Health Navigator New Zealand

Aotearoa e te toa!   
A series of resources for people with COVID in the community

# Transcript: Isolating for older or disabled people

## [Introduction]

| **Audio** | **Visual** |
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| [Guitar music] | Aotearoa e te toa!  Isolating for older or disabled people |
| [Guitar music]  [Narrator] If somebody in your household or whare has COVID, you need to keep your distance from them to reduce your risk of getting sick. Older people, or those who have a disability may experience more severe symptoms so it's best to avoid catching COVID if you can. | A young woman sits in her bedroom, sneezing into a tissue.  Then her grandmother (Nan) sits in a wheelchair, watering plants in the lounge.  The scene widens to show Pops sitting in a chair, reading a newspaper. The lounge doors are open to the garden. |
| [Guitar music]  [Nan]: We live with our moko and she has COVID so I'm worried we'll get sick.  [Granddaughter] Don't worry, Nan, I'm doing everything I can to keep you, Pops and Mum safe - and baby. I'm opening windows, wearing a mask when sharing a room or moving around the house, staying in my room as much as I can, using my own sheets, cutlery, cups, and plates, sleeping on my own with baby in her cot two metres away, cleaning all the surfaces after I've touched them. | The young woman walks past the lounge. She’s walking outside in the garden and is wearing a face mask.  Then she is back in her bedroom and puts baby in the cot.  Her hand opens a window.  Then she walks through the home, carrying laundry. She is wearing a mask.  Then she is sitting on her bed, reading a book.  Then she is in the kitchen, washing her own dishes. She is wearing a mask.  Then she is asleep in her bedroom, and baby sleeps in its cot (which is two metres away from mum’s bed).  Then she is in the bathroom, cleaning the sink and benchtop. She is wearing a mask. |

## [What you can and can’t do while isolating]

| **Audio** | **Visual** |
| --- | --- |
| [Guitar music]  [Nan] Well, Ngaire usually goes out to get our medicines and groceries so I suppose she can't do that anymore? | Nan sits in her wheelchair in the lounge. |
| [Guitar music]  [Narrator] No, she can't. When you're isolating, it's important to keep taking your medicines, so contact your pharmacist or GP about your prescriptions and they'll arrange for your medicines to be delivered - and there's a lot of ways to get your kai. | A pharmacist is checking a prescription medicine bottle in a pharmacy. |
| [Guitar music]  [Daughter] Hey mum, did you know that Countdown has a priority service to get your groceries faster if you're over 70 or have a disability? We have to register to click and collect and we can get a code from the Disabled Persons Assembly to use for the priority assist part. I've got their email address. | The daughter walks into the lounge where Nan and Pops are sitting. She’s holding her cell phone.  Then a yellow background appears and a hand is shown using a cell phone to write an email. |
| [Guitar music]  [Narrator] You can also ask a friend or whānau member to pick up some supplies for you and leave them at the door. | A woman wearing a mask walks outside the home. She is carrying a bag of groceries. |
| [Guitar music]  [Nan] What about our home help, Bill? Can they still come to look after us? | Nan, daughter and Pops chat in the lounge. |
| [Guitar music]  [Pops] Yes. I had a call from them and they know we're isolating. When they come they'll be wearing protective clothing and said they'll be careful with hand washing and extra hygiene measures.  [Nan] That's a relief. | A red car arrives and parks outside the home.  A home help aide is cleaning the toilet. He is wearing a face mask and face shield.  The aide washes his hands carefully. |

## [Watch out for COVID symptoms]

| **Audio** | **Visual** |
| --- | --- |
| [Guitar music]  [Narrator] Meanwhile, everyone isolating will need to watch out for COVID symptoms. | Nan, daughter and Pops chat in the lounge. |
| [Guitar music]  [Daughter] I've looked on the Health Navigator website and these are the main symptoms: fever, sore throat, runny nose, cough, and aches and pains.  [Nan] I have them every day, love!  [Daughter] Breathing problems, upset puku, and feeling sick and even vomiting. | A blue background appears with the heading “Things to look out for:” A list of things to look out for is shown below:   * Fever * Sore throat * Runny nose * Cough * Aches and pains * Breathing problems * Upset stomach * Feeling sick and even vomiting |

## [If you need help or advice]

| **Audio** | **Visual** |
| --- | --- |
| [Guitar music]  [Narrator] If you need help or advice call your GP first if you can. They can supervise a rapid antigen test and they may offer a telehealth appointment if you need it. | A GP is sitting in her office. She answers her mobile phone. |
| [Guitar music]  [Nan] Does telehealth mean on the internet?  [Narrator] Yes. Either by phone or laptop. If you're older or have a disability, you may be able to get low cost wi-fi with Skinny Jump. | Nan sits in the lounge.  A split background appears. To the left is a mobile phone shown on a green background. To the right is a laptop computer on a blue background.  A textured blue-green background appears. A wi-fi router is shown. |
| [Guitar music]  [Pops] Hey, that'd be nice because then we can chat with our mokopuna down the line. (Laughs)  [Daughter] Silver linings, eh Dad. And I've found lots more info about where to get assistance if you're older or have a disability on the Ministry of Health's online information health hub. | Nan, daughter and Pops chat in the lounge.  A yellow background appears. Hands are shown using a mobile phone to view the Unite Against COVID-19 website. |

## [Summary: Getting help]

| **Audio** | **Visual** |
| --- | --- |
| [Guitar music]  [Narrator] You can do this! ! If you need advice or help phone your GP first, or use the services listed here if you need to. | A notecard or notepad is shown with the heading “Getting help”.  Ways to get help are listed below:   1. Older person’s or disabled person’s helpline 0800 28 29 26 option 2 2. Older person’s or disabled person’s online health information hub:   [covid19.govt.nz/prepare-and-stay-safe/iwi-and-communities/information-for-disabled-people](https://covid19.govt.nz/prepare-and-stay-safe/iwi-and-communities/information-for-disabled-people)   1. New Zealand Relay – free phone help for people with hearing and speech impairments: TTY: 0800 4 713 713 Voice: 0800 4 715 715  Fax: 0800 4 329 697 Email: [helpdesk@nzrelay.co.nz](mailto:helpdesk@nzrelay.co.nz) 2. Work and Income: [workandincome.govt.nz/covid-19/self-isolation-forms](https://workandincome.govt.nz/covid-19/self-isolation-forms/) 3. Low cost broadband: [skinny.co.nz/jump](https://www.skinny.co.nz/jump/home/) 4. Countdown assist: [countdown.co.nz/shop/content/priority-assistance](https://www.countdown.co.nz/shop/content/priority-assistance) 5. Student Volunteer Army: [sva.org.nz](https://sva.org.nz/) |
| [Guitar music] | Credits are shown:   * Health Navigator New Zealand * Ministry of Health/Manatū Hauora   A website URL is shown:  [hn.org.nz/covid-older-disability](https://www.healthnavigator.org.nz/covid-older-disability/) |
| [Guitar music] | Text appears, which says:  Animation by:  A group of paper airplanes swirls around, and then a logo appears:  Benchmedia Infotainment & Content Solutions |