

COVID-19 guide

Resources



Getting help

Family and friends are an important support in times like this. If, for any reason, you don't have access to family and friends, you're not alone.

Below is information about what type of services and support are available and how to get them. The [Ministry of Health](#) and [Unite Against COVID-19](#) websites also offer advice.

Seeking	Details
COVID-19 advice	Call Healthline on 0800 358 5453 or 09 358 5458 Email ops@homecaremedical.co.nz Facebook Messenger through MoH Facebook page <i>Note: There may be a delay in responding to non-urgent requests</i>
Relay and video interpreting service	NZ Relay Services can help Deaf, hearing impaired, Deafblind or speech impaired contact Healthline TTY: 0800 4 713 713 Voice: 0800 4 715 715 Email: helpdesk@nzrelay.co.nz
Local testing site	Visit www.healthpoint.co.nz/covid-19
Contact tracing form	If you test positive, you can share your information securely online. Learn more: health.govt.nz/covid-19-novel-coronavirus/covid-19-resources-and-tools/covid-19-contact-tracing-form If you need help completing the online form, call 0800 555 728 or email help@tracingform.min.health.nz
Wellbeing support	For support with grief, anxiety, distress, or mental wellbeing, you can call or text 1737 – free, anytime, 24 hours a day, 7 days a week – to talk with a trained counsellor. Your local Age Concern may also provide further information or support.

Seeking	Details
Support for person with dementia	<p>If you are supporting a person with dementia who is a confirmed or probably case of COVID-19 you can find help here:</p> <p>Local Alzheimers and Dementia organisations alzheimers.org.nz/get-support/where-to-go-for-help/</p>
Grocery delivery support	<p>Student Volunteer Army Grocery Delivery Service is available nationwide to people isolating or who have no other access to food: Call 09 801 2122 in Auckland 0800 005 902 in rest of New Zealand</p> <p>Countdown priority assistance for online deliveries for those at risk: https://shop.countdown.co.nz/shop/content/priority-assistance</p> <p>Guidelines for who's most at risk are on the COVID-19 website</p>
Testing guidance	<p>Do you need to get tested: www.health.govt.nz/system/files/documents/pages/do_you_need_a_test_-_guidance_for_the_public.pdf</p> <p>Finding a COVID-19 testing site: healthpoint.co.nz/covid-19 provides a list of sites for each region</p> <p>Info about Rapid Antigen Tests: www.health.govt.nz/covid-19-novel-coronavirus/covid-19-health-advice-public/assessment-and-testing-covid-19/rapid-antigen-testing</p>
Specific advice for you	Contact your doctor, Healthline (0800 358 5453) or public health official
Emergency support	Call 111

For more information

If you have questions or need help accessing the resources in this document, please contact your Village Manager.