
Seoul's Fight Against COVID-19

Our latest briefing note on practices and measures in tackling COVID-19

Updated: April 7, 2020

Table of Contents

1. Forward.....	3
2. Current Status in Seoul.....	6
3. Seoul’s COVID-19 Timeline.....	9
4. Seoul’s Response to COVID-19: Measures and Policies.....	12
• Health and Disinfection Measures.....	12
• Citizen Engagement and Public Services.....	18
• Economic and Financial Measures.....	24
Reference.....	28
Annex.....	30
1. Frequently Asked Questions(FAQ).....	30
2. Public Announcement Posters on COVID-19.....	33



Mayor Park Wonsoon speaks during a video conference of C40 Cities Climate Leadership Group(C40) leaders in his office in Seoul, March 27, 2020.

Lessons from MERS - Promptness & Transparency

Seoul's principles for contagious disease control and prevention rest on two major pillars: *promptness* and *transparency*. As experience is the best teacher, the 2015 MERS outbreak in the Republic of Korea served as a turning point for both Seoul and Korea to help build fundamentals for infectious disease response. Since then, the city of Seoul, under the leadership of Mayor Park Wonsoon, has adhered to the principles '*Transparency is a miracle drug for contagious diseases,*' and '*Excessive response is better than sluggish response.*'

Such principles are also playing a key role in tackling the COVID-19 outbreak in Seoul. While some countries hesitated to reveal their own virus outbreaks, Seoul and Korea have kept on testing aggressively, sharing information and incrementing disinfection efforts. A series of steps – including patient testing, epidemiological investigation and quarantine has been taken without a hitch, preventing any source of infection in advance. This has enabled Seoul to maintain urban services and functions without any lockdown or stay-at-home order while practicing its containment efforts.

Moreover, all the information related to COVID-19 is open to the public and shared in a transparent manner. The COVID-19 webpage which can be found in the official website of the Seoul Metropolitan Government provides updates on confirmed cases within the city, their travel logs and relevant resources along with the city's countermeasures. More detailed specifics

can also be found in the websites of each district office. The city also holds a daily press briefing on COVID-19, streamed live on the Internet and YouTube, to deliver latest developments on the outbreak and promote citizens' cooperation in virus containment.

Citizens Take Lead – Democratic Participation & Solidarity

A crisis brought by communicable diseases cannot be tackled without civic cooperation nationwide, and thus it is imperative to encourage individual citizens to take initiatives in the containment process. One of the reasons why Seoul has coped with the virus outbreak more effectively than others is also thanks to citizens' voluntary participation and solidarity.

What sets COVID-19 apart from other viruses is that it is more contagious and fast-spreading. In an effort to reduce a chance of close contact and droplet infection, therefore, Seoul first proposed a social distancing campaign. With people from all walks of life keeping a distance from each other, the city has successfully continued to execute the policy measures without any compulsory shutdown or lockdown. Citizens not only strictly practice personal hygiene but also have become a great comfort to each other by sharing hand-made masks with neighbors and cutting rent fees for tenants.

Turning Crisis into Opportunity – Innovative Ideas & Detailed Measures

As COVID-19 is spreading around the world, there was an urgent need to add more capacity in both testing and treatment. Thus, Seoul has taken several innovative approaches to scale up its diagnostic and accommodation capacity. One of the measures was to expand the screening clinics exclusively designated for coronavirus testing in number with additional ones set up in front of hospitals and locations where mass infection took place. Another one was to set up drive-through testing facilities which lower a possibility of virus transmission and close contact. Moreover, the city introduced a dual track approach in which treatment institutions are divided by the severity of a patient's symptoms. For instance, those who show severe symptoms will receive treatment in a negative-pressure ward in a 'Severe Emergency Treatment Center,' while those with mild or moderate symptoms will be directed to go to a 'Living and Treatment Support Center,' a public agency building temporarily turned into a treatment center.

