

## COVID-19 – Coronavirus

# Advice for those at home in self-isolation

You have been instructed to stay at home in self-isolation because:

- ! You have returned to Guernsey, Alderney or Sark from anywhere in the world: in which case you are required to self-isolate for the 14 full days after the day you returned to the islands
- ! You have been tested positive for COVID-19 and are awaiting a retest with a negative result in order to cease self-isolation
- ! You have been notified that you are a close contact of a positive case
- ! You have been tested for COVID-19 for the first time and are awaiting results

Updated information, including symptoms of COVID-19, can be found at [www.gov.gg/coronavirus](http://www.gov.gg/coronavirus).

Self-isolation at home is deemed appropriate for you because you do not need to be admitted to hospital.



**This guidance is for people who are undertaking self-isolation.  
Please read this guidance carefully.**



## Self-Isolation

Self-Isolation is the act of separating yourself from physical contact with the rest of the community (including those who you live with, where possible) for a specified period of time.

If the person who is required to self-isolate is a child or dependant adult who cannot isolate on their own, a carer will need to pair with them to isolate away from other people, including other householders, for the duration of the self-isolation period.



## Stay at home

You should remain in your home - except for getting medical care (see Section 8 before getting medical care) or to have a test swab taken. Do not go to work, school, or public areas, and do not use public transport or taxis until you have been told that is safe to do so. You will need to ask for help if you require groceries, other shopping or medications.

### Groceries and other shopping:

- ✓ Friends or family may be able to shop on your behalf or you might want to order online. Follow [gov.gg](https://www.gov.gg) – latest news and information – and click ‘Guernsey Together’ link at the top of the page and then ‘food and drink’. The delivery instruction needs to state that the items are to be left outside, or in the porch, or as appropriate for your home.
- ✓ Alternatively, St John’s Ambulance are co-ordinating a community response for those in self-isolation: call **01481 742147**.

## Medications:

- ✓ If you need a repeat prescription whilst in self-isolation, call your GP in the first instance to confirm your requirements and a plan will be made to arrange the medication to be dispensed.

## Ask anyone delivering anything to your house:

- ✓ To knock on the door and then leave items outside, making sure they are at least 2 metres away before you open the door to bring the items inside.



## Do not have visitors in your home

Only those who live in your home should be allowed to stay. Do not invite or allow visitors to enter. If you think there is an essential need for someone to visit, then discuss it with your designated medical contact first. If it is urgent to speak to someone who is not a member of your household, do this over the phone.



## Separate yourself from other people in your home

(as able and appropriate)

- ✓ You should stay in a well-ventilated room with a window to outside that can be opened, separate from other people in your home.
- ✓ Keep the door closed.
- ✓ Only come out when necessary and wear a mask, if one has been provided.
- ✓ Make sure the other people in your home are aware of the following advice too.....

## Using household items:

You should not share dishes, drinking glasses, cups, eating utensils, towels, bedding or other items with other people in your home once you have used them (or after your child or the person you are caring for has used them).

## Bathroom:

- ✓ If available, use a separate bathroom from the rest of the household.
- ✓ If you have to share these facilities:
  - always clean the bathroom, toilet and sink areas thoroughly after use, not forgetting door handles and taps and toilet handle/button.
  - consider drawing up a bathroom rota for washing or bathing, with the isolated person using the facilities last, before thoroughly cleaning the bathroom themselves.
  - ensure the isolated person uses separate towels and toiletries from other household members, both for drying themselves after bathing or showering and for hand hygiene purposes.

## Kitchen:

- ✓ Always clean all surfaces after using the kitchen, including all surfaces you have touched (counters, tables, door knobs, taps microwave, oven etc)
- ✓ If possible, ask others to bring you meals, leave them outside your door, knock and then move away at least 2 metres away before you open the door and take the meals inside.
- ✓ Those removing your used crockery and cutlery from outside your door, should avoid touching them (e.g. use gloves or kitchen roll to handle them) and follow the washing up directions below.

