

DWUTYGODNIK MIEJSKI

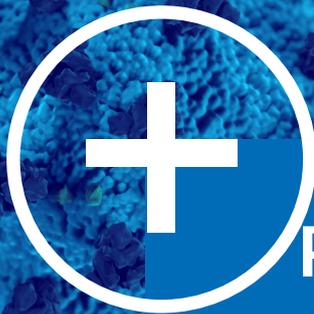
**KRAKÓW.PL**

March 2020

special issue



**PROTECT YOURSELF  
AND THOSE  
AROUND YOU!**



# PROTECT YOURSELF AND THOSE AROUND YOU!

Ladies and Gentlemen,

today we already know that we will have to be extra careful about our health in the coming days and weeks.

The Prime Minister decided to close schools, universities, and cultural institutions. Earlier, we were notified about a ban on mass events. We are in permanent touch both with the government and with the Voivode (Governor), and, as the local authorities, we follow the instructions issued, while our services support the activity of the central administration. As a city we do everything to ensure safety and security of people living in Kraków.

I kindly ask you to take all the appeals to be cautious very seriously. Every one of us is responsible not only for their health and the health of the near and the dear, but also of the people we come across in public spaces.

This is why I kindly request that you make sure that the children and students who will not be attending school remain at home. I also ask adults who have to leave home to avoid crowded locations, and follow all the orders of sanitary services, especially in matters concerning hygiene.

I want to assure you that all the institutions of our city whose duty is to extend care over the elderly, the lonely, and the frail will go on doing everything to ensure the highest level of care. However, let me also ask you that, in this special time, you personally pay greater attention to the people around you and their needs, so that you could perhaps help them by doing their everyday shopping. Such assistance is absolutely invaluable!

May I once again ask that we all stay calm and not yield to panic, treat the orders of sanitary services very seriously, and care for our own health and the health of those around us.

*Jacek Majchrowski*  
Mayor of Kraków

Due to the spread of coronavirus SARS-CoV-2 and an increased number of patients with COVID-19 – the illness it causes, the Polish government introduced the state of epidemic in Poland.

You will find current information on how the city operates in these exceptional circumstances on the municipal website [www.krakow.pl](http://www.krakow.pl). The reports under KRAKÓW NA ŻYWO include news live feed both from the Municipality of Kraków and from other municipal entities, companies and facilities, and also from other organisations and institutions in the city. We also publish important information shared by the government and the Ministry of Health. find abridged information on the following subjects:

- operation of the Kraków Municipal Office.
- healthcare
- aid to the elderly and quarantined
- childcare and education
- municipal transport
- culture and sports.
- symptoms of coronavirus infection, info how to prevent infections
- emergency telephone numbers
- quarantine, isolation
- credible sources of information about the virus.

The state of epidemic means that a range of limitations on the freedom of movement, gathering and trade have also been imposed in our city. Their purpose is to limit the spread of coronavirus and lower morbidity.

## KEY DECISIONS OF THE STATE OF EPIDEMIC

The state of epidemic marks a higher degree of threat, and remains in force after the previous state of epidemic emergency. It offers additional options for protection, primarily the institution of the so-called zero zones. These are areas directly surrounding a source of viral infection, where additional restrictions and control are in force. Zero zones may cover cities and/or entire regions. The government may define multiple types of zones. The zero zone may be surrounded with a buffer zone: an area in which limitations may include prohibition of movement of people. A threat zone covers the area, where the risk of the state of epidemic is high; such a zone covers one or multiple regions in the country, and quarantine locations cover individual buildings and premises earmarked for temporary stay of people who have or may have contracted the illness, where they undergo quarantine.

