



Rijksoverheid

# Help and support when self-quarantining (staying at home)



You have or may have coronavirus. You are about to self-quarantine (stay at home) to prevent the spread of coronavirus. This means you have to stay indoors and that you can't have any visitors. Staying inside can be difficult. But you can get help and support during this period if you need it. This guide gives you practical advice and tells you where you can get help. You can find more information at [www.government.nl/self-quarantine](https://www.government.nl/self-quarantine).

**alleen samen krijgen we  
corona onder controle**



## When to self-quarantine

You must self-quarantine if:

- You have any coronavirus symptoms;
- You have tested positive for coronavirus (Please note: extra rules apply in this case. See the next page);
- A member of your household has a fever or is short of breath;
- A member of your household has coronavirus;
- You have been in close contact with someone who has coronavirus;
- You have received a notification from the CoronaMelder app or from the municipal health service (GGD);
- You recently arrived in the Netherlands from a high-risk area.



## Testing for coronavirus

It is important that you get tested:

- if you have coronavirus symptoms. Get tested as soon as possible;
- if you do not have any symptoms but have been in close contact with someone who has coronavirus. Get tested as soon as possible. If the results of your test are negative, stay at home and get tested again on or after the 5th day after the contact;
- if you do not have any symptoms but have returned from a high-risk area. Stay at home and get tested on or after the 5th day after your return.

Make an appointment via [www.government.nl/coronavirus-test](https://www.government.nl/coronavirus-test) or call 0800 1202, unless you have been in close contact with someone who has coronavirus. In that case you will receive instructions from the GGD.

If the results of your test on or after the 5th day are negative, you can stop self-quarantining.

# Self-isolating if you have tested positive for coronavirus

If you have tested positive for coronavirus, you go into **isolation** to avoid infecting the people you live with. The people you live with must also stay at home.

## Avoid infecting the people you live with

- Stay in your own room as much as possible. Sleep there on your own.
- The other people in your house should avoid coming into your room as much as possible.
- Make sure you have as little contact as possible with members of your household and keep 1.5 metres apart. This means no hugging, kissing or sex.
- Use your own separate plates, cutlery, cups and glasses.
- Use your own toothbrush.
- Use your own separate towels.
- If you have more than one bathroom and toilet in your house, use a different bathroom and toilet to the other members of your household. If you have one bathroom and toilet that you share, clean them every day. If you can, air these rooms by opening the window for 30 minutes.

## Practise good personal hygiene

- Wash your hands regularly with soap and water, and always:
  - after coughing and sneezing
  - after going to the toilet
  - after tidying up and cleaning
  - before preparing and eating food.
- Use a paper tissue when coughing. If you do not have a paper tissue at hand, cough into your elbow.
- Use a tissue once only and then dispose of it immediately. Then wash your hands.

## Ensure good hygiene at home

- If you can, clean your own room, bathroom and toilet yourself. The other members of your household should clean the other rooms.
- The things you touch regularly should be cleaned every day, like the toilet flusher, door handles and light switches.
- Use normal cleaning detergent.
- Put the cloth in the wash immediately after.
- Then wash your hands with soap and water.



### **Be careful with dirty things like washing up, laundry and waste**

- Ensure that other people do not come into contact with your bodily fluids, such as spit, snot, sweat, faeces and urine.
- Put your dirty washing in a separate washing basket and wash it at at least 40 degrees on a full cycle using normal washing detergent.
- Put your dirty plates, cutlery, cups and glasses in the dishwasher on a full cycle. Or wash them by hand separately from the other washing up. Use normal washing up liquid and hot water.
- Put your rubbish in a separate bin bag in your own room. It can be disposed of with the normal waste.

### **Protect your pet from coronavirus**

- For advice on pets and coronavirus see [www.rivm.nl/en/novel-coronavirus-covid-19/pets](http://www.rivm.nl/en/novel-coronavirus-covid-19/pets).



### **Self-quarantining**

Let those around you know you are self-quarantining. You can do this by email or via social media, for instance. Don't hesitate to ask for help, for example from acquaintances or relatives living nearby. Below is a list of organisations you can turn to for help.



### **Leaving the house**

It is important that you stay inside because you have or may have coronavirus. If you stay at home the virus can't spread any further. You can only go outside in your garden or on your balcony, if you have one.



