

## 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 outside the Bailiwick
- ! You have developed symptoms of COVID-19
- ! You have been tested for COVID-19 for the first time and are awaiting results
- ! 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

Up to date 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.



## Transport to self-isolation

### When you arrive in Guernsey:

- ✓ It is recommended that you use your own vehicle wherever possible for onward travel to your destination to begin the mandatory self-isolation period.
- ✓ Where this is not possible, a friend or family member may collect you provided you sit in the rear of the vehicle, you continue to wear a mask, the windows are kept open and the vehicle is cleaned after use with detergent and water or suitable detergent/disinfectant wipes.
- ✓ If there is no alternative, a taxi can be used. Only one passenger is permitted per journey, unless it is a returning couple/family and they are going to self-isolate together. A list of taxi operators currently doing arrival pick-ups can be found at <https://covid19.gov.gg/support/protect>

- ✓ Passengers must continue to wear face masks issued prior to boarding the aircraft until such time as they reach their final destination.
- ✓ When you leave the airport or harbour, you **must** go straight to your final destination. Do not stop to shop for groceries etc on the way.
- ✓ Please note that buses **cannot** be used as a means of transport to your self-isolation address.
- ✓ If you are leaving self-isolation for a test at the Princess Elizabeth Hospital, you should follow the same guidance with regard to transport.



## Stay at home

You should remain in your home, except for getting emergency medical care or to have a test swab taken. Do not go to work, school or public areas, and do not use public transport until you have been told that it is safe to do so. You can only use a taxi to travel home from the airport or harbour and to drive to the testing centre. Do not open your door to anyone who comes to visit, whether they are dropping a delivery off or coming for a social visit. 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 – COVID-19 latest news and information – and click the ‘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.

You should tell anyone entering your property that you are isolating and maintain physical distancing and hygiene measures where possible.



## Self-isolating with family and friends

### You need to consider the following:

- ✓ That wherever possible, it is preferable for you to self-isolate on your own.
- ✓ That even though you may also self-isolate with your travel party if you have all travelled together, you need to be aware that your period of self-isolation may have to be extended if one of the travel party tests positive for the virus that causes COVID-19.

- ✓ That if you choose to self-isolate with your family, then all family members will be required to follow the same self-isolation rules. Again the period of self-isolation for the group may have to be extended if one of the group tests positive.
- ✓ The risk to the other household members, especially those who are elderly or have underlying health conditions.
- ✓ That those you isolate with may need to be tested when you are tested.
- ✓ That you must remain in your home - except for getting medical care.
- ✓ That you cannot go to work, school, or public areas, and must 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.
- ✓ If you are unable to self-isolate away from other members of your household, you will need to consider self-isolating at an alternative place, for example a hotel or self-catering facility. Further details can be obtained here: <https://covid19.gov.gg/support/protect>
- ✓ If you are self-isolating on your own within a family home, you should stay in a well-ventilated room with a window to the outside that can be opened and keep the door closed. All meals should be prepared by someone who is not self-isolating, delivered to your room (ideally on a tray) and you should not collect the food until the other person is at least two metres away from the door.
- ✓ If available, you should use a separate bathroom from the rest of the household. See below.

As we move through the Exit from Lockdown Framework, self-isolation requirements are changing. For the most up-to-date information, please go to <https://covid19.gov.gg/guidance/travel/phase5c>.



## Separate yourself from other people in your home

(as able and appropriate)

It is possible for you to stay in the same household and self-isolate separately. To do this you will need to isolate in a separate part of the house.

### This means:

- ✓ Always sleeping in a different room to others.
- ✓ Not sharing bathrooms or kitchen space. If you don't have a separate bathroom you will need to set up a rota for those you are sharing it with. See below.
- ✓ Not spending any time in the same room as another member of your household, even if you are at least 2 metres away.
- ✓ Having all meals delivered to your room, ideally on a tray, and you should not collect the food until the other person is at least two metres away from the door.
- ✓ Washing your hands regularly for 20 seconds each time, using soap and water.
- ✓ Regularly cleaning with detergent and water or suitable detergent/disinfectant wipes all touch points and surfaces in your home, for example door handles, light switches, tables and counters, remote controls, kettle and fridge handles, all bathroom areas. Use a bleach-based product where possible.
- ✓ Staying in a well-ventilated room with a window to outside that can be opened and keep the door closed.
- ✓ Not sharing dishes, drinking glasses, cups, eating utensils, towels, bedding or other items with other people in your home.

## 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).

All meals should be delivered to your room, ideally on a tray, and you should not collect the food until the other person is at least two metres away from the door.

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

## Kitchen:

- ✓ If possible, all meals should be delivered to your room, ideally on a tray, and you should not collect the food until the other person is at least two metres away from the door.
- ✓ Those removing the used crockery and cutlery 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, you should avoid using the kitchen whilst others are present. If this is not possible, then wear a facemask if you have been issued with one and take your meals back to your room to eat.

- ✓ You must always clean all surfaces after using the kitchen, including all surfaces you have touched (counters, tables, doorknobs, taps, microwave, oven etc.)
- ✓ 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 hot water and dry them thoroughly, using a separate tea towel.
- ✓ When cleaning kitchen surfaces, use a bleach-based product or a standard cleaning product. Use a single-use cloth or kitchen roll. See the 'Waste and Laundry' sections 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**. Please provide a telephone number for Quitline to contact you, if you send or leave a message.