### **The state of epidemic may, but does not have to, mean the following duties:**

- temporary restriction of specific forms of movement
- temporary restriction or ban on the use of specified objects and/or foods
- temporary restriction of operation of specific institutions or businesses
- ban on organising events and other gatherings
- obligation to carry out specific sanitary procedures, if their performance is connected to the functioning of specific production, service, commercial, or other facilities
- order to provide access to estates, premises, and spaces, and provision of means of transport for particular actions countering an epidemic envisaged in epidemic-fighting plans
- obligation to conduct specified protective vaccinations, and definition of groups of people to be subjected to such vaccinations, definition of the type(s) of protective vaccination conducted – accounting for the paths of transmission of contagious diseases and the epidemic situation within the zone of epidemic emergency or epidemic
- temporary restriction of specific scopes of business activity
- temporary control and/or limitation of sales of specific goods
- obligation to undergo medical examinations and apply other preventive means and procedures by the ill and potentially ill



- obligation to undergo quarantine
- obligation to notify about the place of quarantine
- prohibition of leaving the place of quarantine
- temporary restriction on the use of premises and/or estates, and the duty to protect them.

## OPERATION OF THE KRAKÓW MUNICIPAL OFFICE

Beginning with Monday, 16 March, the buildings of Kraków Municipal Office are accessible **only for the staff**. All the documents and applications to the office can be submitted electronically or by dropping **a special envelope into containers** situated by the entrances to 13 branches of the office, situated at:

1. pl. Wszystkich Świętych 3-4
2. ul. Sarego 4
3. ul. Biskupia 18
4. ul. Stachowicza 18
5. ul. Lubelska 29
6. ul. Mogilska 41
7. ul. Grunwaldzka 8
8. ul. Kasprowicza 29
9. al. Powstania Warszawskiego 10
10. Rynek Podgórski 1
11. ul. Dekerta 24
12. os. Zgody 2
13. ul. Wielicka 28a

**The exception** is the **current registration of deaths and drafting of death certificates**. In these matters, you must contact in person the staff of the Registry Office (Polish: Urząd Stanu Cywilnego) in one of two locations: ul. Lubelska 29 and os. Zgody 2.

Please contact our staff online or on the phone.

At the same time we ask for your understanding: as any employer, the municipal office must take into account absences of its officers who exercise their right to care over children and to work remotely in case of people who should not run into the danger of becoming infected for medical reasons.

Information about the current manner of operation as well as contact numbers of individual municipal entities, companies, and institutions can be found on their respective websites.

## HEALTHCARE

Calling **800 190 590** – the **free helpline of the National Health Fund (NFZ, open 24/7)**, you can obtain information what to do to receive assistance and contact to a selected institution providing remote consultations. Remote consulting can provide you with recommendations, e-leave, e-prescriptions, and also information when to contact your sanitary-epidemiologic station (colloquial Polish: sanepid).

The state of epidemic emergency also forced hospitals to introduce special precautions: admittance and planned procedures have been limited or suspended, specialist outpatient units have been closed, and visiting inpatients is forbidden. Details and particulars are provided on the websites of individual hospitals. Sanatorium treatment is called off until further notice.

## ASSISTANCE TO THE ELDERLY AND QUARANTINED

Provision of meals and their delivery to home addresses, delivery of medications, and psychological consultancy on the phone – the city now provides special support for those in need of assistance, especially the elderly, the lonely, the disabled, and those who undergo quarantine or isolation.

Citizens of Kraków aged 60+ and living alone or with another senior and/or disabled citizen, and people with disabilities aged 18+ who do not leave home may use the **Zakupy dla seniora**/Shopping for Senior Citizens service.

The cost of the shopping should not exceed PLN 150 and is covered by the user of the service. You can request for the service once a week, making a request to **+48 887 202 948** from 8am to 2:30pm from Monday to Friday, or by email, to **senior@mops.krakow.pl**.

Beginning with 16 March, the **Municipal Welfare Centre (Miejski Ośrodek Pomocy Społecznej, MOPS)** can be contacted by **telephone and email**. The support granted by the city extends to the provision and delivery of meals as well as the necessary medications. People in the permanent care of MOPS signal the need of support by calling a selected branch. In turn, people in quarantine or isolation inform about the need of assistance by phone: appropriate numbers can be found on each isolation order (Polish: zaświadczenie o konieczności odosobnienia).

Persons in home quarantine (reported to sanepid) and remaining in isolation – particularly the lonely, the ailing, and seniors – are requested to inform about their need of food and/or medications by contacting numbers **887 202 946 or 887 202 947** (from 7am to 8pm), or by email (from 8pm to 7am) writing to **kontakt@mops.krakow.pl**, or by contacting the police officer supervising their quarantine.

