread of COVID-19. This Community Housing Aotearoa Decision Tree supports you and your team to establish whether or not it is safe to work or whether isolation is required. The Decision Tree can be applied to any contracted essential service worker undertaking work in your organisation.

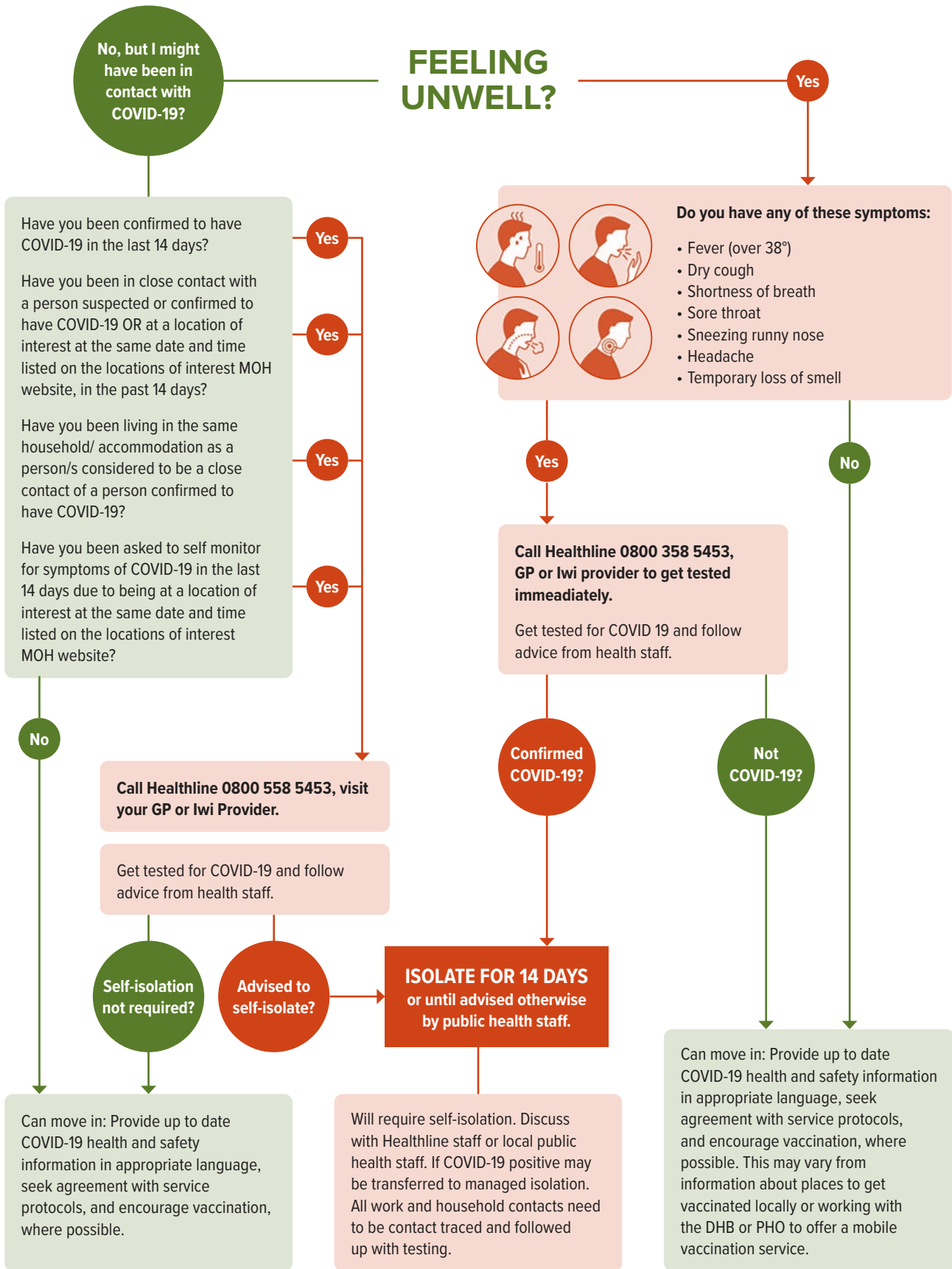


Appendix Four:

Decision Tree for Moving into Shared Accommodation, Assessing New Whānau, Residents and/or Tenants

Only use this guide once alert levels permit moves into shared accommodation.