Amid one crisis after another, Seoul's innovative ideas with detailed measures played a significant role in tackling the infection at the initial stage. The prime example is an 'emergency task force' which is set up to respond to sporadic mass infection. The taskforce consists of a dozen people including epidemiological investigators and public officials and is being immediately dispatched to the site once a cluster of infections takes place. The taskforce sets up an on-site operation center and concentrates its utmost capacity to track down and prevent infections. In recent days, as the outbreak pattern has shown changes with an increasing number of confirmed cases linked to arriving from overseas, the city has established a walk-through testing facility for overseas arrivals, which can test up to 1,000 people per day and arranged special taxi services and emergency shuttle buses operating from the airport to the city.

Virus Knows No Border – Practical Solidarity & Cooperation

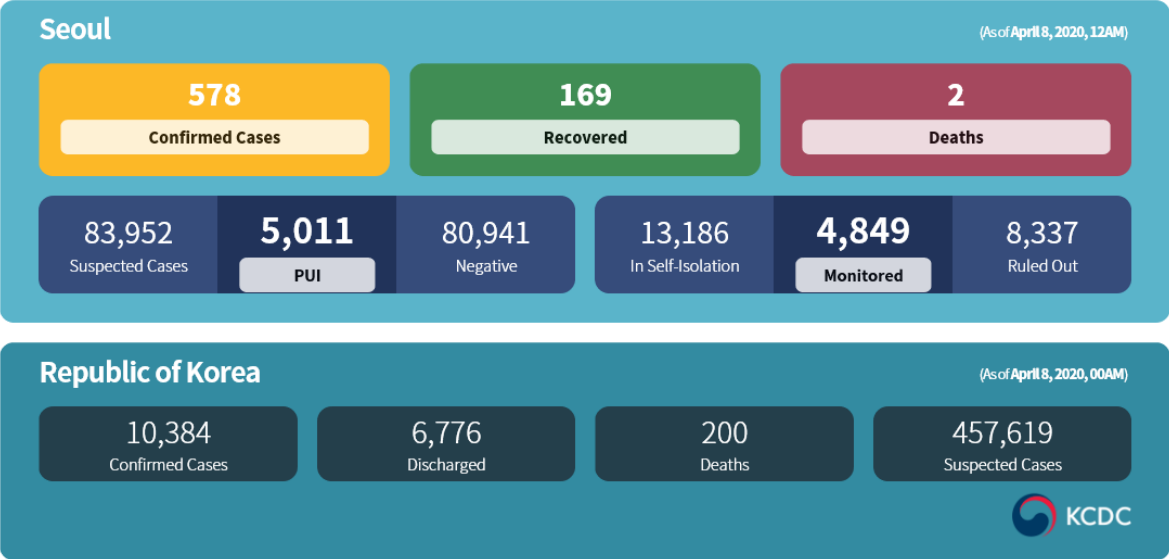
In a nutshell, Seoul has managed to effectively contain the spread of coronavirus while maintaining urban services and democratic systems thanks to a combination of several different factors: painful lessons from MERS, drastic investment in public healthcare system, prompt countermeasures, transparent information sharing and mature civic awareness. The city will stay committed to the COVID-19 control and prevention to save the citizens' lives and tackle difficulties caused by this pandemic.

However, it is clear that we cannot put an end to the COVID-19 pandemic simply with a city's or a country's effort. Virus knows no border, and it has been reaffirmed that every single person in the world is connected in their daily lives, not to mention health care and economy. Particularly, this epidemic taught us that cities are at the forefront of epidemic control and containment. With that in mind, the city of Seoul promises to fight against the COVID-19 pandemic through practical solidarity and cooperation with other cities, as we have always had and is determined to break through the current crisis together with the global community.

Current Status in Seoul

The Seoul Metropolitan Government(SMG) is providing latest updates and transparent information on confirmed cases of COVID-19 on its website to prevent the spread of local infections. As of April 8th, Seoul has 578 confirmed cases of COVID-19, with 2 deaths. The government is updating the COVID-19 Dashboard on a daily basis.

