

Guidance for businesses:

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



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February 2022

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Purpose of this step-by-step guide

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

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

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

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

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

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



FOR MORE INFORMATION
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Scope

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

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

If your business is listed as a critical service and is eligible for the [Close Contact Exemption Scheme \(CCES\)](#), you need to follow the process outlined in this document to determine if you have close contacts in your workplace, then go to [this link](#) for details about how to register your close contacts and the testing regime.

More information

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

- Business NZ:
 - **Details of the Close Contact Exemption Scheme**
 - **Covid Protection Framework**
- **Ministry of Health**
- Worksafe: **Managing health and safety Novel coronavirus (COVID-19)**
- Worksafe: **Operating safely- what you need to think about contains a useful COVID-19 safety plan template**
- Worksafe: **How to decide what work requires a vaccinated employee**

- Unite against COVID-19: **Resources for businesses to help them operate safely at each of the traffic light settings**
- **Ministry of Health guidelines for businesses and services**
- **Worksafe guidance on contact record and face coverings**

Advice for specific workplaces:

- **Construction Health and Safety NZ: COVID-19 and working at the Traffic Light System**

Information sharing and privacy

Provision of information relating to those that may have been exposed to COVID-19 is important for controlling transmission of the virus, as outlined in the Health Act. Businesses have a legal duty to respond to requests for information for contact tracing purposes, and failure to do so is an offence. Information relating to identified cases will be held by the Public Health Unit and the Ministry of Health.

Personal information will not be disclosed.

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

Preparedness: Keep a track of who visits your premises

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

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

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

All businesses and sites are required to make sure people can easily keep a record of when they visit.

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

- make sure you have safe and secure systems and processes in place so that everyone working on or visiting your premises can scan in or provide their details for contact tracing

- keep contact tracing records for workers, contractors, customers, and volunteers, no matter how long they are there for
- keep a record of everyone aged 12 years or over who visits or works at your premises.

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

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

A simple template for contact tracing can be [downloaded from here](#).

A tool has been developed to help businesses identify what type of contact their employees are, which can be found [here](#) (Contact Categorisation Spreadsheet).



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

This section will talk you through the steps you need to take to identify contacts in your workplace. Information on what contacts need to do can be found [here](#).

1. How will I know if my employee tests positive?

Your employee will need to tell you directly if they have tested positive for COVID-19.

All people who test positive for COVID-19 will either complete an online case investigation or will be interviewed by public health officials over the phone about their infectious period and where they have been during this time. Your employee may have a text message, or a positive test result which they have accessed through **MyCOVIDRecord** or a health management portal, like **ManageMyHealth**.

If your employee tells you that they have tested positive, you will need to assess if they were at the workplace during their infectious period (see below for details of how to do this).

Ensure that you

- Support your employee to have the necessary time off (Work and Income). Cases are required to isolate for ten days from when they test positive or when they started to show symptoms.
- Maintain confidentiality – this is private health information that your employee is sharing with you and it should not be shared with any other employees unless absolutely necessary, and in confidence, to determine contacts e.g., if sharing with another manager to determine what staff were on the same shift. Otherwise, you must not share it with anyone except public health officials, if required.

What you need to know

- What days your employee was infectious
- Which days your employee was at work whilst infectious



Steps

- 1 Work out which days your employee was infectious.¹
Work out which days your employee **was at work** while infectious
- 2 Follow the steps outlined in this document to identify who was a potential contact of the case
- 3 Follow the steps outlined in this document to determine the type of contact (close, casual, or not a contact)
- 4 Fill out the templates for the different categories of contact and provide the information to the contacts (Appendix 4)
- 5 Undertake the appropriate cleaning activities in your workplace using the information in this link

If the case was not at work on any of the days that they were infectious (the infectious period) then you do not need to do anything further.