## Laundry

- ✓ Wash your laundry on 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 you are self-isolating away from others in your household, where possible you should keep laundry in the room in a plastic bag until out of self-isolation. If laundry needs to be done prior to this it should be left outside the room, double bagged and the person doing it must wear disposable gloves, while following the guidance above with regard to temperature etc. Bags used to transport the dirty clothes must be treated the same way as other waste produced by the person self-isolating.
- ✓ 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.



## Household Waste

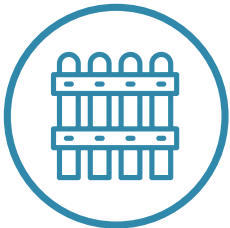
### **If you are NOT being tested for COVID-19:**

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 on what to do with the waste.



## Gardens and outside spaces

- ✓ If you have tested positive for COVID-19 you must remain indoors for the whole period of your isolation and not go in your garden.
- ✓ If you are self-isolating as a traveller or are a contact of a case and have no symptoms, and are awaiting test results, you can use your garden/private outside space on your own. 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.



## Pets

- ✓ You **cannot** walk your dog if you are in self-isolation, nor can any family members, friends or professional dog walkers. 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.
- ✓ Family/friends/professional dog walkers can walk dogs from households of essential workers or of people who are shielding, provided they adhere to the strict guidance on the Pets and Livestock page. <https://covid19.gov.gg/guidance/pets-livestock>
- ✓ 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. Other boarding facilities may also offer this service.

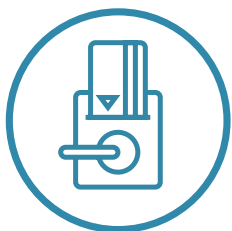
- ✓ Owners of cats or ferrets are advised to keep them indoors during your period of self-isolation as these species can contract COVID-19.
- ✓ For all pets, the virus can be present on their fur for a short period of time, in the same way it is on other surfaces, such as tables and doorknobs. That's 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.



## Changing your self-isolation address after you have registered on the Travel Tracker

You can amend your self-isolation address after you have registered on the Travel Tracker under exceptional circumstances, by completing an online form which can be found at <https://gov.gg/isolationaddress>. Exceptional circumstances can be, but are not limited to:

- ✓ A change in travel plans due to weather leading to a delay in arrival;
- ✓ A change in travel history requiring longer self-isolation; or
- ✓ The self-isolation address no longer being available.



## Self-isolation accommodation

- ✓ If you are unable to self-isolate in your house, or are a visitor to the Bailiwick, you may need to find accommodation that is accepting people who need to self-isolate. A list of providers that are currently offering accommodation is available at <https://covid19.gov.gg/support/protect> but please be aware that this list does change regularly.

- ✓ Please note that while in self-isolation you must stay in your room and not use communal facilities. All meals should be delivered to your room and you should not attend restaurants or any other public spaces. If you experience any symptoms, you must contact the Clinical Helpline immediately on **01481 756938** or **01481 756969**.
- ✓ If, for any approved reason, your self-isolation address has to change then this must be confirmed with the Guernsey Border Agency and you must fill out this online form: **<https://gov.gg/isolationaddress>**



## Using taxis to travel to the testing drive-through

If you have no transport of your own and cannot access a lift to the testing centre at the Princess Elizabeth Hospital from a member of your household and have no symptoms of COVID-19 (a new continuous cough, a sore throat, muscle aches, headache/sinus pain, a fever, a high temperature, shortness of breath) you can use a taxi. This is usually for people who are being tested as part of the Border Testing Programme.

When booking, you must inform the taxi company that you are booking to go for a COVID-19 test at the hospital drive-through. You must also:

- ✓ Wear a face mask throughout the journey
- ✓ Sanitise your hands before entering the taxi
- ✓ Keep the car windows down throughout the journey
- ✓ Follow other instructions given by the taxi driver
- ✓ Sit in the back seat behind the driver

On arrival at the PEH the taxi driver should drive into car park C where they will be greeted by a porter and directed into the drive through testing centre. Both passenger and driver should remain in the vehicle until directed otherwise.

When the taxi is in the testing facility the person requiring a test will be asked to step out of the taxi and informed where to stand/sit for the test to take place. The individual being tested must keep their mask in place until instructed to remove it by a member of the testing team.

Once the swab has been taken the individual must replace their mask and sanitise their hands. They should then get back into the taxi and continue to follow the above guidance until they are back at their place of residence.



## Enhanced passive follow up and passive follow up

Within both the 'Enhanced passive follow-up' and 'Passive follow-up' stages, there are a number of restrictions that must be followed. These details are available online at <https://covid19.gov.gg/guidance/travel/phase5c>



## 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 then 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 then 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.



## If you need to seek medical advice

### If you need medical help:

- ✓ In an emergency call 999 and inform the operator that you are in self-isolation
- ✓ If it is not urgent contact your GP for further advice



If you develop any of the following symptoms;

- New and severe fatigue
- New muscle ache for no obvious reason
- Headache (sinus pain, pain around eyes)
- Loss of smell/taste
- Sore throat
- Fever (high temperature, rigors, chills, can't get warm)
- Shortness of breath, chest tightness
- Continuous new cough
- Children and Over 80s – loose stool, mild fever, not themselves with a cough presenting later

**Call the Clinical helpline on 756938 or 756969**



All routine face to face medical and dental appointments should usually be cancelled whilst you are isolating. However, your GP may be able to provide a telephone consultation.



## 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.
- ✓ 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 **<https://covid19.gov.gg/together/community>** for more useful contacts and services whilst you are in self-isolation.