

Guidelines for Air New Zealand staff staying in self-isolation hotel

12 February 2021

Under an agreement between Air New Zealand and the New Zealand Government, all Air New Zealand aircrew returning to New Zealand after flying on higher-risk routes (currently these are New Zealand to Los Angeles and New Zealand to San Francisco) will self-isolate in a prearranged hotel for 48 hours. You will then undertake a medical examination and nasopharyngeal test (swab up the nose) for COVID-19. Once you have returned a negative test, you can leave the isolation facility.

If you return a positive test, you will be transferred to a Quarantine facility.

Clause 15D of the COVID-19 Public Health Response (Isolation and Quarantine) Order 2020 describes **self-isolation** means maintaining physical distancing (to the greatest extent practicable) from every person in or outside their place of self-isolation. This means that aircrew self-isolating in a hotel should stay in their room whenever possible. You must not allow others to enter your room (except for emergency, maintenance or medical reasons), you may only leave your room for specific purposes, and you must wear a face covering when outside your room.

Transport

You are required to use the official transport provided for travelling to the isolation facility, and for onward travel to a quarantine facility if required. On arrival in Auckland you will be picked up outside the airport terminal and taken directly to the hotel. You must be wearing a face covering (preferably a single use medical mask) from airside through until you are in your hotel room and the door is closed.

While in the hotel

While in self-isolation, you are required to stay in your room unless you are visiting the designated exercise or smoking areas. As per the Isolation and Quarantine Order, you are not permitted to socialise with your fellow crew members while in self-isolation in New Zealand.

You may not go anywhere else on the hotel property. This includes the sauna, spa pool, gym, restaurant, and your fellow crew members' rooms. Except as directed in an emergency, you may not leave the property until you have had a medical examination and returned a negative COVID-19 test.

Family or friends cannot visit you while in the self-isolation facility.

Food

Your breakfast, lunch and dinner will be delivered to your room and left outside your door, paid for by the New Zealand Government. You will need to be wearing a face covering when you open the door to collect your meal to prevent any risk to the hotel staff delivering yours and any other meals in the same area. You will need to pay for any additional food you require. Let the on-site team know if you have any food allergies or medical conditions that require a special diet.

Food will be supplied in disposable packaging, to minimise the infection risk to hotel staff removing used items. The hotel can provide a set of reusable cutlery, mugs and glassware for you to use while during your stay. These will remain in your room for the duration of your stay. Cleaning these between meals is your responsibility; dishwashing liquid and a tea towel will be supplied for this purpose. The hotel may also provide a plate and bowl on the same basis. Please be aware of hygiene when you clean these, as you will need to do this in your bathroom. Please also minimise the amount of food waste and greasy residue you put down the basin as it may lead to blockages.

Smoking

Smoking is not allowed inside your room. A designated smoking area is provided but you may be escorted while smoking. You may remove your face covering once you are in a designated smoking area. You must have a means to sanitise your hands following removal of your face covering and put a face covering back on when smoking session finished and sanitise hands again. While smoking you need to physically distance from others. All smoking areas are monitored.

The Ministry of Health website has resources to help you quit smoking; see

<https://www.health.govt.nz/your-health/healthy-living/addictions/smoking/stop-smoking>.

Exercising

You may exercise in your room at any time. If your airline has taken over the hotel in its entirety (ie there are no other guests or residents staying there), exercise outside your room is permitted in a designated exercise area. Exercise in this area should be at a low intensity level to minimise perspiration and heavy breathing. You will need to wear a face covering and maintain 2 metres distance from all others, including fellow crew members. Your hotel will advise how to book exercise sessions.

Laundry

Laundry services are available during your stay. Contact hotel reception.

Face coverings

You must always wear a face covering (preferably a single use medical mask) whenever outside your room, including when collecting meal trays or other items from outside your door.

Interacting with the media

There is high public interest in the aircrew isolation facility. If media contacts you asking for comments refer them to the Air New Zealand media team.

Delivery of food and goods

You can have items delivered to your facility - this includes food or personal packages. See above on use of face coverings while taking delivery of these.

Cleaning

Housekeeping will not clean your room during your stay. You can ask the hotel for cleaning equipment for your use, as well as clean linen and towels. These will be delivered to outside of your door. No vacuum cleaners will be supplied to aircrew.

Appendix 1: How to wear a face mask safely

MANAGED ISOLATION
AND QUARANTINE

Unite
against
COVID-19

How to wear a face mask safely

PUTTING ON A FACE MASK:



Clean your hands.
Before you put on your face mask, wash and dry your hands or use hand sanitiser.



Check your face mask.
Make sure it is clean, dry and not damaged.



Put on your face mask.
Place the face mask over your nose, mouth and chin, and place the loops over your ears to hold the mask in place.



Replace the face mask every four hours or earlier if it becomes damp, damaged or dirty.
Dispose of face masks in a rubbish bin.



Clean your hands.
Wash and dry your hands or use hand sanitiser.

WHEN WEARING A FACE MASK YOU SHOULD AVOID:



Touching the front of your mask.



Touching your face.



Moving your face mask.

Appendix 2: How to remove a face mask

MANAGED ISOLATION
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How to remove a face mask



Clean your hands.

Before you put on your face mask, wash and dry your hands or use hand sanitiser.



Remove your face mask.

Take your face mask off by removing from the earloops.



Dispose of face masks in a rubbish bin.

Do not re-use or try to disinfect single-use face masks.



Clean your hands.

After you take off your face mask, wash and dry your hands or use hand sanitiser.