- Ask each potential new whānau, residents and/or tenants (WRT) these questions prior to moving into shared accommodation.
- Ask new WRT to answer these questions to the best of their knowledge.
- Speak to WRT about COVID-19 symptoms and health and safety protocols and support with written information.
- Check WRT understand the information and whether they agree to follow health and safety plan. COVID-19 information is available in different languages.
- Ask WRT to wear a mask, practice hand hygiene, physical distancing, regular cleaning, and to report any symptoms of COVID-19 to the service manager.
- Encourage WRT to get vaccinated, where possible.



Appendix Five:

Checklist: Shared Accommodation Facilities and COVID-19



The Ministry of Housing and Urban Development (HUD), the Ministry of Social Development (MSD), and CHA recommend you can begin moving new or returning residents/tenants into shared accommodation and allowing visitors into housing with shared facilities.

The checklist below is a shared accommodation checklist that will provide important information to help manage accommodation and help identify the risks and mitigations in case of the presence of any COVID-19 symptoms.

Name of person who completed the assessment:

Date assessment completed:

COVID-19 Alert Level:

Name of organisation:

Name of service:

Type of accommodation:

Address:

Name of contact:

Name of contact at DHB/PHU (if required):

Contact details for DHB/PHU (if required):

Other details/comment?

Alert Level 2

Shared accommodation providers and campgrounds and cabins may continue to operate under public health protocols and monitoring of communal areas and conditions. Ensure appropriate mask-wearing, physical distancing, good ventilation, and rosters split for shift access to kitchen, laundry, or common areas.

Layout of the accommodation:

Attach sheet of paper for large layouts or multiple floors.

Assess layout of your accommodation to help identify areas you need to place hand sanitisers, or where you can help reduce the risk of COVID-19 spreading if it occurs.

Cleaning and Disinfection

One of the best ways to reduce spread of COVID-19 if it occurs

What product is being used for cleaning and disinfection?

(The Ministry of Health recommends using a combined product that cleans and disinfects to save time.)

What product is being used for disinfection?

(Regional Public Health recommends a product containing hypochlorite, such as a quarter cup of household bleach diluted with 10 litres of water. A fresh solution should be made up daily.)

How often is cleaning carried out?

(Ideally twice daily)

Who is responsible for cleaning each area?

Staff

Residents/tenants

Type of Accommodation in the Complex

Family units

How many?

Description of unit/s:

Describe ventilation, cleaning, and disinfection procedures:

Dorm rooms

How many?

How many in each room, space between beds, and arrangement:

Describe ventilation, cleaning, and disinfection procedures:

Self-contained How many?

Fully or partial? Please describe:

Describe ventilation, cleaning, and disinfection procedures:

Are there people who are at high risk of complications from COVID-19 living in the accommodation?

Yes No

Are there any children five years and under living in your facility?

Yes No

Are there any children 11 years and under living in your facility?

Yes No

Are there any people 70 or over living in your facility?

Yes No

Who cleans the rooms?

Staff Whānau /residents/tenants

Are cleaning products provided or do whānau / residents/tenants have their own?

Communal Areas and Shared Amenities

Common social and recreation areas

To be open but monitored. CHA recommends good ventilation of these spaces.

Common areas/shared amenities – e.g. kitchen, dining etc.

Mask-wearing is mandatory where there are staff, residents, and visitors onsite. In places without staff onsite, masks are recommended for usual residents in communal areas.

How many?

How often are they cleaned and disinfected?

Who is responsible for the cleaning and disinfection?

