



25 January 2021

## Confirmed COVID-19 case in Northland visited your premises

Dear Retailer or Business Owner/Manager,

Over the past 24 hours Public Health has called to let you know that a person confirmed as having COVID-19 recently visited your premises. To recap, or if Public Health wasn't able to reach you when they called, below is what you need to know and do.

### Your business is a location of interest

Your business has been identified as a Location of Interest and is listed on the Ministry of Health's [Locations of Interest webpage](#). This means that the person with COVID-19 visited your business during their infectious period. The day and time that they visited is available on the Locations of Interest webpage.

### What to tell your staff

Any staff working at your premises at the same time as the case visited are considered 'casual contacts', unless Public Health staff have already identified them as close contacts and phoned them to provide advice.

Any staff at your premises at this time need to isolate at home, contact Healthline on 0800 358 5453, get tested as soon as possible but at least five (5) days after they were last at a location.

If the case last visited your premises before Jan 21 staff should be tested as soon as possible.

If the case last visited your premises on Jan 21 then staff should be tested on Tuesday Jan 26.

If the case last visited your premises on Jan 22 then staff should be tested on Wednesday Jan 27.

They must stay at home until they return a negative test result. Results can take up to five (5) days to be available and staff will be notified of their test results by text message.

Only people who were present on the dates and at the time stated need to be tested. If other staff are feeling unwell they should call Healthline on 0800 358 5453.

Anyone living in the same household as casual contact staff do not need to stay at home *unless* they have also been at a Location of Interest at the same time as the confirmed case.

### What to tell your customers

Please use your channels – such as social media, website, or customer email database – to let any patrons/customers know that if they visited your business at the same time as the case, they too should stay at home and get tested as soon as possible. They are also considered 'casual contacts'.

### Where to get tested

For all Northland Community Based Testing information [www.northlanddhub.org.nz](http://www.northlanddhub.org.nz)

**Important:** *Only people who were at the premises listed on the Ministry of Health website around the times stated need to isolate at home, contact Healthline and get tested. It is important that Public Health teams are able to prioritise testing those people who are most at risk.*

**What to tell staff and customers who have visited your business, but *NOT* at the same time as the confirmed case.**

Anyone who worked at, or visited, your business - but ***NOT*** at the same time as the confirmed case - ***IS NOT*** required to stay at home. **They do not need to get tested** but should remain vigilant for the signs and symptoms of COVID-19. If they start feeling unwell, they should call Healthline and arrange to get tested. Healthline is a free, 24/7 service with interpreters available: **0800 358 5453**

**COVID-19 Symptoms**

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

- **New or worsening cough**
- **Sore throat**
- **Runny nose**
- **Fever**
- **Temporary loss of smell**
- **Difficulty breathing.**

**Cleaning**

Advice about any cleaning that may be required at your premises can be found [here](#) on the Ministry of Health's website.

We will be providing more information to you over the next day or so, and more information is also available here –

- [www.health.govt.nz/COVID-19](http://www.health.govt.nz/COVID-19)
- **Healthline: 0800 358 5453**

Please email us if you need any more information – [communications@northlanddhb.org.nz](mailto:communications@northlanddhb.org.nz)

Thank you for your support.

Yours sincerely,



Dr Catherine Jackson  
Medical Officer of Health  
**Northland District Health Board**