Example 1

Sally tests positive on Monday the 7th, but she does not have any symptoms. That means Sally's infectious period is from Saturday the 5th until Tuesday the 15th. Sally was at work from Wednesday the 2nd to Sunday the 6th, but not on Monday the 7th or after. That means the days Sally was at work while infectious were Saturday the 5th and Sunday the 6th,

Example 2

Morehu tests positive on Tuesday the 15th. He started showing symptoms on Monday the 14th. That means Morehu's infectious period is from Saturday the 12th until Tuesday the 22nd. Morehu was at work from Monday the 7th until Friday the 11th, and did not come into work on Monday the 14th or onwards. That means Morehu was NOT at work while infectious.

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

Your employee (the case) cannot return to work until at least **10 days** after either their symptoms started or the date they were tested if they have no symptoms.

In some circumstances they may have some mild, longer-term symptoms such as a cough, tiredness, loss of smell etc. As long as the employee is confident that these symptoms are **not new, or getting any worse**, then they can return to work as they are unlikely to still be infectious.

They do not need to be tested again as a test cannot determine if they are still infectious; this is determined by the isolation period and the resolution of most, or all, of their symptoms. If the employee remains significantly unwell, they should not come back to work until they are well.

¹ The infectious period of a person who has COVID-19 is calculated as two (2) days before symptoms started, or two days before their positive test (if they did not have any symptoms).

Do I need to close down?

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

- **Ongoing transmission.** Evidence of ongoing spread of infection (transmission) from person to person in the workplace might mean your business has to close temporarily to stop transmission between your workers.
- **Cleaning requirements.** Premises should be cleaned following attendance of a confirmed case. This can be done overnight so as not to disrupt normal business hours. If premises are told during business hours, they may need to close to undertake cleaning.
- Whether your business can still operate effectively and safely due to the number of staff that are required to isolate as cases or close contacts.

What support is available while my employee is off work?

If you have employee(s) that are sick or need time off work because of COVID-19, you can apply for help to pay their wages or salary. If you're self-employed, you can also apply for this support.

Visit the [Work and Income](#) website for further information.

Do I need to clean the premises?

To ensure the safety of the other employees, you should thoroughly clean and disinfect all areas used by the person who tested positive for COVID-19, as this will kill the virus that causes COVID-19. This should occur regularly, regardless of if there is a case at the business.

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

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

2. Gather information about contacts

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

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

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

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

Ensure that you

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

What you need to know

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

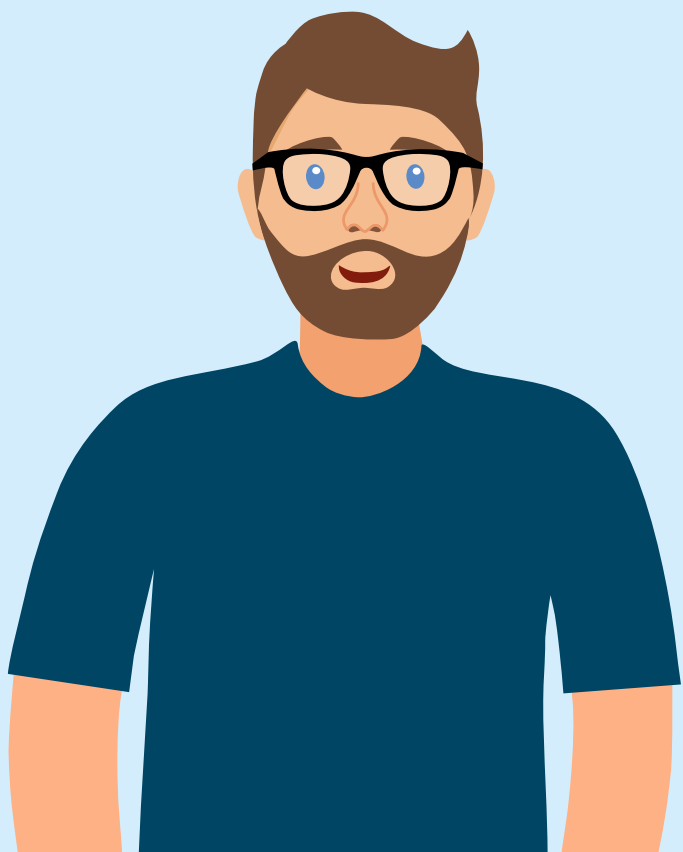
What you need to do

If the case was **not** at work on any of the days that they were infectious (the infectious period) then you do not need to do anything further.

