APPENDIX

DATA AND STRATEGIES PER COUNTRY ON EMERGENCY CALLS & PUBLIC WARNING DURING COVID-19 OUTBREAK

Important disclaimer:
This information was collected from news and media sources and online advice from governmental services between 19 March - 12 May 2020. It has not been validated by the emergency services in each country. The situation and strategies in each country is constantly changing and we will try to update this information as much as possible. This information is intended to help emergency services in each country to learn from each other and to prepare their emergency communications services. It is not intended as a source for the general public.

If you know that the information in your country has changed or you can help us by providing information about your country, please contact Rose Michael at rm@eea.org.
<table>
<thead>
<tr>
<th>Country</th>
<th>General emergency communications strategy</th>
<th>Source(s)</th>
<th>Date info collected</th>
<th>Volume of calls</th>
<th>Public warning</th>
<th>Additional information</th>
<th>Lockdown measures</th>
<th>Apps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belgium</td>
<td>In charge: Federal Public Service: Health, Food Chain Safety and Environment Information number: 0800 14 689 (8am to 8pm) Call your General Practitioner (GP). In case you do not have a GP, you can call SOS Médecins at +32-2-513-0202. 02/501.4000 – A line was launched on 14 March for Belgians abroad who have problems due to COVID-19. Information collected <a href="https://bit.ly/3amk8pe">HERE</a> on the 26th March. Brussels parks still busy, police deploy their drones <a href="https://bit.ly/33G7YEV">Link</a></td>
<td><a href="http://bit.ly/33twG88">http://bit.ly/33twG88</a></td>
<td>19.03.20</td>
<td>11 March: &quot;The first days, the service received about 30 calls daily. This number has then been multiplied by 10, which means about 300 calls per day, when Italy got severely hit&quot;. Information collected <a href="https://bit.ly/3amk8pe">HERE</a> on the 22nd March. 14-17 March According to the Ministry of Interior: &quot;Emergency centres have noticed an increase of information requests about the virus to the emergency number 112 and the medical helpline 1735.&quot; “Some emergency call centres have received as many calls in 4 hours as they would have received in 24 hours.” Information collected <a href="https://bit.ly/3amk8pe">HERE</a> on the 22nd March.</td>
<td>12 March: Belgium declared State of Emergency <a href="https://bit.ly/33G7YEV">Link</a> 18 March: Belgium declared a lockdown <a href="https://bit.ly/2wTrgPw">Link</a> 27 March: Belgium extends COVID-19 lockdown by two weeks until 19 April. <a href="https://bit.ly/2wWIPz2">Link</a> 25 April: Belgium unveils plans to lift lockdown. <a href="https://bbc.in/2yDH1x">Link</a></td>
<td><a href="https://bit.ly/2LgszXV">https://bit.ly/2LgszXV</a> 1 May: <a href="https://bit.ly/3cyGULH">https://bit.ly/3cyGULH</a> <a href="https://bit.ly/3duUG1C">https://bit.ly/3duUG1C</a></td>
<td>A new free app enables medical doctors and hospital staff to get access to data about patients who have been tested positive or are suspected to have COVID-19 and who are in quarantine at home. Link: <a href="https://bit.ly/398Xv1">https://bit.ly/398Xv1</a></td>
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### Bulgaria

In charge: Ministry of Health

Citizens can ask their questions about COVID-19 at Ministry of Health’s information hotline 02 807 87 57


<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Link</th>
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<tr>
<td>13 March</td>
<td>Bulgaria declares State of Emergency and imposes lockdown restrictions.</td>
<td><a href="https://reut.rs/3bpBqK">https://reut.rs/3bpBqK</a></td>
</tr>
<tr>
<td>3 May</td>
<td>Bulgaria announces plans to ease lockdown restrictions on people travelling outside their local communities.</td>
<td><a href="https://reut.rs/2Zukax">https://reut.rs/2Zukax</a></td>
</tr>
</tbody>
</table>

Bulgaria started testing a wristband to track people’s locations to monitor quarantine. It can also be used to monitor heart rate and call emergency services.

[https://bbc.in/3bnSAPE](https://bbc.in/3bnSAPE)

### Canada

In charge: Government of Canada/ Public Health Agency of Canada

Use the self-assessment tool to determine whether you should be tested for COVID-19.

For information on COVID-19, refer to our frequently asked questions.

If you are looking for information on COVID-19, specific to your province, refer to our resources page.

If you have additional questions that are not answered on our website: call us at 1-833-784-4397 (interpretation services are available in multiple languages) email us at phac.covid19.aspc@canada.ca

Provincial and territorial helplines:

- Alberta – call 811
- British Columbia - call 811
- Manitoba – call 1-888-315-9257
- New Brunswick – call 811
- Newfoundland and Labrador – call 811 or 1-888-709-2929
- Northwest Territories – call 911
- Nova Scotia - call 811
- Nunavut - call 1-888-975-8601

[https://bit.ly/2UUb0G5](https://bit.ly/2UUb0G5)


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<th>Link</th>
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<tbody>
<tr>
<td>18 April</td>
<td>What will Pandexit strategy look like? How officials are deciding when to lift coronavirus lockdowns</td>
<td><a href="https://tgam.ca/35O6s4">https://tgam.ca/35O6s4</a></td>
</tr>
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</table>

Fraudulent phone calls There have been recent reports of fraudulent telephone calls that appear to be from the COVID-19 Information Service.


[https://bit.ly/3criF1g](https://bit.ly/3criF1g)
### Croatia

**In charge:** Croatian Institute of Public Health

**Previous advice:** If you have been in close contact with a confirmed case of COVID-19, you are experiencing severe symptoms dial the following telephone numbers of the Croatian Institute for Public Health for further information (these landlines are available to the public during business days from 8:00 to 22:00 and from 8:00 to 14:00 on Saturdays and Sundays):

(+385) 91 468 30 32  
(+385) 99 468 30 01

**18 March updated advice**

**Now:** Call 113 - new national hotline (24h) created to answer questions about the COVID-19. The number is free of charge.

The line will be open 24 hours a day, but there is a possibility that a few night hours will divert calls to 112, but the number is in operation 24 hours a day.

**19 March**

"...certainly the most frequently called is to 112 centre."

"Normally they receive 4,000 calls a day, the last 3 weeks the number of calls has grown to about 6,000 calls.