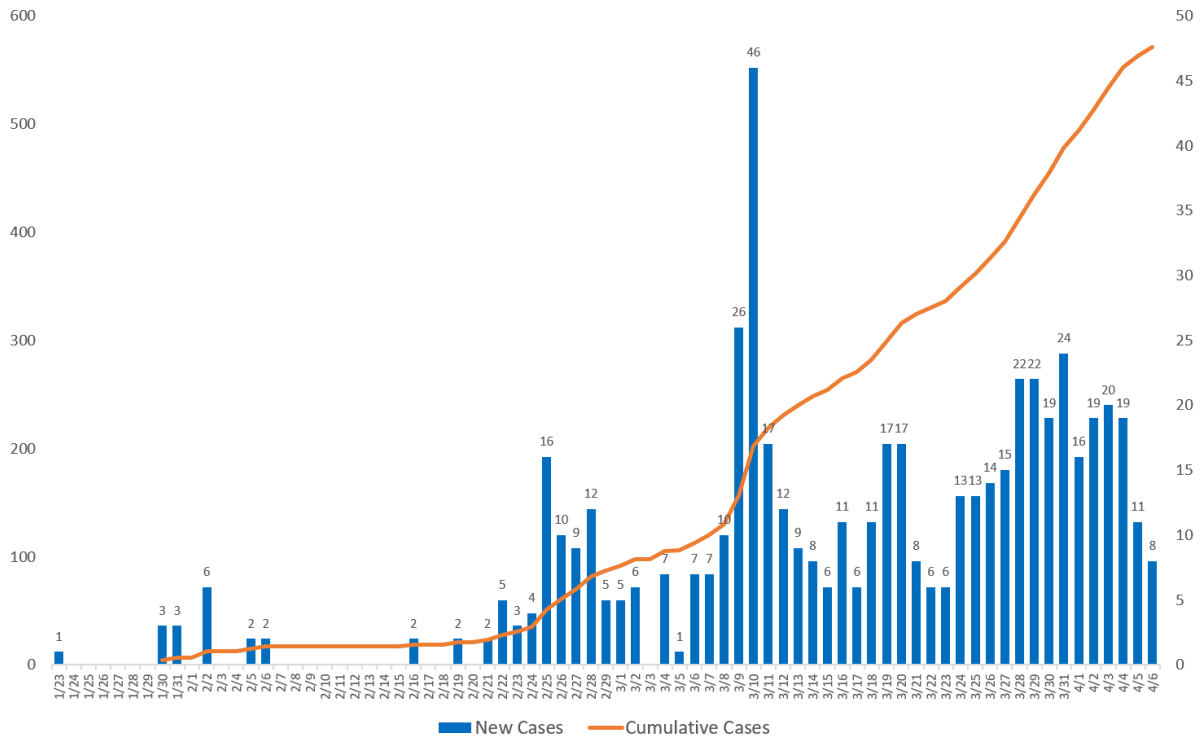
COVID-19 Dashboard



As of **April 7, 2020, 10AM**

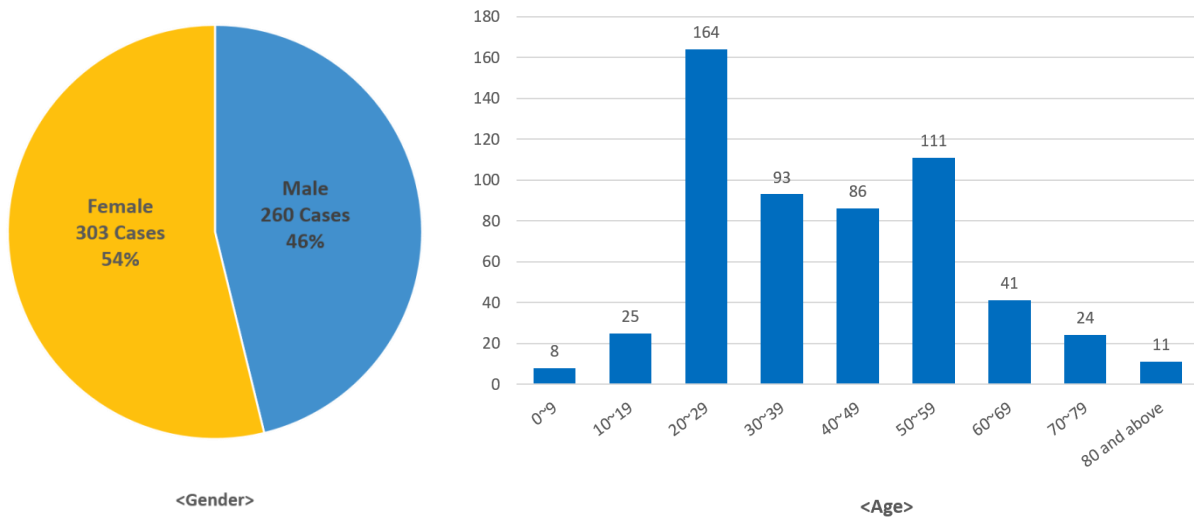


Figure 1. New and Cumulative Cases of COVID-19 in Seoul(as of April 7)



