Help and support when self-quarantining (staying at home)

You are about to self-quarantine (stay at home) for 10 days to prevent the spread of coronavirus. This means you have to stay indoors and that you can’t have any visitors. We realise this may be difficult. But you can get help and support during this period if you need it. You can find more information by going to government.nl/self-quarantine.
General information

Let your family, friends and colleagues know that you will be self-quarantining. You can do this by email or via social media, for instance. Don’t hesitate to ask for help, for example from acquaintances or relatives living nearby. A list of organisations you can turn to for help is given below.

If you haven’t been tested, but have symptoms of coronavirus disease (COVID-19), get tested as soon as possible. Make an appointment via government.nl/coronavirus-test or call 0800 1202.

Food, medication and other necessities

Arrange for a basic supply of food and anything else you (and any pets) need during the quarantine period. Most supermarkets have an online delivery service. Ask your pharmacy to deliver any medication you need. If you can’t have items delivered, for instance because you can’t afford the delivery charge, and you don’t have anyone you can ask to do your shopping or collect medication for you, contact:

- Your municipality: just dial 14 + the area code of the municipality or check the municipality’s website.
- Red Cross: 070- 445 5888 (standard call charges), available weekdays from 09.00 to 17.00. Calls to this number can be made in English. People who are deaf or hard of hearing can contact the Red Cross on WhatsApp via 06 57 81 34 99.
- The Red Cross also has a WhatsApp helpline for speakers of the following languages: Turkish (06 48 15 80 53), Arabic (06 48 15 80 55), Tamazight (06 48 15 80 55), Mandarin and Cantonese (06 48 15 80 57) and Portuguese (06 48 15 80 83). Messages are answered on weekdays between 09.00 and 17.00.

For more information in languages other than Dutch, go to www.rodekruis.nl/nieuwsbericht/whatsapp-hulplijn-voor-anderstaligen-tijdens-coronacrisis.

Some local voluntary initiatives provide access to cooked meals. The organisation Stichting Thuisgekoekt can match you with a neighbour who will cook for you.
during your quarantine and drop the meals off at your front door. You only need to pay for the ingredients. Call 06 83 44 71 97 to request this service. Please note: it usually takes Stichting Thuisgekookt up to 48 hours to find a match, so for the first two days you will need to find another solution.

Taking children to school and picking them up
If you can’t arrange for other parents or someone from the school itself to take your children to school or pick them up, contact your municipality.

Walking the dog
You can only go outside in your garden or on your balcony (if you have one). Ask a friend or neighbour to walk your dog, or make use of a dog walking service. If this isn’t possible, call the Red Cross to discuss available options.

If you can’t self-quarantine at home
If you can’t self-quarantine at home, for example because you share a household with someone who is vulnerable due to underlying health conditions, or because your own safety would be at risk, contact your municipality.

Don’t be afraid to ask for help.

Contact
Stay in contact with friends, relatives and colleagues via social media and by email, WhatsApp or phone. Talk about your emotions; don’t bottle them up. If you don’t know who to turn to, or you want specific help, you can contact some of the helplines listed on the next page.
Helplines

De Landelijke Luisterlijn
(calls in English can sometimes be handled)
0900 0767
A national helpline for anyone who needs a listening ear.
24 hours a day, 7 days a week
Standard call charges

Red Cross Helpline
(calls can be made in English)
070 445 5888
For anyone with questions about practical issues (like help with shopping or transport to a coronavirus test location) or who needs advice or just a listening ear.
Weekdays 09.00-17.00
Standard call charges

ANBO helpline
(calls can be made in English)
034 8 46 6666
ANBO is an association that represents the interests of older people.
During office hours
Standard call charges

Victim Support Netherlands
(calls can be made in English)
0900 0101
For victims of crime, road accidents and disasters.
Weekdays 08.00-20.00 and Saturdays 10.00-17.00
Standard call charges

De Kindertelefoon
(calls can be made in English)
0800 0432
A helpline for children.
7 days a week 11.00-21.00
Free

De Mantelzorglijn
(calls can be made in English)
030 760 6055
A helpline for caregivers.
During office hours
Standard call charges

MIND Korrelatie
(calls can be made in English)
0900 1450
For help with mental health and psychosocial problems.
Weekdays 09.00-18.00
Standard call charges

Niet Alleen
0800 1322
Helpline for anyone needing assistance or advice.
Mondays to Thursdays 09.00-17.00
Fridays 09.00-16.00
Free

Alzheimer Telefoon
(calls can be made in English)
0800-5088
For anyone wanting advice on dementia-related issues, or just a listening ear.
7 days a week, 09.00-23.00
Free

Ouderen-Infolijn KBO-PCOB & NOOM
(calls can be made in English as well as Arabic, Tamazight, Chinese, Indonesian, Moluccan Malay, Italian, Papiamento, Portuguese, Spanish, Sranan Tongo and Turkish)
030-3400600
A helpline for older people.
Weekdays 09.00-17.00
Standard call charges