- 1 Collate information about contacts of the case and their interaction(s) with the case **during their infectious period.**

For example:

- known customers
- known visitors to your premises
- other staff members
- known people at offsite activities related to your business, such as social functions
- known people in shared transport related to your business, including drivers



3. Assessment of contacts

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

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

Ensure that you

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

Steps

1	Identify the close contacts, using the table on page 11
2	Record and save the close contacts onto an Excel spreadsheet (template below) or link here
3	If you are working with public health officials discuss and agree the contact categorisation(s), if necessary
4	Further public health input must be sought: <ul style="list-style-type: none"> • There have been significant staff exposures that put the businesses' ability to operate at risk • There are staff at high risk of severe disease and/or where the risk assessment tables may be challenging to apply

What about Casual contacts?

Casual contacts do not have to take any immediate action; however, they should be advised to monitor their health for 10 days from the last date of contact with the case, and if symptoms develop, they should get a test immediately, stay at home until a negative test result AND until 24 hours after symptoms resolve.

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

What do I tell my other employees/staff?

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

How do I determine if someone is a close contact?

The below table outlines the considerations to make to determine if someone in the workplace is a close or casual contact of a case of COVID-19. You can use the *Contact Categorisation Spreadsheet* [linked here](#), which provides drop-down selections, which will use an algorithm to determine the nature of contact of a person. See Appendix 5 for scenarios of how to use this tool.

	Type of interaction	Examples	Mask worn by case ²	
			Yes	No or unknown
Close range contact within 1.5m of case	Direct contact with respiratory secretions or saliva (indoors or outdoors) OR Face to face contact with a case who is forcefully expelling air/secretions FOR ANY DURATION OF TIME REGARDLESS OF FACE COVERING USE	Kissing, spitting, hongi, sharing cigarettes or vapes Singing, shouting, coughing, sneezing Contact sports (heavy breathing related to exertion)	Close	Close
	Indoor face to face contact for more than 15 minutes	Having a conversation Sitting across a table from someone		
	Non-face to face contact for more than 1 hour in an indoor space	Sitting near someone in class or assembly but not having a conversation	Casual if < 2 hours Close if > 2 hours	Close
	Higher risk indoor contact more than 1.5m away from case and no close-range contact	Indoor contact in a small space without good airflow/ventilation* for more than 15 minutes	Class or tutorial room, staff rooms, office, sick bay, toilets, minivan or bus (provided by the provider)	
Indoor contact in a moderate sized space without good airflow/ventilation for more than 1 hour		Lecture theatre, research lab, gymnasium, hall, train	Casual if < 2 hours Close if > 2 hours	
Low risk contact (no close-range contact or higher risk indoor contact)	Large indoor settings (bigger than 300m ²) if none of the criteria above are present	Auditorium, study hubs or large libraries	Casual	Casual
	Smaller indoor venues (less than 300m ²) with good air flow-ventilation for up to 2 hours	Well ventilated classrooms/offices (e.g., windows open)		
	Brief indoor contact regardless of distance from case	Passing each other in the corridor, sharing an elevator	Casual	Casual
	Contact in outdoor spaces FOR ANY DURATION OF TIME	Walking outside with friends Non-contact sports		

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

² It is unclear how long a face covering provides protection from infection when a contact is in close-range contact with a case or is present in the same indoor spaces. Therefore, face covering use should only be used to down-categorise contacts when the close-range contact is for less than 2 hours. This advice may change as more evidence becomes available.

What if someone has already had COVID-19, are they still a Close contact?

If someone you identify as a Close contact, tells you they have had COVID-19 themselves in the last month (28 days), then they are NOT a Close contact and are not required to isolate again. If it was more than a month since their infection, they are a Close contact and are required to isolate again.

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

In this situation, support the affected workers who are Close contacts to go home and be tested straight away. They should wear a mask, restrict contact with others e.g., not take public transport to get home if possible and maintain physical distancing. Close contacts should remain at home for the required amount of time (see *How long will my employees be off work?* below). Note – if your employees are part of the Close Contact Exemption Scheme (CCES), more information is available [here](#).

