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Alert Level 3 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 3 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 \(covid19.govt.nz\)](#)



Operating Under Alert Level 3

Under Alert Level 3, 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.



- ✓ 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.

Support available

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

This guidance supports:

- ✓ Staff with their wellbeing and mental health
- ✓ Residents or tenants with their wellbeing and mental health
- ✓ Support managing alcohol, tobacco or drug withdrawals
- ✓ Nicotine replacement therapies are also available through primary health services
- ✓ Some residents may find self-isolating due to issues with addiction or mental health difficult and insist on leaving their home it is likely safer to let them do this rather than to prevent them leaving.

Physical distancing will not be enough to stop the spread of the Delta COVID-19 strain. Therefore, it is critical to wear a facemask or appropriate personal protective equipment (PPE) in public settings and workplaces where staff have front facing support roles with residents, tenants and visitors.

Checklist

- ✓ Wear a mask
- ✓ Keep communal indoor spaces well ventilated
- ✓ Encourage and enable physical distancing
- ✓ Encourage hand washing and sneezing into a tissue or elbow
- ✓ Ensure residents know where their nearest vaccination site is or if and when vaccination is being organised on-site.

Permitted Activity in Alert Level 3

Your responsibility is to ensure appropriate health and safety protocols are in place for your organisation.

Household bubbles can be expanded for limited reasons to reconnect with close whānau members, bring in caregivers, or to support people who live on their own. See [Appendix Three](#) for more detail.

For full guidance visit: [Alert Level 3 | Unite against COVID-19 \(covid19.govt.nz\)](#)

What is permitted at Alert Level 3?

- Essential service staff can move between regions if necessary, providing they have had a negative COVID-19 test 72 hours before travel or weekly COVID-19 test
- People can move back to their self-contained home in other parts of New Zealand. Movement is in one direction only
- Removal/moving companies with the appropriate protocols can operate
- Plumbers, electricians, and tradespeople can work on property (e.g., in homes)
 - Ensure relevant public health measures are met
 - This includes checking people are symptom-free, wearing a mask, maintaining hand hygiene, and observing the two-metre physical distancing required
- Essential service accommodation cleaners can work in shared accommodations, communal areas of body corporate apartments, and/or multi-level units
 - Ensure relevant public health measures are met. This includes checking people are symptom-free, wearing a mask, maintaining hand hygiene, and observing the two metre physical distancing required
- Home cleaners cannot work inside people's homes
- General retail and charitable stores can operate through contactless delivery or pick-up
- Clothing stores can operate through contactless delivery or pick-up
- Couriers and parcel services can operate. Deliveries should be contactless
- Takeaway businesses will be open, but food needs to be pre-ordered and have contactless pick up or home delivery.

Policies, Processes, and Service Delivery

As an essential service provider, it is important to always consider the purpose of Level 3: Do no harm, break the chain of transmission.

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, residents, and tenants at high-risk of COVID-19 safe?

Keeping staff safe who are at risk of complications will avoid the need for people to be hospitalised and reduce the risk of severe complications or worse. The COVID-19 website provides a list of [relevant conditions](#) that can make COVID-19 a severe illness placing people at increased risk. Further advice is available at [Work Safe NZ](#).

Remember, vaccination is the first and best choice for people at high-risk. Encourage and enable vaccination as appropriate.

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 are our obligations under the Health and Safety Act 2015?

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 carry out a risk assessment for exposure to COVID-19. To do so, Worksafe NZ advise you need to consider two main things about the work role:

1. The likelihood of a worker/s being exposed to COVID-19 while performing the role
2. The potential consequences of that exposure on others e.g., community spread, people supported/residents/tenants your organisation work with.

Suppose there is a high likelihood that the person performing the role may be exposed to COVID-19 and the consequences would be significant for other people. In that case, it is likely the role needs to be performed by a vaccinated person.

The risk of exposure will change as alert levels and the level of COVID-19 circulating in your community changes.

Some providers may 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](#). CHA is working with government and legal advisors to get specific advice for the sector as this is an emerging area. However, the Health and Safety Act 2015 applies to all workplaces irrespective of decisions about mandated vaccination orders.

Q4. What are our mandatory requirements for operating shared accommodation safely?

Organisations are required to keep workplaces safe and to reduce risks of transmission of COVID-19 in shared accommodation where possible. Refer to fulsome guidance in [Appendix Five](#).

Q5. What is our policy on working from home during Alert Level 3?