The sanitary services appeal to the people in **voluntary quarantine for obligatory registration**. Thanks to this, they will be able to receive assistance, including provision of food. The contact data of the Regional Sanitary-Epidemiological Station (Wojewódzka Stacja Sanitarno-Epidemiologiczna) in Kraków and its county branches in Małopolska Region can be found on the station's website: **wse.krakow.pl**.

**Persons in home quarantine may also use psychological support on the phone** provided by the Crisis Intervention Centre (Ośrodek Interwencji Kryzysowej) and the Centre for Family Consultancy and Therapy (Ośrodek Poradnictwa i Terapii Rodzin):

- **Crisis Intervention Centre (Ośrodek Interwencji Kryzysowej): phone +48 12 421 9282; +48 502 273 430, and +48 500 741 575**
- **Centre for Family Consultancy and Therapy (Ośrodek Poradnictwa i Terapii Rodzin): phone +48 12 262 9299**
- **Centre for Family Consultancy and Therapy (Ośrodek Poradnictwa i Terapii Rodzin): phone +48 12 633 3531**
- **Centre for Consultancy and Therapy – Kraków Psychotherapy Institute (Ośrodek poradnictwa i terapii – Krakowski Instytut Psychoterapii) “Podbrzezie” : phone +48 12 423 0228; +48 783 222 263**
- **Centre for Consultancy and Therapy – Kraków Psychotherapy Institute (Ośrodek poradnictwa i terapii – Krakowski Instytut Psychoterapii): phone +48 12 644 1266 ext. 24; +48 12 682 1150; +48 692 960 436**

Let us remember that we all can help people around us: seniors, the lonely, and people with disabilities. Every one of us can support them in their everyday activities and needs, for example by shopping, buying medicines, and contacting authorities for them. Let us make sure that the elderly and the lonely are not alone in these days: let us show our support and maintain regular contact. Volunteers are welcome to join informal support groups who inform about the ways of helping those in need through social media. Now when many people do not leave homes for their health's sake, and institutions have suspended their operation, the city especially encourages helping the senior residents of Kraków and those who need support. We also suggest helping those elderly residents who, fearing for their health, decide to stay in quarantine. Let us support them in their daily activities, such as shopping, buying medicines, and contacting authorities online or on the phone.

**Volunteers are welcome to become involved in the operation of informal voluntary support groups**, for example, the **Visible Hand Kraków** (Polish: **Widzialna Ręka Kraków**), who inform about the ways of bringing assistance to those in need through social media.

## EDUCATION AND CHILDCARE

**Schools, preschools (kindergartens), nurseries (crèches), and children's clubs** and centres, both private and run by local authorities, will remain closed until 10 April. Educational activities of culture centres are also suspended. However, the time of suspending traditional classes and kindergarten routines is not holiday time, which is why teachers introduce remote methods of work and use the available tools and means of communication, including electronic ledgers, email communication, and other electronic media. According to the guidelines, the number of people staying in schools and kindergartens should be reduced as far as possible, however, with all the institutions continuing their operation. Individual directors decide about the operation of their units and the duties of individual members of the staff.

The Małopolska Education Authority (Polish: kuratorium oświaty) encourages teachers to support students in their education and deliver materials for home study, especially to those who are revising for the eighth-grade, maturity, and vocational examinations. The Ministry of National Education has granted free access to the website [epodreczniki.pl](http://epodreczniki.pl) with e-materials that teachers and students can use for home learning.

Psychological and educational consulting centres, and special educational centres, educational centres for youth as well as schools operating in correction institutions and remand centres have also decided to suspend their operation.

The recent developments have also enforced **modification of the principles of recruitment to Kraków kindergartens**: – a statement from the parents and vaccination book records are considered valid and sufficient to confirm that the child meets the vaccination criterion (no medical statement is needed).

Universities, other institutions of higher education, and academies of artistic education are also closed. Students staying in dormitories who can find other accommodation have been requested to leave the dormitories, and the persons staying in are recommended to limit contacts.