If you have to prepare your own meals and share a kitchen with others:

- if possible, avoid using the kitchen whilst others are present.
- if this is not possible, then wear a facemask if you have been issued with one. Take your meals back to your room to eat.

## Washing up:

- ✓ If available, use a dishwasher on the hottest cycle to clean and dry your used crockery and cutlery.
- ✓ If this is not possible, wash them by hand using detergent and warm water and dry them thoroughly, using a separate tea towel.

## Cleaning:

When cleaning kitchen and bathroom surfaces, use a bleach-based product or a standard cleaning product. Use a single-use cloth or kitchen roll. See the 'Waste and Laundry' section for how to dispose of used items.



## Smoking

### If you have tested positive or are being tested for COVID-19:

If you smoke or use e-cigarettes, you must not leave your house to smoke outdoors.

### For everyone who has been directed to self-isolate:

Public Health guidance is for all smokers to consider stopping at this time as smoking harms your immune system, which means smokers are more at risk from not only acquiring acute respiratory infections but also from infections lasting longer and being more serious than for someone who does not smoke. You are three times more likely to quit successfully with professional support and medication which can all be provided free by telephone and post through the Quitline service.

If you are in Self Isolation, confined to your home and struggling with nicotine withdrawal, even if you feel unable or unready to stop smoking for good at this time, Quitline can offer support and advice by telephone and, where appropriate, post out supplies of Nicotine Replacement Therapy including patches, gum, lozenges, oral sprays and inhalators to help manage withdrawal symptoms. Quitline can be contacted on **01481 233170**, via facebook or by emailing [Quitline@gov.gg](mailto:Quitline@gov.gg). Please provide a telephone number for Quitline to contact you, if you send or leave a message.



## Laundry

- ✓ Wash your laundry the highest temperature compatible, using laundry detergent. This should be above 60°C. If possible, tumble dry and iron using the highest setting compatible with the fabric.
- ✓ If using a laundromat, keep all your laundry for 72 hours until after your self-isolation period has finished. Transport your laundry securely in a plastic bag and follow the instructions above. Use a new plastic bag to take your clothes home and dispose of the old one at home.



## Household Waste

### If you are NOT being tested for COVID-19:

All waste that has been in contact with the individual, including used tissues, should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied.

- ✓ Do not put the bag out for 72 hours, even if this means you miss a rubbish collection. Recycling bags do not need to be double-bagged, but must also be kept in for 72 hours before collection.

### If you ARE being tested for COVID-19:

- ✓ Do not dispose of rubbish or put it out for collection until you know that you, or the person you are caring for, does not have COVID-19.
- ✓ If the test is positive, you will be instructed what to do with the waste.



## Gardens and outside spaces

- ✓ You can use your garden/private outside space on your own, but you must stay at least 2 metres from the edge of the garden and remain on your own property. Members of the household that are not self-isolating should NOT be outside with you. Please note that if you have a shared garden/outside space you will not be able to use this whilst you are self-isolating.



## Pets

- ✓ Dogs belonging to those who are self-isolating, shielding or in quarantine cannot be walked by family or friends. They can be let out in the garden, providing this is enclosed. Check whether you can use your garden in the 'Gardens and Outdoor Spaces' section of this guidance. Professional dog walkers can walk dogs from families that are self-isolating provided that they do not walk dogs from other households at the same time and adhere to the strict guidance on the Pets and Livestock page. (<https://covid19.gov.gg/guidance/pets-livestock>) When contacting your dog walker, be sure to tell them that you are self-isolating.
- ✓ The GSPCA can provide care for dogs who live in flats and have no access to gardens, this is limited to GSPCA's boarding capacity and will need to be assessed on a case by case basis. When accepted, the GSPCA will collect the dog from the home address.
- ✓ Owners of cats or ferrets are advised to keep them indoors as these species can contract COVID-19.
- ✓ For all pets, the virus can be present on their fur for a short period of time, in the same way it is on other surfaces, such as tables and doorknobs. That's why our main advice for animal owners continues to be to practice good hand hygiene by washing your hands thoroughly (for 20 seconds with soap and water) after touching your pet.