The purpose of Level 3 is to restrict the spread of COVID-19. Staying at home and making the physical gaps between people wide enough that transmission cannot occur, including between people who are vaccinated and working in essential services, helps to break the chain.

Staff who are at higher risk of complications due to COVID-19 can work at Alert Level 3 if they agree with their employer that they can do so safely. What technology support, advice or co-ordination do you need to do to make this possible for your team?

Q6. How are we going to make health and safety decisions and decide the most suitable protocols?

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

Q7. 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 protocols for mask-wearing, hand hygiene, physical distancing, cough etiquette and usual cleaning in the work environment, and follow up with staff to ensure these protocols are followed. The Chief Executive or senior managers should make these health and safety and business continuity decisions.

Q8. If face-to-face work is required, can we split staff into smaller teams?

Organising staff into smaller teams which do not have contact with each other can ensure continuity of service. If a member of one team develops symptoms or is exposed to COVID-19 and the team needs to self-isolate, the other team can continue to provide service. Your organisation should plan how to continue operating if a staff member becomes unwell.

Q9. If needed, are other organisations able to provide cover for our sick staff so we can maintain essential services?

Who are your natural partners or larger service providers that may be able to cover essential service roles for 14 days? It is a good idea to think about ways you can work with other providers to build back up teams and create COVID-19 access arrangements.

While organising staff into isolated teams is helpful, this is not possible for all organisations, especially those with limited numbers of staff. Identifying in advance who may be able to step in as a Plan B for smaller organisations or Plan C for larger ones can ensure service continuity.

Q10. How can we be sure all services provided by staff, contracted providers, and tradespeople are permitted at Alert Level 3?

To clarify what services are permitted look to official advice on the [HUD](#) website.

If residents request support outside of the essential services you offer, there are likely other organisations that can help. Family members may expand their bubble slightly to support people who are living alone, or the welfare teams within your local council may also be available to assist with contactless delivery.

Make sure people have this information, as well as the relevant telephone numbers, so they can work out how to get the support they need independently of your staff.

Q11. Do we need additional strategic and operational support to ensure business continuity?

Make sure you and your staff know what support is available for your organisation to assist with business continuity; for example, if multiple staff become unwell. One proactive avenue is to establish formal links with your regional/local Civil Defence Emergency Management Group, iwi, or local marae.

Q12. How are we securely storing contact tracing records?

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](#).

Q13. Are people with COVID-19 symptoms allowed to visit our facility?

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. Also 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 and self-isolate at home until test results are known.

Q14. How do we establish how many people can safely gather at our facility as we progress through alert levels?

This will depend on your protocols around rosters for shared spaces. Social areas can reopen if monitoring, QR codes, scanning or contact tracing logs, public health measures are in place AND you can operate safely.

Q15. Do we have the authorisation to help residents with the delivery of new whiteware, professional cleaning services or on-site security?

Government agencies may be able to advise how to use contracted providers with the correct authorisation, protocols, and procedures in place to do the work instead. If you are unsure, please contact us here at CHA.

Workplace Health and Safety in Alert Level 3

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 premise or going to another third-party premises.

[For more information check out this information from Business.govt.nz](#)

Your COVID-19 safety plan – what you need to think about | WorkSafe

- Develop a plan for communicating with staff, volunteers, and attendees whenever updates are needed
- If possible, identify space where people 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 unit staff may 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 as usual with disinfectant
- Ensure there are appropriate handwashing facilities, tissues, and lined containers for the safe disposal of used masks and 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.

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 Community Housing Aotearoa Decision Tree (see print out in [Appendix Four](#)) 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
- Workers with symptoms should have a COVID-19 test and should be symptom free for 24 hours before returning to work
- If you have been in close contact with someone confirmed with COVID-19 in the past 14 days, we advise that you self-isolate for 14 days from the date of last 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.

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 in Alert Level 4,3,2 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).

Face masks are now mandatory in all indoor public-facing workplace settings.

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

Do you need PPE?

If providing personal close care is not part of your usual service delivery, there is no 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 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

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

Your responsibilities around record-keeping

- Displaying a QR code, scanning or record keeping is now mandatory in 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 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 to Healthline 0800 358 5453, GP or Iwi provider immediately, AND to contact 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 follow instructions from public health service staff and get tested or advice on the MOH location of interest website and 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, 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 test results are negative, 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.

Bubbles at Alert Level 3

Being vaccinated and limiting interactions with others is the best defence against COVID-19.

