



New coronavirus

Updated on 06 June 2020

PROTECT YOURSELF AND OTHERS.



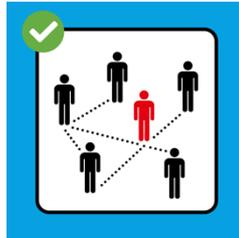
Fact sheet

Important information on the new coronavirus and the social distancing and hygiene rules.

Be sure to follow the new rules:



If you experience symptoms, get tested immediately and stay at home.



Always leave your contact details whenever possible so you can be traced.



Isolate yourself if you test positive.

Quarantine yourself if you've had contact with someone who has tested positive.

Continue to follow the hygiene and social distancing rules. We don't want the spread of the new coronavirus to increase again.



Keep your distance.



Recommendation: If it's not possible to keep your distance, wear a mask.



Wash your hands thoroughly.



Avoid shaking hands.



Cough and sneeze into a tissue or the crook of your arm.



Only go to the doctor or A&E after you have notified them by phone.



Continue to work from home if possible.

Frequently asked questions (FAQs) about the new coronavirus

Since 6 June, further businesses and institutions have been able to reopen and events for up to 300 people have been allowed to take place. The requirement being that a set of precautionary measures is in place. If close contact occurs, the contact details of those concerned are to be taken in order to be able to trace the chain of transmission. Furthermore, everyone involved – that is to say event organisers and participants, employees, customers, teachers, students, apprentices, athletes and trainers – must be able to observe the rules on hygiene and social distancing.

Continue to follow the hygiene and social distancing rules. We don't want the spread of the new coronavirus to increase again.

Infection and risks

Why are these rules of hygiene and social distancing so important?

The novel coronavirus is a new virus against which humans **still have no immunity (immune defences)**. **Many people could be infected and get the disease**. For this reason we have to slow down the spread of the new coronavirus as much as possible.

We particularly have to protect vulnerable people who are greater risk of becoming severely ill.

That means:

- People over 65
- Adults with the following underlying conditions:
 - **High blood pressure**
 - **Chronic respiratory diseases**
 - **Diabetes**
 - **Conditions and therapies that weaken the immune system**
 - **Cardiovascular disease, and**
 - **Cancer**

Or who are:

- **Seriously overweight (obese, with a BMI of 40 or more)**

Please talk to your doctor if you're not sure whether you belong to a vulnerable group.

We can protect these people more effectively too if we all keep to the hygiene and social distancing rules. Since intensive care units have only limited space and ventilators (breathing equipment), adhering to the rules also helps make sure that hospitals and other health centres can continue to give good treatment to people who are seriously ill.

Are you over 65, or do you have one of the underlying conditions listed above?

If so, the following measures apply:

- You can leave your home as long as you strictly follow the hygiene and social distancing rules. Avoid places with a lot of people (for example railway stations and public transport) and busy periods (for example Saturday shopping or weekday rush hour).
- Avoid unnecessary contact and keep your distance (at least two metres) from other people.
- If possible have a friend or neighbour go shopping for you, or order online or by phone. You'll also find sources of support from various organisations, via your local authority or on the internet.
- Try to use the phone, Skype or a similar tool for business and personal meetings.

If you have to go to the doctor, go by car, bike or on foot. If that's not possible, take a taxi. Keep at least two metres away from other people and follow the hygiene rules. **Recommendation: If it's not possible to keep your distance, wear a mask.**

If you work and are vulnerable because of an underlying condition, your employer must protect you.

You'll find useful information via Unia, the Swiss trade union: Your rights in the workplace

<https://www.unia.swiss/coronavirus>

Do you have one or more symptoms of the disease, such as coughing (in most cases a dry cough), a sore throat, shortness of breath, fever, a feeling or being feverish, muscle ache or sudden loss of your sense of smell and/or taste? **Immediately phone your doctor or a hospital, even at the weekend.** Describe your symptoms and say you're at an especially high risk (vulnerable).

How is the novel coronavirus transmitted?

