



CONTACT TRACING

REDUCING THE SPREAD OF THE CORONAVIRUS TOGETHER



COMMISSION COMMUNAUTAIRE COMMUNE

Why contact tracing?

When a person is infected with COVID-19, it is essential **to be able to identify the persons with whom he or she had recent sustained contacts with**. These persons could possibly be contaminated as well. In such an event, the contact tracing centre of the Brussels-Capital Region will call all identified persons or pay them a visit at home, and give them advice in order to prevent them from infecting their environment.

Through the method of contact tracing **we thus collectively try to prevent a second wave of the epidemic by breaking the chain of transmission of the virus**. However, it is important to continue observing the rules of personal hygiene and prevention, such as regularly washing your hands and respecting social distancing and, when this should not be possible, wearing a face mask.

This method of contact tracing is not new. The administration of the Common Community Commission (Cocom) has been using this method for decades for other diseases such as measles and tuberculosis in the Brussels-Capital Region.

Are you feeling ill? Stay at home and call your general practitioner

Do you suffer from symptoms such as coughing, chest pains, fever, loss of smell or taste? You may be carrying the Coronavirus.

- **Stay at home** as soon as symptoms appear and avoid contact with other persons.
- **Call your general practitioner**. He or she will give you the appropriate advice and tell you if and where you can go to get tested. **Should you not have a general practitioner, then call 1710.**
- Your general practitioner will notify you of the result of your test and the precautions to be taken. In case of a positive test the general practitioner will notify the competent authorities in order for contact tracing to start quickly, if possible before the results of the test are known.
- **Make a list of the people you have had contact with** over the past two days before you had symptoms up to the time you started your self-isolation. Also write down their telephone number, address and email address.



Your housemates also have to stay at home

If your general practitioner suspects that you are infected with COVID-19, the people living with you also have to stay at home, even when they are not showing any symptoms. There is no doubt that they have had close and sustained contact with you. Therefore, the risk of them being infected is high.

You will be contacted by telephone or you will receive a visit at home

What if your test reveals that you are a COVID-19 carrier? The contact tracing starts (*)!



- You will be contacted by a co-worker of the call centre. If you are busy, then schedule another time for this conversation.
- The call centre agent will ask you a number of questions relating to your health situation and to the people you have recently been in contact with. You will also be able to ask questions yourself.
- For each person you identify, you will be asked to point out the length of the contact and the distance you have kept from this person in order to assess the risk of contamination.
- It is important that you answer the agent's questions as fully and openly as possible. Your cooperation is of vital importance to limit further contamination!

(*) Depending on your specific condition, your general practitioner may decide to start up the contact tracing before even knowing the test results.

Who will contact you?

- An authorised staff member of the competent public authorities. In the Brussels-Capital Region, this authority will be the Common Community Commission (Cocom).
- The call centre agent will always call you from the number **02 214 19 19** or text you from the number **8811**. Remember these numbers!

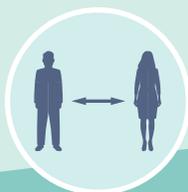
Advice for the contacts

All persons that were in contact with an infected person will be called (or will receive a visit at home), provided the call centre was informed of their identity. These persons will in turn receive practical advice on how not to infect their environment. **The identity of the person that infected them will never be revealed.**

Wear
a mask



Respect the safety
distances



Wash
your hands



Confidentiality and lack of monitoring

- The information you provide us with will only be used to give advice to the people you have been in contact with during the last two days.
- The person calling you or paying you a visit at home **will handle your data in strict confidence and in compliance with your fundamental right to privacy.**
- The information you provide will not be used to verify your compliance with the measures imposed by the authorities. **It will not be shared with the police or judiciary bodies.**
- Only the authorised contact tracing service will have access to the contact list you provide them with, **not your employer, colleagues, family or police.**
- **Your identity will never be revealed to your contacts.** You will remain completely anonymous.
- One exception though: if you were in an institution where many people stay, such as a school or a residential care centre. In such a case, we will discuss in strict confidence with the doctor in charge the measures to be put in place in order to prevent the outbreak of the disease.

QUESTIONS?

- ➔ On COVID-19 : www.info-coronavirus.be or **0800 14 689**
- ➔ www.coronavirus.brussels
- ➔ **Call 1710** if you are ill and do not have a general practitioner



If you are subject to contact tracing, you will always be contacted by a single number: 02 214 19 19, or by SMS via 8811.

HELP US STOP THE VIRUS, SHARE YOUR CONTACTS!