## MUNICIPAL TRANSPORT

**Changes** have been introduced **in the functioning of municipal transport**, with some lines being suspended or rerouted: all the details can be found on the website of the Kraków transport facility, the MPK.

Additional **means for protecting the passengers** have been introduced: all the doors in the trams and buses are opened by the driver (with the exception of 3 types that cannot support such an option) and a special protection zone has been marked out in the front: the first door is off limits in all the buses and in some trams. The drivers do not sell tickets, and ticket controllers have been provided with gloves.

The **validity of the oldest plastic Kraków City Cards**, issued before 2013, whose original validity ended on 31 March, has been extended to the end of June 2020.

**Charging of parking fees in the Paid Parking Zone is suspended to the end of March.** In this way we want to help the people who have to commute to work in the city centre and are afraid to use municipal transport, and those who take care of the residents of the centre e.g. by doing shopping for them.

MPO, Kraków cleaning utility, uses a disinfectant liquid to clean city spaces, focusing on such the locations and infrastructure usually used by larger numbers of people, and including pavements, squares, pedestrian crossings, and bus and tram stops. Street waste bins, and various railings and benches are also disinfected.

## CULTURE AND SPORTS

All the mass events, concerts, festivals, cultural initiatives, and activities in theatres, operas, operettas, philharmonic halls, cinemas, culture centres and art galleries **are suspended until further notice**. Libraries and museums are also closed. Sports and recreational events have also been cancelled, and fitness clubs and gyms are closed. Instructions for ticket refunds, where possible, can be found on the websites of event organisers.

The time spent at home is not lost. The Internet provides contact with culture. Although not accessible to visitors, museums, galleries, and theatres have not suspended their activity but moved it to the virtual world. Institutions of culture offer an array of online initiatives. Therefore, without leaving home, you can safely participate in cultural events accessible over the Internet. We suggest browsing through the websites of Kraków, national, and international institutions of culture and visiting their social media profiles. New offers continue to arrive!

# HOW TO PREVENT INFECTION?



WASH YOUR HANDS  
OFTEN



AVOID TOUCHING EYES, NOSE,  
AND MOUTH



REGULARLY WASH OR DISINFECT  
THE SPACES YOU TOUCH



REGULARLY DISINFECT YOUR TELE-  
PHONE AND DO NOT USE  
IT WHILE EATING



KEEP SAFE DISTANCE FROM THE  
PERSON YOU ARE TALKING TO



COVER THE MOUTH AND NOSE  
WHILE SNEEZING AND COUGHING.



EAT HEALTHILY AND REMEMBER  
ABOUT HYDRATING YOUR  
ORGANISM



USE RELIABLE SOURCES  
OF KNOWLEDGE ON THE  
CORONAVIRUS

**Avoid gatherings, and avoid travelling**, especially to the countries with high risk of contracting the coronavirus.

**Remember about frequent washing of your hands** with water and soap, and if that is not possible – disinfect them with alcohol-based liquids/gels (minimum 60%). There is a risk of the virus being carried on your hands from the contaminated surfaces. That is why frequent washing of hands decreases the risk of infection. Hands touch many services that can be contaminated with a virus. Touching your eyes, nose or lips with contaminated hands may result in transferring the virus.

**Regularly wipe the surfaces you touch using a detergent or disinfectant.** This concerns desktops, counters, tables, doorknobs, light switches, and rails. All the places that are often touched by people in your home should be carefully disinfected.

Potentially harmful microorganisms collect on the surfaces of mobile phones. **Disinfect your mobile regularly** (for example, with tissues moistened with disinfectant). Do not put your telephone on the table and do not use it while eating!

Maintain **at least 2m (6-7ft) distance** from a person who coughs, sneezes, or has fever. The following are considered a contact with a person infected with coronavirus:

- direct contact with an infected person, or contact within the distance of 2m (6-7ft) for over 15 minutes
- staying longer face-to-face with a person who has symptoms of the illness
- staying in the same space with an infected person, perhaps with a friend or colleague
- staying in the same household as an infected person or the person in home quarantine.