The novel coronavirus is transmitted primarily by close and prolonged contact: if you're closer than two metres to a person who has the illness.

The virus spreads

- By **droplet infection**: If the person with the disease **sneezes or coughs**, the virus can be transported directly to the mucous membranes in the nose, mouth or eyes of others.
- Via **the hands**: Infectious droplets from coughs or sneezes can be on the hands. Or you can touch a surface with viruses on it, which then get into the body when you touch your mouth, eyes or nose.

When can you infect other people?

Be aware: If you fall ill with the new coronavirus you are contagious for a long time. This means:

- already **a day before symptoms appear**, in other words before you notice you have been infected.
- **You are particularly contagious while you have symptoms**,
- and remain so **until at least 48 hours after** you feel completely well again. This means that you should continue to make sure that you keep your distance and wash your hands regularly with soap.

Does everyone have to wear a mask in public?

No, we don't recommend that healthy people wear a mask in public. It doesn't give them sufficient protection from infection with the coronavirus.

On the other hand a mask can prevent someone who is already infected from infecting other people.

We recommend that you wear a mask if you are unable to keep a distance of 2 meters to others. In public transport we strongly recommend wearing a mask.

You must wear a mask if you are using a service where the protection concept of the industry requires you to wear a mask.

Continue to do the following: Keep to the social distancing and hygiene rules.

Can grandparents look after their grandchildren?

People over the age of 65 are considered to be at especially high risk and should protect themselves accordingly. This includes many grandparents. Grandparents must ultimately decide for themselves whether or not look after their grandchildren.

For grandparents we recommend the following:

- Observe the rules on hygiene and social distancing, i.e. wash your hands frequently, don't share glasses or cutlery with children and keep your distance from the parents.
- Avoid places frequented by large numbers of people, e.g. railway stations or public transport during peak times.
- Don't look after the children if either you or the children are ill, even if the symptoms are mild.

Symptoms, diagnosis and treatment

What are the symptoms of the illness caused by the new coronavirus?

The following symptoms occur frequently:

- Coughing (in most cases a dry cough)
- Sore throat
- Shortness of breath
- Fever, a feeling of being feverish
- Muscle ache
- Sudden loss of sense of smell and/or taste

The following symptoms are rare:

- Headache
- Gastrointestinal (stomach/gut) symptoms
- Conjunctivitis
- The “sniffles” (symptoms of a cold)

The symptoms vary in severity, and can also be mild. Complications, such as pneumonia, are also possible.

But if you have one or more of the frequently occurring symptoms it could be that you have the novel coronavirus disease.

In this case:

- **Stay at home.**
- Take the **coronavirus check** (see links in next question, too) or call your doctor. Answer the questions you are asked in the online check or on the phone as best you can. At the end, you will be given a recommendation as to what to do next and, if necessary, be instructed to get yourself tested.
- **Read the instructions on isolation** (<https://www.bag.admin.ch/bag/en/home/krankheiten/ausbrueche-epidemien-pandemien/aktuelle-ausbrueche-epidemien/novel-cov/downloads-in-verschiedenen-sprachen.html>) and follow them consistently.

If you are over age 65 or have an underlying condition, you must absolutely call a doctor immediately if you have one or more of the frequent symptoms – even at the weekend.

Are you unsure what to do?

If you go to the coronavirus check at <https://check.bag-coronavirus.ch/screening> and answer a small number of questions you will receive a recommendation on what to do from the Federal Office of Public Health (in German, French, Italian and English).

On the Canton Vaud website at <https://coronavirus.unisante.ch/evaluation> you'll find a coronavirus check in 8 further languages.

The coronavirus check is no substitute for a professional medical consultation, diagnosis or treatment. The symptoms described in the check can also occur in connection with other diseases that require a different approach.

Always contact a doctor if you have prominent symptoms that get worse or concern you.

How is the novel coronavirus illness treated?

The options are currently limited to relieving the symptoms. Those with the disease are isolated for the protection of others. In most severe cases, intensive care at a hospital – possibly including artificial respiration – is required.

