

## Information about COVID-19

The novel corona virus (SARS-CoV-2) can be transmitted from one person to another by speaking, sneezing or coughing. Therefore, please keep at least two meters distance from other people. The virus can also be found on objects such as doorknobs, cell phones and banisters. Therefore, when coming from outside, please wash your hands with soap immediately!

### Possible symptoms

Common symptoms are coughing, shortness of breath and fever. However, some of the first signs of the disease only show up after a few days. It can even take up to 14 days for symptoms to become noticeable. You can be infected and contagious even while symptom-free.

### What to do if you have symptoms

If you have reason to suspect that you have the coronavirus, call your family doctor. **Do not go to the doctor's office yourself so you won't infect others.** If necessary, the doctor will also give you the referral to the test centre. **Without this document, you will not be accepted at the centre.** The doctor will also explain to you how to proceed.

**Alternatively, you can use the citizens' phone of the City of Rostock (0381 381-1111).** Our employees will support you in deciding if your symptoms warrant further testing.

### If you feel slightly sick, please do not call 112

If you have been in a risk area or have had contact with an infected person, please call your family doctor. On weekends you can reach the emergency medical service by calling 116 117. Otherwise, please stay at home and ask for help with purchases if needed. Please do not go shopping with the whole family and do not stay at the supermarket longer than necessary!

### Why is following rules and hygiene instructions vital?

**A dangerous illness can affect everyone:** Even younger people can get serious symptoms from the virus. Therefore, young people should also be taken into account: please follow the hygiene instructions and rules! Do not meet with others and stay at home. Use the cell phone or social media to stay in touch. **Please avoid personal contact with older people (including your grandparents)!**

### Questions and Consultation

Please call the citizen's phone of the City of Rostock (0381 381 1111) if you have question or need any advice.

## Help seekers and help providers

please contact the following organizations:

- **Sofa Rostock e.V.** connects affected citizens and helpers in Rostock (shopping, waste disposal, animal care), email: [info@sofa-rostock.de](mailto:info@sofa-rostock.de), [www.sofa-rostock.de](http://www.sofa-rostock.de), tel. 0176 47158646
- **Rostock hilft e.V.** : Online offers of education, psycho-social care, social counseling, leisure, culture and entertainment, help with shopping, email: [solinetz@hrohilft.de](mailto:solinetz@hrohilft.de), tel. 0381 6665766, [www.facebook.com/hrohilft](http://www.facebook.com/hrohilft)
- **District and meeting center Südstadt/Biestow** by calling 0381 3835337 (Monday to Friday from 10 a.m. to 2 p.m.) you ll get information about help and helpers, [www.sbz-rostock.de/wordpress](http://www.sbz-rostock.de/wordpress), email: [nachbarschaftshilfe@sbz-rostock.de](mailto:nachbarschaftshilfe@sbz-rostock.de)
- The **neighborhood help phone** of the City of Rostock (038- 381-7777) is intended as a solidarity node primarily for those seeking help and those offering help, and have no online presence or access. In cooperation with the organizations and initiatives listed here the hotline coordinates needed assistance. email: [solidarknoten@rostock.de](mailto:solidarknoten@rostock.de)

## General information

- ride a bike or walk instead of taking **bus or tram/train**
- visiting of playgrounds is prohibited
- keep distance in shops
- pay cashless if possible
- only go to public offices in exceptional cases

## Who will answer my questions?

- Citizen's phone of the City of Rostock, please call 0381 381-1111
- Citizen's phone of the Ministry of Health of Mecklenburg-Western Pomerania, please call 0385 588-5888

## Trustworthy sources

- [rostock.de/pandemie](http://rostock.de/pandemie)
- [#sieben.tuerme](https://www.instagram.com/sieben.tuerme)
- [rki.de](http://rki.de) | [infektionsschutz.de](http://infektionsschutz.de)



**Frequent and thorough hand washing**



**Avoid shaking hands**



**Keep distance from other people**



**Sneeze and cough in handkerchief or armpit**



**Do not touch your face!**