In addition to the drastic increase in the number of calls, the average duration of calls increased. It happens that we cannot answer all the calls we receive, regardless of the fact that our system is designed so that if it does not answer it in Zagreb within 25 seconds, it transfers to another Centre, it happens to us that all the Centres are overloaded at certain moments, he said.

Information collected [HERE](https://bit.ly/2J0JtZs) on the 22nd March.

**March 18th:** to coordinate information about the coronavirus crisis, the Croatian Government has launched a dedicated website, Koronavirus.hr. 

Hospital beds being installed in Zagreb's Arena  
**Link:** [https://bit.ly/2QHPQoQ](https://bit.ly/2QHPQoQ)

Croatia’s Tracking of COVID-19 Patients Takes Shape.  

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### Cyprus

**In charge:** Ministry of Health

**Only to report symptoms:** 1420  
For general information on Covid-19: 1450 and 1412.

Queries on the Labour Ministry’s support package: 1433

1412 hotline launched 20 March. 1450 launched on 13 March.

**20 March**

1420 line reported to be inundated with calls.


**23 March:** The Croatian National Civil Protection Headquarters announced that citizens, with some exceptions, would not be allowed to leave their place of residence. 
**Link:** [https://bit.ly/2JumKWc](https://bit.ly/2JumKWc)

**Link:** [https://bit.ly/2Uuev2x](https://bit.ly/2Uuev2x)

24 April: Croatia eases lockdown measures in 3 steps.  
**Link:** [https://bit.ly/2WNw2T8](https://bit.ly/2WNw2T8)

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<table>
<thead>
<tr>
<th>Country</th>
<th>In charge:</th>
<th>Date</th>
<th>Announcement/Action</th>
</tr>
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<tbody>
<tr>
<td><strong>Czechia</strong></td>
<td>Ministry of Health</td>
<td>19.03.20</td>
<td>13 March: Congestion of the lines, which increased after the spread of rumours that the line is answered by epidemiologists. The lines are overloaded. They should call the sanitary station, said Marek Slabý, President of the Emergency Services Association. Information collected HERE on the 22nd March.</td>
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<td>Mobile operator O2 Czech Republic announced that it started disseminating SMS on the coronavirus Covid-19 to customers who have been roaming in a country affected by the virus. The action follows a request and information from the Ministry of Health Protection. Link: <a href="https://bit.ly/2xmq6Yg">https://bit.ly/2xmq6Yg</a></td>
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<tr>
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<td>20.03.20</td>
<td>National SMS sent from the Police to all the population: &quot;Coronavirus is spreading in Denmark right now. Keep your distance and show consideration – also when the sun shines. Otherwise, we will not be able to slow the spread of the disease. Enjoy your weekend. The police.&quot; Link: <a href="https://bit.ly/2xnwzIK">https://bit.ly/2xnwzIK</a></td>
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<td>An online test has been published to help people in Copenhagen region to assess whether they should call their General Practitioner, the Medical Helpline or 112. Link: <a href="https://bit.ly/39jzHw4">https://bit.ly/39jzHw4</a></td>
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<tr>
<td><strong>Denmark</strong></td>
<td>Danish Health Authority</td>
<td>11 March</td>
<td>Government introduced lockdown. Link: <a href="https://bit.ly/3dG1vOh">https://bit.ly/3dG1vOh</a> Denmark plan to lift more remaining lockdown measures by 8th June. Link: <a href="https://bit.ly/2STnr02">https://bit.ly/2STnr02</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>20.03.20</td>
<td>If you have mild symptoms, you shouldn't call your doctor. If you develop severe symptoms you should call your General Practitioner. Outside of opening hours, call the on-call service in your region: Region Hovedstaden, Akuttelefon: +45 1813 Region Nordjylland, Lægevagten: +45 70 15 03 00 Region Midtjylland, Lægevagten: +45 70 11 31 31 Region Sjælland, Lægevagten: +45 70 15 07 00 Region Syddanmark, Lægevagten: +45 70 11 07 07</td>
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<td></td>
<td>Danish Government launches COVIDmeter tracking service as lockdown restrictions are lifted. Link: <a href="https://bit.ly/25USyVz">https://bit.ly/25USyVz</a></td>
</tr>
</tbody>
</table>
### Estonia

**In charge:** Ministry of Social Affairs

**Previously:** If you face questions about COVID-19 or experience symptoms, call the medical advice number +372 634 6630 (English service daily between 15.00 - 17.00, other times 24/7 in Estonian and Russian).

If necessary, the advisory workers will re-direct the call to the public emergency number 112. Before, 1220 was also a recommended national line.

1220 - For medical advice and consultation the family doctor.

**Updated Advice:**

Now: Estonia’s new coronavirus information helpline at 1247.

Calls to the helpline can be made also from abroad by dialling +372 600 1247.

**Previously:**


19.03.20

"2,129 calls were received by Estonia’s new coronavirus information helpline at 1247 during the first 24 hours of operation. During the same period, 3,335 calls in total were made to the emergency line 112."

"Please let us keep the 112 lines free for those who urgently need an ambulance, the police or the rescue service to come to their aid."

Information collected HERE on the 19th March.

12 March: The government declared an emergency in Estonia until 1 May.

Link: https://bit.ly/2R1Kkh3

22 April: Estonia looking to lift restrictions in summer and gradually.

Link: https://bit.ly/3crPVpC

### Finland

**In charge:** Finnish Institute for health and welfare

If you have severe symptoms, you should call your health centre.

A national telephone service at the number 0295 535 535 gives general information and advice on the coronavirus on weekdays 8–21 and Saturdays 9–15.

**Additional regional information:**

**Helsinki:**

If possible, make a coronavirus assessment on omaolo.fi

If you do not manage with self-treatment, ring Helsinki

https://bit.ly/2xWSD7E

https://bit.ly/33Jk8g8


20.03.20

16 March: Government declares State of Emergency and implements lockdown restrictions.

Link: https://bit.ly/360krVn

1 June: Restaurants, theatres and other services to be opened as restrictions ease.

Link: https://reut.rs/3cyt777u

### Corona-tracker

Data driven app to help you monitor the COVID-19 outbreak and contribute to research efforts.

The app is currently available for Estonian and Australian users.

Link: https://bit.ly/2WPjYRq

Vaasa Central Hospital starts trials for contact tracing app.

Link: https://bit.ly/3FtCMZA
Coronavirus helpline, tel. 09 310 10024 (weekdays 7-20) and at other times the Medical helpline, tel. 116 117. In case of emergency, please call 112.