If any contacts are currently working, they should be supported to go home and commence their isolation immediately.

How long will my employees be off work?

Close contacts are required to be isolating and off work for **7 days** provided they have a negative test taken on day 5 and do not develop any symptoms of COVID-19. Close contacts can return to work on day 8 after exposure. They **will not** need a confirmation from health authorities that they can return to work.

Please note, if someone you identify as a close contact **lives in the same household as a case**, they are considered a household contact. They are required to self-isolate from when the first

case in their household received their positive test result through until the first case in their household reaches day 10. The exact length number of days may vary.

Other customers or staff who are not close contacts are not required to stay at home. These people should monitor for symptoms of COVID-19 and if symptoms develop then they should immediately get a test and stay at home until they receive a negative test result AND until 24 hours after symptoms resolve.

Do all of my employees need to get tested?

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

Testing and/or isolation/stand-down of all staff in the workplace is not required or recommended

It is important to note that your employees may be exposed to COVID-19 outside of the workplace and be classed as close contacts. In these scenarios, it is important they follow the guidance provided.

4. Communication to Close contacts

When to use

Follow these steps to inform the Close contacts that you have identified of the immediate steps they need to take to isolate and get tested for COVID-19.

You must let them know immediately that they are a Close contact to ensure they act promptly. It is important to note that Close contacts will not be contacted by health authorities unless they live with a case.

Ensure that you

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

Steps

1	Populate the template letters in Appendix 4 with the information required
2	Use the information from the <i>Contact Categorisation Spreadsheet</i> to create lists of who should receive the: Close contact information Casual contact information

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

Casual contacts do not have to take any immediate action. They can continue to work but they should monitor their health for 10 days and if symptoms develop, they should get a test immediately, stay at home until a negative test result AND until 24 hours after symptoms resolve.

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

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

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

What about general advice for my business?

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

- Following any national or regional guidance that is in place for COVID-19
- Watching for COVID-19 symptoms (more information)
- Self-isolating and getting tested if unwell and call Healthline on 0800 358 5453 or their general practitioner (GP) for advice.
- Healthline is free, available 24 hours a day, 7 days a week and has interpreters available.
- Find testing services in [your region here](#)

Appendix 1: Frequently Asked Questions (FAQs)

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

The employee may have a text message confirming their diagnosis, or they may have had a phone call. Some employees will be able to access confirmation of their test result via the **MyCOVIDRecord** website, or through a patient management system such as **ManageMyHealth**. It is important that you begin the contact tracing process even without confirmation of the positive result.

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

No. If an employee tells you that they have tested positive for COVID-19 (they may be able to show a positive test result or text message), it is important that you use this guide to start contact tracing immediately.

Will public health call my employees each day if they are close contacts?

No. All close contacts are required to self-manage with support from their families, whānau, employers, school and/or communities.

Household close contacts, who live with a case, will be contacted either directly or as a household group.

What is an exposure date?

An exposure date is the last date that the person had contact with the case – this is day zero and their isolation period starts from this date.

e.g., Steve and Mary worked together on 25 September. Steve tested positive for COVID-19 on the 26 September. Mary had her last contact with Steve on 25 September at work – this is her day zero. She will isolate for 7 days from 25 September.

A person was in the bathroom at the same time as the case – are they close contacts?

If toilets are cubicle-style, treat them all as one big room. If toilets are separated by floor-to-ceiling walls and a door these can be counted as separate rooms. In general, the short amount of time spent in these spaces would be for <15 minutes, meaning in almost all situations these would not be close contacts.

A person was in a lift at the same time as the case – are they close contacts?

An elevator ride is a brief passing exposure so people who shared an elevator with the case would not be close contacts. The best protection is to maintain a policy of only 1 person per lift, or only people from the same “work bubble” sharing lifts, as well as strict mask use when moving around buildings.

Our workplace is entirely outdoors – does this change anything?

If activities only occur outdoors, then people would not usually be Close contacts. The only exception to this is where activities in the “close range contact” section of the assessment of contacts table occur.

