

Q&A on Coronaviruses (COVID-19) for Foreigners in Tainan

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Part 1: Overall Epidemic Preparedness and Control in Tainan_____

Q1: What is the current status in Tainan?

A: As of April 6, 2020, there have been 14 confirmed cases of COVID-19 in Tainan, with 13 being imported and one indigenous case. As the situation is evolving rapidly, please visit the Taiwan Centers for Disease Control (Taiwan CDC) website for updated information:

https://nidss.cdc.gov.tw/ch/NIDSS_DiseaseMap.aspx?dc=1&dt=5&disease=19CoV

Q2: What are the new regulations for visitors to Tainan City

Government buildings and offices?

A: Real-name registration is required for all visitors to Tainan City Government buildings and offices. Please remember to bring your identity documents for real-name registration. Temperature screening is also required at main entrance. All courier and delivery workers must remain outside of government buildings. There is a designated outdoor area for the delivery and handling of goods and items.

Q3: What are the heightened sanitization and disinfection measures taken in public places in Tainan?

A: Tainan City Government has completed comprehensive disinfection

measures at 32 main public places in Tainan, including train stations, underpasses, bus transit stations, and the High Speed Railway station. Disinfection areas also cover the 50 meter-radius outdoor areas. Cleaning the public spaces with frequently touched surfaces (for example: chairs in waiting areas, pedestrian sidewalks, and public restrooms) requires extra caution. The city government has also notified public transportation businesses, major venue operators, and community management offices to thoroughly implement cleaning and disinfection measures and conduct self-management. Putting up signs to indicate the disinfection frequency and cleaning status is also very reassuring for the public, for example signs that read, “This area is fully disinfected.”

Q4: What are the measures to compensate for school interruption?

A: To make sure that children can keep on learning in case of school interruption, Tainan City Government has planned a number of online self-directed learning platforms and tools. Resources are aggregated on the Online Self-Learning Portal (<http://www.tn.edu.tw/hlearning/>), including free learning materials provided by three main publishers. In addition, software is available for teachers to teach remotely. The Portal

also includes a number of short online learning videos. To support families who do not have the necessary hardware and communication infrastructure, the city government made an inventory and identified 11,330 tablets and laptops for children to learn online at home. Five main telecommunications operators have also provided discount plans for wireless internet service.

Part 2: Home Quarantine and Home Isolation

Q5: Are quarantine hotels available in Tainan?

A: Tainan City Government's Bureau of Health and Bureau of Tourism worked together to secure 12 quarantine hotels, providing a total of 336 hotel rooms (as of March 30) for residents undergoing home quarantine/isolation. The supply of hotel rooms is expected to increase to meet future demand. For those who need further assistance concerning quarantine hotels, please contact the Bureau of Health hotline (06-2880180).

Q6: Are quarantine taxis available in Tainan?

A: Starting from March 23, quarantine taxis are available in Tainan. All taxi drivers are required to take professional training, conduct self-health management on a daily basis, and regularly report their health

status. These dedicated quarantine taxis serve only the home quarantine and home isolation individuals. For those who need quarantine taxis, please contact the Bureau of Health hotline (06-2880180). The Bureau of Health conducts an assessment, and upon confirmation, refers the case to the Bureau of Transportation to dispatch these quarantine taxis. The taxi fare follows the rates of regular taxis.

Q7: Does the Tainan City Government provide care kits for foreigners under home quarantine/isolation?

A: Yes, through the Foreign Affairs Division of the Police Department (06-6354531), Tainan City Government distributes quarantine care kits to foreigners undergoing home quarantine/isolation. Each care package contains multigrain powder, instant rice, health products, Tzu-Chi's Aphorisms Booklet, a blessing card, as well as basic care items, including masks, bleach solution, and a thermometer. The care kit is meant to help individuals feel safe and comfortable during the quarantine/isolation period.

Q8: What are the guidelines for individuals under home quarantine/isolation?

A: Please stay at home or place of lodging. Please wear a mask at all times.

Remain indoor and refrain from taking public transportation. During home quarantine/isolation, please record your own temperature twice a day, in the morning and at night. Relevant agencies will contact you daily to check on your health status. For persons living together, please take adequate preventive measures, including keeping at least one meter away from the quarantined individual and use bleach solutions (concentrations of 500ppm) to clean the common living areas three times a day.

Q9: If I develop suspected symptoms during home quarantine/isolation, what should I do?

A: If you develop symptoms during home quarantine/isolation, please immediately call the Bureau of Health hotline (06-2880180). Designated staff will conduct assessment, arrange medical care, facilitate telemedicine service with hospitals, and support necessary sanitization and disinfection procedures. Please refrain from taking public transportation at all times.

Q10: Is telemedicine service available for home quarantine/isolation individuals?

A: When home quarantine/isolation individuals do not feel well and

require medical care, please contact the Bureau of Health (06-2880180) for assessment. Once the assessment is completed, the Bureau of Health arranges telemedicine service with hospitals. Following the diagnosis, family members or designated persons take the patient's National Health Insurance card to the designated clinic or hospital to pay and collect the medicine. Currently 157 medical hospitals and clinics have joined this initiative to provide telemedicine services for those under quarantine/isolation. Here's the list of these medical institutions:

<https://health.tainan.gov.tw/page.asp?mainid={B40D283E-AD5A-4FBF-8E50-FFC2CF568DB6}>.

Q11: How should I handle garbage during home quarantine/isolation?

A: Please make sure to put your personal waste in the red garbage bag provided in the quarantine care kit. If you need to have the garbage collected, please call the Bureau of Environmental Protection hotline to set up a pick-up time (06-2686610). It is usually once every five days, but as the number of home quarantined/isolated individuals increase, trash collection capacity can be compromised. We advise keeping the trash at home if space allows. Once the home quarantine/isolation period ends and your case is cleared, you may then discharge the garbage at regular

garbage trucks.

Part 3: Masks

Q12: Can foreigners also purchase masks?

A: Taiwan has implemented the name-based mask distribution system since February 6. Foreigners with National Health Insurance may purchase masks at NHI-contracted pharmacies. Those without Health Insurance Cards may purchase masks with the Resident Certificate or Entry/Exit Permit.

Q13: Are there mask purchase limits?

A: Starting April 9, 2020, adults will have access to nine masks every 14 days, while the quota for minors under age 16 remains at 10 masks every two weeks. Consumers may purchase masks on any day of the week, as the purchasing rule tied to the last digit of one's ID number is eliminated. For latest announcements concerning mask purchase, please visit the National Health Insurance Website (www.nhi.gov.tw) or call the toll-free number (0800-030-598).

Q14: Where can I get a list of NHI-contracted pharmacies and how do I look up the mask stocks?

A: For the list of pharmacies and the stock of masks available at each store, please access the two following websites:

- (1) Maps of NHI-contracted pharmacies in Tainan City where mask purchases can be made

<https://www.google.com/maps/d/u/0/viewer?mid=1Hh4vsAMiGCKpqqGPPbCTJvijD0JTnDNz&hl=zh-TW&ll=23.14711155517119%2C120.29808264999997&z=11>

- (2) Maps of NHI-contracted pharmacies with information on available stock

<https://dashboard.tainan.gov.tw/home/showboard/10027?MHid=5>

Q15: Could foreigners also pre-order masks online through the name-based mask distribution system (version 2.0)?

A: Yes, foreigners who have Resident Certificate and NHI card can also order masks at either the 'eMask' website or the NHI App (National Health insurance Express App). For detailed instructions, please view the NHI video in English (<https://youtu.be/sLmauZ9VRvM>).