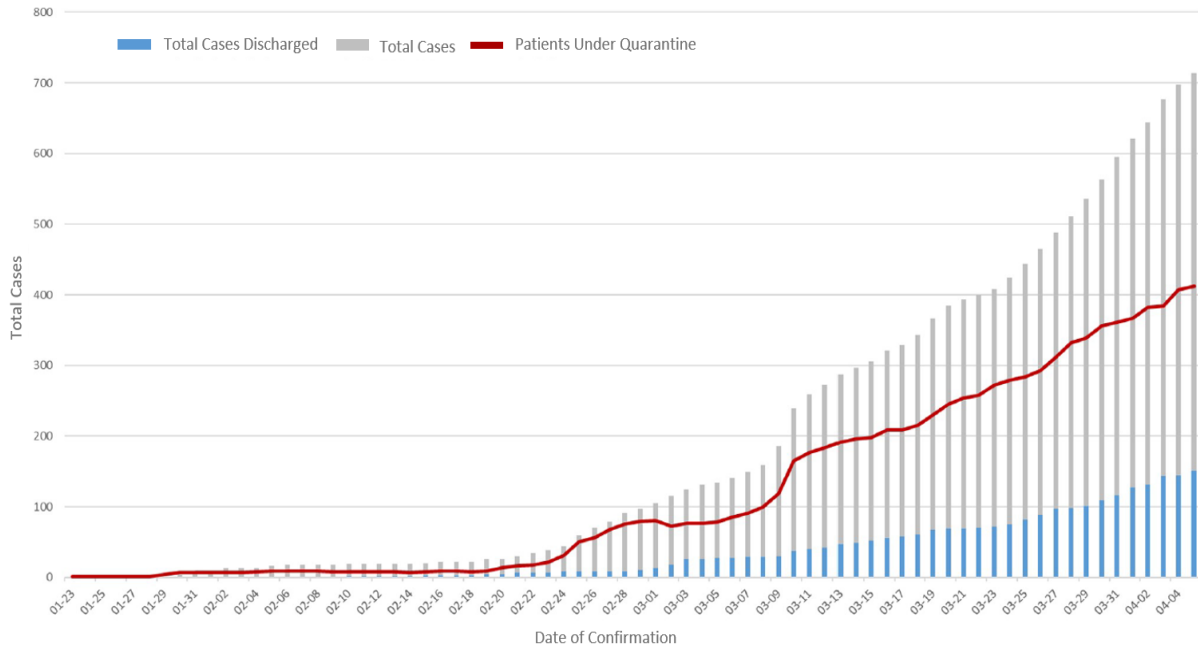
(Source: The Daily News Review, Seoul Metropolitan Government)

Figure 2. Confirmed Cases of COVID-19 by Gender and Age in Seoul(as of April 6)



