GETTING THROUGH TOGETHER

Whāia e Tātou Te Pae Tawhiti

Coping with COVID-19 at home Eke panukutia te mate urutā i te kāinga

Health and welfare services

Looking after yourself and others

Need urgent care?

Rain, shine or bubble time – fun with tamariki

Canterbury

District Health Board

March 2022



Kia ora, welcome

This guide has information that I hope will help support you and keep your family safe during the current outbreak of COVID-19 in our community.

Case numbers in Canterbury are expected to continue to increase over the coming weeks, so please take time to make a plan in case you get sick and share your plan with people who can support you.

It's important to remember that for most people who are fully vaccinated, Omicron will be a mild to moderate illness and you will be able to safely recover at home.



Dr Peter Bramley

We know that people with some underlying health conditions such as diabetes, asthma, heart and lung diseases, older people and Māori and Pacific people have been more severely affected by Omicron, so now is the time to make plans in case you or someone in your household gets really sick with COVID-19.

If you have neighbours who live alone or who are older or have disabilities, please make a point of checking in with them and seeing how they are doing, and what you can do to help them – now's a good time to meet them if you haven't made contact before. Facing a pandemic alone can feel overwhelming and it's reassuring to know someone is looking out for you.

We appreciate that you may feel anxious if you have COVID-19, are a household contact, or if you're worried about catching Omicron. Please be assured that support is available in so many ways. Health services will be available throughout this pandemic.

We will have to reduce some planned care as case numbers increase, but emergency care will continue to be provided 24/7 for those who are seriously unwell. General practice teams will be providing support to people who are isolating at home and need extra care, and the Care in the Community team are also coordinating resources to support people at home.

There's a section on page 21 with contact details of a number of agencies who can help those who need a hand.

As a community, we will get through this together.

Kia kaha

Dr Peter Bramley

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CEO, Canterbury District Health Board

Health advice and vaccine information is available in a range of different languages

Up to date information on the current phase along with information in a range of languages is available at www.covid19.govt.nz/languages-andresources/translations/

> Te reo Māori	> Vosa Vakaviti Fijian	> Vagahau Niue Niuean	> தமிழ் Tamil
> New Zealand Sign Lang	uage > Français French	> थीनाची / Punjabi	> ภาษาไทย Thai
> جبي Arabic	> ગુજરાતી Gujarati	> Fäeag Rotuam Rotuman	> Te Gagana Tokelau Tokelauar
> 简体中文 Chinese (Sim	plified) > हिन्दी / Hindi	> Gagana Samoa Samoan	> Lea Faka Tonga Tongan
> 繁體中文 Chinese (Trac	ditional) > 日本語 Japanese	> Af-Soomaali Somali	> Te Gana Tuvalu Tuvaluan
> Te Reo Māori Kuki 'Āirani	ni Cook	> Español Spanish	Vrdu أردُو <
Islands Māori	> 한국어 Korean	> Tagalog	> Tiếng Việt Vietnamese
Farsi فارسي <			

Where can I get more information and advice?

- www.covid19.govt.nz
- www.health.govt.nz
- www.cdhb.health.nz/communitycare
- www.healthinfo.org.nz
- www.healthnavigator.org.nz

Information on case numbers in our region is available at www.health.govt.nz

Healthline

Phone **0800 358 5453** – anyone with COVID-19 symptoms can call 24/7 for free health advice. Interpreter services and NZ Relay Services are available to callers.

Welfare Line

Anyone who is self-isolating and needs support can contact Welfare Support on **0800 512 337** 8am-8pm daily.

Contact us

Feedback welcome to communications@cdhb.health.nz



COVID-19 Symptoms

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

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

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



Disability Support Services

Normal services will continue to be delivered wherever possible while you are isolating at home.

If you or anyone in your household receives disability support services, and you are concerned or need help, please call your usual healthcare provider (such as your general practice team, Māori or Pacific provider, midwife, or nurse from the Care in the Community hub) with details of the in-home support you receive and their contact details.



Getting help for sick (māuiui) people in Canterbury

It's important to stay home if vou're sick and get advice from Healthline 0800 358 5453 or your own family doctor about whether you need to get tested.

There's no need to go to hospital unless it's an emergency.

Seek advice early if the sick person is pregnant/hapū, a young child/tamaiti, elderly/kaumātua, significantly overweight, has an ongoing health condition (like asthma, diabetes or a heart or lung condition) or is taking medication that affects the immune system such as cancer treatment.