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

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

Some businesses of this nature may be eligible for the Close Contact Exemption Scheme (CCES) More information on the scheme can be found [here](#).

What if the case was smoking/vaping?

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

What about contractors or tradespeople that have visited my workplace?

It's important to keep a good record of contact details for contractors or tradespeople who have worked on-site at your workplace, in addition to having NZ COVID Tracer QR codes posted. NZ COVID Tracer QR codes are designed to be private, so workplaces cannot access to the records of who has scanned in at their premises. You will need to get in touch with any contractors or tradespeople that you think are at risk and let them know what they need to do so accurate contact information is critical.

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

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

In general, an outdoor construction site would not have close contacts. Indoor construction sites may have close contacts and should be assessed according to the table on page 9.

Why is it that a COVID-19 case can come back to work with some minor symptoms, but other staff who have had negative COVID-19 tests have to stay at home until their symptoms resolve?

It is possible that a person who has recovered from COVID-19 and is no longer infectious may have some residual symptoms, like a persistent cough. This does not mean they are able to infect others; as long as they have isolated for the appropriate amount of time and their symptoms are not new or worsening, they can leave isolation. Other people who have tested negative for COVID-19 but have symptoms may be infected with another respiratory illness, like the flu, or a cold. In order to prevent outbreaks of other respiratory illnesses in the workplace, it is best for these people to stay home until they do not have any symptoms.

Appendix 2: Symptoms of COVID-19

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

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

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

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

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

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

Where to get help

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

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

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

Appendix 3: Contact management pathways

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

Close Contacts

What must Close contacts do?

- Self-isolate at home for **7 days** after last contact with the case, test on **day 5** after last contact with the case
- Continue to isolate at home until **negative day 5 test result** received or 7 days has passed since last exposure, whichever is later. The close contact can return to work on day 8 post-exposure.
- Get an additional test immediately if symptoms develop at any time during the 7 days. Stay at home until negative test result AND until 24 hours after symptoms resolve

Casual Contacts / general advice

Advice for Casual Contacts / general advice for rest of workplace

Casual contacts must:	<p>Watch for symptoms for at least 10 days post-exposure and if any develop, get tested immediately and stay at home until negative test received and 24 hours after symptoms resolve</p> <p>Can continue to work if symptom-free</p>
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Bluetooth function of the NZ COVID Tracer App

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

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

Appendix 4: Information for contacts

Template information for Close contacts

- This message is to be sent in its entirety to the list of Close contacts you have identified.
- **Highlighted text** can be edited.

[Kia ora/insert greeting]

This message contains important public health information for you. Please read this information carefully.

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

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

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

Close contacts need to test and self-isolate:

Testing	Self-isolation
<p>Stay at home and get tested on [date] (Day 5 test)</p> <p>If symptoms develop at any time during the 7 days, get an additional test immediately and remain at home until a negative test result is received AND until 24 hours after symptoms resolve.</p>	<p>You must self-isolate for 7 days after you were exposed to a positive COVID-19 case.</p> <p>You can go back to work on [date after last day of isolation] as long as you have no symptoms, and you have a negative Day 5 test result.</p>

Testing advice

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

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

What does it mean to self-isolate?

Close contacts should stay away from other members of their family where possible. Even if you are fully vaccinated, you still need to self-isolate. Avoid or minimise contact with household members to the greatest extent possible during the isolation period.

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

For more information on how to self-isolate safely, please see <https://www.health.govt.nz/covid-19-novel-coronavirus/covid-19-health-advice-public/covid-19-information-close-contacts>.

Please get vaccinated

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

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

Please watch for symptoms of COVID-19

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

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

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

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

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

Noho ora mai,

[Name / Role / Business name]

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

- This message can be used to inform the rest of the employees, customers or your business community.
- **Highlighted text** can be edited.

[Kia ora/insert greeting]

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

We're sending this letter as there has been a

confirmed case of COVID-19 at our workplace/business. The [staff member/customer] was at on our premises from [insert relevant dates].

You have NOT been identified as a contact. We remain open and it is safe for you to continue to [work or shop or visit].