Under Alert Level 3 it is important to stay in our household bubbles whenever we are not at work, school, buying the groceries or exercising.

People must stay within their immediate household bubble but can expand the bubble to reconnect with close whānau, bring in caregivers, or to support isolated people.

Under new steps proposed by the Government, under limited circumstances contact with other people in smaller bubbles of up to 10 people at a time is permitted, with protocols in place.

Things to remember

- It's important to protect the new bubble once it has been extended
- Keep the bubble exclusive and only include people where it will keep everyone in the bubble safe and well
- If anyone within the new bubble feels unwell, they will have to self-isolate from everyone else, call Healthline 0800 358 5453, GP or Iwi provider immediately and get tested, plus those within the bubble will have to self-isolate until advised whether they need to get tested.

Guidance for people at high-risk

People at higher-risk of severe illness from COVID-19 (e.g., those with underlying medical conditions, especially if not well-controlled, and older persons, especially those who are not double vaccinated) are encouraged to:

- Take additional precautions when leaving home, wearing a mask in all communal settings
- Only work if they agree with their employer that they can do so safely.

If whānau were not where they wanted to be when the restrictions came into place:

- They can now go home and move throughout New Zealand to do so, if they have had a negative COVID-19 test 72 hours before
- People can only move once, and in one direction.

New Zealand citizens from the Cook Islands, Niue or Tokelau can travel domestically within New Zealand to connect to flights home, if they have had a negative COVID-19 test 72 hours before. Check latest Ministry of Health advice for specific countries' travel arrangements.

What if a bubble is not safe?

If the situation in a bubble is unsafe or life-threatening, people can leave their bubble immediately. Once safe they can reach out to the police, or Women's Refuge. If you are in this situation or concerned for someone else [find out about the support available for family or sexual violence.](#)

How to extend a household bubble safely

A bubble is a household – the people who live together daily. Under Alert Level 3, a bubble can be slightly extended. For example, it might include:

- Bringing in a needed caregiver
- Children in shared care
- People living alone, or a couple who want the company of one or two more people – these people do not need to live in the same household but can live in the same building or be local
- A work crew – people who work together but maintain their physical distance.

Do:

- Help staff and residents/tenants 'map' their bubbles and extend them safely
- Underline the importance of keeping a new bubble exclusive and small
- Discuss the risks of extending any bubble, so everyone knows how they will keep each other safe after the bubble is extended
- Before adding new people to a bubble, check everyone is well and free from symptoms of COVID-19
- Ensure new people added to a bubble know to follow the health and safety protocols that reduce the risk of transmission of COVID-19
- Emphasise the importance of people in the bubble reporting any symptoms and especially symptoms suggestive of COVID-19 to others in their bubble and the service manager.


Don't:

- Move new or returning residents/tenants into shared accommodation or extend a bubble for people living in housing with shared facilities.

Resources to help your decision-making

For further guidance about how best to extend a household bubble see or print out our **Checklist: important questions to ask when extending a household bubble** in [Appendix Three](#).

For support mapping household or work bubbles and connections use our **Mapping Tool: Who is in your bubble?** In [Appendix Six](#).



At Alert Levels 4 and 3, CHA strongly advises using a self-contained accommodation option rather than moving people into an existing shared accommodation bubble

Moving and Managing Accommodation in Alert Level 3

Guidance on shared accommodation (e.g. communal, emergency and transitional housing)

At Alert Level 3, HUD, MSD and CHA do not recommend moving new or returning residents/tenants into shared accommodation or extending a bubble for people living in housing with shared facilities.

It is safer to wait until we move to an Alert Level that permits moving into shared accommodation to do this. There may be exceptional circumstances that we'd advise you talk through with HUD, MSD, and a public health unit or contact first.

The Ministry of Health has information about [self-isolating](#) including isolating with other people in the same property, or in shared accommodation, as well as [cleaning guidelines](#).

Empty properties and essential moves at Alert Level 3

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 and health and safety 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.

Ministry of Housing and Urban Development [Level 3 guidance for housing and housing support service providers](#) was updated on 14 September 2021.

There are some key differences between Alert Levels 4 (eradicate) and Alert Level 3 (restrict) that enable housing providers and housing support service providers to operate differently at Alert Level 3:

- 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 (unless it is shared accommodation)
- Furniture and appliances can be ordered online for contactless delivery or pick up (people cannot enter the store)
- Vacant homes can be cleaned by commercial cleaners between tenancies
- Tradespeople can work on and in whānau homes as long as physical distancing and public health recommendations are followed.