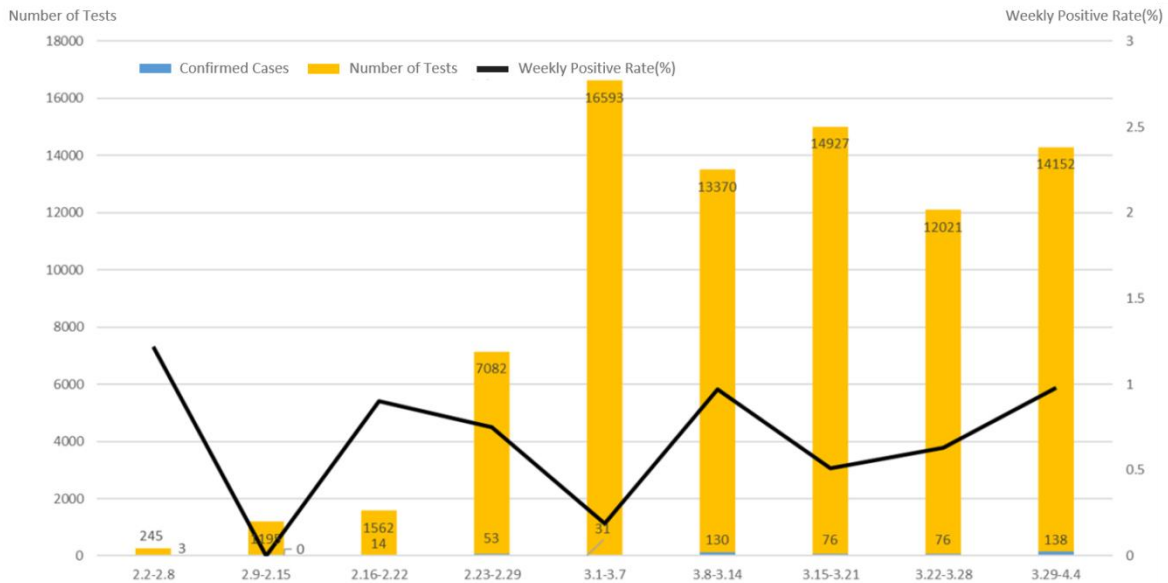
(Source: The Daily News Review, Seoul Metropolitan Government)

Figure 3. Total Number of Patients Under Quarantine and Discharged in Seoul



(Source: The Daily News Review, Seoul Metropolitan Government)

Figure 4. Number of Weekly Tests and Positive Rate of Confirmed Cases in Seoul



(Source: The Daily News Review, Seoul Metropolitan Government)

Seoul's COVID-19 Timeline

ALERT LEVELS

- LEVEL 1
- LEVEL 2
- LEVEL 3
- LEVEL 4

January 22

Operation of the COVID-19 Quarantine Measure Team

The national government, Seoul Metropolitan Government, and medical institutions entered a state of emergency and organized the COVID-19 Quarantine Measure Team to operate a permanent, 24-hour emergency quarantine service system. Screening stations were installed in community health centers of the 25 autonomous districts.

January 23

THE FIRST CONFIRMED COVID-19 PATIENT IN SEOUL

The first confirmed COVID-19 patient in Seoul was hospitalized at the National Medical Center. The patient was released from the hospital on February 5 as the first confirmed COVID-19 patient to be released after receiving treatment.

January 27

RESPONSE TO COVID-19 RAISED TO "ORANGE" LEVEL

The government raised the state of alarm for the infectious disease alert from "Yellow" to "Orange," and the SMG organized and began operation of the "Seoul Metropolitan Disaster and Safety Countermeasure Headquarters". Posters with behavioral rules to prevent the infectious disease from spreading to other citizens were distributed to each autonomous district.



January 29

ENFORCEMENT OF PREVENTIVE MEASURES AGAINST THE INFECTIOUS DISEASE IN PUBLIC TRANSPORTATION FACILITIES

To prevent the spread of the COVID-19 infection, hand sanitizer and disposable masks were provided for free on public transportation facilities in Seoul. The frequency of disinfection of subway handles and seats was largely increased.

January 30

DAILY BROADCASTS ON THE CITY'S YOUTUBE CHANNEL

To reduce the concerns of citizens and provide accurate information on COVID-19, the "Regular COVID-19 Briefing" was given at 11 a.m. every day thereafter to transparently announce the situation in Seoul to citizens.

February 3

SPECIAL DISINFECTIONS

Cultural venues, buses, subways, and taxis in Seoul were disinfected to prevent the spread of the disease.

February 8

OPERATION OF THE COVID-19 ISOLATION FACILITY

Quarantined individuals needing care and citizens who were exposed to infected family members were quarantined, and the dormitory of the Seoul Human Resource Development Center started being used as an isolation facility for such individuals to receive professional medical care.