Lapland
Rovaniemi: Telephone health service (24/7): call before you go to the hospital +358 16 322 4800
Ivalo: Emergency service (24/7) + 358 40 770 9187
Kittilä: Emergency duty number +358 400 356 498

France

In charge: Government of the French Republic
A free helpline answers questions 24/7 about Coronavirus COVID-19: (+33) 0 800 130 000.

Warning: the helpline is not qualified to provide any medical advice.

For people having symptoms of Covid-19, it is advised to stay at home, avoid any contact and call the General Practitioner.

If symptoms worsen with breathing difficulties, it is required to ask medical emergency services - 15 (or 114 for deaf and hard-of-hearing people).

For people having speaking or hearing disabilities, a specific page dedicated is available: http://bit.ly/2QxR2LE

Against domestic violence, it will be possible to send an SMS alert to 114 to trigger the intervention of the security forces.

In the medical emergency call centre in Toulouse, about 1500 calls per day are linked to Coronavirus.

Information collected HERE on the 19th March.

18 March: Gendarmerie of the Essonne department - Number of calls have increased by 70%.

Information collected HERE on the 19th March.

18 March: Bordeaux - 2500 people call everyday, compared to 1000 usually. "At certain times, our technical capacity has been reached."

Information collected HERE on the 19th March.

16 March: Nimes - Health services' strategy has been modified after passing to stage 3 of the pandemic. If you face symptoms, do not call 15 but instead 0 800 1300 000, otherwise you may congest the line. "Usually the centre receives 600

A nation-wide SMS has been sent to all the population to tell them about the new measures adopted by the Government. https://bit.ly/2Ux9Xtv

Antonin, a medicine student, came to help the emergency call-takers who are overwhelmed with calls about Covid-19. Link: https://bit.ly/2QzFhnN

Lille and Amiens Coronavirus: Medicine students come to help overwhelmed call-takers. Link: https://bit.ly/33Xd5Rk

Toulouse Coronavirus: retired people and students come to help SAMU 31 call centre. Link: https://bit.ly/3Lk4vnm

A website assesses the symptoms and direct worried people. Link: https://bit.ly/3bgtbbd

Drone flies over French riviera to enforce confinement link: https://bit.ly/2y63Hz7

Marlène Schiappa, has revealed a dramatic increase in domestic violence cases since the lockdown started. Link: https://bit.ly/3bof1Fr

French app - Maladie Coronavirus
The app is provided to help streamline emergency management of people during COVID-19. Link: https://bit.ly/3aplyln

French app – Covidom
This app allows to home monitor patients infected with COVID-19. Link: https://bit.ly/3bdf1Fr

14 March:

18 March:

18 March:

18 March:

16 March:

10 May:
Germany | In charge: Federal Ministry of Health

Persons who have had personal contact with someone confirmed with COVID-19 should immediately, and irrespective of symptoms, contact their competent health office, get in touch with the doctor or call 116117 – and stay at home.

You can find your local health authority by using the search tool on the Robert Koch Institute website at https://bit.ly/2WEMiHW

112 for emergencies only!

For people with symptoms there are several hotlines available.

Hotlines:

- Nationwide Coronavirus emergency numbers:
  - Hotline run by Germany’s health insurances: 116117
  - Hotline run by Ministry of Health: 030-346465 100
  - Ambulance (and fire department): 112

- Coronavirus hotlines in federal states:
  - Schleswig-Holstein: 0431-797 000 01
  - Hamburg: 040-428 284 000
  - Lower Saxony: 0511-450 5555
  - Bremen: 115
  - Berlin: 030-9028 2828 (from 8 a.m. to 8 p.m.)
  - Brandenburg: 0331-8683 777 (9 a.m. to 3 p.m.)
  - Mecklenburg-Vorpommern: 0385-588 5888

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<thead>
<tr>
<th>Date</th>
<th>Information collected HERE on the 19th March.</th>
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<tbody>
<tr>
<td>23.03.20</td>
<td>Many COVID-19 inquiries on emergency call 112.</td>
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</table>

16 March: School closed, borders closed and other lockdown measures implemented.

20 April: shops start opening as lockdown restrictions ease.

25 April: dozens arrested in anti-lockdown protest.

Report claims reproduction rate has risen to above 1 as lockdown restrictions eased.

GeoHealth app determines if people have been in contact with an infected person and provides interactive map

Germany ditches centralised approach for contact tracing.
<table>
<thead>
<tr>
<th>Region</th>
<th>In charge:</th>
<th>Information lines:</th>
<th>Website set up to provide information:</th>
<th>If you think you may be infected, you should contact your General Practitioner by phone.</th>
<th><a href="https://bit.ly/2Ja00u1">https://bit.ly/2Ja00u1</a></th>
<th>23.03.20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greece</td>
<td>National Public Health Institute of Greece</td>
<td>(+30) 2105212054</td>
<td><a href="https://koronavirus.gov.hu/">https://koronavirus.gov.hu/</a></td>
<td>Your doctor will either refer you to the National Ambulance Service (OMSZ) for respiratory sampling (for mild symptoms) or if your symptoms are severe (e.g. breathlessness, pneumonia) and / or you are at risk (elderly, chronic patient), the</td>
<td><a href="https://bit.ly/3dyvo3M">https://bit.ly/3dyvo3M</a></td>
<td>19.03.20</td>
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<tr>
<td></td>
<td>Previously:</td>
<td>19 March - new instructions</td>
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<td></td>
<td>1135 call centre was heavily loaded at the beginning.</td>
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<td>Wednesday night (11/03), an alert was sent to thousands of Greeks about coronavirus prevention measures.</td>
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<td></td>
<td>This article (published 13 March) reports more than 15K calls in 24 hours, last Monday (9 Mar). They also say that the call volume does not seems to reduce, on the contrary the last 24 hours has significantly increased to 20K calls. Today when you call 1135 you hear a message that the number you are calling is busy, please try again later.</td>
<td></td>
<td><a href="https://bit.ly/3djqEy">https://bit.ly/3djqEy</a></td>
<td>Information collected HERE on the 20th March.</td>
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<td>Hungary</td>
<td>Hungarian Government</td>
<td>06 80 277 455 06 80 277 456 <a href="mailto:koronavirus@bm.gov.hu">koronavirus@bm.gov.hu</a></td>
<td><a href="https://koronavirus.gov.hu/">https://koronavirus.gov.hu/</a></td>
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<td>Your doctor will either refer you to the National Ambulance Service (OMSZ) for respiratory sampling (for mild symptoms) or if your symptoms are severe (e.g. breathlessness, pneumonia) and / or you are at risk (elderly, chronic patient), the</td>
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<td></td>
<td>28 April: Government plans to ease lockdown.</td>
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<td><a href="https://nyti.ms/3fzy3LD">https://nyti.ms/3fzy3LD</a></td>
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### Iceland

**In charge: Directorate of Health**

If you suspect you have become infected with COVID-19, have a fever of 38,5 °C or more, aches in bones and muscles or coughs:

Stay at home and call 1700 or your health clinic.