**While coughing and sneezing, cover the mouth and nose with a bent elbow or tissue.** Throw the tissue straight into a closed bin, and wash hands with soap and water or disinfect them with alcohol-based solutions (minimum 60% alcohol). Covering your mouth and nose while sneezing and coughing prevents spreading of microorganisms, viruses included!

**Go on a balanced diet.** Avoid highly processed food. Remember to eat minimum five portions of fruit and vegetables daily. Hydrate your organism properly. Drink around 2 litres of liquids (preferably water) every day. Experience from other countries teaches that there is no need to hoard food should the coronavirus spread.

Anxiety is a natural reflex in case of a new threat to your health. **Use only tested sources of knowledge** based on scientific proofs that are published on the websites of the **Central Sanitary Inspectorate (Główny Inspektorat Sanitarny)** and the **Ministry of Health**. Scientific knowledge is the most efficient tool in fighting the coronavirus.

## WHAT TO DO IF YOU HAVE THE FOLLOWING SYMPTOMS:



**fatigue, fever, and other flu-like symptoms**

Refrain from leaving home and meeting other people.

**Where to report to an infectious hospital department or call sanitary services for instructions?**

If in the last 14 days you have been in the area of an epidemiologic threat:

**1) You have the symptoms of an acute infection of the respiratory system, notably: fever, cough, apnea, and problems with breathing, then:**



- notify immediately a sanitary-epidemiological centre by the phone (the list of such centres can be found here: <https://gis.gov.pl/mapa/>)
- report directly to an infectious department or the observation and infectious department (Polish: oddział zakaźny and oddział obserwacyjno-zakaźny). The list of such departments can be found on the website of the Ministry of Health: <https://www.gov.pl/web/zdrowie>



**2) If you do not have the symptoms listed above, control your health for the successive 14 days:**

measure your body temperature every day, and pay special attention to flu-like symptoms (fatigue, muscle pains, cough). If you did not notice these symptoms in 14 days of self-observation, you can end the control.

If, however, you have observed the above-mentioned symptoms during the 14 days, then:

- immediately notify a sanitary-epidemiologic centre on the phone
- report directly to an infectious or observation and infectious department



**3) You have had contact with a sick person or infected with the coronavirus, immediately notify a sanitary-epidemiologic station.**

## Only use tested sources of information on coronavirus!

You will find them on the websites of public institutions: [www.gis.gov.pl](http://www.gis.gov.pl), [gov.pl/koronawirus](http://gov.pl/koronawirus). You can also call **800 190 590** – the **free helpline of the Polish National Health Fund (NFZ)**.

Extend special care to the elderly and people with lowered immunity. See if they need help in their daily activities, perhaps with shopping, fetching medications, contacting authorities, or perhaps they just want to talk.

**Stay calm, do not yield to panic, follow the orders of sanitary services and medical professionals!**

## EMERGENCY PHONE NUMBERS:

**Country Sanitary Epidemiologic Station** (Polish: **Powiatowa Stacja Sanitarno-Epidemiologiczna**), ul. Makuszyńskiego 9, from 7:30am to 3pm, Monday – Friday:

- \* reception: **+48 12 644 9133, +48 12 644 9372, +48 12 644 9964, +48 12 684 4035, and +48 12 684 4099**
- \* 24/7 telephone duty: **+48 600 876 214 or +48 602 263 605 (only one of the two is active during each duty)**.

**Infectious and infectious and observation departments in Kraków:**

**University Hospital (Szpital Uniwersytecki)** – Infectious Department (Oddział Chorób Zakaźnych), ul. Jakubowskiego 2

24/7 telephone to the physician on duty in the infectious department: **+48 12 400 2000**

**Szpital Specjalistyczny im. S. Żeromskiego – Infectious and Observation Department**



(Oddział Obserwacyjno-Zakaźny), os. Na Skarpie 67

24/7 telephone to the physician on duty in the infectious department: **+48 12 622 9353**

**Patient Information Coronavirus Helpline (Telefoniczna Informacja Pacjenta w sprawie koronawirusa)**

**800 190 590** offers free 24/7 phone information for the patient (information about how to proceed should you suspect coronavirus infection).