Moving whānau into accommodation safely

- At Alert Level 3 you can begin to tenant vacant properties. You must always maintain workplace safety protocols that include wearing a mask, maintaining physical distancing and personal hygiene practices.

Tenancing vacant properties

- Placements for public and transitional housing can resume if it can be done safely and efficiently by following the Ministry of Health guidelines for masks, physical distancing, and personal hygiene. As movement between regions remains largely restricted at Alert Level 3, we recommend applicants should only be matched with vacant properties in the same region. This aligns with the approaches of both the Ministry for Social Development and Kāinga Ora – Homes and Communities.

Transitional housing referrals will resume for self-contained accommodation

- The Ministry of Social Development will resume over-the-phone referrals for transitional housing. For property inspections and interviews, providers and whānau need to comply with Ministry of Health guidelines for masks, physical distancing, and personal hygiene. We encourage this to be done by phone or video-based interaction where possible.

Safe relocation

For the safety of whānau, your staff and removal companies (if being used), you must ensure that record keeping, masks, physical distancing and personal hygiene can be maintained. We know at times this may be challenging; where space is tight, ensure good ventilation, you could consider innovative ways to keep 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.
- At Alert Level 3 we must also maintain our household bubble. This means that whānau cannot get groups of friends and or their extended whānau to support them to move.

Before relocation occurs, check in with whānau to ensure nobody is unwell. If you are concerned about COVID-19, please phone Healthline (0800 358 5453), your GP or Iwi provider for advice before you travel. If you are transporting whānau as they relocate the prior recommendations 'Where a provider needs to transport whānau' should be applied here.

Ensure the property is clean before you tenant it

Even though the property may have been empty for several weeks, we recommend ensuring the property is cleaned and ventilated as usual prior to tenancing. This is particularly important if you have undertaken maintenance on that property within the three days of that property being tenanted. Evidence suggests that although COVID-19 can live on hard surfaces for up to three days, but there is a lack of evidence of transmission through this route, a small risk remains.

Furnishing properties

At Alert Level 3 retailers can return to work if they provide contactless services for purchasing, pick up and/or delivery. Where goods are being delivered to the property, record keeping, masks, physical distancing requirements must be maintained.

Property maintenance

Tradespeople are permitted to return to work at Alert Level 3 provided they maintain workplace safety protocols that include mask and physical distancing requirements. This is to protect both the whānau and the tradespeople.

Consider if maintenance needs to happen now

At Alert Level 3 we are still trying to limit person-to-person contact to support New Zealand to stamp out COVID-19 across the country.

Whilst there may not be any restrictions on the frequency and type of maintenance that can occur at Alert Level 3, HUD and CHA recommend that you minimise maintenance activity to essential activities only to limit person-to-person contact if possible. Where possible only undertake maintenance that is essential to maintaining the physical integrity of the building, or repairs that if not undertaken will compromise the health, safety, and comfort of whānau living in the property. Workplace safety protocols must also be maintained in carrying out the services.

Essential repairs could include (for example):

- Fixing a leaky roof, plumbing leak
- Fixing sewage system-related problems
- Cladding issues that may contribute to the development of rot and damp.

Repairs that contribute to maintaining the health, safety, and comfort of whānau

For example:

- repairing broken windows
- issues impacting the supply of electricity or water
- repairs to or replacement of hot water cylinders or heaters (particularly as the weather gets cooler)
- healthy homes work.

Repairs you may want to consider delaying

These 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 in Alert Level 3.

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

Crisis support required

Check weblink for information about your District Health Board local area 0800 number OR

Call Healthline 24-hour service, seven days a week.

Crisis Assessment and Treatment Team number
<https://mentalhealth.org.nz/get-help/in-crisis/>

Or the Ministry of Health Healthline
0800 611 116

Mental health support by phone or text

If does not have a usual support provider.

