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## Novel Coronavirus FAQs

### 1) How can I help prevent the spread of novel coronavirus?

There is currently no vaccine to prevent novel coronavirus. The best way to prevent infection is to avoid being exposed to the virus.

However, there are general principles you can follow to help prevent the spread of respiratory viruses. These include:

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitiser that contains at least 60% alcohol if soap and water are not available. This is particularly important after taking public transport.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- If you feel unwell, stay at home and do not attend work or school.
- [Cover your cough or sneeze with a tissue then throw the tissue in the bin.](#)
- Clean and disinfect frequently touched objects and surfaces in the home and work environment.

### 2) What symptoms should I be concerned about?

If you have travelled to China, you should look out for any of the following symptoms in the 14 days after your return:

- Cough
- Difficulty breathing
- Fever (a temperature of 38°C or higher)

If you develop any of these symptoms, you should:

- Call NHS Direct Wales on 0845 4647 or 111 Wales, if available in your area.
- If it is an emergency, call 999 and explain to them that you have returned from China in the last 14 days.
- Avoid contact with others.
- Stay at home, do not attend work or school.
- Do not travel while sick.

- Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing. Throw tissues in the bin. Wash your clothes when home.
- Wash hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitiser if soap and water are not available.

**If you have travelled from Wuhan or anywhere in Hubei province in the last 14 days you should immediately:**

- Stay indoors and avoid contact with other people as you would with the flu.
- Call NHS Direct Wales on 0845 4647, or 111 Wales if available in your area, informing them of your symptoms and your recent travel to the area.
- Please follow this advice even if you do not have symptoms of the virus.

**3) What if I become unwell whilst in a public or shared space?**

**Do not go to your GP or a hospital if you become unwell. Instead you should contact NHS Direct Wales on 0845 4647 or 111 Wales, if available in your area, or call 999 if it is an emergency.**

Make sure you explain to them that you have returned from China in the last 14 days.

You should:

- Avoid touching objects, surface and other people as much as possible.
- Cover your mouth and nose with a disposable tissue when you cough or sneeze and then throw the tissue in the bin.
- If you don't have any tissues available, cough and sneeze in to the crook of your elbow.
- You will need to find somewhere safe to isolate yourself if you become unwell in a public space.

**On public transport**

If you become ill whilst on public transport, return to your temporary or permanent place of residence via the most direct route. Try to avoid commencing on a long journey during the 14 days after returning from China, in case you become unwell. If you become unwell whilst at an airport, bus station or train station before a long journey, make your way back to your place of residence by the most direct route.

## **In outdoor public spaces**

If you are outside in an open space when you become unwell, stay where you are and call NHS Direct Wales or 111 Wales if available in your area or 999 if an emergency.

## **Leisure activities e.g. shops, restaurants, gyms, cinemas, theatres, sporting events**

Speak to a member of staff, keeping at least 2 metres distance from them to reduce the risk of spreading infection. Ask them to find a room or area where you can isolate yourself behind a shut door, e.g. a changing room or staff office. If it's possible to open a window, do so for ventilation.

## **Places of worship**

Isolate yourself behind a shut door if there is a room or area available. If it's possible to open a window, do so for ventilation. If there is nowhere you can isolate yourself, return to your place of residence via the most direct route.

## **In educational settings e.g. schools and universities (staff or pupils)**

Keep 2 metres away from others and if possible find a room or area where you can isolate yourself behind a shut door, e.g. a staff office or unused class room. Make sure that children know to tell a teacher if they feel unwell. If it's possible to open a window, do so for ventilation. If you need to go to the bathroom whilst waiting for medical assistance, use a separate bathroom if available.

**If you have returned from Wuhan or Hubei province in the last 14 days you should avoid going to school or university.**

## **At work (non-clinical settings)**

Find a room where you can isolate yourself away from others and shut the door. If it's possible to open a window, do so for ventilation. If you need to go to the bathroom whilst waiting for medical assistance, use a separate bathroom if available.

## **At the homes of friends or family**

Find a room where you can isolate yourself away from others and shut the door. If it's possible to open a window, do so for ventilation. If you need to go to the bathroom whilst waiting for medical assistance, use a separate bathroom if available.

#### **4) How should I clean a public or shared space where a person has been unwell?**

If a person becomes unwell in a shared space, this space should be cleaned using disposable cloths and household detergent. Avoid using mechanical carpet washers and buffing machines. Wash your hands after cleaning.

#### **5) If I am at risk, shouldn't I be in hospital?**

If you have returned from China but are not unwell, you do not need to stay in hospital. It is better for you to stay in familiar surroundings if you can.

If you do become unwell, contact NHS Direct Wales on 0845 4647 or 111 Wales, if available in your area, immediately in order for you to be assessed by an appropriate specialist as quickly as possible.

#### **6) Are my family at risk?**

If you are not unwell, your family does not need to take any precautions or make any changes to their own activities.

#### **7) What about the people I'm with if I become ill?**

It is important not to get too close to other people if you become ill. Try and maintain two metres distance between yourself and others in order to reduce the risk of transmitting infection.

#### **8) Do I need to wear a face mask?**

It is not necessary to wear a face mask.

#### **9) Can I catch novel coronavirus from post/packages received from China?**

The virus does not survive well outside the body and so it is highly unlikely that novel coronavirus can be spread through post or packages.

#### **10) Can I get novel coronavirus from food/takeaways?**

It is highly unlikely that novel coronavirus can be spread through food.

#### **11) I've travelled to a country outside of China with cases of novel coronavirus what should I do?**

Currently there are a relatively small number of cases outside of China and the risk of an individual having come in to contact with a confirmed case is very low.

If you are aware that you have had close contact with a confirmed case of novel coronavirus you should contact NHS Direct Wales on 0845 4647 or 111 Wales, if available in your area, for further advice.

### **12) Can I attend mass gatherings?**

If you have returned from Wuhan or Hubei province in the last 14 days you should avoid mass gatherings. The risk to the general public attending mass gatherings is very low.

### **13) There is someone in my child's school/university who has just returned from China, what should I do?**

People who have returned from Wuhan or Hubei province in the last 14 days should avoid attending school, work or university.

People who have returned from China in the last 14 days are advised to stay at home if they develop symptoms.

All other students should continue to attend school/university.

### **14) My relative has been to China – should other people in the household stay away from work or school?**

There are no restrictions for contacts of people who have recently been to China and are well.

If someone is unwell in the household and has recently returned from China, please phone NHS Direct Wales on 0845 4647 or 111 Wales if available in your area for further advice.

### **More information on novel coronavirus:**

The Department of Health and Social Care and Public Health England have published [more information on Wuhan novel coronavirus including its epidemiology, virology and clinical features](#).

See [the latest information and actions for the public on the outbreak of Wuhan novel coronavirus](#), including [advice for travellers from Wuhan](#).

The Department of Health and Social Care will publish [updated UK data on a daily basis at 2pm](#) until further notice.