ARQ Contactpunt Gezin
(interpretation can be provided by phone if desired)
088 330 5599
A helpline set up by a trauma expertise centre specialised in working with children and families, to provide them with extra help during the coronavirus crisis.
Weekdays 10.00-12.00 and 14.00-16.00. Standard call charges

Veilig Thuis
(calls can be made in English)
0800 2000
For anyone affected by domestic violence and/or child abuse.
24 hours a day, 7 days a week
Free

Questions about coronavirus?
Call 0800 1351
Care and help at home

If you normally receive care or help at home – like from a district nurse or a home help – tell your contact person that you’ll be self-quarantining. Talk to them about how you can go on getting care and assistance.

Carers have been given guidelines by the National Institute for Public Health and the Environment (RIVM) on how to work safely during the current crisis, so that they can continue to provide as much care and support as possible. Always stick to the guidelines, and if in doubt, contact the care agency and/or your municipality.

If you need any care services (in general, not just during quarantine), contact your municipality, doctor and/or health insurer to discuss the possibilities.

Sport and physical exercise

If you’re in self-quarantine you can’t go to the gym, the swimming pool or a sports club. It’s important to exercise though, even if you have to do so at home, because it’s good for your physical and mental health. Maybe your sports club can help by providing you with online classes or a set of exercises to do at home, for instance. There are also various websites that help people to keep fit at home.
Income

Tell your employer or clients that you’ll be self-quarantining. If you work for a company or organisation, tell the company doctor. Make clear agreements about your work during this period.

If you can’t work from home, it’s likely that under the terms of your employment contract, you’re entitled to receive your salary while you’re self-quarantining. But this doesn’t apply to everyone, so you will need to check.

If you are self-employed and can’t work from home, try to resume work after the ten days are over, or to arrange that the work be done at a different time. If that’s not possible, try to find someone to replace you. If you’ve suffered a financial loss because of having to quarantine, you might qualify for assistance under the temporary self-employment income support and loan scheme (TOZO-regeling). To apply for such assistance, contact your municipality. The scheme bridges the gap between what you are earning and the level of benefit you would receive under the Work and Social Assistance Act. The municipality assesses your application to see if you meet the criteria. You can find more information by going to [www.government.nl/topics/coronavirus-covid-19/information-for-business-owners](http://www.government.nl/topics/coronavirus-covid-19/information-for-business-owners).

To find about other support schemes, contact the KVK Coronaloket (Chamber of Commerce coronavirus portal): [www.kvk.nl/corona](http://www.kvk.nl/corona). Have your Chamber of Commerce (KVK) number ready.

If you’re worried about your financial situation, see below for who to contact:

**Your municipality**
Dial 14 + area code of the municipality or check the municipality’s website. (for example, 14 010 for Rotterdam)

**Support for concerns about coronavirus**
[www.steunpuntcoronazorgen.nl](http://www.steunpuntcoronazorgen.nl)
A portal to provide support for those who need it.

**To apply for the TOZO scheme:**
*KVK Coronaloket* (calls can also be made in English)
0800 2117
Information for entrepreneurs
Weekdays 08.30-17.00
Daily routine and entertainment

You can’t go out and you can’t receive visitors or make appointments. But try to stick to your daily routine as much as possible, so that at the end of the day you still feel you’ve done something. You might also like to make use of the many options for accessing culture and entertainment online.

Internet and computer skills

To get access to help and entertainment you often need to go online, using a smartphone, laptop or desktop computer. If you don’t have internet and can’t make use of publicly-available Wi-Fi options, you could buy a SIM card for mobile internet from a telecom company. If you can’t afford that, contact your municipality.

If you need help using a computer or smartphone, contact one of the organisations listed below. Please note: the organisations can only offer assistance in Dutch:

Regelhulp voor computer en internet

Helpdesk Welkom Online
Helpdesk for older people which can be reached weekdays from 09.00 to 17.00 by calling 088 344 2000.

Digitale alliantie www.allemaal-digitaal.nl/#vraag

SeniorWeb If you need help with video calling or social media, or some other computer-related issue, you can contact this helpdesk. Senior citizens get three months’ free membership. A team of volunteers can help you either online or by phone. Apply using the following link: www.seniorweb.nl/drie-maanden or call 030 276 9965. After three months your membership stops automatically.
More information
www.government.nl/corona
www.rivm.nl/en
www.steunpuntcoronazorgen.nl (in Dutch)
www.rodekruis.nl/en
www.who.int
www.lci.rivm.nl/leefregels (in Dutch)
www.eentegeneenzaamheid.nl/houdcontact (in Dutch)

The government has made every attempt to ensure that the above information is accurate. No rights may be derived from any errors or omissions. For the most up-to-date information, go to Rijksoverheid.nl/corona (in Dutch).