From a non-Icelandic phone you can call +354 544 4113.

You can find your nearest healthcare clinic here: https://bit.ly/3aShWZ

Iceland has launched a website for COVID-19 information: https://www.covid.is/

Iceland, which says it’s tested a higher proportion of inhabitants than any other country, found that about half those who tested positive have no symptoms of Covid-19.

An online chat function is available at https://hei.isuvera.is

13 March: Iceland announces restrictions.
   Link: https://reut.rs/3bqGeH5

16 March: Restrictions go into effect.
   Link: https://reut.rs/3bqGeH5

4 May: Restrictions begin to be lifted.
   Link: https://reut.rs/3brmrwA1

**Ireland**

**In charge: Health Service Executive**

If you develop symptoms you will need to self-isolate and phone your General Practitioner. The GP will assess you over the phone.

Previous advice stated: Anyone with concerns about contacts they may have had in relation to COVID-19 is to contact the HSE Live Helpline on 1850 24 1850.

4 April: Increase of calls to emergency call service in March: 215,000 calls in March, which is 25,000 higher than the previous year. However, since lockdown, the garda (Irish police service) has received 20% less calls daily.


The HSE are working to have "new electronic processes" in operation from Monday 23 March to deal with the increased demand in testing.

March 20: Childline Ireland received an increase of calls during the pandemic. Number of people calling increased by 9% and the number of people texting by 20%.

12 March: Lockdown announced and restrictions go into force on same day.
   Link: https://bit.ly/2UxwNg1

Phase 1 of deconfinement to begin on 18 May. To proceed in 5 stages until 10 August.
   Link: https://bit.ly/2SFwjk

Ireland to roll out voluntary contact tracing app.
   Link: https://bit.ly/2yt95kC

84% of Irish people believe that technology can be helpful in fighting COVID-19.
   Link: https://bit.ly/2zv0IrG
Italy

Update: 5 March
In case of symptoms or doubts, stay at home, do not go to the emergency room or medical offices but call your family doctor, pediatrician or medical guard on the phone. Or call the regional toll-free number.

Regional toll-free numbers
The Regions have activated dedicated numbers to respond to requests for information:

- Basilicata: 800 99 66 88
- Calabria: 800 76 76 76
- Campania: 800 90 96 99
- Emilia-Romagna: 800 033 033
- Friuli Venezia Giulia: 800 500 300
- Lazio: 800 11 88 00
- Lombardy: 800 89 45 45
- Brands: 800 93 66 77
- Piedmont: 800 19 20 20 active 24 hours a day
  800 333 444 active from Monday to Friday, from 8 to 20
- Autonomous Province of Trento: 800 867 388
- Autonomous Province of Bolzano: 800 751 751
- Puglia: 800 713 931
- Sardinia: 800 311 377
- Sicily: 800 45 87 87
- Tuscany: 800 35 60 60
- Umbria: 800 63 63 63
- Aosta Valley: 800 122 121
- Veneto: 800 462 340

Other useful numbers dedicated to the new coronavirus emergency: Abruzzo
In the Abruzzo Region, the following numbers are active for the health emergency:
- ASL n. 1 L'Aquila: 118
- ASL n. 2 Chieti-Lanciano-Vasto: 800 860 146
- ASL n. 3 Pescara: 118

https://bit.ly/3a5Z92t

24 February - Lines 112/118 were saturated.
March: To this end, regional toll-free numbers were established to answer questions about COVID-19.

Information collected HERE on the 20th March.

In Italy, on 16 February when there was still no confirmed case of COVID-19, around 5,000 calls were made to the 112 Centre in Milan. The first case was confirmed on 17 February and on 22 February the centre had already received more than 10,000 calls.

Information collected HERE on the 20th March.

31 January: Italy declares state of emergency.
Link: https://bit.ly/3bGnhAq

8 March: Italy quarantines north in drastic bid to slow virus spread.

30 March: Italy to extend coronavirus lockdown until Easter as new cases fall.
Link: https://bit.ly/2UPuAih

4 May: Italy leads Europe in easing coronavirus lockdown measures.
Link: https://bit.ly/3dxvm1s

Italy plans to use app to trace contacts of people infected by coronavirus.
Link: https://bit.ly/2Wm7t0L
ASL n. 4 Teramo: 800 090 147

Liguria
In the Liguria Region, the emergency number coronavirus 112 is active.

Molise
In the Molise Region the following numbers are available for information or notifications: 0874 313000 and 0874 409000.

Piacenza
In the Municipality of Piacenza for information contact 0523 317979: active from Monday to Friday, from 8 to 18 and on Saturday from 8 to 13.

Contact 112 or 118 only if strictly necessary.

Latvia
In charge: Centre for the Prevention and Control of Diseases

If you develop flu-like symptoms such as fever, cough, difficulty breathing, you should immediately call the direct emergency number 113.

If you have any questions regarding the novel coronavirus and COVID-19 please call Latvian Centre for Disease Prevention and Control (SPKC) help line (+371) 67501590 or 67387661

Should you need consular assistance, call the emergency phone number of the Consular Department: +371 2633 7711 or send an e-mail to palidziba@mfa.gov.lv

18 March: New line to call
A new phone number, 8303, has been introduced that patients will be able to call in the future to apply for state-funded COVID-19 analyses.

Laboratory testing calls to the new 8303 will be accepted daily from 9 a.m. to 6 p.m.

https://bit.ly/33Gbhw0
https://bit.ly/2Ue1zZZ

19.03.20

12/13 March: "We recommend that you do not use the emergency number 113 as a telephone hotline to obtain information about COVID-19, in order not to endanger other people in emergency situations."

