Communicating with passengers about novel coronavirus

- Communication for passengers at the Point of Entry (POE) should include the following in multiple languages:
  - Information on Basis protective measures against the new coronavirus and Protect yourself and others from getting sick

  - Advice for travellers – Novel Coronavirus (2019-nCoV) Travel advice, including the hotline or websites if a country has set up for 2019nCoV.

  - Information to encourage ill travellers to report:
    - Symptoms and signs to watch for and methods of observation;
    - Observation period (within 14 days after arrival);
    - Need to share travel history with your health care providers;
    - Contact information on where to seek care for visitors

At Points of Entry

- Identify appropriate place and communication means to provide travellers with following information should a traveller feels ill following departure or arrival

- If implementing exit and/or entry screening, prepare an information leaflet for travellers to explain the processes, including:
  - What passengers have to do;
  - Why they are being screened.

Before your departure

- If you have a fever, cough and difficulty in breathing:
  - Cancel your travel
  - seek medical attention and share previous travel history with your health care provider
    - Go to (health facility at the place where this leaflet is being distributed)
    - Or call ###-#### (the number to call at the place this leaflet is being distributed for medical assistance)

Advice for travel by air, ship and train

- Avoid close contact with anyone that has fever and cough
- Frequently clean hands by using alcohol-based hand rub or soap and water
- Avoid touching eyes, nose or mouth, or spitting
- When coughing and sneezing cover mouth and nose with flexed elbow or tissue – throw tissue away immediately and wash hands => encourage others to do so too
- A mask is only useful if you're coughing and sneezing or taking care of someone who is coughing or sneezing.

Advice for ill travellers

- If you have fever, cough and difficulty breathing **while on board**, inform crew and share previous travel history.

- If you have fever, cough and difficulty breathing **while at a PoE**, inform the PoE health authorities, or follow the instructions at PoE on where to go and obtain assistance and share previous travel history.

- If you have fever, cough and difficulty breathing **within 14 days of arrival**, seek medical attention early and share previous travel history with the health care provider.