

Order considering your quarantine

You can reach the department of health Reinickendorf:

Telephone: 030 90294 5500

Opening hours are Monday to Friday: 8 a.m. to 4 p.m.

Saturday, Sunday and on holidays: 9 a.m. to 3 p.m.

Web: <https://www.berlin.de/ba-reinickendorf/corona>

The department of health sent you into quarantine because

- **you suffer from COVID-19 or**
- **you had close contact to a person suffering from COVID-19 or**
- **you are suspected to suffer from COVID-19.**

You have to follow this order.

Only then you will not infect other persons.

This quarantine is determined by law.

You will receive the quarantine order by your local department of health.

Please pay attention to the rules of quarantine!

You are not allowed to leave your house.

If you live with several persons in one flat you have to stay in a single room.

You may not invite or welcome visitors.

In case you leave all by yourself ask neighbours or friends to buy groceries for you.

You can also instruct a delivery service to buy food.

In case you can't find anybody to help you buying food please call us.

Do you have symptoms of illness?

If you have typical symptoms of COVID-19 you can ask your department of health for a corona-test.

Symptoms of illness can be fever, a cough, a sore throat or a snuff. In that case please call your local department of health to make an appointment:

Monday to Friday from 8 a.m. to 4 p.m., Saturday, Sunday and on holidays from 9 a.m. to 3 p.m.

For special reasons the test can be done at your home.

You can also ask your local doctor for a test.

Inform him/her about your typical symptoms of illness.

Are you allowed to interrupt your quarantine?

There are only a few reasons and circumstances to interrupt quarantine.

Exceptions are for instance:

- a fire in your house,
- a medical emergency,
- a funeral of a relative or close friend,
- walking, driving by bike or car to a corona-test.

In case you need to leave your house in one of those exceptional situation you have to keep distance to other persons and wear a mask. Inform persons you meet in such situations that you have been tested positive or that there is a suspicion.

If you attend a funeral or you would like to say goodbye to a dying person you need to inform the department of health in advance.

An exception from quarantine can also be given to persons working in a hospital or an important utility unit.

Exceptions from quarantine have to be requested by you or your employer at the department of health.

Who is paying your salary while your are in quarantine?

Your employer will continue paying your salary.

He can apply for compensation at Senatsverwaltung für Finanzen (Senate Department for Finance).

If you are self-employed you have to apply yourself for compensation.

Please find further information in the internet:

<https://www.berlin.de/sen/finanzen/service/entschaedigung/>

What kind of additional support can you get?

Your are in quarantine.

This is a special situation you have to be aware of even in situations of an emergency!

Emergency: Injury, poisoning, accident

For instance, if you got seriously injured, dial 112.

Please tell what happened where and declare to be in quarantine.

Further illness and medication

In you get sick during quarantine call your local doctor.

Tell him or her what you need and declare to be in quarantine.

If you can't reach a local doctor call 116 117 (network of medical insurance companies for mobile medical and mobile aid in Berlin).

Children in quarantine

In case you child needs to go into quarantine it might be a challenging situation for all of you.

If you need support please call your department of health.

If your child is under the age of 12 one parent can stay home aswell.

The quarantine order for your child is a sufficient proof for your employer.

Emotional distress

Quarantine is a special situation.

Fear, worry and loneliness may occur, also sleeplessness or depression.

Talk regulary to your friends and relatives on the phone and stay in touch with them via internet.

Use the possibility of video-calls.

Do gymnastics and fitness-sport in your home.

If you need further support or psychosocial assistance please call the Berlin Crisis Service.

You will find all contacts and specific numbers in the following passages.

Further assistance and contact to ...

Psychological Aid

- **Berlin Crisis Service,**
Monday to Sunday from 4 p.m. to 12 p.m.
dial 030 39063 – 0
- **Corona-Hotline of the professional association of german psychologists,**
Monday to Friday from 8 a.m. to 8 p.m.
dial 0800 777 22 44
- **Telephone counseling for adults,**
every day, every hour
dial 0800 111 01 11
- **Silbernetz, telephone counseling für elderly or lonely persons,**
Monday to Sunday from 8 a.m. to 10 p.m.
dial 0800 470 80 90

Violence-protection for Adults

- **BIG-Hotline in case of domestic violence,**
Monday to Sunday from 8 a.m. to 11 p.m.
dial 030 611 03 00
- **LARA – sexualized violence counseling centre,**
Monday to Sunday from 9 a.m. to 6 p.m.
dial 030 216 88 88
- **Centre for violence prevention,**
Monday to Sunday from 8:30 a.m. to 3 p.m.
dial 030 450 570 270

Support for children and families

- **Childprotection-Hotline** in suspected case of child abuse, neglect or sexual abuse
open hours: 24 every day!
dial 030 61 00 66
- **Child-Helpline, a number versus worries,**
Monday to Saturday from 2 p.m. to 8 p.m.
dial 116 111
- **Child emergency service Berlin for children and parents,**
open hours: 24 every day!
dial 030 61 00 61
- **Youth emergency service Berlin for teenagers and parents,**
open hours: 24 every day!
dial 030 61 00 62