Coronavirus (COVID-19)

Test. Trace. Protect.
To keep Wales safe.

NHS Wales' Test, Trace, Protect Service is now live in Gwent.

Following the advice in this book-let will help to slow the spread of Coronavirus (COVID-19) and keep you, your friends, family, and community safe.

If you get symptoms of Coronavirus: Loss of taste or smell, a continuous cough or fever (high temperature)

You must...

1. Self-isolate for 7 days and your household must isolate for 14 days.
2. Book a test on the first day of your symptoms.

You can apply for a test online:
www.gov.wales/apply-coronavirus-test

Or call 119 for free between 7am and 11pm.

People with hearing or speech difficulties can call **18001 119**

Are you a critical worker?
If you have symptoms, booking a test will allow you to know when it's safe to return to work. Speak to your manager or book a test using the details above

Find out who is a critical worker at: www.gov.wales/coronavirus-critical-key-workers-test-eligibility

Tests take place at drive through testing centres or can be posted to your home.

Information in this booklet (V1) correct on 22/6/2020.
For the latest information visit:
www.gov.wales/coronavirus

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If your test is **negative**, no further action is needed and you and your household can stop isolating, providing there are no new symptoms of coronavirus.

If you test **positive** you will be contacted by a contact tracer from the NHS Wales Test, Trace, Protect Service.

- You will be asked to share the details of people you have been in close contact with up to 2 days before your symptoms started.

- You will be asked for their names, dates of birth, addresses, telephone numbers and email addresses, if you have this information.

The contact tracer will give you advice on what to do next.

- A contact tracer will then get in touch with your close contacts. They will be told they have been in contact with someone who has tested positive for coronavirus, but your identity will not be revealed unless you have given your permission.

- They will be given support and advised to self-isolate for 14 days from their last contact with you, and offered a test if they have symptoms.

Contact tracers do not monitor where you've been or what you've been doing. You will not be reported when giving information about your contacts and your movements.

We only use the information to stop the spread of the virus.

Your data will be treated as confidential and will not be shared with anybody else unless you give your permission.

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! Be aware of scam callers ☎

If in any doubt, hang up.

Do not :

X - Make any form of payment or purchase a product. (Coronavirus tests are **FREE)**

X - Give any bank account details.

X - Give any passwords or PINs, or set up any over the phone.

X - Download any software to your computer or tablet.

X - Dial a premium rate number to speak to anyone.

Contact from the Test, Trace, Protect Service will only be from official channels.

Texts will be sent from:
+447775 106684

Calls will be made from:
02921 961133
Emails will be sent from:
tracing@wales.nhs.uk /
olrhain@wales.nhs.uk

Why is contact tracing being carried out?

Contact tracing allows us to find out quickly who has COVID-19 and who is at risk of having caught it so they can self-isolate and prevent spreading it to other people.

This will reduce the spread of the virus in the community, and has an important role in helping us restart day-to-day activities.

How the data you provide will be kept safe

All of the information you provide from testing to contact tracing will be handled securely by trained staff in the same way as other health data.

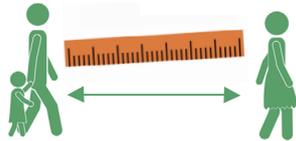Your data will be treated as strictly confidential and will not be shared with anybody else.

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Keeping Safe

Testing and contact tracing are only one way of preventing the spread of the virus. It is vital that we all continue to:

Always stay at least **2 metres apart** from people you don't live with. This also applies in the workplace: breaks, meetings and travel to and from work.

Catch coughs or sneeze into tissues, dispose of them and clean your hands as soon as possible

Wash your hands regularly for at least 20 seconds with soap and water, or use hand sanitiser

Do not touch your face unless you have thoroughly cleaned your hands

Regularly disinfect **surfaces and objects** at home and work.

The most effective way to protect yourself and others from Coronavirus is to follow these steps.

However, Welsh Government advise people in Wales to wear **three-layer face coverings** in situations where social distancing is not possible or more difficult. This only applies to people with no symptoms of coronavirus.

Anyone who does have symptoms should not go out, even if they are wearing a face covering.

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