Call or text 1737

<https://www.mentalhealth.org.nz/get-help/in-crisis/helplines/>

Alcohol and drugs

Helpline (24 hrs a day, seven days a week)

Counsellors and peer support

Call free from mobile or landline

Text free and they will text you back

Live chat on their website

0800 787 797

Text 8681

<https://alcoholdrughelp.org.nz/>

Family violence / sexual harm

Women's Refuge

Be linked up with an advocate in your area

0800 743 843 (0800 REFUGE)

Helpline Safe to Talk *Kōrero mai, ka ora* – sexual harm helpline. Talk to counsellors

Call 0800 044 334

Text 4334 or email support@safetotalk.nz

Helpline Family Services 211

For help finding, and direct transfer to, community-based health and social support services in your area

0800 211 211

Victim Support

Call 0800 842 846 to get help

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

If no current support provider, connect via link to list of your local alcohol and other drug service to find out what support they provide.

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:

Checklist: Important Questions To Ask When Extending a Household Bubble

Below is a set of questions to define who is in an existing bubble and who will be in the new bubble. It will help identify people and areas where further discussion may be needed to keep people safe.

Extending the bubble

Who is in the existing bubble?

Get staff, residents, and tenants to draw their own current bubbles (include all household members, anyone who visits the house to provide face-to-face personal care and support). For staff, also include all work colleagues in a shared office, and people they provide face-to-face support to.

How many?

Who will be in the new bubble?

Add any new people to a household, work crew bubble, face-to-face providers or receivers of care and support. Note any agreed visitors for work purposes.

How many?

How will you keep everyone in the bubble safe?

Are there any essential workers in the bubble?

Yes No

If yes, consider the type of essential work they do and how many additional people they may be in contact with through work (in an office or face-to-face visits).

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

Yes No

If so, encourage uptake of vaccination, if not already vaccinated, where possible.

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

Yes No

It can be harder for children under five to keep to hand washing, cough etiquette and physical distancing rules, and children are not yet eligible to be vaccinated.

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

Yes No

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

Yes No

There is a balance between protecting people more vulnerable to COVID-19 harms and increasing social connection to alleviate loneliness.

Is everyone free from COVID-19 symptoms?

Is everyone symptom free before the bubble is extended?

Yes No

Ideally everyone should have been well in the past 14 days. Has someone been unwell at all or with suspected COVID-19, if so have they been tested? What was the test result? If negative, have they had an all-clear from a health professional and been been symptom free for 24 hours?

Has everyone been given information about COVID-19 symptoms in their preferred language?

Yes No

Do people know to report any COVID-19 symptoms to members of the bubble, and service manager if they feel unwell? If unwell get tested.

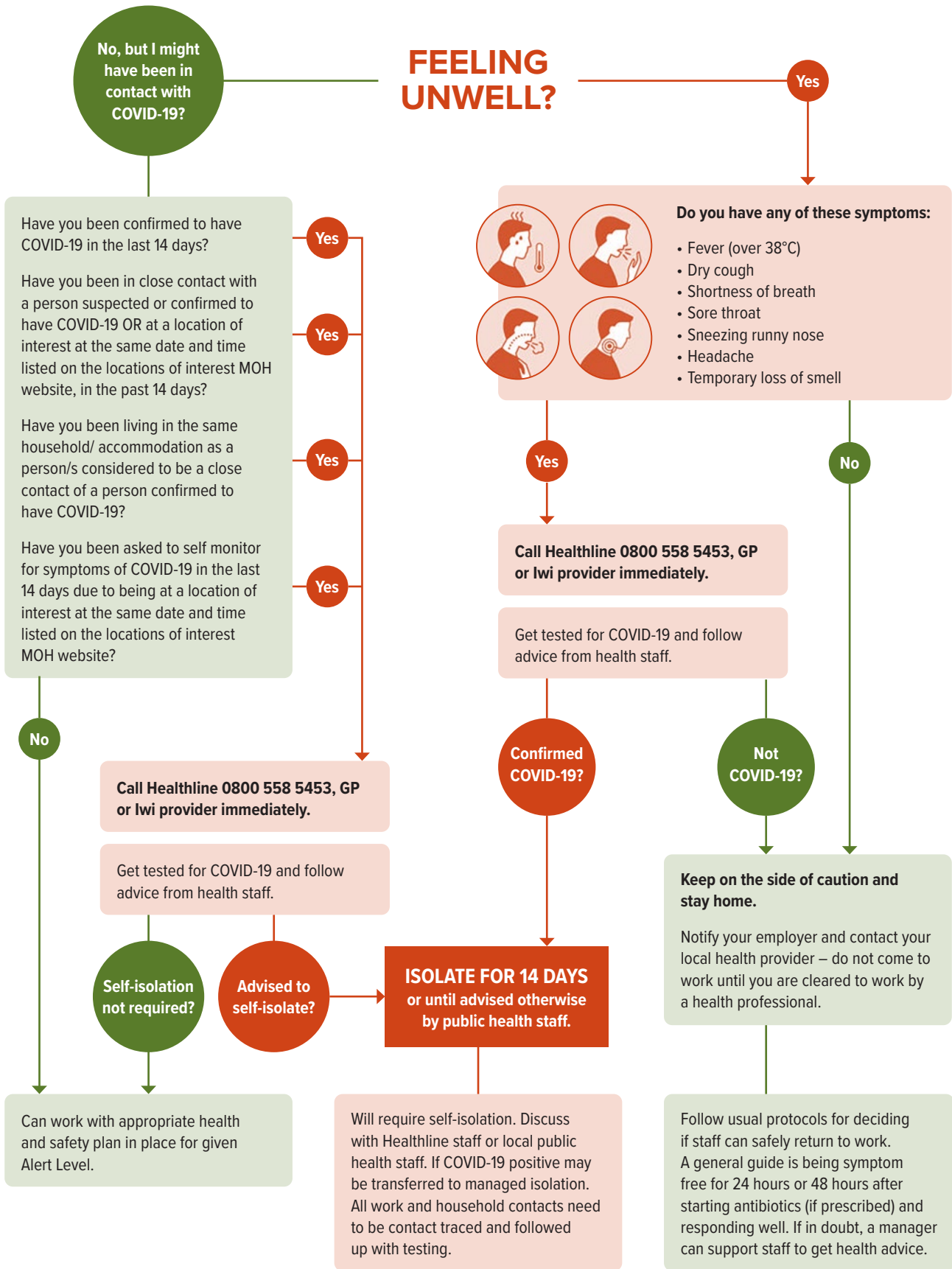
Encourage people to scan QR codes, map and keep a diary of who they have been in contact with (their household, work crew bubbles, and anyone else who visits). This will help if contact tracing is required.