More information on: [www.krakow.pl](http://www.krakow.pl)

## **QUARANTINE, ISOLATION**

Isolation and quarantine are two strategies aimed at limiting the spread of contagious (infectious) diseases. They reduce the probability that those who are already infected will pass the infection to others. Isolation is used in case of the people who are known to be ill, and quarantine – the people who have run the risk of contracting the illness, which may result in them falling ill, but not necessarily. Isolation serves the separation of healthy from those with specific contagious diseases. People in isolation may remain in their homes, in hospitals or in other agreed healthcare centres. The purpose of quarantine is to separate and limit the contacts with people who have come in touch with infectious agent, but have not yet fallen ill and may spread contagious diseases. Quarantine can be applied when a person or a specific group of people have had contact with an exceptionally dangerous and/or highly contagious disease.

### **Who can be subjected to quarantine or isolation at home.**

- People suspected of being infected with coronavirus (including people waiting for test results) and ill with COVID-19 but not requiring hospitalisation.
- Patients with confirmed COVID-19, who have been hospitalised, but whose current condition does not require continued stay in the hospital.

In case of suspicion of being infected with COVID-19 coronavirus, a state county or border inspector applies mandatory quarantine by an administrative decision. Quarantine is administered for 14 days from the day of contacting the infected people or people suspected of being infected. During quarantine you must not leave the designated place, and you are obliged to provide the sanitary inspection with information about your health. Should it deteriorate, you need to inform sanepid immediately by the telephone and report to an infectious department. You must not go to your family doctor (GP) or to a hospital emergency departments (Polish acronym: SOR)!

### **What are the general principles of quarantine or isolation?**

Do not leave home.

Isolate yourself from other members of the household, pets included.

Before reporting to a medical unit, announce your visit by the phone.

Wear a protective mask.

Maintain hygiene of the respiratory system, cover the mouth while coughing and sneezing with tissue, which has to be thrown into a closed bin immediately; wash your hand afterwards.

Wash your hands often.

Do not share objects (crockery, towels, bed linens) with other members of the household.

Wash daily the frequently touched surfaces, especially doorknobs, water taps, telephones, keyboards. Wash and disinfect all the surfaces on which infectious agent (e.g., saliva, urine) may remain. Observe yourself for symptoms.

**Ministry of Health informs that failure to obey quarantine is threatened with a penalty of PLN 30 000.**

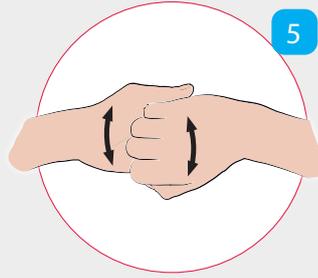
# How to disinfect hands efficiently?

Use hand disinfectant with at least 60% alcohol.

Duration: until the hands are dry



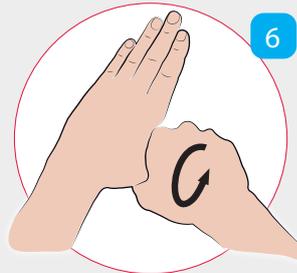
**1** Apply enough disinfectant to wet your entire hands.



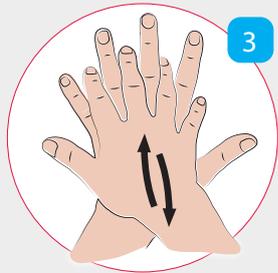
**5** Cup your fingers, then rub the top of your right fingers against your left palm. Then swap.



**2** Rub your hands palm-to-palm in circular motions, spreading the disinfectant on their whole surface.



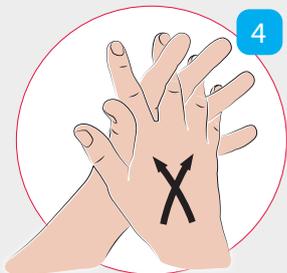
**6** Enclose your right hand around your left thumb and rub as you rotate it, then swap.



**3** Use your right palm to rub the back of your left hand, and then swap hands.



**7** Rub your fingertips over your left palm in a circular motion, then swap.



**4** Link your fingers together, then rub your palms and fingers together.



**8** Hands are disinfected when dry.

  
Ministerstwo Zdrowia

