

Important information on corona

HOME QUARANTINE AND FACILITIES IN WUPPERTAL



englisch



Dear Readers,

What should you do if you or your children are sent into quarantine and must be in home isolation?

This brochure contains important information about the process of home quarantine, what should you think about, additional facilities, telephonic consultations etc.

The contents

Here you shall get information about topics such as:

- Quarantine: When, how long and what should you do?
- Where can I get myself tested?
- Income/Salary/Employer – what must I consider?
- Children needing care in quarantine – tips for parents
- Doctor’s visits, shopping – how does it work in quarantine?
- Help in my daily life



1. What is home quarantine and what should be considered?

- You shall have to go into quarantine if the health department orders it. You shall receive a letter in a yellow envelope, which you receive in case of confirmation as well as in case of suspicion of infection. This letter is called order of observation and isolation under home quarantine.
- Home quarantine means you must stay isolated at home and may not receive visitors in order to prevent the further spread of the coronavirus.
- The health department regularly calls you up during quarantine to enquire about the health status. You can also ask questions then.
- If your child under 12 years of age, who needs care must be in quarantine due to closing of the school or Kita (day care) and gets such an order, but you (the parent) do not get an order, then the employers, employees and self-employed persons can claim a restitution under certain preconditions via the Landschaftsverband Rheinland (Rhineland Regional Council).
- According to the law, your employer must continue to pay your salary (6 weeks at the most) if you cannot pursue your work because it has become necessary for you to take care of your child. From the 7th week onwards, employees themselves must send their claims to the competent authority. You can find more information at the following link:

https://www.lvr.de/de/nav_main/soziales_1/soziale_entschaedigung/entschaedigung_kinderbetreuung/kinderbetreuung.jsp



- Home quarantine usually lasts for 14 days for Covid-19. However, the quarantine shall end only if it has been lifted by the health department. This means that the duration of quarantine is not always the same for all!
- If you do not adhere to the quarantine, heavy fines may be imposed.

Quarantine checklist

- Stay at home. Which means e.g., do not receive visitors, do not go for a walks or even for a short time to the playground!
- Inform your employer, school, Kita (day care), contact persons, and family doctor, if applicable.
- Make sure you have supply of grocery and medicines.



Wuppertal City Health Department

Willy-Brandt-Platz 19
42105 Wuppertal

Tel: 0202 563 2800
Fax: 0202 563 4724
Email: infektionshygiene@stadt.wuppertal.de

2. Where and how can I get myself tested for corona?

- If there is a justified suspicion of Corona disease, you can have yourself tested by your family doctor in Wuppertal or go to the test centers in Elberfeld or Barmen (Mo-Fr. 09:00am to 05:30pm, Sa. 09:00am to 02:00pm).
- The test is free of charge if your doctor considers a coronavirus test necessary due to corresponding symptoms
- If you do a test because, e.g., the employer requires it, then you must pay for it. You will have to discuss with the employer whether they shall reimburse you for the cost.
- The feedback of the result is generally given on the phone through the family doctor. In case of positive result, you will also get the result in writing from the health department.

3. Income/Salary/Employer – what must I consider?

- Notify your employer in any case (by phone and email) if you are under quarantine.
- As a rule, in case of quarantine, you shall be entitled to restitution in case of loss of earnings.
- If you travel to a high-risk region, you shall not have any claim to continued remuneration.

Contact of Rhineland Regional Council

Tel: 0800 933 633 97 (from Monday to Saturday from 7 a.m. to 8 p.m.)
Email: ifsg@lvr.de

https://www.lvr.de/de/nav_main/soziales_1/soziale_entschaedigung/taetigkeitsverbot/taetigkeitsverbot.jsp



4. I need a doctor/medication, what can I do...?

- If you urgently need medication or medical treatment due to acute or chronic illnesses, then contact your family doctor or a specialist doctor.
- Inform your doctor what you need and that you are under quarantine.
- Contact the health department if an acute medical problem could result in inability to stay under quarantine.
- Should you be tested positive, and your health deteriorates significantly, and you need medical aid, urgently contact the emergency medical service at the phone number 116117. In urgent emergency cases, contact the emergency service 112. Point out your isolation in home quarantine.