Note who they have been in contact with, both inside and outside of their bubble, as well as the places they have been, such as the supermarket, or if they have had a home delivery of food, or a tradesperson arrive to fix a tap. Note any contactless service delivery services used too.

Appendix Four:

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 Five:

Checklist for Shared Accommodation Facilities at Alert Level 3

This guidance prepared by Community Housing Aotearoa (CHA) applies to activity permitted and/or advised under the Government's Alert Level 3 response to the COVID-19 pandemic.

At Alert Level 3, the Ministry of Housing and Urban Development (HUD), the Ministry of Social Development (MSD), and CHA **do not recommend** moving new or returning residents/tenants into shared accommodation or extending a bubble for people living in housing with shared facilities.

There may be exceptional circumstances that we advise you talk through with HUD, MSD, and CHA first. CHA recommend speaking to HUD/MSD to see if households could be temporarily housed in self-contained accommodation until the Alert Level permits movement into shared accommodation.

A COVID-19 [pre-move checklist](#) will provide important information and help identify the presence of any COVID-19 symptoms. 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.

Name of person who completed 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 4 and 3

Shared accommodation providers may continue to operate under very strict protocols and management of access conditions, eg. contact to be maintained only with people staying in the same room; common social and recreation areas to be closed; ventilation, physical distancing and roster split shift access to kitchen, laundry, or common areas. These communal areas should be treated like public indoor spaces, closely monitored, and mandatory masks for those 12 and over.

This is relevant while we are at Alert Level 4 and 3, and is subject to change

Campgrounds with cabins may continue to operate under very strict protocols and management of access, eg. contact to be maintained only with people staying in the same room; common social and recreation areas to be closed; physical distancing and roster split shift access to kitchen, laundry, or common areas. These communal areas should be treated like public indoor spaces, closely monitored, and mandatory masks for those 12 and over.

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 close, place hand sanitisers, or where you can create smaller 'bubbles' to help reduce the risk of COVID-19 spreading.

Cleaning and Disinfection

One of the best ways to reduce spread of COVID-19

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 cleaning, and disinfection procedures:

Dorm rooms

How many?

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

Describe cleaning, and disinfection procedures:

Self-contained

How many?

Fully or partial? Please describe:

Describe cleaning, and disinfection procedures:

Are there any essential workers living in your facility?

Yes

No

Are staff in these roles required to be vaccinated?

Yes

No

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:

Alert Level 4 and 3 to be closed off

Common areas/shared amenities – eg, kitchen, dining etc.

Mask wearing mandatory

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 eg, 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 for those 12 years and over is mandatory.