Kitchens

How many?

Are dishes, drinking glasses and utensils, etc, shared or does each person/whānau have their own?

How are they cleaned between each use?

(Recommend dishwasher or hot wash and air dry. If that is not possible, we recommend each person/whānau have their own set of dishes, drinking glasses, utensils, and tea towels etc).

Toilets

How many?

Separate or joined with showers?

Is the use restricted/designated in any way e.g., only residents of one floor or allocated to person/whānau in specific rooms?

Ideally use would be designated to specific rooms. For example, toilet and showers A to rooms 1,2,3, and toilet and showers B to rooms 4,5,6. Separate toilets and showers for people with symptoms and get tested. Mask-wearing is mandatory for residents 12 or over in communal areas and mandatory for staff. Good ventilation is also recommended.

How are they cleaned and disinfected?

Who is responsible for cleaning and disinfection?
Is appropriate PPE (gloves, surgical mask for some tasks) used?

See PPE info to decide what is needed and instructions on proper usage.

Showers

How many?

Separate or joined with toilets?

Is the use restricted/ designated in any way e.g., only residents of one floor or allocated to person/whānau in specific rooms?

Ideally use would be designated to specific rooms. For example, toilet and showers A to rooms 1,2,3, and toilet and showers B to rooms 4,5,6. Separate toilets and showers for people with symptoms and ensure people get tested. Good ventilation is also recommended.

Laundry

Are there laundry facilities?

Yes No

If yes, how many washing machines?

Do whānau/residents/tenants do their own laundry?

Yes No

How is the laundry being dried?

Are there allocated times and a roster for laundry?

Allocating rostered time will help maintain physical distance and save people having to check continually to see if a washing machine is available. Mask-wearing and good ventilation is also recommended.

Is appropriate PPE worn if people are handling soiled items?

People doing their own washing don't need PPE. However, staff doing washing should use PPE. Check the latest PPE advice for each task and situation

Hand Hygiene

Do you keep hand sanitiser available in the common areas?

(Recommend using in shared spaces at the reception, to use on arrival and leaving the accommodation facility, each corridor or by lifts).

Yes No

If yes, where are they placed?

(Recommend providing at the reception, to use on arrival and leaving the accommodation facility, each corridor and by lifts)

What hand washing facilities are provided?

(Ideally want liquid soap, single use towels or air dryers at each hand wash basin and sinks)

Do you have posters reinforcing good hand washing practice?

(Local public health units can email out posters, if required or you can print off posters from the Ministry of Health website; these are available in different languages).

Yes No

Communication with Whānau/ Residents/Tenants

Do you have written information for staff, residents and tenants explaining the Alert Level 2 COVID-19 procedures that apply to the accommodation?

These include vaccination requirements, mask-wearing, QR code scanning, hand hygiene, cleaning, and rosters to restrict the number of people allowed in the shared amenities at one time. Keep in mind the mask-wearing, physical distancing rules, mask-wearing is mandatory for visiting tradespeople.

Yes No

Do you have a plan in place to inform people daily/ or as appropriate about relevant aspects of their health and welfare?

(QR codes for scanning, posters, texts, emails, social media, letters in various languages)

Yes No

Health and Welfare

Have you advised whānau/residents/tenants how to recognise COVID-19 symptoms and report them?

(People who have developed symptoms should call Healthline 0800 358 5453, GP or Iwi provider immediately, get tested, and tell their accommodation manager). Symptoms include one or more of the following: cough, shortness of breath, fever 38°C+, sore throat, headache, sneezing and runny nose, temporary loss of smell. You can find information in multiple languages [here](#).

Yes No

If people do not have their own private transport, public health staff may advise on how to get tested and reduce the risk of COVID-19 spread within the accommodation.

Do you and whānau/residents/tenants have a plan for self-isolation for people displaying COVID-19 symptoms in the 48 hours before test results are returned?