What you need to do

- You and your whānau should watch for COVID-19 symptoms
- If any symptoms develop, get tested immediately
- Then, stay at home until you receive the result
- If your whānau hasn't been vaccinated, please do so as soon as possible. You can book on-line at <http://www.bookmyvaccine.nz> or by calling 0800 28 29 26. It's free.

What we're doing

[business name] will stay open

We have appropriate public health measures and cleaning procedures in place

Symptoms of COVID-19

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

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

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

Noho ora mai

[Name / Role / Business name]

Appendix 5: Scenarios

Scenario 1:

Michael notifies you that he has tested positive for COVID-19. Michael's infectious period began on Monday the 10th. Michael was at work on Monday the 10th and Tuesday the 11th.

You gather the details of those who were at work with Michael on Monday and Tuesday.

Hannah is Michael's direct supervisor, and they had a meeting on Monday for an hour in a small room where neither of them wore masks. Hannah also sits near Michael in an office environment. They were both at work on Tuesday.

You fill in the *Contact Categorisation Spreadsheet* for Hannah per the information you received.

First Name	Last Name	Date of Birth	Phone Number <i>Remove (0) at the beginning of landline and mobile numbers when putting into +64 format</i>	NHI number <i>Optional</i>	Email <i>*Email in format test@email.com</i>	Alternative phone number ie, whānau member, emergency contact <i>*Remove (0) at the beginning of landline and mobile numbers when putting into +64 format</i>	Street address <i>Optional</i>	Comments <i>May be used if you have specific details on the contact with case</i>
<i>Mandatory</i> Hannah	<i>Mandatory</i> Smith	<i>DD/MM/YYYY</i> 16/08/1992	<i>+64XXXXXXXX</i> 64270010023	<i>ABC1234</i> ABC1234	<i>test@email.com</i> hannahsmith@work.co.nz	<i>+64XXXXXXXX; test@email.com</i> 272345678	1A John St	Manager of case, had a meeting in a small room with case unmasked
			<i>Close range contact within 1.5m of case</i>		<i>Indoor contact more than 1.5m from case</i>			
Direct contact with respiratory secretions or saliva? (ie, Kissing, spitting, hongi, sharing cigarettes or vapes OR singing, shouting, coughing, sneezing OR contact sports)			Indoor face to face conversation with the case for more than 15 mins (ie, Having a conversation, sitting across a table from someone)	Non-face to face contact for more than 1 hour in an indoor space (ie, Sitting near someone in an office having a conversation or not being near someone but not having a conversation)	Indoor contact in a small space without good airflow/ventilation* for more than 15 minutes (ie, meeting room, indoor licensed space, lunch rooms, reception areas, toilets, transport)	Indoor contact in a moderate sized space without good airflow/ventilation for more than 1 hour (ie, large office space, factory floor)	Appropriate face covering worn by case?	Contact category - Close Contact OR - General advice (this advice is the same as for a Casual Contact)
No			Less than 2 hours	More than 2 hours	Less than 2 hours	More than 2 hours	No	Close

Hannah is classed as a close contact and should be immediately told to isolate for 7 days from the date of last contact with Michael (Tuesday being day 0).

Scenario 2:

Joseph works on the shop floor of your business. Joseph informs you that he has received a positive COVID-19 test result. Joseph's infectious period began on Tuesday the 15th. Joseph was at work on Tuesday the 15th. You gather the details of those who were also working with Joseph on the 15th.

Richard works with Joseph on the shop floor. The shop floor is a large area. They did not have any significant interactions on Tuesday and took lunch at different times. They both wore masks on the shop floor.

You fill in the *Contact Categorisation Spreadsheet* for Richard per the information you received.