February 17

OPERATION OF THE SAFELY DISINFECTED SMG "CLEAN ZONES"

The Seoul Metropolitan Government has established the "Clean Zone" certification for safely disinfected facilities system to guarantee the safety of the facilities that have been visited by confirmed COVID-19 patients and publicly used facilities by conducting thorough disinfection and environmental investigation.



February 20

EXPANSION OF SCREENING STATIONS TO COMMUNITY HEALTH CENTERS

Seoul expanded the functions of screening stations at community health centers in all autonomous districts. A 24-hour operation system was constructed at each screening station, and treatment was extended to citizens with suspected COVID-19 symptoms as an all-out measure to block local spread.



February 21

ACTIVE DISCOVERY AND MANAGEMENT OF HIGH-RISK FACILITIES

The Seoul Metropolitan Government is taking strict control of the city's small public facilities that are vulnerable to COVID-19 infection, such as karaoke rooms and Internet cafes, through disinfection and inspection.

February 24

GOVERNMENT RAISES ALERT LEVEL TO "RED"

Disinfection was performed centered around high-risk facilities, management of individuals suspected of contact was reinforced, and urgent measures were made to minimize close contact among citizens (through the introduction of the "working in shifts" system for Seoul's public officials and restriction of gatherings in the city). Seoul Medical Center began operating the "Children's Screening Stations" for the first time in the country.



February 25

TEMPORARY CLOSURE AND SHUTDOWN OF PUBLIC FACILITIES

To prevent the local spread of COVID-19, closure of public and welfare facilities was enforced in addition to the temporary closure and shutdown of childcare centers and cultural and sports facilities.

March 2

PROMOTION OF THE "HOLD ON! LET'S TAKE A BREAK FROM SOCIAL LIFE" CAMPAIGN

The city suggested a voluntary "social distancing" campaign and announced its guidelines, which urge people to minimize contact with others by skipping social gatherings, communicating online and keeping personal hygiene to prevent the spread of COVID-19.

OPERATION OF 4 DRIVE-THROUGH TESTING CENTERS

Drive-through testing sites opened in four districts in Seoul up and running during the whole week. As of Apr 2, a total of 92 screening stations are in operation, including 45 community health centers, 43 hospitals and 4 drive-thru centers.



March 4

EXPANSION OF QUARANTINE FACILITIES FOR INDIVIDUALS IN SELF-QUARANTINE

Seoul designated an additional quarantine facility for those in self-quarantine in case they don't have a separate living space and/or are at high risk of family infection.

LAUNCH OF THE SMG COVID-19 PSYCHOLOGICAL SUPPORT GROUP

To resolve the fear and anxiety resulting from COVID-19, the COVID-19 Psychological Support Group was formed consisting of psychiatrists, emergency physicians, art therapists, and other related professionals. Seven "vaccines for the mind" are provided online for the psychological stability and mental health of citizens, including "mind prescription," "fact-checking," "healing letters," and more.



March 8

LAUNCH OF THE QUARANTINE SUPPLIES COUNTERMEASURES HEADQUARTERS

The Seoul Quarantine Supplies Countermeasures Headquarters was set up to provide masks to senior welfare centers, food banks and sanatoriums to help those in desperate need.



March 9

ORGANIZATION OF THE SEOUL IMMEDIATE RESPONSE TASK FORCE

In agreement with the government's amendment of the rules for responding to COVID-19, the SMG expanded epidemiological investigation in autonomous districts and reinforced basic epidemiological survey at community health centers.



March 10

INTRODUCTION OF NEGATIVE PRESSURE EQUIPMENT FOR TRANSFERRING PATIENTS

The Seoul Metropolitan Fire & Disaster Headquarters introduced negative pressure equipment necessary for transferring infected patients and operates emergency medical services for infectious diseases throughout Seoul.



March 12



EMERGENCY SUPPORT FOR THE YOUTH AFFECTED BY COVID-19

The SMG took an urgent step for the youth whose jobs have been jeopardized as a result of the prolonged COVID-19 aftermath. Young freelancers and small business owners are offered emergency youth allowance, and young creators will be given support to create and broadcast experiential learning content for kindergarteners and elementary school students.