## Cover your coughs and sneezes

- ✓ Cover your mouth and nose with a disposable tissue when you cough or sneeze.
- ✓ Carers of others in self-isolation should use disposable tissues to wipe away any mucus or phlegm after they have sneezed or coughed.
- ✓ Dispose of tissues into a plastic waste bag (see 'Household Waste section') and immediately wash your hands with soap and water for at least 20 seconds rinse and dry thoroughly.
- ✓ **Carers:** should wash their hands as well as helping the person they are caring for following coughing or sneezing.



## Wash your hands

- ✓ Wash your hands often and thoroughly with soap and water, for at least 20 seconds, rinse and dry thoroughly.
- ✓ **Carers:** assist the person you are caring for in washing their hands.
- ✓ Avoid touching your eyes, nose, and mouth with unwashed hands.



## Wear a facemask if advised to / PPE for carers

- ✓ If you have been provided with facemasks, then you should wear the mask when you are in the same room with other people and when you visit a healthcare provider. If you cannot wear a facemask, the people who live with you should wear one while they are in the same room with you.
- ✓ **Carers:** wear appropriate PPE as recommended by your organisation when caring for positive cases or close contacts, even if close contacts do not have symptoms.





## Call ahead before visiting your doctor

- ✓ All medical appointments should be discussed in advance with your designated medical contact, using the number that has been provided to you. This is so the surgery or hospital can take steps to minimise contact with others.



## Monitor your symptoms

(or the person you are caring for, as appropriate)

- ✓ Seek prompt medical attention if your illness is worsening, for example, if you have difficulty breathing.
- ✓ **Carers:** monitor symptoms in those you are caring for as above and below.
- ✓ If it's NOT an emergency, you should call the COVID-19 clinical helpline on 01481 756938 or 01481 756969
- ✓ If it is an emergency you need to call 999 for an ambulance, inform the call handler or operator that you are in self-isolation for COVID-19.

### Symptoms to look out for:



**A fever**



**Loss of smell or taste**



**Headache**  
(sinus pain, pain around eyes)



**Muscle ache**



**Cough**



**Shortness of breath**



**Fatigue** (feeling very tired)



**Sore throat**



## Sickness Benefit

- ✓ If you are employed, contact your Human Resources (HR) department or the relevant individual to get advice on your employer's policy for sickness benefits in this scenario.
- ✓ Individuals who are self-isolating following Public Health advice do not need to see their GP or provide a medical certificate (sick note) to make a claim for sickness benefit. As long as an individual is following Public Health advice, they can make a claim by contacting Incapacity Benefits on 732507 or at [benefits@gov.gg](mailto:benefits@gov.gg). Social Security will be taking claims digitally wherever possible so that claims can be made while self-isolating.
- ✓ These kind of claims will generally only be valid for 14 days or until the individual receives a negative test result for COVID-19.
- ✓ If an individual does not have any symptoms that would prevent them from working and is supported to work while self-isolating by their employer, for instance at home on a laptop, they will not be eligible for sickness benefit.



## Important Contact Numbers Whilst in Self-isolation

- ✓ Financial Assistance and Medical Certificates: Employment and Social Security is encouraging people to get in touch if they need financial support as a result of the impacts of COVID-19.
- ✓ People of working age are asked to call **732516** or email **[hardshipfund@gov.gg](mailto:hardshipfund@gov.gg)** (Monday – Friday 08:30-16:00). Callers are asked to have details of their household income and bank account to hand.

- ✓ Business or Financial Concerns: call **743803** or email **business.support@gov.gg**
- ✓ Caring Caller: For people who are lonely whilst in self-isolation. Contact St John Ambulance Guernsey in the first instance by calling **720088** or email **caring.caller@stjohn.gg**
- ✓ Volunteer Guernsey: St John Ambulance is coordinating a community response for those in self-isolation and will deploy volunteers in response to requests for help. Please call **742147**
- ✓ Please visit **gov.gg/Covid19together** for more useful contacts and services whilst you are in self-isolation.