

COVID-19 repatriation of travellers

Background

All international travellers arriving into New Zealand have been through Auckland Airport and checked at the border. If travellers have indicated they have any symptoms they are transferred to a quarantine facility near Auckland airport. If the travellers have no symptoms but do not have a suitable plan for self-isolation or do not have a suitable plan to get to their self-isolation within 5 hours drive of Auckland airport, they have been required to transfer into a managed isolation facility.

Health staff, Police and Air NZ have been managing a process of repatriating people from the managed isolation facilities to their home regions to self-isolate until their 14-day isolation period is complete, at which time they will move to level 4 isolation along with the rest of New Zealand.

The information below outlines the process for repatriating.

What is required once the repatriated flights arrive into your region?

There are currently no requirements for Public Health Units, District Health Board and Primary Health Organisations.

You will see in the following information that people have been cleared for travel prior to departing their managed isolation facility.

Aviation security are escorting people through the airport and Police are meeting people in the arrivals hall to ensure everyone has private transportation to their self-isolation.

Community monitoring

People that have been repatriated will be checked on by the Police within 72 hours to ensure they are following the self-isolation criteria. This contact is via text message, if they are not able to make contact, they will receive a home visit by Police.

Information on people that are repatriating

- **While New Zealand is at COVID-19 alert level 4, travel is severely limited for most people.**
- **All people arriving in New Zealand from overseas are required to go into self-isolation for 14 days.**
- **People arriving back in the country who fulfil specific criteria can self-isolate at home (appendix 1).**
- **People who do not meet the criteria are being placed in either a quarantine facility or are required to stay at a managed isolation facility.**
- **Leaving managed isolation during the 14-day self-isolation period could involve:**
 - Flights being organised to move you from your managed isolation facility to other regional airports so you can then get home and continue your self-isolation.
 - Identifying suitable self-isolation plan that does not require a further domestic flight (e.g., being picked up by a friend or family member and joining their 'bubble', rather than going to their own home).

1. People that are eligible to leave the managed isolation facility?

Once a suitable isolation location has been identified and have been assessed as meeting certain criteria by health staff at the isolation facility then you will be eligible to leave.

2. Criteria to leave managed isolation facility?

People must meet the following criteria:

a) COVID-19 risk level - signed off by health person

- Have not been diagnosed with COVID-19
- Do not have COVID-19 symptoms
- Have not been tested positive for COVID-19
- Do not have a temperature of 38 °C or higher

b) A suitable self-isolation plan

- Have a suitable place to complete self-isolation (private residence). People must **not** self-isolate with “at-risk people” (e.g. those over 70, those with medical conditions, pregnant women etc). Further details on “at-risk people” available <https://covid19.govt.nz/help-and-advice/for-everyone/vulnerable-people/>

c) Suitable Transport arrangements

- Self-isolation location (private residence) must be **within five (5) hours’ drive** from the airport
- People must use a private car to take you directly to this self-isolation location – either:
 - a self-drive private car already parked at the airport
 - a private car driven by someone living at your intended self-isolation location, e.g. someone within your “bubble” at the same address.
- Only the driver should travel to the airport to pick you up – i.e. no passengers from your intended self-isolation destination should come to pick you up.
- People cannot use rental cars, lease cars, public transport (taxis, Uber, buses, trains, ferries, other domestic flights, etc) to travel to your self-isolation location (private residence).

3. What is the process to get a domestic flight?

- Onward travel details will be confirmed by facility staff
- People will need to complete the *Exit Managed Isolation Form* (provided at Appendix 2) within 3 hours before anticipated departure from the isolation facility.
- Prior to leaving people will have a final health check (temperature and symptom check) before boarding a bus to the airport.
- People will be transported to the Airport via a bus or suitable vehicle.
- On arrival at the airport people will be escorted through the check-in process.
- People will board the flight and be advised of physical distancing protocols and other protocols for the flight (e.g., minimising your movements while on the plane).
- People will be met upon arrival and taken through the baggage collection, etc.
- Self-isolation plans and transport arrangements will be reconfirmed before you are allowed to leave the airport.
- People will be escorted to your transport and released to travel onwards to complete your self-isolation.
- People must remain in isolation for the remainder of your 14-day period. Importantly, please read the requirements below about keeping apart from other people in your destination residence.
- After your 14-day isolation period has finished people are required to comply with the COVID-19 alert level requirements in place at the time (level 4 as of 31 March 2020).

