

## Frequently asked questions about the Corona virus 30 January 2020

### 1. What exactly is going on?

There is an outbreak of a new virus, the coronavirus, in China. The Chinese government has taken measures to prevent the infection and spread of the coronavirus. For example, leaving or entering cities in the Hubei province by road, train or air is prohibited. TU Delft is keeping a close eye on developments, and we follow the [RIVM](#) and [WHO](#) guidelines.

### 2. Should I worry about contact with students or staff who have just returned from China?

You can find more information about the contagiousness of the virus on the RIVM website: <https://www.rivm.nl/coronavirus/nieuw-coronavirus-in-China>. People who have just returned from China and are experiencing lung problems and/or fever, are advised to contact their family doctor by telephone first, and not to come to the university.

### 3. I just got back from China, what should I do?

Please contact your study counsellor or manager when you come back from China. Have you been in an infected area, then we also ask you to contact your study counsellor or manager. Furthermore, we advise you to not come to the university if you have been in an infected area, but to stay at home for 14 days as a precaution. During that period it is important to keep an eye on whether you are getting a fever. If that is the case, contact your family doctor by telephone. If not, you can come to the university after that 14 days. Just like with a normal flu, the advice is to go home if you feel that you are getting sick. Also take a look at the [advice](#) from the Ministry of HWS on isolation at home.

### 4. Can students and staff members continue their travel plans to China?

If you have planned a trip to China, please keep an eye on this site: <http://nederlandwereldwijd.nl/reizen/reisadviezen>, where you will find up-to-date advice (in Dutch). At the moment it is not recommended to travel to the Hubei region. Code orange is given for that region, meaning that the embassy can offer no or limited assistance if you run into problems.

### 5. What is the advice for students and staff who are currently staying in China?

We advise students and staff who are currently staying in China to keep an eye on [this website](#) (in Dutch) At this moment, code orange applies to the Hubei region. If you are there, please contact the embassy. The contact details can be found on [this website](#). If you are in another area of China, it is up to you to decide whether you want to stay there or move to another destination.

### 6. Will the return journey or cancellation of a trip to China be reimbursed?

No, that is not the case. Only in case of political evacuation (which is not yet the case) or urgent medical assistance, the trip will be reimbursed by TU Delft travel insurance. The TU Delft business travel insurance applies to all students and staff who stay abroad within the framework of study or work-related activities.

### 7. What is TU Delft doing to help prevent the spread of viruses that cause respiratory infections?

TU Delft is undertaking extra cleaning as a preventative measure. Furthermore, we advise students and staff who have been in an infected area not to come to the university, but to stay at home for 14 days as a precaution. In that period it is important to keep an eye on whether you are getting a fever. If that is the case, contact your family doctor by telephone. If not, you can come to the university after that 14 days. Just like with a normal flu, the advice is to go home if you feel that you are getting sick.

**8. What can I do myself to help prevent the spread of viruses that cause respiratory infections?**

The most important measures you can take to prevent the spread of the coronavirus are simple:

- Wash your hands regularly
- Cough and sneeze into your elbow, not your hands
- Use disposable tissues

These measures apply to the prevention of all viruses that can cause flu and colds. It is therefore important to follow them at all times.

**8. Where can I go if I have a question?**

Should you have any questions that are not answered above, please contact 015 278 9111. If you have a specific question related to your work or studies and the coronavirus, you can also contact the [faculty secretary of your faculty](#).