Do you have problems, a feeling of being unwell or symptoms that are not connected with the new coronavirus?

You must still take health problems, illnesses and symptoms that are not connected with the new coronavirus seriously and get treatment. Get help and don't wait too long: phone a doctor.

Further information

Do I have to wear a mask when travelling by train, bus or tram?

You do not have to wear a mask if the public transport service you are using has a low occupancy level. However, if you are traveling at peak times – or if you are unable to keep a distance of 2 metres from other passengers – you are strongly recommended to do so. It is even better if you can avoid travelling at peak times altogether.

SBB and Postauto have drawn up sets of precautionary measures for the entire sector. You can obtain further information from the [Federal Office of Public Transport](#) or from the transport operator.

Be considerate of other passengers. And be sure to:

- leave sufficient space at bus stops, ticket counters and machines
- spread out evenly
- leave space for people to get out

How many people can gather?

A maximum of 30 people can gather in public spaces, footpaths and in parks. If you are in such a gathering, continue to keep a distance of 2 metres to other people and follow the rules on hygiene and social distancing. The social distancing rule does not apply to families and people sharing accommodation.

If there are more than 30 people in the gathering, the police can fine each person in the group.

From 6 June it will be possible to hold **public and private events** for up to 300 people. This includes family events, fairs and exhibitions, concerts, theatrical performances, films, and political and civil demonstrations. Depending on the form of the event it will be necessary to put precautionary measures in place or keep an attendance list. If you attend such an event, also continue to keep a distance of 2 metres to other people and follow the rules on hygiene and social distancing.

No set of precautionary measures is required for private events. However, organisers must list the contact details of those attending (full name, phone number).

Please note:

- The risk of infection is likely to be lower at open-air events than at those in confined or poorly ventilated premises. Ultimately, it is up to you what events you choose to attend. Try not to attend too many events as this makes it more difficult to trace those you've been in contact with.
- Keep your distance, even at events, and follow the rules on hygiene and social distancing. By strictly following the rules, you can avoid having to go into quarantine even if someone infected with coronavirus also attends the same event.

Large-scale events for over 1000 people are likely to remain prohibited until 31 August.

What do I have to be aware of when going to a restaurant?

You must be seated at a table.

Large groups are allowed as long as

- those in the group know each other so as to enable contact tracing
- at least one member of the group must provide their contact details

Always follow the instructions given by the establishment.

What happens if the number of new infections does not fall but rises again?

It depends on how the situation develops. If the number of new infections increases again, the Federal Council will postpone planned easing measures or partially reverse the easing measures already introduced. Adjustments will then also have to be made to protection concepts.

Where to get help

What can I do if they don't speak or understand my language in the hospital?

From the start ask for a translator (interpreter). There are also interpreting services by phone. If professional interpreters are brought in you don't have to take your relatives with you to translate, so they're protected from infection. In the event of medical interventions you have the right to understand and be understood.

Do you have to stay at home and need food or medication?

Or would you like to help?

Look to the people in your immediate environment:

- Is there someone you could ask for help?
- Or could you offer someone your help?

Other options:

- Contact your municipal or town council
- Use the Five up app
- Check out www.hilf-jetzt.ch / www.aide-maintenant.ch

Here too the following still holds: The hygiene and social distancing rules must always be complied with.

Have children?

Children shouldn't be looked after by their grandparents or other vulnerable people. Make sure that children **don't play in groups of more than 5**. Groups of children should stay together; in other words the same children should always play together. While the children are playing, the adults should not meet in groups.

Are you worried or need someone to talk to?

Here you'll find information:

- On the internet at www.dureschnufe.ch / <http://www.santepsy.ch> / www.salutepsi.ch
- Telephone advice from the Dargebotene Hand/La main tendue/Telefono Amico Ticino e Grigioni Italiano by dialling 143

Do you feel threatened at home? Are you seeking help or protection?

