

Pre-arrival at MIQ

Key

- Selected insight
- Barrier to adhering to IPC guidelines
- Recommendation # (see Final Report for detail)

Community case

Public health nurse tells person they have tested positive. Typically a phone conversation.



Close contacts (of community cases or + returnees)

Person is notified that they are a close contact by the COVID+ve person. Most commonly within the same household.



Nurse and community case discuss whether the community case / close contact will go to quarantine facility or not

If going to MIQ, MBIE communicates with case to arrange transport to quarantine facility



Community case / close contact is transported to **quarantine facility**

Community cases and + returnees

Returnee / immigrant

Arrive at airport

Notified at the airport of need to go to isolation facility



Most common pathway

Tested for COVID-19 at the airport.



Not tested for COVID-19 at the airport

Tested +

COVID+ve returnee is transported by van to **quarantine facility**

Community cases and + returnees

Tested -

COVID-ve returnee is transported by van to **isolation facility**

Tested in isolation facility on Days 0-1; Day 3; Day 5-6

Remains COVID-ve

COVID-ve returnee is **released** from isolation facility after the required number of days

Tests COVID+ve

COVID+ve returnee is transported to **quarantine facility**

Community cases and + returnees

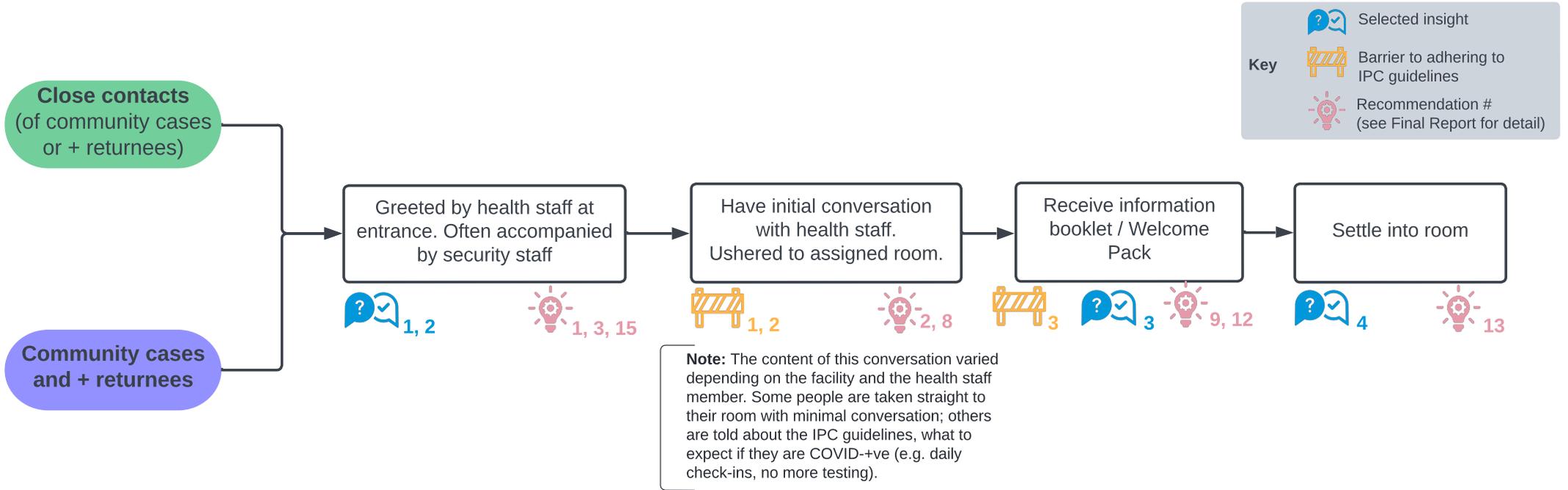
Summary of insights

- Approximately one in three (65%) survey respondents felt they had all or most of their questions answered at this point. However, some interviewees reported needing more time to think through their questions, and some felt that asking questions was an imposition/nuisance.
- Approximately one in five (22%) survey respondents indicated that they chose to enter MIQ to keep their whānau and others safe.
- The transport experience to MIQ had an impact on some participants' sense of wellbeing
- As most returnees are aware of the requirement to enter MIQ upon their arrival to NZ. they were able to plan for what was to come and as a result were more likely to feel prepared for their stay in MIQ. Overall, returnees seemed to have an easier time adjusting to MIQ and following the IPC rules compared to community cases.

Note: More often than not, returnees are not tested for COVID-19 at the border. Testing is typically done only if the returnee was experiencing symptoms.

Note: The required isolation period can change throughout a pandemic e.g. 14 > 10 > 7 days. Isolation periods for returnees and immigrants are usually on par with quarantine periods for community cases.

Arrival at MIQ facility (focused on *quarantine* facilities)