In an emergency always call 111.





Signs that you need to call for help or advice

Call 111 if you:

- Have severe trouble breathing or severe chest pain
- Are very confused or not thinking clearly
- Feel faint or pass out (lose consciousness)

Call Healthline 24/7 on 0800 358 5453 or your own family doctor if:

- You have more trouble breathing than usual can you finish a sentence when speaking? Can you get up and go to the bathroom and make a drink without running out of breath?
- Your symptoms are getting worse
- You start getting better, then get worse
- You have symptoms of severe dehydration such as:
 - having a very dry mouth
 - passing only a little urine (pee/mimi)
 - feeling very light-headed
- Persistent fever and/or chills which you can't manage at home
- Persistent vomiting and/or diarrhoea which goes on for more than 24 hours

WHERE ARE YOU ON TODAY'S **EMOTIONAL ROLLERCOASTER?**

Feeling tired, hohā, relieved, happy or just over it?

There's no playbook on feelings as we go through a global pandemic.

However you're feeling, know that you're not alone.

Find out more at allright.org.nz



ALL RIGHT?

OVERWHELMED

If you're unwell

- It's important to drink plenty of fluids
- Keep monitoring your symptoms write down how you're feeling each day and what symptoms you have. www.healthnavigator.org.nz have a handy 'health and symptom' diary and some great videos which explain what to expect when you have COVID-19
- It's important to avoid any strenuous exercise until you're fully recovered this might take weeks.
- If you have mild flu/cold symptoms, use medicines available from the chemist or supermarket to ease your symptoms. Paracatemol or ibuprofen can help with a fever, aches and pains.
- Remember to continue taking your usual medications.
- Regularly changing positions in bed may make breathing easier

For coughs, sore throats and blocked noses, try:

- Hot lemon and honey
- Saltwater gargling
- Chest vapour rubs
- Nose and throat treatments, like sprays
- · Cough syrup or soothing lozenges





Consumer health website **Health Navigator** is rolling out a series of animated videos to help people look after themselves and others with COVID-19.

The need for easy-to-understand resources for people managing at home with COVID-19, and for those having to go to hospital, was identified in talks with the Ministry of Health late last year, says Auckland specialist GP and Health Navigator CEO Janine Bycroft. Check out the videos at https://tinyurl. com/COVIDvideosNZ or healthnavigator.org.nz

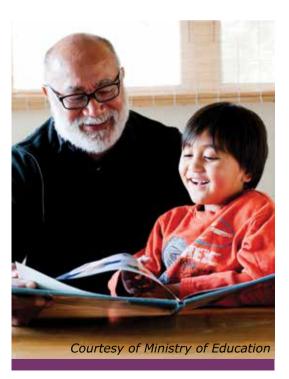
If you test positive for COVID-19

Everyone who tests positive for COVID-19 and those living with them need to isolate to stop the spread of the virus.

It is understandable to feel anxious or unsure during self-isolation. Get in touch with whanau or friends who can help connect you to the services vou need.

If you've had a positive COVID-19 test and you start to feel very unwell or have difficulty breathing, call **0800 358 5453** for health advice. Tell the person taking the call you are at home with COVID-19.

If you require medical assistance and are not enrolled with a local General Practice, Māori or Pacific health provider, or midwife if you are pregnant/hapū, call Healthline on **0800 358 5453.** If it's an emergency call 111.



Welfare support

Call the COVID-19 Welfare phone line **0800 512 337**. It is open 8am-8pm, seven days a week. This line is specifically for people who are self-isolating.

A range of support is available including help with urgent costs for food/kai and referrals to other community groups who can support you in practical ways.

See page 9 for more information on getting extra support while self-isolating.

Test if you feel unwell

Rapid Antigen Tests (RATs) are replacing the PCR test, as the main form of testing in the community. You should take a test if you have symptoms of COVID-19.

Only confirmed cases and household contacts will need to self isolate and vou can self-release after 7 full days. providing all testing requirements are met and you no longer have symptoms.

If you are still sick after Day 7, stay home until 24 hours after you are symptom-free.

Close contacts will not need to self-isolate and are now asked to monitor their symptoms.

Getting extra support while isolating

Now's the time to continue to look out for your neighbours and each other as we move through the COVID-19 outbreak.

