

North Yorkshire County Council released their COVID-19 Outbreak Control Plan on June 26th, below are some frequently asked questions around the plan.

FAQ:

Q: What are the symptoms of Covid-19?

A: Symptoms include:

- a high temperature – you feel hot to touch on your chest or back
- a new, continuous cough – this means you've started coughing repeatedly
- loss/change in your normal sense of smell or taste

Q: What should I do if I have symptoms of Covid-19?

A: You should start self-isolating at home for 7 days and book a test, information on this can be found here: www.gov.uk/coronavirus

You should not leave your home for any other reason other than to get tested, the NHS professionals will give you further advice if your test comes back as positive.

Q: How do I access the Test and Trace service?

A: Information on access to the NHS Test and Trace service can be found here:

www.northyorks.gov.uk/TestandTrace or you can call 119

This page will also be updated with support and information for different settings across North Yorkshire.

Q: I have been contacted by a NHS professional, letting me know I have been in contact with someone who has tested positive for Covid-19. What should I do?

A:

- You need to self-isolate for 14 days, do not leave your home for any reason other than to get a test
- If you're self-isolating you may need help with things like shopping, collecting medication or looking after pets. Please contact family, friends, neighbours or groups you belong to and let them know how they can support you
- If you don't have anyone to call on but need help with shopping, prescriptions and other essentials you can contact North Yorkshire County Council's customer service centre on 01609 780780 seven days a week 8am to 5:30pm and we will direct you to the right support
- Do not have visitors in your home, including friends and family – except for essential care
- Try to avoid contact with anyone you live with as much as possible
- People you live with do not need to self-isolate if you do not have symptoms

Q: How do I know that I'm being contacted by an authorised NHS contact tracer?

A: The NHS Test and Trace service will contact you by email, text message or phone. If the service calls you, it will be from 0300 0135000. If it texts you, it will be from 'NHStracing'.

You will not be asked:

- for bank details or to make a payment
- for details of any other accounts, such as your social media
- to set up a password or PIN number over the phone
- to call a premium rate number, such as those starting 09 or 087
- for anyone to visit you at home

Q: What is North Yorkshire County Council's Outbreak Control Plan?

A: The Outbreak Control Plan provides a framework that looks at preventative measures to reduce the spread of coronavirus. We are working with our partners to prevent outbreaks and manage any that do occur quickly and effectively.

Q: What do residents of North Yorkshire need to do to support the plan and how do I keep myself safe?

A: Residents across North Yorkshire need to ensure they are being as safe as possible by keeping a safe 2 metre distance where possible when meeting up with people outside of their household. It is also important to wash your hands regularly with soap and water and take sanitiser with you to public places. You must follow government guidance and wear face coverings on public transport and in shops. All of these precautions will help North Yorkshire become Covid-19 free again.

Q: Who are the council working with to support potential outbreaks?

A: We are working with care homes, schools, workplaces and are engaging with vulnerable people across North Yorkshire.

Q: How will the county get back to life as normal?

A: We are working hard to provide support to the residents of North Yorkshire so we are all being as safe as we can be. Our plan looks to prevent outbreaks across the county which will allow us to get back to relatively normal life as soon as possible and as safely as we can.