Consider how to manage a person/whānau unwell with COVID-19 symptoms in the short term to prevent spread of the virus. For example, by providing a designated toilet, additional cleaning, or delivery of food to the room. Discuss these issues

with the testing agent. Good ventilation also helps but ensure to put a towel at the bottom of the door before opening a window to stop airflow going out of the private room into communal areas.

Yes No

If a test is positive for COVID-19

Public health staff will contact you. They will want to identify and map people who have been in close contact or casual contact with one another. Close contacts are in a household or workplace, where people spend most of their time with one another, and other public locations of interest.

Action required:

Maintain an up-to-date list of staff, whānau, residents and tenants. Encourage each person to scan QR codes and keep a log of who they have been in contact with.

Casual contacts will likely be in locations of interest at a similar time and date but not considered a close contact. Public health staff will ask where people have been in the past two weeks, such as the supermarket, and contactless delivery services and who from.

Contact tracing:

The accommodation manager will be asked for a list of other staff, whānau, residents and/or tenants who have been in close or casual contact with anyone who has COVID-19.

Public health staff will liaise with the service manager to: follow up close and casual contacts, organise testing if required, provide additional health and safety advice within the facility, and advise if additional cleaning and disinfection of surfaces is required (e.g., toilets and high-touch areas).

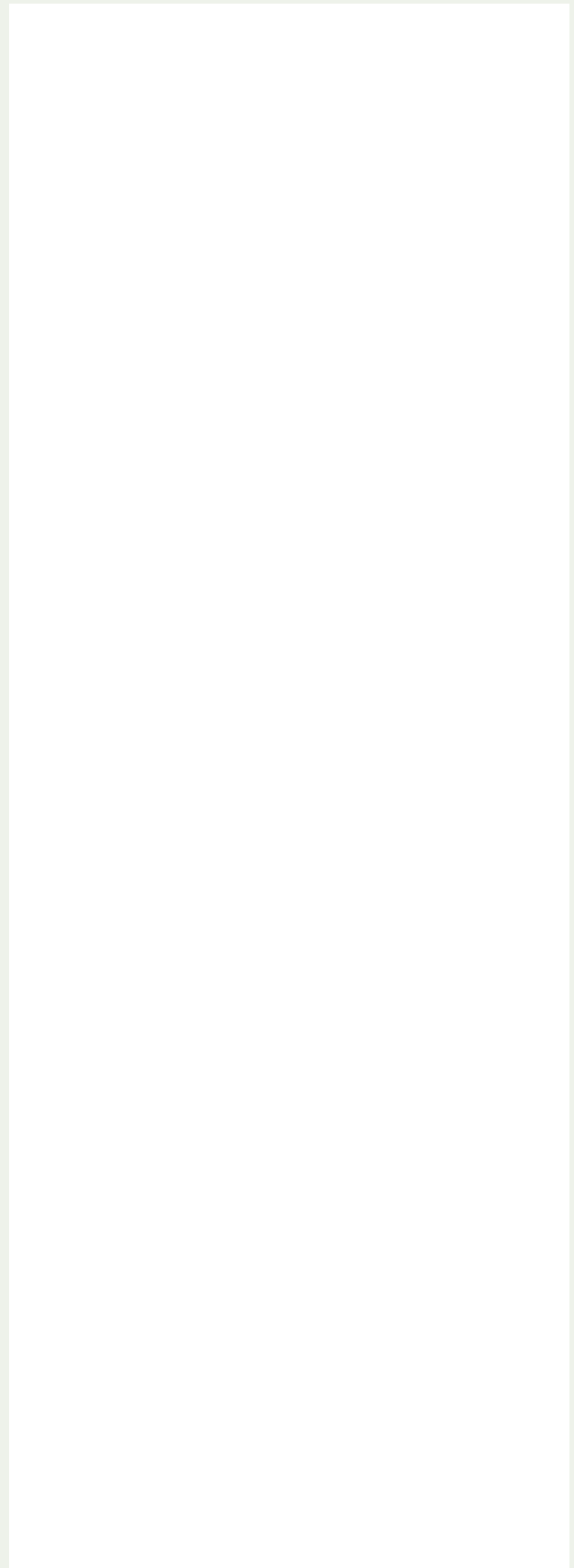
All close contacts will be required to isolate for 14 days, get tested immediately on day five and day 12, and report any symptoms of COVID-19 to public health staff and the accommodation manager as soon as possible. Household contacts of a close contact will also need to self-isolate until the close contact has a negative COVID-19 test, and public health advise it is no longer necessary to self-isolate.