## Food, medication and other necessities

Arrange for a basic supply of food and anything else you (and any pets) need during the quarantine period. Most supermarkets have an online delivery service. Ask your pharmacy to deliver any medication you need. If you can't have items delivered, for instance because you can't afford the delivery charge, and you don't have anyone you can ask to do your shopping or collect medication for you, you can contact:

- Your municipality: just dial 14 + the area code of the municipality (for example, 14 010 for Rotterdam) or check the municipality's website.
- The Red Cross: 070 445 5888 (standard call charges), available weekdays from 09.00 to 17.00. People who are deaf or hard of hearing can contact the Red Cross on WhatsApp via 06 5781 3499.
- The Red Cross also has WhatsApp helplines in the following languages: Turkish (06 4815 8053), Arabic (06 4815 8055), Tamazight (06 4815 8055), Mandarin and Cantonese (06 4815 8057) and Portuguese (06 4815 8083). Messages are answered on weekdays between 09.00 and 17.00.

Some local voluntary initiatives provide cooked meals. The organisation Stichting Thuisgekookt can match you with a neighbour who will cook for you during your quarantine and drop the meals off at your front door. You only need to pay for the ingredients. Call 06 8344 7197 to request this service. Please note: it usually takes Stichting Thuisgekookt up to 48 hours to find a match, so for the first two days you will need to find another solution.



## Dropping off and picking up children at school

If you have to self-quarantine, in many cases your children will have to self-quarantine as well. But there are exceptions. For more information see [www.government.nl/family-quarantine](http://www.government.nl/family-quarantine).

If your child goes to childcare or school but you can't arrange drop-off and pick-up with other parents or with the childcare centre or school, contact your municipality.



## Walking the dog

You can only go outside in your garden or on your balcony, if you have one. Ask a friend or neighbour to walk your dog, or use a dog walking service. If this isn't possible, call the Red Cross to discuss the available options.



## Work and income

Tell your employer or clients that you'll be self-quarantining. If you work for a company or organisation, also tell the company doctor. Make clear agreements about your work during this period.

If you can't work from home, it's likely that under the terms of your employment contract, you're entitled to receive your salary while you're self-quarantining. But this doesn't apply to everyone, so you will need to check. For more information (in Dutch) see [www.rijksoverheid.nl/werknemers-in-thuisquarantaine](http://www.rijksoverheid.nl/werknemers-in-thuisquarantaine).

If you are self-employed and can't work from home, try to postpone work until after your quarantine period is over. Perhaps you can arrange to do the work at a different time. If that's not possible, try to find someone to replace you. If you've suffered a financial loss because of having to quarantine, you might qualify for assistance under the temporary self-employment income support and loan scheme (TOZO). To apply for such assistance, contact your municipality. The scheme bridges the gap between what you are earning and the level of benefit you would receive under the Work and Social Assistance Act. The municipality assesses your application to see if you meet the criteria. For more information see [www.government.nl/topics/coronavirus-covid-19/information-for-business-owners](http://www.government.nl/topics/coronavirus-covid-19/information-for-business-owners).

To find out about other support schemes, contact the KVK Coronaloket (Chamber of Commerce coronavirus desk): [www.kvk.nl/corona](http://www.kvk.nl/corona). Have your Chamber of Commerce (KVK) number ready.

If you're in serious financial difficulty because you have to self-quarantine, contact your municipality. Below is a list of organisations you can turn to for help.

### **Municipality**

To apply for the TOZO scheme and get help in specific situations. Dial **14 + the area code** of the municipality (for example, 14 010 for Rotterdam)

### **KVK Coronaloket**

Information for business owners. Weekdays from 08.30-17.00 on **0800-2117**

### **Support** for concerns about coronavirus.

A portal to provide support for those who need it. [www.steunpuntcoronazorgen.nl](http://www.steunpuntcoronazorgen.nl) (in Dutch)



## Care and help at home

If you normally receive care or help at home – like from a district nurse or a home help – tell your contact person that you'll be self-quarantining. Talk to them about how you can go on getting care and assistance.