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5. May I go shopping in quarantine?

- No You may not go shopping in quarantine.
- Request your family members, friends, acquaintances or neighbours by phone to help you do your grocery shopping. They should place your shopping in front of your door.
- Volunteer helpers may also possibly offer assistance in your region:

<https://www.wuppertal.de/microsite/buergerbeteiligung/verfahren/content/nachbarschaftshilfe-corona.php>



6. Home quarantine of children needing care – Tips for parents

- Talk to your family about the quarantine and the concerns and questions linked to it.
- Try to keep your child(ren) occupied (e.g. board games, painting) and stay in touch with them.
- The child should not neglect their studies even in quarantine. Try to revise the content of the lessons with your child.
- Ask the school for study materials for your child.
- Adhere to the same rhythm e.g. for mealtimes and sleeping times as usual.
- Make the quarantine time manageable for yourself and your child. For instance, you can cross out the days on a calendar. In this way, the children can see the end of the quarantine.

Telephonic consultation about child, family and school

Consultation for parents:	Tel.: 0202 563 6644
Parents' hotline:	Tel.: 0800 111 0550
For pregnant women, parents and families:	Tel.: 0202 563 2724
Psychological counselling in school:	Tel.: 0202 563 6990

Other contacts:

<https://www.wuppertal.de/presse/meldungen/meldungen-2020/maerz20/psychosoziale-unterstuetzungsangebote.php>





7. My family or I are not feeling well, what can I do...?

- You can still stay in touch with your surroundings via phone, Internet or other social media even without direct contact.
- Regularly talk to each other within the family so that no family member feels lonely.
- Remain active and try to exercise (e.g. exercise bike, gymnastics, and yoga).
- Use telephonic assistance.

Overview of neighbourhood assistance

<https://www.wuppertal.de/microsite/buergerbeteiligung/verfahren/content/nachbarschaftshilfe-corona.php>



Psycho-social offers for support

<https://www.wuppertal.de/presse/meldungen/meldungen2020/maerz20/psychosozialeunterstuetzungsangebote.php>





Overview of important phone numbers

Emergency medical service	116 117
Fire brigade / Ambulance	112
Wuppertal Women's Shelter	0202 711 426
Wuppertal Health Department	0202 563 2800
Wuppertal Office for the Protection of Children and Youth	0202 500 168
Wuppertal Children's Emergency Room	0202 563 2154
Wuppertal Office for Children at Risk of Harm	0202 563 2061
Wuppertal Crisis Service	0202 244 2838
Police	110
Psycho-social offers for support	0800 111 0111
Wuppertal Social-psychiatric service	0202 563 2168
City Corona Hotline	0202 563 2000
Telephonic information for loss of earnings	0800 933 6397

You can find the latest information about the corona virus and the status in Wuppertal under the following link or QR code:

<https://www.wuppertal.de/rathaus-buergerservice/verwaltung/pressebereich/info-sammlung-corona.php>





New immigrants and refugees can contact the Integration and Refugee Work Team in case of questions.

We can also help you in various languages. You can find the contact data in the link and the QR code.

Integration and Refugee Work Team

Friedrich-Engels-Allee 28, 42103 Wuppertal

Email: Integration@stadt.wuppertal.de

Contact: <https://www.wuppertal.de/vv/oe/102370100000467685.php>



Wuppertal Immigration Authority

For affairs of residence permit, you can contact the employees of Immigration authority under the following link and QR code. Or you can write your concerns directly to the general email address:

Email: auslaenderbehoerde@stadt.wuppertal.de

<https://www.wuppertal.de/microsite/integrationsportal/aktuell/1.39-startseite-auslaenderbehoerde.php>



You can find the brochure in other languages at the following link or QR code.

<https://www.wuppertal.de/microsite/integrationsportal/download/index.php>



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