March 13

SUPPORT FOR SOCIALLY DISADVANTAGED WORKERS AND OPERATION OF LABOR RIGHTS COUNTERMEASURES TASK FORCE

Certified labor attorneys and lawyers will provide legal assistance to workers whose rights have been violated by one-sided contract terminations, forced unpaid leave or delayed payment of wages. The measures include one-on-one consultation, guidance of relief procedures and assistance in administrative litigation.



March 16

PROVIDING MASKS FOR PREGNANT WOMEN

The SMG provided a total of 200,000 masks to approximately 40,000 pregnant women (5 masks per person) residing in the 25 autonomous districts.

March 18

ANNOUNCEMENT OF "SEOUL EMERGENCY LIVELIHOOD ALLOWANCE"

The SMG provides a basic disaster allowance worth total 327.1 billion won for its residents whose livelihoods have been threatened due to the outbreak of COVID-19. Households with less than 100% of the median income are eligible for receiving 300,000-500,000 won in the form of certificates or prepaid cards.



March 25

EXTENSION OF FINANCIAL SUPPORT AND INNOVATING PROCEDURES

Financial support was extended to KRW 5.09 trillion in order to minimize damage of small and independent business owners who were struck by the COVID-19 crisis. The surety process was also streamlined so that such businesses could receive such loans within ten days from the day they apply.



March 30

INDUCTION OF EMERGENCY TRANSPORT VEHICLES FOR ARRIVERS FROM OVERSEAS

As South Korea has been seeing an increasing number of imported cases of COVID-19 in recent days, the SMG initiated operation of emergency transport vehicles in 8 temporary routes including shuttle buses and taxis, which have been thoroughly disinfected.

LAUNCH OF "EMERGENCY ECONOMIC COUNTERMEASURES TF" TO REVIVE THE LOCAL ECONOMY

The SMG introduced the "Seoul Emergency Economic Countermeasures TF" and swiftly announced an economic relief package to revitalize the local economy that was severely hit by COVID-19. Such countermeasures include support for unpaid employees of small businesses with less than five workers, other businesses that have been affected by shutdown resulting from visit by confirmed patients of COVID-19, travel industries, call centers, arts and culture industries, etc.



April 2

ANNOUNCED PLANS TO SUPPORT ONLINE CLASSES

The Seoul Metropolitan Government has prepared a plan to support the commencement of stepwise online classes as well as remote education.

April 3

BEGAN COVID-19 DIAGNOSTIC TESTS FOR ALL TRAVELERS ARRIVING FROM OVERSEAS

The Seoul Metropolitan Government began conducting diagnostic tests on all travelers arriving from overseas who reside in Seoul. The large-scale installation of "walk-in" screening centers exclusively for travelers arriving from overseas is expected to process an average of 1,000 people per day.



Seoul's Response to COVID-19: Measures and Policies

1. Health and Disinfection Measures: Testing, Tracing, Treating

(1) Testing: Screening Clinics and Centers



Screening clinics are where people who show symptoms of COVID-19, such as coughing and fever, can seek and receive medical treatment before visiting a medical institution. As of March 16, 2020, there are 635 designated screening clinics operated by public health care centers and hospitals. 602 centers, or 94.8% out of all, directly collect specimens. The diagnosis of COVID-19 is carried out in a total of 118 clinics. As a result of the expansion of the number of testing institutions and the use of test reagents, the daily testing capacity has been increased from 3,000 (Feb. 27) to 15,000 as of March.

Walk-Through Testing Stations

In a walk-through testing booth, testing can be safely done in a phone booth-sized room with complete separation between the patient and the medical staff. Unlike the drive-through screening stations, these walk-through testing stations do not require more spaces and they are easily accessible by the elderly and patients without cars. Since the size of the booth is relatively smaller than normal screening centers, it would take less than two minutes to disinfect the booth after use; in which, we can expect the whole process to be faster.

Drive-Through Screening Stations

Seoul operates drive-through screening stations for COVID-19 to maximize citizens' convenience. There are lower risks of infection since the whole process from filling out a medical questionnaire to swabbing is done in a single stop without having to leave the vehicle. The test takes about 10 minutes, and the results will be sent to you within 2 or 3 days through your phone or text message.



