

COVID-19 – Coronavirus

# Advice for those at home in self-isolation

There are a number of reasons why you may have been asked to self-isolate. These include, but are not limited to:

- ! If you have recently travelled
- ! If you have tested positive for the virus that causes COVID-19
- ! If you have symptoms of COVID-19
- ! If you have been asked to self-isolate by Public Health.

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

January 2022



**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.

You can self-isolate:

- ✓ At your home, ideally separate to your household (provided there are suitable facilities);
- ✓ In a hotel or self-catering accommodation with no shared facilities\*;
- ✓ On a private boat (as long as the holding tank has capacity to last the length of the isolation)

**\*Please note:** Not a tent, campsite, hotel or self-catering accommodation which has shared facilities.



## Transport to self-isolation

**If you have just arrived 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.
- ✓ Passengers must continue to wear face masks 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 and bicycles **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. 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. A list of **food and drink suppliers** is available online at **gov.gg/coronavirus**. 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 you can call Public Health on 227311. 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. Wear a mask, maintain physical distancing and practice good hygiene measures where possible.



## 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 and clean after use. 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.

## 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.

## 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 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.



## Smoking

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

If you smoke or use e-cigarettes, you can smoke outdoors if you can use the garden or communal space alone.

### 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.



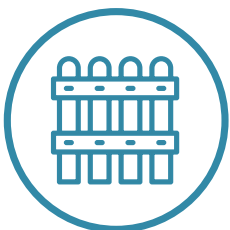
## Household Waste

If you have COVID or are self-isolating, you can dispose of your waste and recycling as normal as long as you can do so by continuing to adhere to self-isolation requirements. Read more: <https://covid19.gov.gg/guidance/household-waste>



## 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, once you are out of isolation, 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.



## Gardens and outside spaces

You may use a garden or outdoor space if you can do so alone. If it is a communal space, you can may also use this if you are alone. Wear a mask whilst walking through shared indoor space and whilst outdoors. Keep hand sanitiser (70%+ alcohol content), sanitiser wipes and a plastic bag to dispose of the wipes once you have safely wiped down any touch points like benches, or communal door handles. Keep 2 metres away from the boundaries at all times.





## Pets

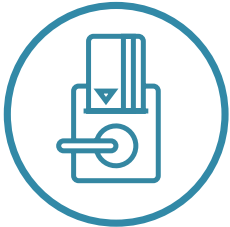
- ✓ You cannot walk your dog if you are in self-isolation. However, a professional dog walker, family member or friend may walk your dog so long as they adhere to the guidance on the **Pets & Livestock page**. Dogs can also be let out in the garden, providing this is enclosed.
- ✓ The GSPCA can provide 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.
- ✓ 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:

- ✓ You are travelling onto Alderney, Herm & Sark but need to spend one night in Guernsey
- ✓ 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 220001 or 220002**.
- ✓ 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 you can use a taxi.

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 you 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 you will be asked to step out of the taxi and informed where to stand/sit for the test to take place. You must keep your mask in place until instructed to remove it by a member of the testing team.

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



## 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

- ✓ Wear a 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
- ✓ 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 **220001 or 220002**.
- ✓ 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:



Headache, sore throat  
& a runny nose\*



A fever



Conjunctivitis



Aches and  
Pains (recent  
onset)



Diarrhoea



Loss of  
smell or  
taste



Tiredness  
(recent onset)



Sore throat



A new  
persistent  
cough



Headache  
(sinus pain,  
pain around  
eyes)



A rash on skin, or  
discolouration of  
fingers or toes (call  
your GP today for  
a clinical assessment)



Chest pain  
or pressure  
(call 999)



Loss of speech  
or movement  
(call 999)



Difficulty  
breathing or  
shortness of  
breath (call 999)



## Financial Support

A range of benefits are available from Social Security for people in financial need as a direct result of COVID-19. These include, but are not limited to Sickness Benefit and Income Support.

More information is available online at <https://covid19.gov.gg/guidance/benefits>.

Alternatively you can call **01481 222508** or email [incomesupport@gov.gg](mailto:incomesupport@gov.gg)



## 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.
- ✓ If you develop any symptoms, please call the Clinical Helpline on **01481 220001** or **01481 220002** to arrange a test.
- ✓ 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](mailto: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.