People who need extra welfare support can either:

- Phone the COVID Welfare Line on **0800 512 337**, which is specifically for people selfisolating. Ministry of Social Development (MSD) will check to see how things are going and what support you need while selfisolating. Support will include help with urgent costs (eg. food) and/ or referrals to other organisations who can provide practical support.
- Complete a form here www.workandincome.govt.nz/ covid-19/help-while-self-isolating
 - ask for support for your household
 - apply to MSD for urgent costs (eg. food), as well as ask for community provider support on behalf of family members in the household.
- Contact a community group directly, particularly if you have already worked with them in the past. See a list of community groups on page 22.

Please use only one of these options - multiple referrals can slow things down.

You will be contacted as soon as possible.

Remember we're in this together, and we will get through.



We know most people will be able to manage self-isolation with help from their whānau and friends, but there is help available if you need it.

Travelling

If you are going to be travelling away from home, you need to be prepared to self-isolate at your destination if you or someone you're with gets COVID-19. This will be at your cost.

Save the Emergency Department for emergencies - call Healthline or your General **Practice team first**

For free health advice on COVID-19, call the COVID-19 Healthline 24/7 on **0800 358 5453**.

If you need health care call your own General Practice team - after hours you will be put through to someone who can provide free health advice.

If you don't have a GP and need general (non-COVID) health advice 24/7 call **0800 611 116.**

If you need Urgent Care, but it's not a life-threatening emergency there are three Urgent Care Clinics in Christchurch - you don't need to be enrolled with a doctor to attend. Please note you do need to pay when you attend one of these clinics. Details of fees are on their websites.

Due to the demands placed on their usual services during the pandemic they are providing care in different ways.

If you are unsure whether you should go to an Urgent Care clinic, please call first.



Moorhouse Medical Centre

3 Pilarim Place Open 8am-8pm every day Phone 03 365 7900

Moorhouse Medical Centre is continuing to offer as many of its normal services as possible. You can keep up to date with changes on the website www.moorhousemedical.co.nz



Some changes already in place include:

- Online bookings are on hold please phone **03 365 7900** to make an appointment.
- Our GPs will be offering phone/virtual consultations only.
- Repeat prescriptions visit their website or phone for details.
- Greeters at the entrance will ask about COVID-19 symptoms and for your vaccination status. You may be asked to wait in your car or outside the buildina.
- Everyone on their site must wear a mask mask exemptions are not accepted.
- · Normal charges apply.

Riccarton Clinic

6 Yaldhurst Road 8am-8pm every day Phone 03 343 3661

www.riccartonclinic.co.nz

- Please use our drop-in service if you are unwell. Appointments are only available for enrolled patients.
- If you have COVID-19 or respiratory symptoms you will be asked to wait in your car or outside. Shelter is available for those who do not have a car.
- Patients can be seen by a doctor or nurse in one of the two portacoms in the carpark. We also have a swabbing team outside.
- Everyone on our site must wear a mask mask exemptions are not accepted.
- Email all general enquiries to info@riccartonclinic.co.nz this is regularly monitored 7-days a week.
- For same-day enquiries phone 03 343 3661. Staff are available to answer your call but there may be a wait at times when demand is high.
- Enrolled patients can book phone appointments or request repeat scripts online via www.connectmed.co.nz or can email scripts@riccartonclinic.co.nz

Coming to the 24 Hour Surgery

401 Madras Street Open every day Phone 03 365 7777

You can expect the following if you've been advised to come to the 24 Hour Surgery:

- You will be seen outside the clinic by a nurse or a doctor, or both
- You may be asked to return home to wait or to have a virtual appointment
- You will be asked to wear a mask
- You may be asked to wait in your car or in a portable cabin on site.
- There is a charge when visiting the 24 Hour Surgery.

These processes are in place to speed up our ability to see you, and to keep you distanced from other patients.

Keep up to date with changes to the way services are provided on their website www.24hoursurgery.co.nz

Which health services can I access?

You can still get health care in Canterbury at any COVID-19 traffic light level.

Call your general practice about any new or existing medical condition. Your consultation may be over the phone or by video call.

Order prescriptions as you usually would and collect these from your pharmacy as normal.

Evening and weekend care – you can still call your general practice and your call will be answered by a health professional.

If you don't have a general practice and your request is non-COVID related – call Healthline on **0800 611 116**, 24 hours a day, seven days a week.

Health services are still available for your whānau. Physiotherapy, podiatry, optometry, cancer screening services, and health checks and immunisations for infants and children.

