

INFORMATION FOR VISITORS

Coronaviruses are a large family of viruses that cause illnesses ranging from the common cold to more severe diseases. The novel coronavirus responsible for the current pandemic is called COVID-19.

The most common symptoms of COVID-19 infection are *fever, tiredness and a dry cough*. Some people may also have *aches and pains, nasal congestion, a runny nose, a sore throat and/or diarrhoea*. Others may become infected but not exhibit any symptoms.

You can become infected by breathing in exhaled/ coughed-out droplets from a nearby person who has the virus; or by touching contaminated surfaces and objects or shaking hands with an infected person, and then touching your eyes, nose or mouth.

Preventing the virus being brought into prisons and other places of detention is essential to avoid the occurrence of infection and serious outbreaks, or to minimize the risk of these occurring. So – in these exceptional circumstances – your help and understanding are urgently required as new rules for visitors and other essential measures are introduced.

It may be necessary to restrict visits of family and friends. Such rules will be temporary and kept in place only as long as is necessary to prevent the virus from entering the prison. Restrictions of this kind have been shown to be highly effective in fighting the pandemic, keeping you and your loved ones safe. To stay in touch with your relative or friend in prison, you may (for a limited period) have to use non-contact alternatives (e.g. phone or Skype).

Please note that if your family member or friend in prison develops the COVID-19 disease, they will be put into medical isolation until there can be further medical evaluation and testing. If any specialized care is required, be assured that they will be transferred to the appropriate units.



To stay safe and healthy during the COVID-19 pandemic, remember to:

- wash your hands frequently with soap and water and dry with single-use towels;
- use alcohol hand sanitizer containing at least 60% alcohol if your hands are not visibly dirty;
- avoid touching your eyes, nose or mouth if you are not sure that your hands are clean;
- keep a distance of at least 1 metre between yourself and anyone who is coughing or sneezing;
- use a disposable tissue (or your bent elbow) to cover your mouth and nose when coughing or sneezing, then throw the tissue in a bin with a lid and wash your hands.

Note that wearing a face mask is not recommended for healthy people, *but only for people who have respiratory symptoms (e.g. a cough)*.

Use the **“four moments”** approach to hand hygiene when visiting people in prison. Wash your hands or use alcohol hand sanitizer:

- before touching a person in prison
- after touching a person in prison
- after exposure to any body fluid of a person in prison
- after touching surfaces and objects in prison.

Remember:

- if you feel unwell, don't come to visit;
- if you have travelled from or lived in a high-risk area or had contact with a known case of COVID-19, stay self-isolated for 14 days from the date of travel or last possible day of contact;
- if you have **a fever, a cough and/or difficulty breathing**, seek medical assistance straightaway.