



## COVID-19: AUCKLAND FAQs

### Why is Auckland in Alert Level 3?

Auckland is in Alert Level 3 until midnight Friday 15 August after a person in our community contracted COVID-19. Members of the person's family have also tested positive.

Our health authorities are working quickly to find where and how the person contracted the virus and undertake contact tracing.

Moving to Alert Level 3 reduces the risk of COVID-19 spreading in our communities undetected. Until we can find the source of the infection, there is a heightened risk of community transmission.

We understand this can cause anxiety and worry. Please do not panic and remember if you have any cold or flu-like symptoms, you should get tested immediately.

### How will I know if I have been in contact with the case or one of their household members?

Our health authorities are working quickly to trace everyone who has been in close and casual contact with the positive case. If this is you, they will contact you and advise you on next steps.

### How do I know if I should get tested?

If you are in Auckland and have any cold or flu-like symptoms, you should get a COVID-19 test. You can get a free test at:

- at your doctor – please phone ahead to make an appointment
- at a [community testing clinic](#)

If you are unsure if you should get a test, call your doctor or Healthline on [0800 358 5453](tel:08003585453).

### What should I know before getting a test?

- Wear a mask and gloves
- Take a form of photo ID for every person you are with who is getting tested
- Bring your NHI number with you (if you know it)
- Please be patient

### What health services are still running?

- Go to your hospital appointments unless the service contacts you to reschedule. Our hospitals are very safe to attend
- Pharmacies remain open



- Family doctors remain open
- Urgent care clinics will remain open

### **What can I do to keep myself and my whānau safe?**

There are a number of simple but effective ways you can keep your family safe. These include:

- Stay home
- If you have symptoms: fever, runny nose, a cough, loss of taste or smell, please get a COVID-19 test
- Wear a mask when you are out in public (more information of masks can be found below)
- Keep track of where you have been
- Wash your hands regularly
- Cough or sneeze into your elbow

You can find more information on keeping safe on the [ARPHS](#) and [COVID-19](#) websites.

### **Should I wear a mask?**

If you live in Auckland, you should wear a mask when you are out in public. They can help reduce the spread of COVID-19 when there are cases of community transmission.

A mask works by helping stop droplets spreading when someone speaks, laughs, coughs or sneezes. This includes someone who has COVID-19 but feels well or has no obvious symptoms.

Make sure you have enough masks for everyone who usually lives in your household.

### **What are the different kinds of masks? Which one is right for me?**

There are two types of masks available – non-medical masks and medical masks.

Most people can use non-medical-grade masks. These masks prevent the wearer from spreading diseases to others and could help protect the wearer from becoming infected.

Non-medical-grade masks can be either single-use or reusable.

- A single-use mask can only be worn once, and you should throw it away after wearing it.
- Reusable masks can be washed and reused.

You can buy non-medical-grade masks online or in shops like pharmacies, supermarkets and hardware stores.

You can make your own masks. Find out how at [cdc.gov](https://www.cdc.gov)