If you're over 70 years or have pre-existing health conditions, check with your usual health team about whether it's safe to attend appointments with your GP team. You can have a phone or video call consultation instead if needed.

Some urgent planned surgery and many outpatient appointments will still go ahead – although many appointments will be managed over the phone or by video call.

If you haven't heard directly from the DHB that your appointment or surgery has been postponed, please turn up as expected. If you are unsure, please call the number on your appointment letter.

Keep up the healthy habits

- Wear a mask when out in public and at home if you have COVID-19 and you live with other people.
- Scan in wherever you go and show your vaccine pass.
- If indoors, open windows and doors if you can to increase ventilation.
- Remember to stay physically distant wherever possible - at least a couple of metres from people you don't know, particularly when out in public.
- Wash your hands often or use hand sanitiser.
- Stay home if you're sick, and get tested you have COVID-19 symptoms if you're unsure of the current advice re testing please call Healthline on 0800 358 5453.
- Cough or sneeze into your elbow.
- Clean or disinfect shared surfaces regularly you can make your own cleaner by adding one teaspoon of bleach to 500ml of water.



There's someone available to talk or text any time, 24 hours a day. It's a free, confidential service for everyone. If you're feeling anxious, down or feeling a bit overwhelmed, please call or text 1737.

Whatever it is that's on your mind, a trained counsellor is at the end of the phone. Call or text 24/7.





Have a korero – make a plan!

Everyone should make a plan - and share it with people who can support you.

If you're able to, it's a good idea to get some extra kai and supplies from the chemist or supermarket as it will be handy if you or anyone in your whare/ house gets māuiui/sick.

We know that not everyone can afford to stock up - there will be support available for those who need it - with kai and other practical things for people who are isolating at home with COVID-19.

The COVID-19 **Welfare line operates** 8am-8pm seven davs a week -0800 512 337.



Courtesy of Ministry of Education



Caring for someone at home with COVID-19 look after vour mental wellbeing

Most people with COVID-19, particularly those who are fully vaccinated, will be able to safely recover at home.

Many of you will be able to manage self-isolation with help from friends and whānau. For those who don't have this support, help is available from a wide range of organisations.

Isolating at home doesn't mean you have to stop communicating with others - there are ways you can connect with others without seeing them in person.

Give them a call or send a message. Try a video call, or have a physically distanced korero with your neighbours, whānau or friends across the fence. Just remember to stay at least 2 metres away from each other.

More practical advice and information about what to expect is available at www.cdhb.health.nz/ careinthecommunity



Keep in contact

Social contact is important. Stay in touch with your friends and whānau.

If you are concerned or need health care, contact your family doctor or Māori or Pacific provider or midwife. They can:

- Check how you are feeling
- Help monitor your health
- Check if you need basic supplies like food or medicines.

Income and employment

While you are waiting for your test result your employer may be able to apply for the COVID-19 Short-Term Absence Payment through Work and Income so you can continue to get paid.

If you test positive for COVID-19 or have been told to self-isolate, your employer may be able to apply for the Leave Support Scheme. Your employer can get \$600 a week if your work full time, and \$359 a week if you work part time to pass on to vou. Please check www.workandincome.govt.nz for details or call Work and Income on 0800 559 009.

Medicines

Contact your family doctor who can send a prescription directly to a pharmacy who may be able to arrange a contactless delivery to your home - if you have a friend or whānau who can do this for you please ask them.

Access to food and essential items

- Talk to your family, whānau, friends, iwi, and neighbours to see if they can drop off items at your door.
- You can use food delivery services such as supermarket home delivery or any other delivery service. Many supermarkets now offer delivery or 'click and collect' services. If isolating, you might be able to order online and ask someone to pick up and deliver your groceries.

The Student Volunteer Army (SVA) is reactivating its Grocery Delivery Service in partnership with New World. The service is making sure that older people and others who are vulnerable have access to groceries and other household essentials. Requests for help can be made through the Student Volunteer Army website: sva.org.nz/contact

Have you had your booster?



