

## FAQ's - COVID-19

COVID-19 situation is a new virus and it is impacting all across the world. Today (Friday 20 March) there is no evidence of a community outbreak of the virus in New Zealand however all services are planning for increased cases of COVID-19.

The Ministry of Health is leading New Zealand's response and we are following their advice, checking daily for any changes.

Useful Websites

<https://covid19.govt.nz/>

[www.health.govt.nz](http://www.health.govt.nz)

### Lockdown from 12.00am 25 March 2020

On Monday 23 March 2020, the New Zealand Government announced that New Zealand is now on Level 4, highest alert, and that we are all to go into lock down from midnight on Thursday 25 March 2020 for four weeks.

While this may concern some people, it is a good decision and is aimed at slowing down the spread of COVID-19. We each have a part to play in doing our very best to keep ourselves, our families and our neighbours safe and well.

## OCHT Services

Our office is closed but the call centre is operating 24 hours a day, seven days a week on **0800 624 456**.

We have reduced face to face contact with tenants to maintain the wellbeing of all.

Tenancy Managers have stopped visits and instead will support our tenants by phone and text.

Please, if you are not feeling well, call us and see if we can assist you over the phone.

### Essential Maintenance

OCHT as a housing provider is an essential service. Essential maintenance will continue as usual.

If you have any questions about one of our team or contractors visiting your home, please contact us on **0800 624 456** before they are due to visit.

### Routine Inspections

We have stopped routine inspections for the next few months so that our Tenancy Managers can better support our tenants who are vulnerable and also support the call centre and Warm & Dry.

### Warm & Dry Initiative

A separate Warm & Dry Initiative FAQ is being developed.

## Your Health & Wellbeing during the lockdown

### Vulnerable Tenants

From Monday 23 March, Otautahi Community Housing Trust (OCHT) Tenancy Managers are calling tenants that we have identified as vulnerable due to their age or health issues. We will continue to have increased contact with this group of tenants.

## Taking care of yourself

Please remember to wash your hands with soap and water often and if you are feeling unwell, stay home! We have enclosed some useful posters to remind you how you can protect yourself and those around you. Here are some other things you can do that will help:

1. **Keep in touch with people** –whanau, friends and workmates.
2. **Keep to usual routines** – mealtimes, bedtime, exercise and so on.
3. **Keep active** – continue enjoying your leisure activities, seeing friends
4. **Look out for our care package** that you will receive before Easter.

## OCHT and Christchurch City Council Care Packages

The supermarket chain that agreed to provide us with care package supplies for tenants, advised us on Monday 23 March that they could not honour the order. We're really sorry about that. Instead we have sourced a \$30 Pak'n'Save gift voucher for each home. We hope this will help our tenants get what they need to keep themselves and their families safe!

If you need assistance with your shopping call us and we will see what we can suggest.

Christchurch City Council and OCHT are very grateful to Pak'n'Save for helping us out at very short notice.

## Reporting illness

Healthline has a dedicated COVID-19 number– 0800 358 5453. It's free and 24/7. You should call that dedicated number:

- to register if you have self-isolated yourself
- for any coronavirus health advice and information and any questions you have about coronavirus, self-isolation, your symptoms etc. They can advise about how to get

## Let us know if you are unwell

In the unlikely event that you test positive for COVID-19, you must let us know by calling **0800 624 456**. Thank you!

## Your wellbeing during lockdown

If you need to talk to anyone about how you're feeling, there is help available through the National Telehealth Service. Call or text for free to **1737**.

## Look Out for Your Neighbours

During this time, it is really important that you let us know if you are worried about a neighbour. For a start if you don't see their lights on when they normally would be, please let us know by calling us.

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- to register if you have self-isolated yourself
- for any coronavirus health advice and information and any questions you have about coronavirus, self-isolation, your symptoms etc.

In the unlikely event that you test positive for COVID-19, you must let us know by calling 0800 624 456. If you are self-isolating as a precaution, we would also like to know.

## Our communications with you

Things are changing quickly and with more change almost certain, please check our Facebook page if you can: <https://www.facebook.com/otautahicomunityhousingtrust/>. We will communicate with you there as often as we can.

If there is a change to our service, we will text you or send you a letter.

You can call us on **0800 624 456** 24/7 or call your Tenancy Manager during office hours.