"Today, on the evening of March 12, we receive many calls to the emergency number 113! Many of them are not associated with deterioration in health or life-threatening conditions."

Information collected HERE on the 22nd March.

13 March: Latvia declares state of emergency over Covid-19 until Easter.
Link: https://bit.ly/39wM1tl

25 March: State of emergency in Latvia will likely be extended.
Link: https://bit.ly/2wJraps

28 April: Minister: as COVID-19 restrictions are lifted, people will have to wear face masks in public transports
Link: https://bit.ly/2LoGwDb

Mobile app to help track COVID-19 infection to be ready in May.
Link: https://bit.ly/2WJA2x

19.03.20
<table>
<thead>
<tr>
<th>Country</th>
<th>In charge</th>
<th>Information</th>
<th>Date</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liechtenstein</td>
<td>Government of Liechtenstein</td>
<td>If you have severe symptoms, you should call the state hospital: +423 235 45 32. There is a hotline for Short-time work allowance - Office of Economics: +423 236 69 43 (Mon-Fri, 8 a.m. - 6 p.m.) Questions about school operations - school office: +423 236 70 40. For more information, please call 8 618 79984 or send an email (24/7) to <a href="mailto:info@nvsc.lt">info@nvsc.lt</a>.</td>
<td>20.03.20</td>
<td>16 March: Government announced restrictions on social life. Link: <a href="https://bit.ly/2Usg8N2">https://bit.ly/2Usg8N2</a> 17 March: Further restrictions announced by government. Link: <a href="https://bit.ly/2Wngbf2">https://bit.ly/2Wngbf2</a> 16 April: Liechtenstein starts piloting biometric bracelets. Link: <a href="https://on.ft.com/35WnldG">https://on.ft.com/35WnldG</a></td>
</tr>
<tr>
<td>Lithuania</td>
<td>Ministry of Health</td>
<td>If you feel flu-like symptoms, such as fever, cough, shortness of breath or other respiratory problems, such as muscle pain or fatigue, please call immediately the Emergency Help Centre line 112 and follow medical advice. For more information, please call 8 618 79984 or send an email (24/7) to <a href="mailto:info@nvsc.lt">info@nvsc.lt</a>.</td>
<td>20.03.20</td>
<td>12 March: First restrictions announced, starting with school closures. Link: <a href="https://reut.rs/2YVwEsA">https://reut.rs/2YVwEsA</a> 22 April: Lithuania reveals plan to ease lockdown measures. Link: <a href="https://reut.rs/2YRF0kZ">https://reut.rs/2YRF0kZ</a></td>
</tr>
<tr>
<td>Luxembourg</td>
<td>Ministry of Health</td>
<td>If you have symptoms: Contact your doctor. If your doctor is not available, call the HOTLINE: 8002 8080 If it is an emergency, call 112. For the hotline: March 17: the phones rang 2,300 times. From 15th March - 18 March , the average has climbed to 2,000 daily calls. Information collected HERE on the 20th March.</td>
<td>20.03.20</td>
<td>15 March: Government announced lockdown measures. Link: <a href="https://bit.ly/2AmapSD">https://bit.ly/2AmapSD</a> 20 April: Beginning of Luxembourg’s easing of lockdown restrictions. Link: <a href="https://bit.ly/3fJ4ewf">https://bit.ly/3fJ4ewf</a> 21 April: Prime Minister announces opposition to contact tracing apps in Luxembourg Link: <a href="https://bit.ly/2LjHFw8">https://bit.ly/2LjHFw8</a></td>
</tr>
<tr>
<td>Malta</td>
<td>Government of Malta</td>
<td>Coronavirus helpline (+356) 21324086  If you have any symptoms of respiratory disease including fever, cold, sore throat or cough, contact Public Health</td>
<td>19.03.20</td>
<td>12 March - “As of today, Malta’s call centre for coronavirus concerns will become five times larger, after complaints of callers not being able to get through to the number 111, Minister of Health Chris Fearne has announced.” A group of NGOs are calling on those interested in volunteering to help operate the coronavirus helpline. Link: <a href="https://bit.ly/2Ww71h6">https://bit.ly/2Ww71h6</a> 27 March: Malta amends lockdown rules, elderly And chronically ill can now leave home to buy groceries, medicine and other necessities. Link: <a href="https://bit.ly/3dF4rvm">https://bit.ly/3dF4rvm</a>  Health minister invites people to try COVID-19 symptoms app Authorities also consider introduction of tracing app to control virus spread. Link: <a href="https://bit.ly/2yltahN">https://bit.ly/2yltahN</a></td>
</tr>
<tr>
<td>Country</td>
<td>Responsible/In charge</td>
<td>Information/Actions</td>
<td>Dates</td>
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<tr>
<td>Netherlands</td>
<td>Government of Netherlands</td>
<td>A Cell Broadcast message was sent to the population to tell them to keep their distances from each other.</td>
<td>20.03.20</td>
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<td></td>
<td></td>
<td><a href="https://bit.ly/2UeQc8H">Link</a></td>
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<tr>
<td></td>
<td></td>
<td>Government announced lockdown restrictions.</td>
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<td></td>
<td></td>
<td><a href="https://bit.ly/2WicPm0">Link</a></td>
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<td></td>
<td></td>
<td>Lockdown starts to be lifted from week of 11 May.</td>
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<td></td>
<td><a href="https://reut.rs/2WDI01C">Link</a></td>
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<tr>
<td></td>
<td></td>
<td>Debate in Netherlands over potential use of tracking app.</td>
<td><a href="https://bit.ly/2SXDYQW">Link</a></td>
<td></td>
</tr>
<tr>
<td>Norway</td>
<td>Norwegian Institute of Public Health</td>
<td>If you have a fever below 38°C or cold-like symptoms, stay at home. No need to call your doctor.</td>
<td>24.03.20</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>If your symptoms are or become more severe (you have a fever above 38°C, you have a cough or experience shortness of breath), call your doctor.</td>
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<tr>
<td></td>
<td></td>
<td><a href="https://bit.ly/2WHk4O0">Link</a></td>
<td>12 March</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Introduction of lockdown measures.</td>
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<td></td>
<td></td>
<td><a href="https://bit.ly/3bowKMS">Link</a></td>
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<td></td>
<td></td>
<td>Government announced that lockdown would gradually be eased, with most restrictions lifted by 15 June.</td>
<td>7 May</td>
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<tr>
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<td></td>
<td><a href="https://bit.ly/2zuF4Mu">Link</a></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>The Norwegian Institute of Public Health developed a tracking app using GPS and Bluetooth.</td>
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<td>815 55 015. An information hotline is available on 815 55 015.</td>
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<tr>
<td></td>
<td></td>
<td><a href="https://bit.ly/2UJf4J1">Link</a></td>
<td>1 May</td>
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<tr>
<td></td>
<td></td>
<td>Malta announces gradual lifting of COVID-19 restrictions.</td>
<td><a href="https://nyti.ms/3bok5c7">Link</a></td>
<td></td>
</tr>
</tbody>
</table>
### Poland