If you are aged over 18 years and it's been three or more months since your last dose, book your booster now.

www.VaccinateCanterburvWestCoast.nz

Looking after tamariki (children)

The Ministry of Education's Learning from Home website and guidance for parents and whānau via its COVID-19 page has good guidance and advice on how to look after tamariki if your family is self-isolating at home. The links are:

- Learning from Home: www.learningfromhome.govt.nz
- Guidance for parents and whānau: <u>www.education.govt.nz/covid-19/covid-19-and-wellbeing/guidance-for-parents-and-whānau</u>

Talk to your tamariki's school or childcare centre about whether your tamariki can do online learning or if teachers can provide resources while tamariki are self-isolating. Some schools are able to arrange access to computers and other learning devices for children at home.

It is important to reach out for help and support when you or your tamariki need it.

Council libraries have excellent online resources for keeping tamariki occupied if they are at home.

Check the Sparklers website <u>www.sparklers.org.nz</u> for awesome activities to do with your tamariki.

Fun wellbeing activities for the living room or lawn





Rain, shine or bubble time, there are heaps of simple things you and your tamariki can do at home to feel good and have fun.

Explore more wellbeing boosters at sparklers.org.nz/parenting

Councils supporting their communities

Council services are operating during the COVID-19 outbreak.

Online services are available for anyone self-isolating or for any other reason can't access Council services in person

You can still use your library at your place; you can read eBooks, eMagazines and newspapers, watch movies and listen to eAudiobooks from home for free

Christchurch City Council

www.ccc.govt.nz

Phone **03 941 8999** or **0800 800 169**

Christchurch Art Gallery online: christchurchartgallery.org.nz Visit christchurchcitylibraries.com or phone us on 03 941 7923

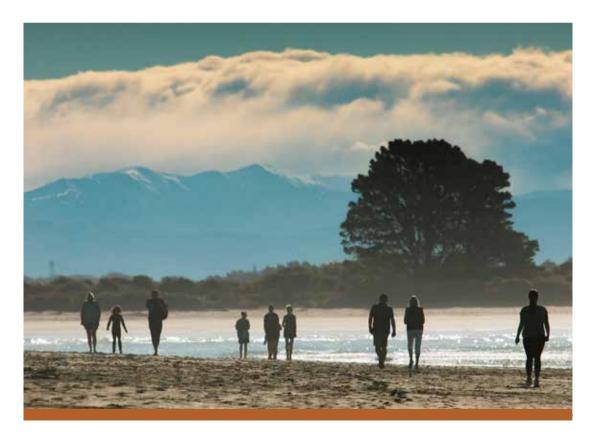
Kaikōura District Council

www.kaikoura.govt.nz

Phone **03 319 5026**

Welfare queries: welfare@kaikoura.govt.nz

Libraries email books@kdclibrary.co.nz or call 03 319 6280



Hurunui District Council

www.hurunui.govt.nz

Phone **03 314 8816**

Cheviot Freephone 03 319 8812

Amuri and Hanmer Springs Freephone 03 315 8400

Council is working with foodbanks, churches, supermarkets, meals on wheels and medical centres, to support residents' welfare.

Waimakariri District Council

www.waimakariri.govt.nz

Phone **0800 965 468**



My Book Bag libraries.waimakariri.govt.nz/reading/my-book-bag

Selwyn District Council

www.selwyn.govt.nz

Phone **0800 735 996**

Libraries www.selwvnlibraries.co.nz

Recreation centres: Online classes available via the Selwyn District Council Group Fitness Facebook members only page.

Ashburton District Council

www.ashburtondc.govt.nz

Phone **03 307 7700**

Access online library services at https://www.ashburtondc.govt.nz/community-facilities/library

Join us on Facebook: https://www.facebook.com/ashburtonpubliclibrary or call our library at 03 308 7192

My handy phone numbers

GP practice:

Pharmacy:

Neighbours:

Close whānau member:

In a medical emergency always call 111





We're here to help

Kāinga Ora cares about the wellbeing of their customers and their whānau.

If you live in a Kāinga Ora home and need to have a chat with them, please phone their customer support freephone on **0800 801 601**. You can also find helpful resources on their website www.kaingaora.govt.nz



Police - only call 111 for emergencies

NZ Police asks that we reserve 111 for emergency calls. It's important to keep 111 free for emergencies. **111 is not for calling about COVID-19 breaches.**

If you are concerned that someone is breaching the COVID-19 Protection Framework (the traffic light system), or is breaching isolation, please report this through the Unite Against Covid-19 website covid19.govt.nz/news-and-data/report-a-breach.

Please do not report these by calling 105 or via 105 online reporting.

