



# If there is a suspected case of the illness

6 good tips for tourism professionals in the era of Covid-19.

## WHAT SYMPTOMS DO I NEED TO BE ABLE TO RECOGNIZE?

### Symptoms of COVID-19 are similar to those of normal flu

- ✔ High temperature, coughing, bone, joint and muscle pain and tiredness.
- ✔ Abdominal pain, nausea, vomiting and diarrhea are not the most common symptoms of COVID-19, but have been known to occur.
- ✔ Changes in or loss of the senses of taste and smell have been observed in 20-30% of patients.

## HOW SHOULD YOU REACT?

### Talk to your boss or to the person responsible for dealing with COVID-19 in your company

- ✔ Tell them about your suspicion and the reason for it. This person will make an assessment and decide what the next steps should be, according to the company's plan for dealing with this situation, should it occur.

### Keep your distance and avoid close contact with the person concerned

- ✔ This could mean, e.g., not continuing with room cleaning or not driving the person to a doctor/testing centre.

### If the person concerned has been using equipment which several people use

- ✔ Remove the equipment from use and use gloves and a mask when handling it. If the suspicion of COVID-19 is proved to be correct, then another cleaning and sanitizing plan is put into operation.

### If I have been in close contact with someone who has symptoms?

- ✔ Keep your distance from your family, friends, and fellow workers until the result of the test is confirmed. Recall where you have been to make tracking easier, if this should be necessary.

### If a customer comes to you for help because of a possible illness

- ✔ Keep your distance and tell the person concerned to call 1700. Enquiries about illness are dealt with on this number 24 hours a day. In emergencies, you can call 112, and remember that it is important to give any information about a suspected COVID-19 infection. Wash your hands and face and tell the nearest person in charge immediately.

### If the matter is not dealt with by the company or the customer ignores advice

- ✔ Send a message to [covid19@landlaeknir.is](mailto:covid19@landlaeknir.is)