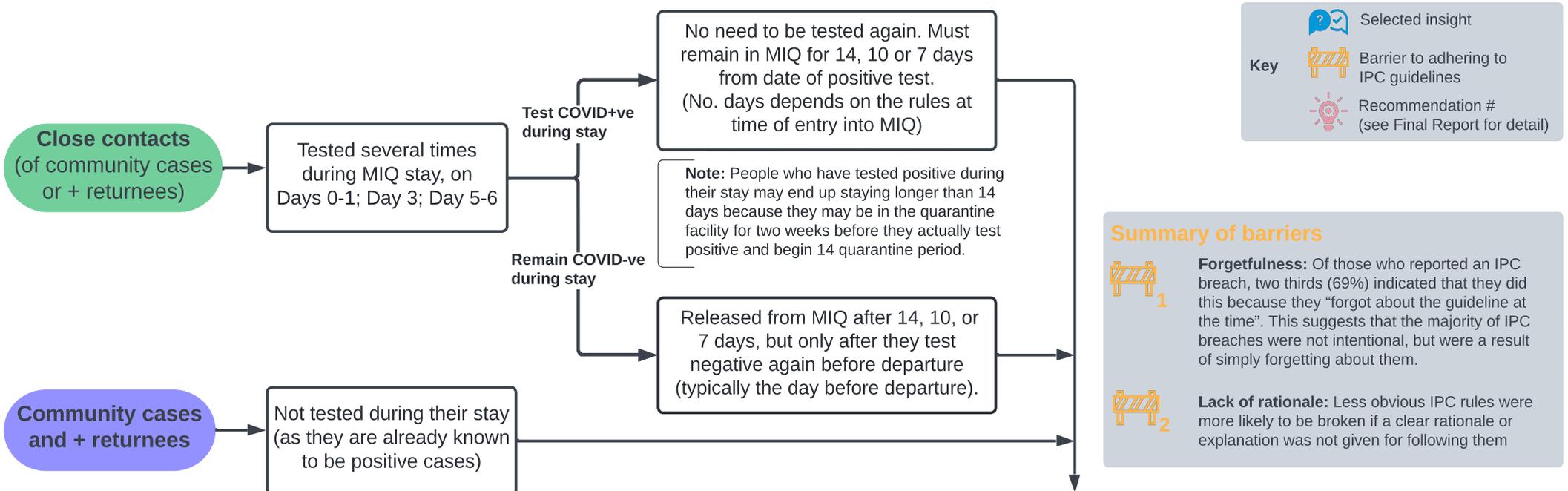
Summary of insights

- 1 Majority of survey respondents reported **feeling culturally safe** upon arrival at MIQ. However, one third of respondents suggested that cultural safety was not entirely true to their experience. This was partly due to not having Māori staff who were relatable or feeling like they were being treated in a very transactional way, like a 'number'.
- 2 The vast majority of survey respondents (87%) reported feeling at least somewhat **supported** upon arrival.
- 3 Most survey respondents found the Welcome Pack moderately (26%) or very helpful (58%). Most survey respondents (70%) said they read it in full.
- 4 When survey respondents were asked about the single most influential thing that influenced their stay negatively, the most common theme in respondents' feedback was the **uncertainty they felt as a result of poor or inconsistent communication**.

Summary of barriers

- 1 There was also a **lack of information coordination** between different groups of staff, meaning that participants often received differing or conflicting information.
- 2 For some interview participants, there was a **lack of kanohi ki te kanohi and associated korero**. This meant they were less able to absorb the information.
- 3 Although the Welcome Pack was available in Samoan and Tongan, participants **had to proactively ask** for a copy in their first language and many did not do this.

During MIQ stay



Summary of insights

-  **1** Most participants had good knowledge of the COVID-19 rules in MIQ facilities, felt capable of following them and felt they were culturally appropriate.
-  **2** Protecting staff (84%) was the most common motivation to follow the IPC guidelines, followed by, protecting self (79%), stop community spread (75%), and protecting family/whānau (68.4%).
-  **3** Nursing and MIQ staff played a significant role in enhancing guests' MIQ experiences and adherence to IPC rules
-  **4** Approximately half (54%) of survey respondents recieved extra supports to meet their unique health needs.

 **1, 2**

Follow IPC guidelines
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Receive services
 **3**

Undertake optional activities

Before opening your door - close windows and balcony door, wash hands, put on a mask

Stay 2 metres apart from others if outside of your room for permitted reason

Receive food/drink delivery to door (3 times per day)

Booking/going on daily walks

No visitors at the facility or room

Do not share lifts with others or items between rooms (e.g. lighters, cigarettes, vaping equipment)

Receive daily wellbeing check phone call

Putting out rubbish / laundry

Recieve additional supports
  **4**

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Note: This box groups daily experiences, some which have the potential to impact adherence to IPC guidelines, but do not happen in a particular order. This is not an exhaustive collection of the behaviours involved. For more detail please see the full report.

Leaving MIQ facility

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Close contacts
(of community cases or + returnees)

Community cases and + returnees

Departure team contacts whānau to ask if they need help leaving

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Note: For example, will whānau pick them up or is a taxi required; assistance with luggage.

Receive a letter from health staff

Note: This letter is typically delivered in-person before leaving the facility. However, some interviewees we spoke to said they received their letters in the mail after they had left.

Content of letter

Community cases and + returnees
Letter explains person has had COVID and has quarantined for the required number of days (14, 10 or 7); allowed to be picked up by whānau.

Tested positive during stay
Letter explains the person has tested positive for COVID and has quarantined for the required number of days (14, 10 or 7) since testing positive; allowed to be picked up by whānau.

Remained negative during stay
Letter explains the person has quarantined for the required number of days (14, 10 or 7) for a close contact and did not test positive during their stay; allowed to be picked up by whānau.

Further support and information: Advice may be given upon leaving regarding what to do if they need further support, but this will typically only be if the guest asks for the information.

Person leaves MIQ facility (picked up by family, taxi, or other arrangement)

Typically, there is no follow-up with the person once they have left the facility.

Summary of insights

- 1 Approximately one in three (35%) of respondents disagreed that they had a clear understanding of when they could be allowed to leave MIQ
- 2 Some interviewees expressed confusion about the different isolation period rules for different facilities (particularly returnees).