Services and Support Directory

Canterbury DHB Hospitals and Health Centres

Christchurch Hospital - 03 364 0640

Christchurch Women's Hospital - 03 364 4699

Akaroa Health - Te Hauora o Rākaihautū - 03 304 7004

Ashburton Hospital - 03 307 8450

Burwood Hospital - 03 383 6836

Chatham Islands Health Centre - 03 305 0035

Christchurch Outpatients - 03 364 0490

Hillmorton Hospital - 03 337 7969

Kaikōura Health (Te Hā o Te Ora) - 03 319 3500

Lincoln Maternity Hospital - 03 325 2802

Rangiora Health Hub - 03 313 7299

The Princess Margaret Hospital - 03 337 7899

Tūārangi Home (Older Persons Care) - 03 307 8467

FEELING... BLAH!? NEED A WELLBEING BOOSTER?

The last couple of years haven't been easy. Now more than ever, it's important to spend time on the simple things that give us a boost.

A review of the most up-to-date evidence found that building these five actions into our day is proven to boost our mood:



CONNECT ME WHAKAWHANAUNGA



GIVE TUKUA



TAKE NOTICE ME ARO TONU



ME AKO TONU



BE ACTIVE, ME KORI TONU

Health & Wellbeing

- For COVID-19 related health advice call your family doctor or Healthline 0800 358 5453
- For other health advice, call your family doctor or Healthline 0800 611 116
- For addiction support contact the Alcohol Drug Helpline 0800 787 797
- For wellbeing support call or text 1737 24/7 for free confidential advice
- Emergency mental health services freephone 0800 920 092 24 hours a day, seven days a week
- Book a vaccine 0800 28 29 26

Children

- For health advice about babies or children. Call PlunketLine 0800 933 922
- Find local social support services in your area. Call the Family Services helpline 0800 211 211

Youth

For support for young people Youthline is a free 24/7 Helpline service –
 0800 376 633 Free text 234. Webchat: Youthline.co.nz

Older people

Age Concern New Zealand phone 0800 652 105

Family violence

- For Family Violence advice call 0800 456 450
- Elder Abuse Hotline is a free service older people can contact if they or someone they know is experiencing elder abuse 0800 326 6865
- Call Women's Refuge for advice, support and safe accommodation 0800 733 843

Welfare

- For access to food or essential items such as medicine while isolating, call Welfare Support 0800 512 337
- Work and Income you may be eligible for support, even if you are working, depending on your personal circumstances 0800 559 009.
 For seniors (65 years plus) 0800 552 002

Rural support

- Federated Farmers 0800 327 646
- North Canterbury Rural Support Trust 0800 787 254 <u>rural-support.org.nz</u>
- COVID-19 information for farmers is also available at this site www.beeflambnz.com/news-views/coronavirus-covid-19.

Business support

- For business advice, information on government provided financial support, and general advice to support business continuity call the COVID-19 Business Support Helpline – 0800 505 096.
- Information for businesses is also available at www.cecc.org.nz

Kai time!

Resting, staying hydrated and eating well are some of the most important things you can do to feel better and recover faster when you are sick.



Hearty Winter Bacon and Vegetable Soup Serves 12

Ingredients:

- 1x 210g packet of dried pea soup mix
- Water as specified on soup mix packet
- 6 cups chopped assorted vegetables, eg carrot, corn, courgette, kumara, onion, parsnip, peas, peppers, pumpkin, turnip whatever you have in the fridge or freezer
- 500g bacon bones

Method:

- Place all ingredients into a large pot. Cook on low for two hours until thick.
- · Remove meat from bones, and add meat into the pot.



Easy Vegetable Quiches

These delicious mini quiches are easy to make and use bread instead of pastry.

Ingredients:

- Six slices of wholemeal bread crusts removed
- Marmite or Vegemite
- Half a cup of grated cheese
- Two eggs lightly beaten
- Salt and pepper to season
- 1 tablespoon parsley, chives or spring onions, chopped
- Half a 410g can creamed corn
- 2 tablespoons red or green pepper finely chopped

Method

- Preheat the oven to 190 degrees Celsius
- Lightly grease muffin tins
- Spread one side of bread with Marmite and place into muffin tin with Marmite side facing up.
- Combine remaining ingredients and spoon into bread cases.
- Bake in oven 15 to 20 minutes.



Kia ora – we're self isolating **Please do not enter**

Our contact information:

Find out more at Covid19.govt.nz

Te Kāwanatanga o Aotearoa New Zealand Government

