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Information about voluntary stay at an out-of- home quarantine facility, if you are infected with novel coronavirus

The information in this publication is for you who have tested positive for novel coronavirus and have been offered a stay at a voluntary out-of-home quarantine facility by the municipality. Such stays are provided to prevent you from infecting other members of your household, and because you and the municipality have agreed that you cannot self-isolate effectively in your own home.

Information about your stay

In connection with your stay, there are several things you need to know. You will find most of the information in this publication, but the facility you are staying in may have additional information, which is specific to the place. It is essential that you also follow these instructions.

You can read more in Danish in the pamphlet "Til dig, der er testet positiv for ny coronavirus." If you have any further questions about the stay, please contact your municipality.

What is voluntary out-of-home quarantine – and what is expected of me?

Out-of-home quarantine means that the municipality will find you a place to stay while you are infected with the novel coronavirus – such as a holiday home or a hotel where you will get a private room or apartment.

During your stay, you are expected to take care of yourself. In other words, there are no healthcare professionals on hand to care for you. Among other things, this means that you are responsible for cleaning your room/accommodation/apartment once a day and for maintaining contact with your relatives, GP, etc. You also have to order your own food or groceries and cook your meals if your apartment/accommodation has kitchen facilities.

The staff can assist you with the delivery of goods, e.g. if you have ordered groceries for delivery. They can also help with waste collection and cleaning supplies. The staff are in charge of cleaning common areas.

During your stay, you should follow the Danish Health Authority's advice on self-isolation. You should also follow the Authority's recommendations on preventing the spread of infection to protect the staff and other non-infected people in the place you are staying. You can find the general advice in this publication.

What will it cost me to stay at a quarantine facility?

Your stay is free of charge. However, the facility offers three main meals a day, and if you choose to avail yourself of this offer, the cost amounts to DKK 150 per day. During your stay, you will be asked to cover other expenses, such as snacks, beverages, laundry, etc. How and when you must pay for these services depends on the quarantine facility.

What should I bring – and what services does the facility offer?

You must bring personal belongings such as toiletries and medicine, clothing, books, tablet, computer, etc. You may also bring food, beverages and snacks from home. Upon request, staff can wash your clothes for a fee during your stay. Please note that all clothes are washed at 60 degrees. You need to sort and put your laundry in a sealed bag and place it outside your door to be collected by the staff. Fresh towels and bed linen will be provided for you upon arrival – and as needed during your stay. You will also be given hand sanitiser, soap, disposable tissues and garbage bags free of charge.

Wi-Fi access will be available – also free of charge.

How do I get to the quarantine facility?

You have to arrange transport to the place where you are going to stay while you are in isolation. To avoid infecting others, please do not use public transport. It would be best if you could drive alone in your own car. If that is not possible, you may get a friend or a family member to take you. If you do, we recommend that you sit in the back seat at a distance from the driver, that you wash your hands before going, and that you remember to cough and sneeze into your sleeve. Afterwards, contact points in the car – such as handles – must be thoroughly cleaned. Please contact your municipality if you need help with transportation.

Can I socialise with others during my stay?

You are in isolation to avoid infecting others. Therefore, you must not socialise with people who are not infected with novel coronavirus during your stay. Consequently, visits are also discouraged. You are, however, allowed to socialise with others who are also in quarantine, because, like you, they are infected (e.g. during meals). Always follow the instructions given to you by the staff.

Can I go out?

You must not leave the facility during your stay. You must remain in your room/accommodation/apartment and any common areas, the staff directs you to and which are shared with other quarantined individuals. You are allowed to go out on your balcony or terrace, but do not linger anywhere where you might accidentally infect other people.

How long must I remain in quarantine?

Your stay ends when you have had no symptoms for 48 hours. If you have tested positive, but have no symptoms, and do not develop symptoms during your stay, you may go home seven days after taking your test. Remember to inform the staff and the municipality that you are going home.

What should I do if my symptoms get worse during my stay?

You are responsible for contacting your GP or emergency doctor service/1813 in the Capital Region if your symptoms worsen and you need medical attention. In the case of acute life-threatening illnesses, please call 112.

General advice during self-isolation



Hygiene

Wash your hands frequently and thoroughly with soap and water or use hand sanitiser. Proper hand hygiene is particularly important after going to the bathroom, before cooking, and after blowing your nose. Cough or sneeze into a disposable tissue or your sleeve. Dispose of used tissues immediately by putting them in a sealed garbage bag. Place your laundry in a sealed bag outside your door for the staff to collect.



Cleaning

Clean your room/accommodation daily during your stay. Use regular cleaning products. Use your own toilet and bath, exclusively and clean daily.



Do not leave the facility at any time during your stay

Any food and other purchases you have ordered will be delivered to you. Do not receive visitors, but keep in touch by telephone and digital means. Only use the common areas allocated to you by the staff.



Restrict contact with staff and others in isolation

Avoid physical contacts such as handshakes and hugs, and keep a minimum of two metres away from staff and others who are not infected.



Follow the staff's instructions

Follow the staff's instructions on how to conduct yourself during your stay.

More information

You can find information about COVID-19, how to prevent infection, and about self-isolation in English at sst.dk/corona or coronasmitte.dk