Carers have been given guidelines by the National Institute for Public Health and the Environment (RIVM) on how to work safely during the current crisis, so that they can continue to provide as much care and support as possible. Always keep to the guidelines, and if in doubt, contact the care agency and/or your municipality.

If you need any care services (in general, not just during quarantine), contact your municipality, doctor and/or health insurer to discuss the possibilities.



## Sport and physical exercise

You can't go to the gym, the swimming pool or a sports club. It's important to exercise though, even if you have to do so at home. Exercising is good for your physical and mental health. Maybe your sports club can help by providing you with online classes or a set of exercises to do at home, for instance. Below is a list of Dutch websites and programmes that help people to keep fit at home. There are many more initiatives, both local and national.

### **'Alles over Sport' YouTube channel**

Instructional videos for exercising at home.

Go to [www.youtube.com](https://www.youtube.com) and search for 'Alles over Sport'.

### **Golden Sports**

A sports exercise videos for older people.

[www.goldensports.nl/online-trainingen](https://www.goldensports.nl/online-trainingen)

### **TOPFIT**

Sports exercises for people with disabilities.

[www.ikwordtopfit.nl/trainingen.html](https://www.ikwordtopfit.nl/trainingen.html)

### **Nederland in Beweging!**

Exercises on television for anyone wanting to keep fit at home. Targeted at people aged over 50. Every workday at 09.15 on NPO 2 and at 10.15 on NPO 1.



## Daily routine and entertainment

You can't go to school or work. And you can't receive visitors or meet up with people. But try to stick to your daily routine as much as possible, so that at the end of the day you still feel you've done something. You might also like to make use of the many options for accessing culture and entertainment online. Some examples are given below, but this is just a small selection. There is a lot more online, both local, national and international content.

**'De online Bibliotheek'** offers free audiobooks and e-books for members.  
[www.onlinebibliotheek.nl](http://www.onlinebibliotheek.nl)

**Het Rijksmuseum** offers a free online tour.  
[www.rijksmuseum.nl/nl/online-rijksmuseum-voor-families](http://www.rijksmuseum.nl/nl/online-rijksmuseum-voor-families)

**Oud Geleerd Jong Gedaan** offers free online lectures (in Dutch) on various topics.  
[www.oudgeleerdjonggedaan.nl/onlinecolleges](http://www.oudgeleerdjonggedaan.nl/onlinecolleges)

Cultural knowledge institute **LKCA** provides an overview of cultural activities, including chamber choirs, online museums, concerts, creative workshops for families and theatre productions.  
[www.lkca.nl/artikel/corona-initiatieven](http://www.lkca.nl/artikel/corona-initiatieven)



## Internet and computer skills

To get access to help and entertainment you often need to go online, using a smartphone, tablet, laptop or desktop computer. If you don't have internet, you could buy an internet card from a telecom company. If you can't afford that, contact your municipality. If you need help using a computer or smartphone, contact one of the organisations listed below.

**Regelhulp** (for computer and internet support)  
[www.regelhulp.nl/jik-heb-hulp-nodig/leren-werken-met-computer-en-internet](http://www.regelhulp.nl/jik-heb-hulp-nodig/leren-werken-met-computer-en-internet)

**Helpdesk Welkom Online**  
Helpdesk for older people which can be reached on weekdays from 09.00 to 17.00 on 088 344 2000. See also [www.welkomonline.nl](http://www.welkomonline.nl)

**#allemaaldigitaal**  
[www.allemaal-digitaal.nl/#vraag](http://www.allemaal-digitaal.nl/#vraag)

If you need help with video calling or social media, or some other computer-related issue, you can contact SeniorWeb. Senior citizens get three months' free membership. A team of volunteers can help you either online or by phone. Apply using the link [www.seniorweb.nl/drie-maanden](http://www.seniorweb.nl/drie-maanden) or call 030 276 9965. After three months your membership stops automatically.



## If you can't self-quarantine at home

If you can't self-quarantine at home, for example because you share a household with someone who has underlying health conditions, or because your own safety would be at risk, contact your municipality.

**Don't be afraid to ask for help.**



## Contact

Stay in touch with friends, relatives and colleagues via social media and by email, WhatsApp or phone. Talk about your emotions; don't bottle them up. If you don't know who to turn to, or you want specific help, you can contact the following helplines.

