



Quarantine and isolation guidelines

You have been ordered to quarantine or isolation due to coronavirus (covid-19). The quarantine period is usually 14 days.

Compliance to these guidelines is important in order to avoid further transmission of coronavirus.

- Stay at home.
- Do not invite visitors into your home and do not visit anyone.
- Do not spend time with other persons who are in quarantine.
- Other family members, who are not quarantined or isolated, may continue their tasks as usual; these guidelines do not concern them.
- Do not go indoors to public spaces such as a shop, pharmacy, health care centre, place of work, daycare, school, youth club, library, restaurant, or any public events.
- If you are quarantined and have no symptoms, you can go outdoors, as long as you keep to a distance of over 2 metres from other people.
- If you have symptoms or have been diagnosed with coronavirus infection, you can't leave your home. You can walk your dog if it doesn't work out otherwise. Keep a safety distance of more than 2 metres to other people.
- Wash your hands frequently with soap and water. You can also use hand sanitizer.
- Wear gloves when touching handles, handrails, or lids and hatches outside your home.
- Cough and sneeze to your sleeve or cover your mouth with a clean handkerchief. Coronavirus is transmitted through droplets.
- Wear a mask when you go to a coronavirus test.

Corona Helpline

The symptoms of coronavirus include, for instance, a temperature, cough, shortness of breath, fatigue, nausea, diarrhea, impaired sense of taste or smell.

If you have even mild symptoms, contact Healthcare Corona Helpline

- Monday to Friday 8:00 - 16:00; Saturday and Sunday 9:00 - 15:00, tel. 014 266 0133.
- At other times, call the emergency number 116 117.
- If you need an interpreter, do tell us over the phone.
- Booking service and result notification for the hearing-impaired by SMS, tel. 050 303 7722.

If you have any questions regarding your health or if your condition changes, contact first the doctor who attended to you, as instructed.



Health Care and Social Services**What does quarantine or isolation mean?**

Quarantine is a procedure in conformance with the Communicable Diseases Act. The aim of quarantine is to prevent the transmission of coronavirus to other people. You may not have an infection or any symptoms, but the virus may become contagious before the actual symptoms develop. If you are quarantined, your movement will be restricted and you have to stay at home. Other family members can continue their tasks as usual during your quarantine.

If you develop symptoms during quarantine, contact health care services. Stay at home while you are waiting for your test results after the test. Avoid contacts with people other than the members of your household.

If you test negative for coronavirus and you have normal cold, recuperate at home, do not infect other people.

If you test positive for coronavirus (COVID-19), wait at home, a nurse will call you. Follow the directions given by the nurse.

Isolation means that a person with an infectious disease is isolated from those who are healthy.

You may be in isolation in hospital or at home.

A physician responsible for infectious diseases may order you either into quarantine or isolation. You will receive the official decision by post. You will receive a sick leave certificate in order to apply for Kela allowance.

Help with shopping for groceries and medication

You can ask your family or friends to help you with shopping for groceries or medication. You can also order home delivery or shop online. Remember to ask that your shopping be left outside your door to make sure you do not infect others. You will have to pay for your shopping in advance.

If you do not manage to arrange a home delivery, advice on grocery and pharmacy shopping arrangements

Assistance available on weekdays for other issues while in quarantine

- for families with children in urgent need of help by Early Intervention Services (*varhaisen tuen palveluohjaus* in Finnish)
Mon - Thu 9:00 to 14:00, tel. 014 266 3501
- Family Centre Helpline, Mon - Fri 8:00 to 15:30, tel. 014 266 3590
- Adult Social Work emergency services in office hours, tel. 014 266 9664
- OIVA Centre provides assistance for senior citizens, tel. 014 266 1801

Outside the given office hours, call the Social Services emergency number 014 266 0149.

Childcare when the parents are ill.

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If, while isolated, you are so unwell that you cannot look after your children, or you will be hospitalized, ask first your friends, neighbours or a member of your family if they could help. If no help is available, call one of the following numbers:

Help for childcare

- for families with children in urgent need of help by Early Intervention Services (*varhaisen tuen palveluohjaus* in Finnish)
Mon - Thu 9:00 to 14:00, tel. 014 266 3501
- Family Centre Helpline, Mon - Fri from 8:00 to 15:30, tel. 014 266 3590

Outside the given office hours, call the Social Services emergency number 014 266 0149.

Children's daycare, pre-primary education and basic education while in quarantine

If your child, who is in daycare or attends pre-primary education, has been quarantined in compliance with the Communicable Diseases Act, the fee will be adapted in accordance with the number of days entered into the decision on quarantine. In case of a fee-related issue, please contact the respective daycare centre or school.

Your child's school will advise on organising basic education during a child's quarantine or isolation. If your child is quarantined or fallen ill and isolated, contact your child's class / homeroom teacher through Wilma. Homework assignments will be mainly posted in Wilma.

The school will provide directions for the arrangement of basic education for your child, while in quarantine or isolation. Contact your child's class / homeroom teacher through Wilma to get homework assignments for your child.

A discount will be given on afternoon care fee for the quarantine or isolation period. The discount depends on the number of absence days and attendance agreement.

When quarantine and isolation arouse concerns

If quarantine or isolation creates a lot of anxiety, you can talk about your worries and concerns with experts. For support please contact Crisis Centre Mobile on 044 7888 470, available 24 hours a day.

Persons ordered into quarantine are entitled to sickness allowance on account of an infectious disease.

Kela pays sickness allowance on account of an infectious disease which covers loss of income if you have been ordered into quarantine or isolation, or to be absent from work. If you provide for a child aged under 16 years, you can receive infectious disease allowance if your child has been ordered to stay at home due to an infectious disease and for this reason you cannot work.

Instructions and an electronic application form are available online:

<https://www.kela.fi/tartuntatauti>.

For the application, you will need the following:

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- a decision on absence from work from the physician responsible for infectious disease control in the municipality, or
- a medical certificate A, which has been signed by the physician responsible for infectious disease control. The decision is appended to this message.
- your employer's contact details. Kela will ask your employer to verify the amount of loss of income.

The sickness allowance on account of an infectious disease is a full compensation for the loss of income suffered.

If you are a wage-earner, the allowance is determined on the basis of the wage or salary that you would have received if you had not been ordered to stay away from work.

If you are a self-employed person, the allowance is determined based on the annual income under the YEL or MYEL pension acts that is in force when the absence starts.

If you are unemployed, running your own household or a student, you cannot receive infectious disease allowance since you do not incur any loss of income. However, if your physician notes that you are also incapable of work due to an infectious disease, you can apply for sickness allowance.

If you work alongside your studies or sporadically while being unemployed and you are ordered to stay away from work due to an infectious disease, you may be entitled to infectious disease allowance.

The infectious disease allowance is paid to the employer insofar as the employer has paid a wage or salary for the time of absence from work.

Infectious disease allowance is granted for the whole period that the decision on absence from work, quarantine or isolation concerns. The allowance is taxed in the same way as the regular sickness allowance.

For more information on allowances on Kela Webpage: <https://www.kela.fi/tartuntatauti>

For more information about the services in the City of Jyväskylä:
www.jyvaskyla.fi/terveys/korona