- You'll find phone numbers and email addresses for anonymous advice and protection all over Switzerland at www.opferhilfe-schweiz.ch / www.aide-aux-victimes.ch / www.aiuto-alle-vittime.ch.
- In an **emergency** call the police: phone number **117**

Further important phone numbers:

- **Ambulance 144: This service** is available around the clock all over Switzerland for all medical emergencies.
- **Infoline** on the new coronavirus: By phoning **058 463 00 00** you can get answers to questions on the new coronavirus.
- **HEKS/EPER coronavirus helpline** in 10 languages (Albanian, Arabic, Bosnian/Serbian/Croatian, Kurdish, Persian, Dari, Portuguese, Spanish, Tamil, Tigrinya and Turkish): You can call **0800 266 785** for answers to questions about the coronavirus situation in Switzerland and information on the help available. More information at: <https://www.heks.ch/was-wir-tun/heks-mehrsprachiges-hilfetelefon#plakate-und-videos>
- **If you don't have a family doctor (GP):** You can call **Medgate** on **0844 844 911** 24 hours a day, 7 days a week, 365 days a year.

Returning to work

The Federal Council still recommends that you work from home if you can, not least to avoid peak occupancy times on public transport. However, it is the employer who decides whether and when staff should return to the workplace.

If you are employed and at risk due to an underlying medical condition, your employer must take measures to protect you.



Coronavirus tests and contact tracing break the chains of infection.

Why these two measures are so important:

In order to live an almost 'normal' life, anyone experiencing symptoms of illness should get themselves tested for coronavirus immediately - even if the symptoms are only mild. In addition to testing, it is also important that people provide their contact details, for example, when going to a restaurant, so that they can be traced if necessary. Because infected people may already be contagious, even if they still feel healthy. Testing and contact tracing can break the chain of infection.

If the coronavirus test is positive, the contact tracing process begins

- The cantonal authorities work with the infected person to try to identify all those they may have come into close contact with.
- The authorities notify the people concerned about the possibility of infection and what to do next.
- The individuals concerned have to go into quarantine for ten days following their last contact with the infected person, even if they have no symptoms.
- If no infection is detected during that time, the authorities lift the quarantine.

If a person contacted by the authorities is already displaying symptoms of illness

- The person must isolate themselves immediately and will be tested for the coronavirus. • If the test is positive, the authorities will start the contact tracing process.

If a person in quarantine experiences symptoms

- The person concerned must isolate themselves immediately.
- They will then be tested for the coronavirus.
- If the test is positive, the authorities will begin the contact tracing process.
- As the person is already in quarantine, there should only be a small number of contacts, if any. The quarantine will have had the effect of breaking the chain of infection.

SwissCovid contact tracing app

To contain the spread of the coronavirus, the FOPH will shortly be launching an app. The app notifies people who have had close contact with someone who has fallen ill, even if they do not know that individual personally. The privacy of app users has the highest priority – no personal data is stored centrally.

That way we can protect ourselves and others.

The Federal Council

What is the novel coronavirus? What is SARS-CoV-2, and what is COVID-19?

The novel coronavirus was discovered in China at the end of 2019 on the basis of an extraordinary incidence of pneumonia in the central Chinese city of Wuhan. The virus, which was given the name SARS-CoV-2, belongs to the same family as the pathogens responsible for Middle East respiratory syndrome (MERS) and severe acute respiratory syndrome (SARS).

On 11 February 2020 the WHO gave the disease caused by the novel coronavirus an official name: COVID-19, short for coronavirus disease 2019.

The information currently available suggests that it was animals that transmitted the virus to humans and it is now spreading from person to person. It probably originated in a fish and animal market in the city of Wuhan, which has since been closed by the Chinese authorities.

Further information:

www.foph-coronavirus.ch

www.bag.admin.ch/new-coronavirus

(German, French, Italian, English)



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Swiss Confederation

Bundesamt für Gesundheit BAG
Office fédéral de la santé publique OFSP
Ufficio federale della sanità pubblica UFSP
Federal Office of Public Health FOPH