### The Listening Line

**(Luisterlijn)** *(calls can be made in Dutch and English)*

**0900 0767**

Anyone who needs a listening ear.

*24 hours a day, 7 days a week*

*Standard call charges*

**Red Cross Helpline** *(calls can be made in Dutch and English)*

**070 445 5888**

Anyone with questions about practical issues (like help with

shopping) or who needs advice or just someone to talk to.

*Weekdays from 09.00-17.00*

*Standard call charges*

People who are deaf/hard of hearing: WhatsApp via

**06 5781 3499**

**ANBO helpline** *(calls can be made in Dutch and English)*

**034 846 6666**

Older people

*Weekdays from 09.00-17.00*

*Standard call charges*

### Victim Support

**Netherlands** *(calls can be made in Dutch and English)*

**0900 0101**

Victims of crime, road accidents and disasters.

*Weekdays from 08.00-20.00 and*

*Saturday from 10.00-17.00.*

*Standard call charges*

From abroad:

**+31 887 460 000**



### **Child Helpline**

(Kindertelefoon) (calls can be made in Dutch and English)

**0800 0432**

Children

7 days a week from 11.00-21.00

Free

**De Mantelzorglijn** (calls can be made in Dutch and English)

**030 760 6055**

Informal caregivers

Weekdays from 09.00-17.00.

Standard call charges

People who are deaf/hard of hearing: WhatsApp via **030**

**760 6055**

**MIND Korrelatie** (calls can be made in Dutch and English)

**0900 1450**

Anyone who needs help with mental health and psychosocial problems.

Weekdays from 09.00-18.00

Standard call charges

### **Niet Alleen helpline**

(calls can be made in Dutch)

**0800 1322**

Anyone needing assistance or advice.

Monday to Thursday from 09.00-

17.00 and Friday from 09.00-16.00

Free

**Alzheimer Telefoon** (calls can be made in Dutch and English)

**0800 5088**

Anyone wanting advice on dementia-related issues, or

just a listening ear.

7 days a week from 09.00-23.00

Free

### **Ouderen-Infolijn KBO**

**PCOB & NOOM** (calls can be

made in Dutch, English, Arabic,

Tamazight, Chinese, Indonesian,

Moluccan Malay, Italian,

Papiamentu, Portuguese, Spanish,

Sranan Tongo and Turkish)

**030 340 0600**

Older people.

Weekdays from 09.00-17.00

Standard call charges

### **ARQ Contactpunt Gezin**

(interpreting can be provided by telephone)

**088 330 5599**

Families. This helpline was set up by a trauma expertise centre specialised in working with children and families, to provide them with extra help during the coronavirus crisis.

Weekdays from 10.00-12.00 and

from 14.00-16.00

Standard call charges

**Veilig Thuis** (calls can be made in Dutch and English)

**0800 2000**

Anyone affected by domestic violence and/or child abuse.

24 hours a day, 7 days a week

Free

### **Hulplijn ADF Stichting**

(calls can be made in Dutch and English)

**0343 753 009**

Anyone suffering from anxiety, obsessive-compulsive disorders or phobias.

7 days a week from 09.00-13.30

Standard call charges

### **113 suicide prevention line**

(calls can be made in Dutch and English)

**0800 0113**

Anyone with suicidal thoughts, or who knows someone with suicidal thoughts.

24 hours a day, 7 days a week

Free

### **Your municipality**

Dial 14 + area code of the municipality or check the municipality's website.

### **C-support aftercare**

See [www.c-support.nu](http://www.c-support.nu)

Anyone suffering with the long-term effects of a coronavirus infection.

Free

**Questions about coronavirus? Call 0800 1351**

**More information**

[www.government.nl/self-quarantine](http://www.government.nl/self-quarantine)

[www.rivm.nl/en](http://www.rivm.nl/en)

[www.lci.rivm.nl/covid-19-patient-EN](http://www.lci.rivm.nl/covid-19-patient-EN)

[www.who.int](http://www.who.int)

*The government has made every attempt to ensure that the above information is accurate. No rights may be derived from any errors or omissions. For the most up-to-date information, go to*

**[www.government.nl/coronavirus](http://www.government.nl/coronavirus)**