4. Do people have to organise transport to my home from the destination airport?

Yes. It is each person’s responsibility to organise their transport from the airport to self-isolation this prior to departing your managed isolation facility and this will be checked before departure.

5. Restrictions for the rest of the 14-day self-isolation period?

Since these people have come back from overseas, they need to separate themselves from those in your bubble and take some basic precautions. In summary:

- Limit contact with people other than the family members/companions they travelled with. They should not have visitors to their home, but it is okay for friends, family or delivery drivers to drop off food and supplies at the door.
- If they are in a home where the others who live with them have not travelled or been in close contact with a confirmed case of COVID-19, people should stay at least 2 metres from them at all times. The other household residents do not need to self-isolate provided these precautions are followed.
- People should not share dishes, drinking glasses, cups, eating utensils, towels, pillows or other items with other people in the home. After using these items, they should wash them thoroughly with soap and water, place them in the dishwasher for cleaning or wash them in your washing machine.
- While people can go for a short walk outside, they must limit your contact with other people and keep a 2 metres distance from others at all times. Do not stop for conversations. Use the hygiene practices noted below. Do not visit or use any essential services that are open – such as supermarkets, dairies, pharmacies, vending machines, or other services.
- Keep up the good hygiene practices.
 - Wash your hands regularly (at least 20 seconds with soap) and dry them, or use hand sanitiser
 - Keep at a distance of 2 metres from other people at all times
 - Cover coughs and sneezes with your arm
 - Avoid touching your eyes, nose, and mouth with unwashed hands.

Once your 14-day isolation period has finished these people will be required to comply with the COVID-19 alert level requirements in place at the time.

6. What if people become unwell while self-isolating?

Advise people to contact Healthline for free on 0800 358 5453 if they begin to feel unwell. The symptoms of COVID-19 are cough, fever, and shortness of breath.

If people need to call emergency services, advise them they are in self-isolation.

Leaving the facility: information for passengers travelling on domestic flights

This information sheet is provided to guests prior to their travel.

Health Check before boarding the plane

You will be checked before you leave the hotel. This will involve a phone call the evening before your departure to check if you have any symptoms and a temperature check in the morning. If you decline the health check, or you show signs and symptoms of a viral illness, you will not be allowed to board that flight.

Personal protective equipment

Face masks

You will be given face masks. We recommend you wear these from when you leave the hotel until you leave the airport at your destination. Change your mask approximately every four hours, or sooner if the mask becomes damp.

If you are travelling with young children (less than 6 years of age), they may not tolerate wearing the mask and this is okay.

You must dispose of your used face masks in the bag provided.

You may take your face mask off when you eat and drink.

Hand sanitiser

You will have hand sanitiser supplied. If you are travelling with young children or older adults, please support them to use this.

You should use the hand sanitiser:

- Before you leave the hotel, as you leave the bus, before you board the plane and as you leave the plane.
- Before putting on your mask and after taking off your mask
- Before and after using the toilet facilities
- Before eating any food

Leaving the plane

Please ensure that you are wearing a face mask and perform hand hygiene as you are exiting the plane.

Transport to and from the airport

Transport from your accommodation to the airport will be booked on your behalf and you will be notified of the report timings for these. It is your responsibility to arrange travel from the destination airport to your home location.

Baggage

Please minimise the amount of carry-on luggage to ensure the screening process runs as smoothly as possible. There will be no limit or additional charge for checked in baggage.

For information

Appendix 1: Eight criteria for exiting managed isolation

If you fulfil **all of the following criteria** upon arrival into New Zealand or during your stay at a managed isolation facility, then you can travel home to complete your self-isolation:

1. You have not been diagnosed with COVID-19;
2. You don't have COVID-19 symptoms;
3. You have not been tested for COVID-19;
4. You haven't been in close contact with someone with suspected, probable or confirmed COVID-19 in the last 14 days;
5. You have a suitable place to complete your self-isolation (private residence). You must **not** self-isolate with "at-risk people" (e.g. those over 70, those with medical conditions, pregnant women etc). Further details on "at-risk people" available **here** (<https://covid19.govt.nz/help-and-advice/for-everyone/vulnerable-people/>);
6. Your self-isolation location (private residence) must be **within five (5) hours' drive** from the airport;
7. You will not use rental cars, lease cars, public transport (taxis, Uber, buses, trains, ferries, domestic flights etc) to travel to your self-isolation location (private residence);
8. You must use a private car to take you directly to this self-isolation location – either:
 - a self-drive private car already parked at the airport
 - a private car driven by someone living at your intended self-isolation location, e.g. someone within your "bubble" at the same address. (Note that only the driver should travel to the airport to pick you up – i.e. no passengers from your intended self-isolation destination.)

Appendix 2: Process flow all people exiting National Managed Isolation Facilities

Does the person meet all criteria health, self-isolation plan and suitable transport arrangements, outlined in question 2 on page 2?

YES

Person is permitted to exit

For people getting a domestic flight:

- Police to confirm flight details
- Complete Exit Managed Isolation Form
- Onward travel details need be confirmed and agreed with health staff at the isolation facility
- Receive final health check before boarding bus for the airport
- Police to provide boarding pass
- Transport to the airport will be via a bus or suitable vehicle.
- On arrival at the airport person will be escorted through the check-in process.
- Before boarding the flight, the person will be advised of social distancing protocols and other protocols for the flight.
- Will be met upon arrival and taken through the baggage collection, etc.
- Self-isolation plans and transport arrangements reconfirmed before leaving the airport.
- Person will be escorted to their transport and released for onward movement.
- Once the person arrives at their home or other place of isolation, they must remain in isolation for the remainder of their 14-day period.

For people that do not need a flight:

- Onward travel details need be confirmed and agreed with health staff at the isolation facility
- Person to complete the Exit Managed Isolation Form
- Person to have final health check
- Person is released to their transport (private car) and be advised of social distancing protocols and other protocols for your journey
- Once the person arrives at their home or other place of isolation, they must remain in isolation for the remainder of their 14-day period.

NO

Person NOT is permitted to exit

Is the person showing symptoms?

N

Stay in isolation facility until able to meet criteria.

YES

Person needs to be transferred to quarantine facility and protocol for managing unwell people applies

Person needs to stay in quarantine facility until they meet the clinical clearance criteria and their 14-day isolation period.

- Every person must comply with the COVID-19 alert level requirements in place at the time.
- If any person shows signs or symptoms, they should contact Healthline on 0800 358 5453 or their doctor immediately.

Appendix 3: Exit Managed Isolation Form

Exit Managing Isolation Form

This form is to be completed within 3 hours of departure from the isolation facility

Date of assessment			
Guest Name			
Phone Number			
Email address			
Hotel name			
Hotel room number			
Standard Questions	Temperature:		
		Circle the relevant answer	
	Do you have a cough? Date of onset:	YES	NO
	Have you had difficulty breathing / Shortness of breath? Date of onset:	YES	NO
	Do you have a sore throat? Date of onset:	YES	NO
	Do you have a self-isolation plan for your final destination that meets the Ministry of Health guidelines? ¹	YES	NO
	Do you have arrangements for travel to your self-isolation (private residence) within five (5) hours' drive of the hotel or airport of your destination? (see page 1 for more information)	YES	NO
Signature (Declaration that this is a true and correct record) To be signed by a guardian if under 18 years of age			
Name and Signature of Nurse undertaking checks			

This form will be collected by a health practitioner prior to your departure from the hotel

¹ <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public/covid-19-self-isolation-close-contacts-and-travellers>

Appendix 3: Personal self-isolation plan

This form is to be completed by each person (or one person representing a group of people) exiting a managed isolation facility and traveling together to a single private residence. Please see section 8 of this information pack for guidance.

Name: _____

Hotel name: _____

Room number: _____

Phone number and email: _____

Address of private residence where you will complete self-isolation: _____

How do you intend to get from the airport/this facility to your stated residence? _____

Are there any “at-risk people” currently staying at your stated location? Further details on “at-risk people” available here: <https://covid19.govt.nz/help-and-advice/for-everyone/vulnerable-people/>

Yes

No

Is your stated residence within a 5-hour drive from the airport?

Yes

No

Signature: _____

To be signed by a guardian if under 18 years of age.