

Recommended measures for COVID-19

Extract from a document from the Federal Ministry of Health

Information for caregivers working in 24-hour care

This recommendation is intended to provide caregivers who work in 24-hour care with safety guidelines in connection with the measures to minimise risks relating to coronavirus (SARS-CoV-2). People in need of care are at higher risk of becoming seriously ill. The recommended measures protect caregivers as well as those they care for and should help prevent the virus spreading further.

Who is at risk of coming down with COVID-19?

Those who are in close contact with someone suffering from COVID-19 or those who are suspected of being ill are particularly at risk.

What should you watch out for when dealing with the people you care for?

If you are both healthy, you can do your work as usual.

The generally applicable hygiene measures must be observed.

- Do not shake hands when greeting/saying goodbye. Wash your hands frequently with soap and water for at least 20 seconds and if possible use disposable towels or your own towel that only you use.
- Washing your hands is in any case essential
 - after entering the flat/house
 - before and after contact with patients
 - before cooking and before eating
 - after sneezing and coughing

- Observe hygiene guidelines regarding sneezing and coughing!
 - Cough or sneeze into a tissue or the crook of your elbow; in doing so, turn away from other people
- Clean surfaces (especially door handles) multiple times with common cleaning agents
- Acquire personal protective equipment (disposable gloves; a mechanical protection device that covers your mouth and nose area well and that protects against droplet infection). As needed, and it is possible that your agency will provide you with support.

What else must be considered?

The following also applies to protecting yourself:

- Keep a distance to others outside the flat/house - at least one metre
- Reduce social contacts, do not attend events or gatherings, do not visit community facilities and if possible do not use public transport at peak times

What should you do if you suspect a coronavirus infection?

If you suspect that you or a person you are caring for has contracted coronavirus and you or the person you are caring for are showing symptoms:

- Use personal protective equipment that you have received
- Please do not leave the flat/house
- Do not go to a doctor's surgery or hospital outpatient department yourself
- Call 1450 and follow the advice given carefully
- If you or the person you are caring for has very severe symptoms (e.g. shortness of breath), please call the emergency medical service 141 or the emergency phone number 144

- Call the relatives or the legal guardian by phone!
- If the person being cared for does not have any relatives or a legal guardian, please contact your agency by phone if need be!
- If you are not working through an agency, please contact the helpline for your federal state at <https://www.sozialministerium.at/Informationen-zum-Coronavirus/Coronavirus---Hotlines.html> (for a list, see below).

Further information

Answers to **frequently asked questions** are listed on the homepage of the Federal Ministry of Social Affairs, Health, Care and Consumer Protection: _

<https://www.sozialministerium.at/Informationen-zum-Coronavirus/Coronavirus---Haeufig-gestellte-fragen.html>

Information on the global situation can be found on the homepage of the Federal Ministry for European and International Affairs under "Current information"

<https://www.bmeia.gv.at/>

Travel information on individual countries can be found on the website of the Federal Ministry for European and International Affairs <https://www.bmeia.gv.at/reise-aufenthalt/reisewarnungen/>

Association for Personal Counselling and Personal Care of the Austrian Chamber of Commerce (WKÖ): <https://wko.at/personenberatung-betreuung>, fv-pb@wko.at

Questions about the situation of care and support - federal states' helplines

The following helplines provide information if there are interruptions or problems regarding 24-hour care or taking care of relatives as a result of the coronavirus protective measures.

Burgenland

Care counselling: 05/7600-1000

Carinthia

Care helpline: 05/0536-22134

Lower Austria

Care helpline: 02742/9005-9095

Upper Austria

Helpline (Caritas): 05/1775-775

Salzburg

Salzburg care counselling: 0662/8042-3533

Styria

Care helpline: 0800/500 176

Tyrol

Coronavirus helpline: 0800/808030

Vorarlberg

General helpline: 05574/511-24105

Vienna

FSW phone counselling: 01/24524