



Government of the Netherlands

Help and support when isolating



If you have tested positive for coronavirus you will have to isolate. The municipal health service (GGD) will tell you for how long and what the rules are. If you have symptoms you must always stay at home and get tested as soon as possible. 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.

Not sure if you need to isolate? Do the [check](#)

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.

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 possible, air these rooms by opening the window for 15 minutes 3 times a day.

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 the 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 laundry in a separate laundry basket and wash it at 40 degrees or higher, on a full cycle using normal laundry 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 other household waste.

Protect your pet from coronavirus

- For advice on pets and coronavirus see www.rivm.nl/en/novel-coronavirus-covid-19/pets.



Isolating

Let those around you know you are isolating. 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 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.



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.



Food, medication and other necessities

Arrange for a basic supply of food and anything else you (and any pets) need during the isolation 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: +31 (0)70 445 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 +31 (0)6 5781 3499.
- The Red Cross also has WhatsApp helplines in Turkish (+31 (0)6 4815 8053), Arabic (+31 (0)6 4815 8055), Tamazight (+31 (0)6 4815 8055), Mandarin and Cantonese (+31 (0)6 4815 8057) and Portuguese (+31 (0)6 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 and drop the meals off at your front door. You only need to pay for the ingredients. Call +31 (0)6 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.

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. On the website of the Netherlands Youth Institute you can find frequently asked questions (in Dutch) from parents about families and quarantine.



Work and income

Tell your employer or clients that you'll be isolating. 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.

If you are self-employed and can't work from home, try to postpone work until after your isolation 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'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.

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.steunpuntcorona.zorgen.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 isolating. 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), contact your municipality, doctor and/or health insurer to discuss the possibilities.



Sport and exercise

While you are self-quarantining 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 and search for 'Alles over Sport'.

Golden Sports

A series of exercise videos for older people.

www.goldensports.nl/online-trainingen

TOPFIT

Exercises for people with disabilities.

www.ikwordtopfit.nl/trainingen.html

Nederland in Beweging!

Workout programme on television for anyone wanting to keep fit at home.

Targeted at people over 50. Weekdays at 09.15 on NPO 2 and at 10.15 on NPO 1.



Daily routine and entertainment

While you are self-quarantining 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. A wide range of culture and entertainment is available online. Some suggestions are given below, but this is just a small selection. There is a lot more local, national and international content online.

With a **library subscription** you can access free audiobooks and e-books.
www.onlinebibliotheek.nl

The Rijksmuseum offers a free online tour.
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

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



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 access to the 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

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

#allemaaldigitaal
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, which offers three months' free membership. A team of volunteers can help you either online or by phone. Join up by using the link www.seniorweb.nl/drie-maanden or call 030 276 9965. After three months your membership stops automatically.



If you can't isolate at home

If you can't isolate 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)

088 0767 000

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 dealing with 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

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

Free

Questions about coronavirus? Call 0800 1351

More information

www.quarantainecheck.rijksoverheid.nl/en
rijksoverheid.nl/isolatie

www.rivm.nl/en

www.lci.rivm.nl/covid-19-patient-EN

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