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 get tested. Mask wearing in communal areas for staff and residents 12 and over is mandatory.

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 people having to check continually to see if a washing machine is available. Mask wearing in communal areas for staff and residents is mandatory.

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 3 Covid-19 procedures that apply to the facility?

These include mask-wearing is mandatory, QR code scanning, hand hygiene, cleaning, rosters to restrict the number of people allowed in the shared amenities at one time, and vaccination if applicable. Keep in mind the mask-wearing, two-metre physical distancing rule, contactless drop offs, visiting tradespeople.

Yes No

You can use this Resource to provide [information on COVID-19](#). You can find information in [multiple languages here](#).

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, opportunities locally to get vaccinated).

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 phone the 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.

Yes No

You can find information in [multiple languages here](#).

If people do not have their own private transport, mobile testing may be able to be arranged for whānau/residents/tenants. Public health staff may advise on how to 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.

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 causal contact with one another. Close contacts are likely in a household or work bubble, where people spend most of their time with one another, and a location of interest.

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 also ask where people have been in the past two weeks, such as the supermarket, and whether people have received contactless delivery services and who from.

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 and think about their bubble and complete the list.

- [Resource 5](#): Staff/Residents/Tenants Who is in your bubble mapping tool
- [Resource 6](#): COVID-19 information for residents/tenants and visitors.

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.

This is a useful bubble mapping tool and will help if contact tracing is required:

- [Resource 4](#): Checklist on Extending Bubbles

Public health staff will liaise with the manager to: follow up close and causal 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 (eg, toilets and high-touch areas).

All close contacts (including staff) will be required to isolate for 14 days, get tested immediately, day five and day 12, and report any symptoms of COVID-19 to public health staff and the accommodation manager as soon as possible. Households 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.

Vaccination: The best protection against serious health complications and hospitalisation from COVID-19 is vaccination, where possible. Employers need to conduct a health and safety risk assessment for all roles in the workplace. A risk assessment should include the risk to workers from undertaking the role and risks to the residents/tenants of the role being undertaken by a non-vaccinated worker. Check the Health Order list for roles that have to be completed by a vaccinated worker. WorkSafe NZ provide advice about how to conduct transparent health and safety risk assessments and criteria for being 'fair' and 'reasonable' in interactions with workers.

Notes and questions

Appendix Six:

Mapping Tool: Who is in Your Bubble?

This tool will help people map household or work bubbles and connections. Remember, the aim at Level 3 is to keep bubbles as small and as safe as possible.

Who is in your household bubble?

List each person. May include partner, friends, extended family, and regular carers of children or over 70s, and their partners who may visit your house.



Who is in your wider shared accommodation bubble?

Think of big bubbles with smaller bubbles inside. Who is in your exclusive bubble and who is in an extended bubble? Mask wearing, hand hygiene, physical distancing, and regular cleaning will keep bubbles slightly separated.



Who is in your work crew bubble?

List each person. This will be anyone in your office or work base area (even though you are following the workplace physical distancing, mask-wearing is mandatory where staff interact with residents/tenants and keep up with hand hygiene etc).

Do you provide regular face-to-face care, support, or friendship to anyone else?

Yes No

If yes, are they part of your household or work crew bubble?

List each person.

Has anyone else entered your home or place of work to do maintenance or repairs?

Yes No

Keep a note. They will be close contacts if anyone is confirmed to have COVID-19 in the next 14 days.

Do you do the shopping?

Yes No

If so, which shops/petrol station do you go to, and when were you there?

Use QR code and mobile app or keep a note.

Have you received or provided contactless deliveries?

Yes No

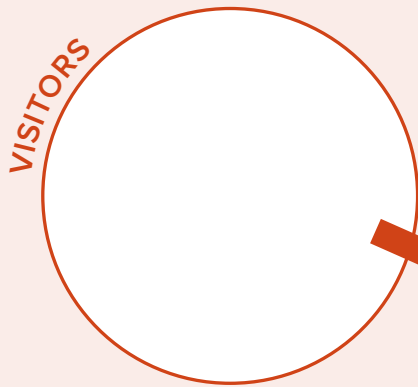
If so, which company and what was delivered?

Keep a note.