Symptoms include one or more of the following: cough, shortness of breath, fever 38°C+, sore throat, headache, sneezing and runny nose, temporary loss of smell.

Public health staff will advise if other contacts need to self-isolate and should offer support in how to do this safely.

If you do not feel adequately supported, please contact CHA, and your contract provider, such as HUD, MSD for additional support in liaising with public health staff.

Notes and questions



Appendix Six:

COVID-19 Information for Residents, Tenants, and Visitors

This guidance prepared by Community Housing Aotearoa (CHA) applies to activity permitted under the Government's Alert Levels in response to the COVID-19 pandemic.

This document guides residents and tenants living in shared accommodation and visitors to prevent the spread of COVID-19. **Note social visits can only happen at Alert Level 2.**

About COVID-19

COVID-19 can spread from person to person. When someone with COVID-19 coughs, sneezes, or talks, they may spread aerosols and droplets containing the virus. Aerosols can stay in the air but droplets go a short distance and onto surfaces.

- Symptoms of COVID-19 include fever, cough, sore throat, shortness of breath, headache, feeling tired, runny nose, loss of sense of smell.

If you have one or more of these symptoms, **PLEASE TELL THE ACCOMMODATION MANAGER, call Healthline, GP or Iwi provider immediately and get tested for COVID-19.**

IF YOU ARE A VISITOR PLEASE DO NOT VISIT WITH SYMPTOMS, instead call Healthline, GP or Iwi provider immediately, and get tested for COVID-19. The advice includes staff and tradespeople at Alert Level 3 doing emergency repairs and at Alert Level 2 doing usual repairs and maintenance.

Preventing spread of COVID-19

Clean your hands. This is one of the most important things you can do to prevent spread of viruses.

- Wash your hands, rubbing with soap and running water for at least 20 seconds
- Dry your hands well, with a single use hand towel for at least 20 seconds
- Use hand sanitiser in addition to regular hand washing. When using hand sanitiser, cover all parts of your hands and rub together until they feel dry
- Avoid touching your eyes, nose, or mouth with unwashed hands.

Wear a facemask (in accordance with the Alert Level)

Wearing a face mask is one of the most important things you can do to prevent the spread of COVID-19. Check the rules for wearing a facemask at different alert levels.

- Wearing a mask is mandatory in workplaces and shared accommodation by visitors, support workers, carers, or tradespeople when they enter a place to do urgent repairs and maintenance.
- Wearing a mask is mandatory in outdoor environments where it is impossible to keep a two-metre distance from others.

Keep your space

Wear a mask and keep two metres away from others (staff, residents, tenants, and visitors). Maintaining this physical distance is important to help protect you and those you support from COVID-19.

If you feel unwell, have had contact with someone who is a confirmed or probable case of COVID-19, or someone who is displaying symptoms of COVID-19, **please call Healthline 0800 358 5453, GP or Iwi provider immediately to get tested.**

Stay physically isolated from other people until you know the test result is negative and are told by health staff that it is safe to visit other people. Visit www.health.govt.nz/covid-19 for more information.

Important COVID-19 information is also available in a number of other languages: <https://covid19.govt.nz/iwi-and-communities/translations/>

Resources about COVID-19 are available in New Zealand Sign Language <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-resources/covid-19-novel-coronavirus-new-zealand-sign-language>



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