First Name	Last Name	Date of Birth	Phone Number <i>Remove (0) at the beginning of landline and mobile numbers when putting into +64 format</i>	NHI number <i>Optional</i>	Email <i>*Email in format test@email.com</i>	Alternative phone number ie, whānau member, emergency contact <i>*Remove (0) at the beginning of landline and mobile numbers when putting into +64 format</i>	Street address <i>Optional</i>	Comments <i>May be used if you have specific details on the contact with case</i>
Mandatory	Mandatory	DD/MM/YYYY	+64XXXXXXXX	ABC1234	test@email.com	+64XXXXXXXX; test@email.com		
Richard	Johns	21/08/1982	6427034323	ABC1234	rjohns@email.com	272321678	14 Main St	Works with case, different breaks
			Close range contact within 1.5m of case		Indoor contact more than 1.5m from case		Appropriate face covering worn by case?	Contact category - Close Contact OR - General advice (this advice is the same as for a Casual Contact)
Direct contact with respiratory secretions or saliva? (ie, Kissing, spitting, hongi, sharing cigarettes or vapes OR singing, shouting, coughing, sneezing OR contact sports)	Indoor face to face conversation with the case for more than 15 mins (ie, Having a conversation, sitting across a table from someone)	Non-face to face contact for more than 1 hour in an indoor space (ie, Sitting near someone in an office having a conversation or not being near someone but not having a conversation)		Indoor contact in a small space without good airflow/ventilation* for more than 15 minutes (ie, meeting room, indoor licensed space, lunch rooms, reception areas, toilets, transport)	Indoor contact in a moderate sized space without good airflow/ventilation for more than 1 hour (ie, large office space, factory floor)			
No	No	No	No	No	More than 2 hours	Yes	Close	

Richard is classed as a close contact and should be immediately told to isolate for 7 days from the date of last contact with Joseph (Tuesday being day 0).

Scenario 3:

Alex works in the office of your large distribution centre. Alex informs you that they have received a positive COVID-19 test result. Alex tested positive on the Friday the 11th, and their infectious period began on Wednesday the 9th. They were at work on Thursday, but not on Friday.

Graham works as a delivery driver for the business. Graham went into the office on Thursday to drop off some documents, but was in the office for less than 5 minutes. Graham and all the office workers were wearing masks.

You fill in the *Contact Categorisation Spreadsheet* for Graham per the information you received.

First Name	Last Name	Date of Birth	Phone Number <i>Remove (0) at the beginning of landline and mobile numbers when putting into +64 format</i>	NHI number <i>Optional</i>	Email <i>*Email in format test@email.com</i>	Alternative phone number ie, whānau member, emergency contact <i>*Remove (0) at the beginning of landline and mobile numbers when putting into +64 format</i>	Street address <i>Optional</i>	Comments <i>May be used if you have specific details on the contact with case</i>
<i>Mandatory</i>	<i>Mandatory</i>	<i>DD/MM/YYYY</i>	<i>+64XXXXXXX</i>	<i>ABC1234</i>	<i>test@email.com</i>	<i>+64XXXXXXX; test@email.com</i>		
Graham	Blank	7/02/1982	6427045323	ABC1234	gblank@distro.com	272342678	123 Serpentine Way	Dropped off papers into the office, less than 5 mins
			Close range contact within 1.5m of case		Indoor contact more than 1.5m from case		Appropriate face covering worn by case?	Contact category - Close Contact OR - General advice (this advice is the same as for a Casual Contact)
Direct contact with respiratory secretions or saliva? (ie, Kissing, spitting, hongi, sharing cigarettes or vapes OR singing, shouting, coughing, sneezing OR contact sports)	Indoor face to face conversation with the case for more than 15 mins (ie, Having a conversation, sitting across a table from someone)	Non-face to face contact for more than 1 hour in an indoor space (ie, Sitting near someone in an office having a conversation or not being near someone but not having a conversation)	Indoor contact in a small space without good airflow/ventilation* for more than 15 minutes (ie, meeting room, lunch rooms, reception areas, toilets, transport)	Indoor contact in a moderate sized space without good airflow/ventilation for more than 1 hour (ie, large office space, factory floor)				
No	No	No	No	No	No	No	Yes	General advice

Graham is not a close contact and does not need to isolate. Graham should monitor for symptoms for ten days from Thursday onwards.

We appreciate all that you do to keep our communities safe and New Zealand going.

To find out more please visit the Ministry of Health website.



FOR MORE INFORMATION
please visit www.health.govt.nz