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## 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](https://www.rki.de/DE/Content/InfAZ/N/Neuartiges_Coronavirus/Risikobewertung.htm)

**The Hessian state government has decided the following for Hesse:** In order not to jeopardize the successes achieved so far in combating the Corona virus, infection protection measures continue to apply in many areas of life. Each person is required to behave in a manner which does not subject him/herself or others to avoidable infection hazards. **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](http://www.hessenlink.de/2019ncov) and for example on the RKI (Robert Koch Institute) website, the ECDC (European Centre for Disease Prevention and Control) website or the WHO (World Health Organisation) website.

The Hessian Ministry for Social Affairs and Integration and the State of Hesse have set up free information hotlines for Hessian citizens.

- 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. quarantine questions) is available on Mondays from 8:00 - 20:00 and Tuesdays to Sundays from 09:00-15:00.

For technical reasons the **0800- 5554666 hotline** cannot be called from abroad. Returning travellers can call the **State Chancellery Public Telephone Service on 0611- 32111000** to obtain special assistance.

A drop-down menu can then be used to connect to the "Health" section of the Corona hotline on **Mondays from 8:00-20:00 and Tuesdays to Sundays 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 you experience symptoms of illness such as coughing, fever or shortness of breath, you should:

- contact their family doctor by telephone, or
- call 116 -117 (medical on-call service telephone number).

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

Please call 112 directly for acute medical emergencies.

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.

The full legal text of the Ordinance for the Protection of the Population against Infections with the Coronavirus SARS-CoV 2 (Coronavirus Protection Ordinance CoSchuV) of June 22, 2021, as amended, as well as accompanying ordinances can be found at:

<https://www.hessen.de/fuer-buerger/corona-hessen/verordnungen-und-allgemeinverfuegungen>.