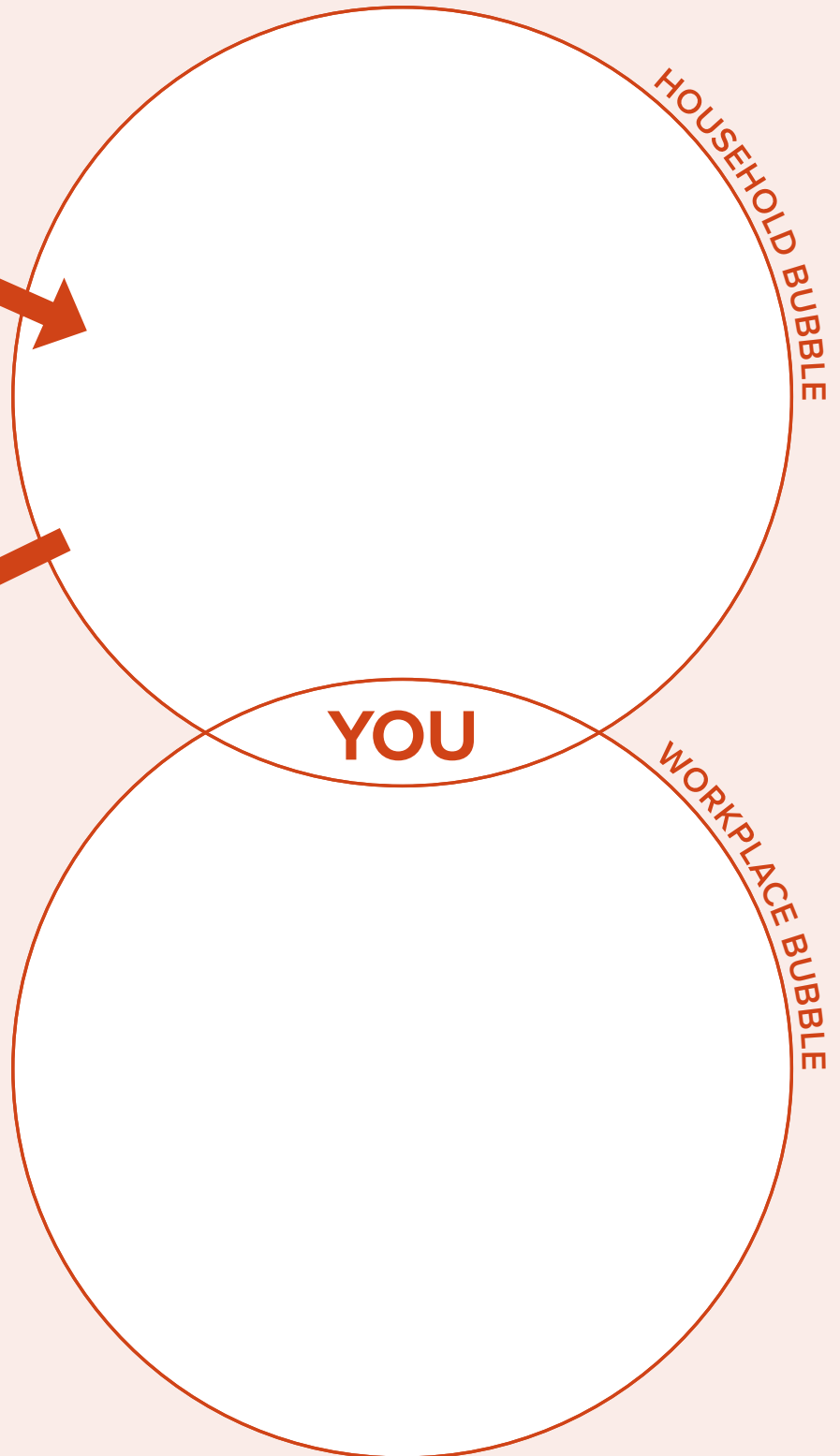
Draw your bubble for Alert Level 3:

Draw a map of anyone in your household bubble, workplace bubble and regular visitors to your household or people you visit in their household. **This map can be used if contact tracing is required along with QR code and mobile app data.**

People who regularly visit you, or anyone else in your bubble, are part of your bubble



People who you or anyone else in your bubble visit regularly, are part of your bubble



Appendix Seven:

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 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 and get tested.**

Stay physically isolated from other people until you know the test results 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/>

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>



Our Office

Level 11, Ranchhod Tower,
39 The Terrace/102–112 Lambton Quay
Wellington



Open Office Hours

M–F: 8am–5pm



Get in Touch

support@communityhousing.org.nz
04 385 8722

