General information from the Hessian Ministry of Social Affairs and Integration on the corona virus

1. What is the current situation?

The Robert Koch Institute (RKI) regularly evaluates the significance of the new type of virus for public health in Germany. The RKI publishes the current risk assessment at https://www.rki.de/DE/Content/InfAZ/N/Neuartiges_Coronavirus/Risikobewertung.htm

The Hessian state government has decided the following for Hesse: In order to at least slow down the spread of the corona virus and not to endanger people it is necessary to minimize personal contact as far as possible - in the public as well as in the private sector. Further information can be found in the information on compulsory mask-wearing and the spacing requirements on the following pages.

2. Where can I get more general information about the corona virus in Hesse?

Current information can be found on the Hessian Ministry of Social Affairs and Integration website at the following link: www.hessenlink.de/2019ncov.

The Hessian Ministry for Social Affairs and Integration and the State of Hesse have set up free information hotlines for Hessian citizens. Due to the decline in enquiries, the times of availability will change as follows from 4 July:

- The accessibility for all departments except "health" is the same as the office hours for the state chancellery citizens' hotline:
- Monday to Thursday from 08:00-17:00, Friday from 08:00-15:00 (not available at the weekend).
- The health department (incl. questions about quarantine measures) can be reached daily from 09:00-15:00 (also at weekends).

For technical reasons the 0800- 5554666 hotline cannot be called from abroad. Returning travellers can call the State Chancellery Public Telephone Service on 0611- 3211000 to obtain special assistance.

Using a selection menu, you can then connect to the Corona "Health" department Hotline daily from 09:00-15:00.

If you have any questions you can also contact your local health authority. You can find the contact details here: https://tools.rki.de/PLZTool/.
3. **What precautionary measures can I take myself to ensure I stay healthy?**

People are urged to comply with the following hygiene rules as protective measures - against influenza as well:

- Wash hands frequently and thoroughly (children and young people as well)
- Only cough and sneeze into a tissue or the crook of your arm (children and young people as well)
- Use disposable tissues and dispose of them in a bin after each use
- No shaking hands, no hugs / kiss on the cheek
- Do not touch your nose, mouth and eyes with your hands (especially after holding on to handrails on buses or using door handles touched by many people, and also at home)
- Clean/disinfect smartphones, mobile phones, tablets etc. regularly
- Only ever use your own glasses and cutlery
- Consistently avoid crowds of people.

4. **What can I do if I notice symptoms?**

If people experience symptoms of illness such as coughing, fever or shortness of breath, they should:

- Contact their family doctor by phone,
- Call 116-117 (medical emergency service number) or
- Contact the local health department by phone

These will then clarify with the person making the enquiry whether infection with the new type of corona virus is likely and initiate further diagnosis and treatment if the suspicion is justified.

For more information please visit https://www.infektionsschutz.de/ (also in other languages).

There is currently a great deal of misinformation circulating in the social media. Please use only the above sources for your information.