## Template letter: Confirmed case of COVID-19 in an early learning service

[Insert greeting]

You may have heard there’s a confirmed COVID-19 case in our early learning service.

The health and wellbeing of our children, staff and community is a top priority so we are closely following the Ministry of Health guidance for early learning services.

At Phase 3 of the Omicron response, only cases and household contacts are legally required to isolate.

Please continue to follow good practices when it comes to your own health and the health of your whānau.

**What we’re doing**

* We are staying open.
* We are using public health measures to reduce the risk in our settings, including physical distancing where possible and ventilation.
* We have appropriate cleaning procedures in place.

**What you need to do**

* You and your whānau should be very vigilant about monitoring for symptoms.
* If any symptoms develop, get tested immediately.
* Wear a face mask when out and about.
* Wash hands often with soap for 20 seconds and dry your hands completely.
* Wash your hands if you have been in a public place or after blowing your nose, coughing or sneezing.
* Avoid touching your face, and cough or sneeze into your elbow or cover your mouth with tissues.
* If you and your whānau haven’t been vaccinated or boosted, please do so as soon as possible. You can [book online](https://bookmyvaccine.covid19.health.nz/) or call 0800 28 29 26. It’s free.

**Symptoms of COVID-19**

* A new or worsening cough.
* Sneezing and runny nose.
* A fever.
* Temporary loss of smell or altered sense of taste.
* Sore throat.
* Shortness of breath.

Less common symptoms include diarrhoea, headache, muscle aches, nausea, vomiting, malaise, chest pain, abdominal pain, joint pain, or confusion/irritability.

For more information, go to [the Unite Against COVID-19 website](https://covid19.govt.nz/health-and-wellbeing/about-covid-19/covid-19-symptoms/).

**If you or someone in your whānau tests positive for COVID-19**

* If you or your child receive a positive test result the household must isolate for seven days.
* Household contacts must test on Day 3 and Day 7.

**Returning to early learning after COVID-19**

* Children who test positive for COVID-19 are not required to self-isolate past seven days, but they shouldn’t return to our early learning service if they are still feeling unwell.
* Many children will have long lasting runny nose and cough after viral infections. If it is over 10 days since the onset of the COVID infection and they are no longer feeling unwell, they are unlikely to be transmitting any active COVID infection and can return to our early learning service. However, if they are continuing to feel unwell or their symptoms are worsening after 10 days then GP review is recommended.

Noho ora mai,

[Insert name, service]