**In charge:** Government of Poland

**Helpline of the National Health Fund (NFZ)** 24/7: 800 190 590

In addition to this helpline for all Polish people there were two lines activated for Polish people living or travelled recently to the Northern Italy: Lombardia: 800 894 545 Veneto: 800 462 340

Private clinical groups also have their own helplines for everyone: Grupa Lux Med - 22 338 19 03

- [https://bit.ly/2wd43Dr](https://bit.ly/2wd43Dr)


**COVID-19, please**

If you have a question about COVID-19.


Emergency helpline

Mainland Portugal: 800 300 502

If you have questions about quarantine medical absence

Mainland: [https://bit.ly/2U7aCAg](https://bit.ly/2U7aCAg)


- [https://bit.ly/2U7aCAg](https://bit.ly/2U7aCAg)

Information collected HERE on the 20th March.

“Several thousand calls a day regarding coronavirus are received by consultants of the National Patient’s Telephone Information Service.”

Information collected HERE on the 20th March.

13 March - The country has been in a state of "epidemic threat.”

Link: [https://bitli.co/3bGaMoh](https://bitli.co/3bGaMoh)

15 April: Poland to begin easing coronavirus curbs from Sunday with eye on 10 May vote.


**Polish app - ProteGo (soon)**

The Digital Ministry is working on a contact tracing app.


**Polish app - #FakeHunter**

In order to tackle disinformation during COVID-19 outbreak, the Polish Press Agency (PAP) and GovTech Polska, the Polish government’s technology agency, are launching an app to fight misinformation and disinformation against COVID-19.

Link: [https://bit.ly/3eDKKEm](https://bit.ly/3eDKKEm)

**Portugal**

**In charge:** Ministry of Health

**Mainland Portugal**

**Emergency helpline (24h):** (+351) 808 24 24 24

If you suspect you have COVID 19.

If you have a question about COVID 19, please email atendimento@sns24.gov.pt

Mainland Portugal non-medical support: 300 502 502

If you have questions about quarantine medical absence

Mainland: [https://bit.ly/2U7aCAg](https://bit.ly/2U7aCAg)


- [https://bit.ly/2U7aCAg](https://bit.ly/2U7aCAg)

18.03.20 Mainland

“The SNS 24 line reached a historic number of calls on Monday (25th March) shortly after confirmation of the first two cases of coronavirus in Portugal. On that day, SNS 24 line received 13,532 calls, of which 3,569 people gave up waiting for the service - "abandoned calls after 15 seconds". "Next Monday, 9th March, the SNS 24 line received 27,679 calls (new historic high). Only 7,879 were answered.

19.03.20 13 March - helpline had already received 32,000 calls.

Information collected HERE on the 20th March.

“Several thousand calls a day regarding coronavirus are received by consultants of the National Patient’s Telephone Information Service.”

Information collected HERE on the 20th March.

13 March - the country has been in a state of “epidemic threat.”

Link: [https://bitli.co/3bGaMoh](https://bitli.co/3bGaMoh)

**15 April:** Portugal to begin easing coronavirus curbs from Sunday with eye on 10 May vote.


**Portuguese app – Estamos ON**

The Government launched an app to provide relevant information on COVID-19 to citizens.

leaves or need to provide assistance to relatives.

Portuguese abroad/Portuguese that need help to return to PT: +351 217 929 755

Azores archipelago emergency hotline (24h): 800 24 60 24
Azores non-medical support: 800 29 29 29 - new line due to the corona outbreak

Madeira archipelago emergency hotline : 800 24 24 20

10,940 calls were answered.” SNS 24 line did not answer 54% of calls.

Information collected HERE on the 18th March.

Madeira

28 February: The number of calls to the emergency line created in Madeira under the contingency plan for the coronavirus COVID-19 increased this week from 23 to 65, said the Secretary of Health today.

Information collected HERE on the 18th March.

Romania

In charge: Ministry of Health

Call for recommendations and other information on the TELVERDE line (information line) 0800.800.358

Romanians abroad can request information about the prevention and control of the virus at their specially dedicated line +4021.320.20.20.

Call emergency number 112 if at least one of the following symptoms occurs: cough, fever, difficulty breathing, sore throat.

https://bit.ly/3w2wBTN

20.03.20

On 20 March:
In the last 24 hours, 1,604 calls were registered to 112
4,950 to the TELVERDE line (0800 800 358), open especially for informing citizens.

Information collected HERE on the 20th March.

In the first three months of 2020, there were 2,539,700 calls to 112, 13% less than in the same period last year. Citizens called 112 more responsibly in 2020, with non-urgent calls declining in the first quarter by 14.48% compared to the same period in 2019.

Information collected HERE on the 7th April.

Media reported that despite the TELVERDE line, many people are still calling 112 for non-emergency situations. Between 25 February and March 18, STS received 12,000 calls about COVID-19.

A Cell Broadcast message was sent with key instructions to the population.


25 March: Lockdown implemented.

Link: https://reut.rs/3cpdYVO

15 May: Restrictions will start to be lifted gradually.

### Slovakia

**In charge:** Public Health Authority of the Slovak Republic

Persons with symptoms should first contact by phone, not in person, their physician, the Public Health Authority (+421 0917 222 682) or the 112 - emergency line.

