

Guidance for businesses that are locations of interest following a visit by a confirmed (or probable) COVID-19 case.

18 February 2021

Introduction

This document is to support businesses that have been identified as a location of interest following a visit by a confirmed (or probable) COVID-19 case. In most cases, a public health official will call and talk you through what this means for your business, however there may be some occasions (e.g. out of hours) when it may not be possible to contact you immediately.

Being a location of interest means that a confirmed (or probable) case has visited your premises during their infectious period. In most situations the risk of exposure to the virus from these visits is low. Staff and customers/patrons on your premises during the same timeframe as the case are considered either 'Casual Contacts' or 'Casual Plus Contacts', unless public health staff identify them as a 'Close Contact' and call them directly to provide specific advice. Users of the NZ COVID Tracer app Bluetooth functionality may also be identified as 'Close Contacts' via an orange notification and if so, they should follow the directions given in the notification.

All businesses that are current locations of interest and the relevant timeframes are listed here: <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-public/contact-tracing-covid-19/covid-19-contact-tracing-locations-interest>

If you haven't already been contacted by public health staff, you can check this webpage to find out if your staff and customers are Casual Contacts or Casual Plus Contacts.

Healthline: call 0800 358 5453. This is a free call, available 24 hours a day and interpreters are available.

What to tell your staff

Any staff who were at your premises at the same time as the case should follow the instructions detailed on the locations of interest page.

- If your staff are Casual Plus Contacts, they must stay at home until they get a negative test result back. If they do not have any symptoms, that test should be five (5) days after the date that the exposure occurred at your premises. If the exposure occurred more than 5 days ago then they should go for a test as soon as possible. If they do have symptoms, they should arrange to get a test as soon as possible and stay at home until they receive a negative test result.
- If your staff are Casual Contacts, they should self-monitor for COVID-19 symptoms for 14 days. There is no requirement to stay at home unless they have symptoms, in which case they should get a test as soon as possible and stay at home until they receive a negative test result.

Test results are usually available within 48-72 hours but in some situations may take up to five days. Negative test results may be delivered by text message but if not, staff can call their GP or Healthline to check. Positive test results are always delivered by a phone call from a public health official.

Only staff who were working/present at the date and time(s) stated on the website need to be tested. If any other staff are feeling unwell, they should call Healthline. Staff members who scan into work using the NZ COVID Tracer app, may not get a notification via the app unless they scanned around the same time as the case.

Other people living in the same household as staff who are Casual Contacts or Casual Plus Contacts do not need to stay at home - unless they have also been at a location of interest at the same time as the case.

What to tell your customers

Please use your business communication channels – such as social media, website, or customer email database – to let any patrons/customers know that they should check the locations of interest page and if they visited your premises at the same time as the case, to follow any instructions on the website.

If your customers scanned into your premises using the NZ COVID Tracer app around the same time as the case, they should also get a yellow notification via the app.

- If your customers/patrons are Casual Plus Contacts they must stay at home until they get a negative test result back. If they do not have any symptoms, that test should be five (5) days after the date that the exposure occurred at your premises. If the exposure occurred more than 5 days ago then they should go for a test as soon as possible. If they do have symptoms, they should arrange to get a test as soon as possible and stay at home until they receive a negative test result.
- If your customers/patrons are Casual Contacts, they should self-monitor for COVID-19 symptoms for 14 days. There is no requirement to stay at home unless they have symptoms, in which case they should get a test as soon as possible and stay at home until they receive a negative test result.

Test results are usually available within 48-72 hours but in some situations may take up to five days. Negative test results may be delivered by text message but if not, staff can call their GP or Healthline to check. Positive test results are always delivered by a phone call from a public health official.

Other people living in the same household as customers/patrons who are Casual Contacts or Casual Plus Contacts do not need to stay at home - unless they have also been at a location of interest at the same time as the case.

Where to get tested

Healthline will provide advice about where and when to get tested. Up-to-date information about where to find testing services in your local region can also be found here <https://www.healthpoint.co.nz/covid-19/>

Symptoms of COVID-19

The symptoms of COVID-19 can include one or more of the following:

- a new or worsening cough
- a high temperature/fever (at least 38°C)
- shortness of breath
- a sore throat
- sneezing and runny nose
- temporary loss of smell

If a staff member or customer develops any of these symptoms, they should call Healthline (for free) on 0800 358 5453, their doctor or an after-hours clinic for advice. They should follow the health provider's instructions about how and where to go to get tested.

Information for staff and customers who visited your business but not at the same time as the case

Please advise staff and customers who were not on the premises at the same time as the case that they are **not** required to stay at home or get tested. They should remain vigilant for any signs and symptoms of COVID-19 and if they begin to feel unwell, call Healthline who will provide advice about testing.

Please help reserve the immediate use of your local testing services for those staff and customers that were on your premises at the same time.

Cleaning your premises

The virus that causes COVID-19 will be killed by thorough cleaning and disinfection practices. 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.

Any hospital grade detergent/disinfectant products are suitable for cleaning. Always follow the directions on the label which will include safety information and instructions for safe and effective use of the cleaning product, including any precautions you need to take when using it. Recommended cleaning product(s) should be a 2-in-1 product (containing both cleaning and disinfectant properties) to increase efficiency. Keep the windows open for ventilation if possible.

You can use hypochlorite disinfectants (bleach) or products that state on the label that they have antiviral activity, meaning they can kill viruses.

If using bleach, mix with water following the dilution instructions provided by the manufacturer. Fresh bleach solution should be made every 24 hours. If the solution is not prepared and used as described in the instructions, it is unlikely to be effective.

Further information on cleaning and disinfection can be found on the [Ministry of Health website](#) or you can contact the Infection Prevention and Control team at your local District Health Board for advice.

Next steps

If your local public health unit has not yet managed to contact you, please be patient as they may be dealing with many cases and/or locations of interest.

If your staff will miss work and are unable to work from home while awaiting COVID-19 test results, a payment may be available to you to help support them. For more information visit <https://www.workandincome.govt.nz/covid-19/short-term-absence-payment/>

You can find more information about COVID-19 on the [Ministry of Health](#) website.

Learning modules

The Ministry of Health has worked with Careerforce to create learning modules with useful advice on how to stop the spread of COVID-19.

The following modules are available on the Ministry of Health's LearnOnline website:

- [Cleaning your hands](#)
- [Stop the spread of COVID-19](#)
- [Helping others with their personal care needs](#)
- [Working as a caregiver in your home](#)