

Coronavirus Disease (COVID-19) Frequently Asked Questions & Answers

About COVID-19

- **What is Coronavirus?**

Coronaviruses (CoV) are a family of hundreds of viruses that cause illness/fever ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV). This has emerged from China in December, and the coronavirus has caused a global health emergency.

- **What is COVID-19?**

COVID-19 is the infectious disease caused by the most recently discovered coronavirus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019.

- **What are the symptoms of COVID-19?**

The most common symptoms of COVID-19 are fever, tiredness, and dry cough. Some patients can have different aches and pains, respiratory issues, nasal congestion, runny nose, sore throat or diarrhea. These symptoms are usually mild and begin slowly. Some people may be infected but don't develop any symptoms and don't feel sick.

- **How is COVID-19 transmitted?**

People can catch COVID-19 from others who have the virus. This disease is transferrable. The disease can spread from one person to another person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales it. These droplets land on objects and surfaces around the person.

A person can also catch COVID-19 if they breathe in droplets from a person with COVID-19 who coughs out or exhales such droplets.

Other people then catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose or mouth.

- **Is there a vaccine to protect against COVID-19?**

Unfortunately, there is currently no vaccine made yet which can prevent coronavirus disease 2019 (COVID-19) to get cured. The best and most effective way to prevent an infection is to avoid getting exposed to this virus.

- **Will the flu vaccine protect me from COVID-19?**

Unfortunately, the flu shot is not effective against this virus. But it will help to protect you from the flu, and the flu is still what you are more likely to catch right now based on current situation.

Prevention and Risks

- **How can I protect myself from getting COVID-19?**

Protection measures for everyone

You can take some simple precautions which can help to reduce your chances of being infected or spreading COVID-19;

- Follow stay home instruction and curfew hours as prescribed by your state/city authorities.
- It is advised that you must maintain at least 6 feet or 2 metre distance between you and anyone who is near you, coughing or sneezing around.
- Clean your hands regularly with an alcohol-based hand rub or wash them with soap and water for at least 20 seconds.
- Avoid touching your face - eyes, nose and mouth.
- Stay home if you are or feel unwell and if you have a fever, cough and difficulty in breathing, seek medical attention.
- Make sure you and the people around you, follow a good respiratory hygiene. This means that you are covering your mouth and nose with your bent elbow or tissue when you cough or sneeze.
- Follow the directions of your local health authority and consume information from trusted sources.
- Keep up to date on the latest COVID-19 hotspots (cities or local areas where COVID-19 is spreading widely). You must restrict traveling to places - especially if you are an older person or have diabetes, heart or lung related disease.

- **What is social distancing and how does it help to minimize COVID-19?**

Social distancing is deliberately increasing the physical space between people to avoid spreading illness/infections. This is a conscious effort to reduce contact between people to avoid spreading illness.

- **How Can Social Distancing Prove to be Effective?**

As Covid-19 is most likely to spread from person-to-person through contact, the more space between you and others, ideally at least 6-feet/2 metre, the harder it is for the virus to spread.

When someone coughs or sneezes, they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease.

With no vaccine or specific treatment against the disease yet, containing its spread is vital.

- **Should I wear a mask to protect myself?**

Only wear a mask if you are ill with COVID-19 symptoms (especially coughing) or looking after someone who may have COVID-19 or as instructed by your city/state authorities with regards to public places. Disposable face mask can only be used once.

Prevention and Risks

- **Can COVID-19 be transmitted through food?**

If someone coughs on your food or shares your spoon, then there are chances that this virus can be transmitted. Coronavirus spreads via droplet. When someone coughs or sneezes and without a mask, droplets of saliva and mucus can spread within a metre or two of the sick people. Most transmission occurs when these droplets make their way into your mouth, nose, or eyes. That's why hand hygiene and avoiding touching your face is advisable.

- **Can I get this virus from animals when travelling to other countries?**

There is no evidence to suggest that any animals, including pets, livestock, or wildlife, might be a source of COVID-19 infection at this time. However, because all animals can carry germs that can make people sick, it's always a good idea to practice healthy habits around pets and other animals.

Do's and Don'ts

Do's	Don'ts
Wash your hands - Regularly & thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water for at least 20 seconds.	Don't panic - Stay updated with news and developments published by trusted sources like WHO, Local Health Departments, Disease Control Centers etc.
Stay home - Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention.	Avoid in-person meetings - Use online conferencing, email or the phone when possible, even when people are in the same building.
Practice respiratory hygiene - When you cough or sneeze, cover your mouth and nose with a tissue or your bent elbow.	Eliminate unnecessary travel - Cancel/postpone non-essential meetings, gatherings, workshops and training sessions.
Do avoid touching your face - Hands touch many surfaces and can pick up viruses. Limit your risk and exposure.	Avoid close contact - Do not assemble in workrooms, pantries or other areas where people socialize. Keep six feet distance when possible.
Do video chats or take con-calls instead of meeting in person.	Minimalize or avoid public transportation - Go early or late to avoid rush-hour crowding on public transportation.
Prefer home cooking and prepare meals at home.	Avoid Get-together - Avoid group gatherings, theater outings, concerts, athletic events, malls, churches & mosques, gym etc.
Keep your self busy by reading, music or even doing online courses in your area of interest.	Stop handshaking - Don't handshake, hugs and kisses. Use other non-contact methods of greeting.

- **Is there anything I should not do?**

The following measures ARE NOT effective against COVID-2019 and can be harmful:

- Smoking
- Taking traditional herbal remedies
- Wearing multiple masks
- Taking self-medication such as antibiotics
- In any case, if you have fever, cough and difficulty breathing seek medical care early to reduce the risk of developing a more severe infection and be sure to share your recent travel history with your health care provider.

What is SALAMA Doing?

- As a preventive measure and to safeguard our teams and people they come in touch with, SALAMA has resolved to institute work from home policy for all employees.

SALAMA has taken measure to ensure that we continue to serve you with best of our ability during this period;

1. [Easy Life Portal](#) online service, for all Family Takaful Plans will continue. The best way to track and make changes to your plan online.
2. www.salama.ae can be reached for purchasing motor insurance online.
3. 800SALAMA can be accessed for all queries/feedback and complaints.
4. [Dedicated contact points](#) for various SALAMA services has been listed on our website

As always, we are here for you and one of SALAMA's team member will be more than happy to assist you. We stay committed in these challenging times and will always go above and beyond to serve you.

- **Links to access more information?**

1. World Health Organization - <https://www.who.int/>
2. Centers for Disease Control and Prevention: <https://www.cdc.gov/>
3. Dubai Health Authority - <https://www.dha.gov.ae/en/pages/dhahome.aspx>
4. Ministry of Health and Prevention - <https://www.mohap.gov.ae/en/Pages/default.aspx>
5. Department of Health Abu Dhabi - <https://doh.gov.ae/>
6. Government portals:
 - UAE - <https://u.ae/en#/>
 - Bahrain - <https://www.bahrain.bh/>
 - Qatar - <https://portal.www.gov.qa/wps/portal>
 - Oman - <https://www.oman.om/>