On the official government website, they also list the call centres regional lines:

- Regional Public Health Office based in Banská Bystrica - 0918 659 580
- Regional Public Health Office based in Bratislava - 0917 426 075
- Regional Public Health Office based in Nitra - 0948 495 915
- Regional Public Health Office based in Trnava - 0905 903 053
- Regional Public Health Office based in Trenčín - 0911 763 203
- Regional Public Health Office based in Košice - 0918 389 841
- Regional Public Health Office based in Prešov - 0911 908 823
- Regional Public Health Office based in Žilina - 0905 342 812

Email: novykoronavirus@uvzsr.sk

http://bit.ly/2QuKWYy

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
<th>Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>25 March</td>
<td>Slovakia to track coronavirus victims through telecoms data.</td>
<td><a href="https://on.ft.com/3avyGdq">https://on.ft.com/3avyGdq</a></td>
</tr>
<tr>
<td>31 March</td>
<td>Slovak Premier Mulls Poll on Whether to Intensify Virus Lockdown.</td>
<td><a href="https://bloom.bg/2UY6ke6">https://bloom.bg/2UY6ke6</a></td>
</tr>
<tr>
<td>6 April</td>
<td>Covid-19 app for free as open-source software</td>
<td></td>
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</tbody>
</table>

The volunteers have developed a mobile application, which aims to slow down the spread of the novel coronavirus. The technology uses GPS and Bluetooth sensors to determine if the user met an infected person in the last 14 days.

Link: https://bit.ly/3SPGpIX

### Slovenia

**In charge:** Government of Slovenia

You can obtain information at 080 1404 (from abroad: +386 1 478 7330) every day between 08:00 and 20:00.

If you have travelled from a coronavirus outbreak area or if you have been in close contact with a person who has travelled from such area and you have fallen ill, call your general practitioner or a doctor.

http://bit.ly/33I5fL4

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
<th>Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 March</td>
<td>Callers’ questions are answered by senior students of the Faculty of Medicine under the supervision of suitable expert services/experts.</td>
<td><a href="https://bit.ly/33I5fL4">https://bit.ly/33I5fL4</a></td>
</tr>
<tr>
<td>20 April</td>
<td>Lockdown restrictions start to be eased.</td>
<td><a href="https://reut.rs/2Wij5t7">https://reut.rs/2Wij5t7</a></td>
</tr>
</tbody>
</table>
Spain

In charge: Government of Spain

Andalucía: 955 54 50 60 / 955 545 060
Aragón: 976 696 382
Asturias: 900 878 232 / 984 100 400 / 112
Canarias: 900 112 061
Cantabria: 900 612 112
Castilla y León: 900 222 000
Castilla-La Mancha: 900 122 112
Cataluña: 900 050 700
Ceuta: 900 720 692
Comunidad de Madrid: 900 102 112
Comunidad Valenciana: 900 300 555
Extremadura: 112
Galicia: 900 400 116
Islas Baleares: 900 612 112
La Rioja: 941 298 333
Navarra: 948 290 290
Pais Vasco: 900 203 050
Murcia: 900 121 212
Melilla: 112


19.03.20

16 March - Cataluyna

“The collapse of 061 is such up to 50 minutes of waiting that 112 spend the day answering calls related to the virus.”

“According to union sources, 061 currently has 7,000 calls of this type pending return to people who say they have symptoms of COVID-19.”

Information collected HERE on the 19th March.

18 March - "Calls to 112 have tripled and 57% are very inconsequential inquiries about Covid-19. The saturation of 112 with this health alert is very worrying."

“With the evolution of infections, those calls to 112 will multiply if the citizen continues to be wrong when dialling the number. And from saturation you could go to collapse, which an emergency phone can't afford. On Monday (16 March) the 112 received 11,457 calls in Catalonia (the normal number is 4,500 a day) and 6,591 (57.5%) were for irrelevant queries associated with the coronavirus.”

Information collected HERE on the 19th March.

From March 14 to 29, the victims' helpline received 3,382 requests, 18% more than in the same period of the previous month.

Information collected HERE on the 1st April.

13 March: Spain imposes near total lockdown to fight coronavirus.
Link: https://bit.ly/2QZNOAP

13 March: Spain forced to tighten its coronavirus lockdown.
Link: https://bit.ly/2w4u5bL

29 April: Spain announces four-stage plan for lifting coronavirus lockdown.
Link: https://bit.ly/35NgzXo

Some controversy for Catalonia being one of the few communities that charges to call the emergency number even during the outbreak
Link: http://bit.ly/33uS0gO

23 March: In Spain they have launched apps as an alternative of calling.
Link: https://www.coronamadrid.com/

Spain's police are flying drones with speakers around public places to warn citizens on coronavirus lockdown to get inside
Link: https://bit.ly/2xlvJWE

Spanish app – Spanish Government

This official app from the Spanish Government evaluates citizens’ health and provides instructions and recommendations. It is active in the following Autonomous regions: Castabria, the Canary Islands, Castilla-La Mancha, Extremadura, and the principality of Asturias.

Link: https://bit.ly/2V1fVoZ

Spanish app (Madrid) – CoronaMadrid

This official app from the Community of Madrid evaluates citizens’ health and provides instructions and recommendations.

Link: https://bit.ly/3aab3Jl

Spanish app (Catalonia) – StopCOVID19Cat

The healthcare system will monitor the cases based on the data sent by the app and, if necessary, they will activate primary care services or the medical emergency services.

Link: https://bit.ly/3boANbZ

Spanish app (Basque Country) – COVID-19.EUS

The Basque Government, together with the Basque company EricTel had developed this app to help prevent (self-assessment tool), detect and monitor COVID-19.

### Sweden

**In charge:** Public Health Agency of Sweden

**Information number (24h):** (+46) 113 13

National information number for major accidents and crises. Gives answers to general questions on coronavirus which are not symptoms or health-related, if you can’t find the information online.

**Health advice** by phone: 1177
Ring there or your health centre if you have symptoms, such as dry cough, fever and/or breathing difficulties and one of the following applies: you feel very sick; are over 80 years old or work in the health sector.


<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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</thead>
<tbody>
<tr>
<td>19.03.20</td>
<td><strong>Huge overload of the 1177 number.</strong> Therefore, questions about the virus are now referred to the national information number 113 13. Stated on their website: &quot;extremely high volume of calls to 113 13. Waiting time longer than the usual.&quot; &quot;Note that there is a high activity for both numbers, which makes that waiting time is long. Therefore, we ask you to first find information online in one of the links on the right of this page.&quot;</td>
</tr>
<tr>
<td></td>
<td><strong>Information collected <a href="https://www.pubhealth.gov.se/en">HERE</a> on the 19th March.</strong></td>
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<td><strong>Information provided by SOS Alarm by email on the 26th March 2020:</strong></td>
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<tr>
<td></td>
<td>&quot;We have a higher level of incoming calls; + 23,500 so far in March (from 1st to 25th) on 112. Many questions around covid-19 and an increasing number of ambulance transports of suspected covid-19-cases (350 yesterday, compared to 200 one week ago).&quot; On the 113 13-number we usually, in an everyday, has around 30 calls a day. Now we have peaked at 38 808 incoming calls – and this in 24 hours on the 12 of March(!). A total of 216,000 incoming calls on this number so far in March up to yesterday.&quot;</td>
</tr>
<tr>
<td>30 March</td>
<td><strong>No lockdown here:</strong> Sweden defends its more relaxed coronavirus strategy. <strong>Link:</strong> <a href="https://cnb.cx/2wTSCR9">https://cnb.cx/2wTSCR9</a></td>
</tr>
<tr>
<td></td>
<td><strong>COVID Symptom Tracker app launched</strong> Researchers at Lund University in Sweden have launched a free app to help map the spread of infection in Sweden and increase knowledge of the coronavirus. <strong>Link:</strong> <a href="https://bit.ly/2A1RXu4">https://bit.ly/2A1RXu4</a></td>
</tr>
</tbody>
</table>
### Switzerland

**In charge:** Federal Office of Public Health

If you have **severe symptoms** or if you are in a **high-risk group**, you should phone your doctor or health centre.

A COVID-19 info line is available on +41 58 463 00 00, 24/7. This line is for general information and does not provide medical advice.

If you are planning to **travel to Switzerland**, are experiencing symptoms (shortness of breath, cough, high temperature) and have medical-related questions call: +41 (0)58 464 44 88.

https://bit.ly/33FoZ2h  
https://bit.ly/2WFahXi  
24.03.20

### United Kingdom

**In charge:** Government of UK

You **do not need to call NHS 111** to go into self-isolation. If your symptoms **worsen** during home isolation or are no better after 7 days, contact NHS 111 **online**. The update to 111 online regarding COVID-19 was launched on 4 March.

If you have no internet access, you should call NHS 111 (non-emergency number). **Only call 111 if you cannot get help online.**

For a medical emergency dial 999.

**Jersey (Channel Islands)**

Coronavirus helpline on +44 (0) 1534 445566. The line is open every day from 8am to 8pm.

In all UK, only call 999 in case of medical emergency.

https://bit.ly/2WG9HZm  
https://bit.ly/2UylUg3  
19.03.20

111 Online service: More than **one million** people use NHS 111 online to get quick advice about coronavirus between 4 March and 9 March.

At its peak, the service received more than **210,000 enquiries in a single day.**

**Information collected HERE on the 19th March.**

Telephone calls to NHS 111 were up by more than **a third** compared with the same time last year, with an extra 120,000 calls to NHS 111 in the first week of March.

Between Thursday 27 February and Thursday 5 March, NHS 111 answered 389,779 calls.

**Information collected HERE on the 19th March.**

**London Ambulance announced on 18 March:** They are receiving over 8000 calls a day into the 999 call centres. On a very busy day in London they usually receive around

Imperial College report said to have influenced UK’s change of strategy from herd immunity to lockdown.  
**Link:** https://bit.ly/3ah1Fu2

Jersey Rise in calls to 999 by people who cannot get in touch with the hotline:  
**Link:** https://bit.ly/2xoanlH

### 8 May: Swiss government announced it will launch a contact tracing app.  
**Link:** https://bit.ly/2yMBmyc

### 23 March: Prime Minister announces lockdown restrictions.  
**Link:** https://bbc.in/3bofeaC

### 10 May: UK announces roadmap for gradual lifting of lockdown restrictions.  
**Link:** https://bit.ly/2YRlk0B

### 5 May: contact tracing app trials launched in Isle of Wight.  
**Link:** https://bit.ly/2UJSpp5
<table>
<thead>
<tr>
<th>United States</th>
<th>5000 calls. 111 services are seeing 300 and 400% increase in calls. Information collected HERE on the 19th March.</th>
</tr>
</thead>
<tbody>
<tr>
<td>27 March, New York: 911 calls break record - 'September 11 was nothing compared to this'. Information collected HERE on the 3rd April.</td>
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<tr>
<td>24 March: 911 Calls Dip 30 Percent as Chicagoans Stay Home Amid Coronavirus. Information collected HERE on the 3rd April.</td>
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<tr>
<td>The New Jersey Office of Emergency Management reported that some 3 of the PSAPs are seeing a significantly higher number of 911 calls. 11 PSAPs have reported a somewhat higher volume of calls. 109 reported the volume of calls lower or the same, although EMS calls and administrative calls are reported higher. Information collected HERE on the 6th May.</td>
<td></td>
</tr>
<tr>
<td>Onondaga county: number of 911 calls has reduced from 12000 calls a day average, to 1000. Information collected HERE on the 1st May.</td>
<td></td>
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<tr>
<td>CMPD sees increase in domestic violence calls during coronavirus pandemic. Link: <a href="https://bit.ly/2wQkypn">https://bit.ly/2wQkypn</a></td>
<td></td>
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<td>Massachusett: calls to the domestic hotline SafeLink are down, but calls to 911 for domestic abuse have increased during the pandemic. Link: <a href="https://bit.ly/2AhVFeh">https://bit.ly/2AhVFeh</a></td>
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<td>Los Angeles: calls to 911 regarding landlord-tenant disputes have shot up in April: approximately 56 calls a day in the first 10 days of April. Link: <a href="https://bit.ly/2zpIHnq">https://bit.ly/2zpIHnq</a></td>
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<td>2 April - Governors in many states have ordered most businesses to shut and people to stay home. Guide to State Coronavirus Lockdowns. Link: <a href="https://on.wsj.com/2wYEmXT">https://on.wsj.com/2wYEmXT</a></td>
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<td>17 April - Trump unveils three-phase plan to lift US lockdown, leaves timeline up to governors. Link: <a href="https://bit.ly/2Aiyqtt">https://bit.ly/2Aiyqtt</a></td>
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<td>COVID-19 screening tool</td>
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<td>Apple in collaboration with the Centers for Disease Control and Prevention (CDC), the White House and the Federal Emergency Management Agency (FEMA) launched a screening tool to help people to assess their symptoms in order to reserve care for those who really need it. Link: <a href="https://apple.co/3aobVjp">https://apple.co/3aobVjp</a></td>
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