As of April 1st, a total of 4,129 residents in Seoul have been tested in drive-thru screening stations, of which 6 cases have been confirmed.

I·SEOUL·U Seoul Metropolitan Government

lower risk of infection & higher speed of examination

SEOUL Metropolitan Government's Drive-Through Screening Stations

4 locations: Eunpyeong-gu, Seocho-gu, Songpa-gu, Gangseo-gu

<http://blog.seoul.go.kr>

I·SEOUL·U Seoul Metropolitan Government

Seoul operates drive-through screening stations to detect COVID-19 in its early stages and prevent the spread in communities.

1

Early diagnosis of COVID-19 patients

2

Minimizing contact between a patient and others

3

Saving time with specimen collection
Testing time per person: 1 hour + 10 min.

4

Preventing the spread of local infections

※ What is "Drive-Through" testing?
A step-by-step testing while remaining in the vehicle to shorten waiting time and prevent contact with others.

<http://blog.seoul.go.kr>

I·SEOUL·U Seoul Metropolitan Government

How Does it work?

Days of Operation : March 3, 2020 -
Hours of Operation : 10:00 a.m. - 5:00 p.m.
on weekdays and weekends
*Gangseo area: 8:30 a.m.-5:00 p.m. on weekdays, closed on weekends

Tested while remaining inside the vehicle

Precautions :
Entrance will not be permitted for vehicles with passengers (only the driver is tested)
※ For testing of more than one individual, visit a screening center at a community health center.

Locations :
Seoul Metropolitan Eunpyeong Hospital (Eunpyeong),
Public Parking Lot in Magok District 8 (Gangseo),
Umyeon 119 Safety Center (Seocho),
West Gate of Jamsil Sports Complex (Songpa)

<http://blog.seoul.go.kr>

I·SEOUL·U Seoul Metropolitan Government

Locations

Eunpyeong **Seoul Metropolitan Eunpyeong Hospital**
90, Baengnyeongsan-ro, Eunpyeong-gu, Seoul
☎ 02-120 / 02-300-8114
※ Instructions at the main entrance (screening station located behind the hospital)

Gangseo **Public Parking Lot in Magok District 8**
802-3 Area, Magok-dong, Gangseo-gu, Seoul
☎ 02-120 (Reserved to open later)

Seocho **Umyeon 119 Safety Center**
29, Nambusunhwan-ro 340-gil, Seocho-gu, Seoul
☎ 02-120 / 02-3487-4281-2

Songpa **West Gate of Jamsil Sports Complex**
25, Olympic-ro, Songpa-gu, Seoul
☎ 02-120 / 02-2240-8851-2

<http://blog.seoul.go.kr>

I·SEOUL·U Seoul Metropolitan Government

Screening Procedures

1. Information
Distribution of medical questionnaire

2. Medical Interview
Review of medical questionnaire

3. Treatment
Temperature check & examination by doctor

<http://blog.seoul.go.kr>

I·SEOUL·U Seoul Metropolitan Government

Screening Procedures

4. Specimen collection

For tested individual

Specimen collection and instructions

※ It takes 2-3 days for the test results to come out. Individuals will be notified of the results via phone call or text message.

For people who are not tested

Sent home after the instructions

<http://blog.seoul.go.kr>

(2) Tracing: Investigations and Monitoring

Tracking virus patients' travels and publishing them online

Seoul is undertaking rigorous measures to track those who had been in contact with confirmed patients, using credit card transactions and CCTV recordings. Their locations are published on Seoul's COVID-19 website(<http://www.seoul.go.kr/coronaV/coronaStatus.do>.) and the close contacts identified through investigations are put under self-quarantine and monitored by staff of the government.

To rapidly complete epidemiological investigations, preliminary investigations of individual cases are conducted by Seoul, including its ward offices. The central immediate response teams of the KCDC are dispatched to regions experiencing massive outbreaks and conduct epidemiological investigations jointly with each local government team in charge.

Screening clinics are dedicated to testing those with suspected symptoms such as cough or fever to eliminate the possibility of contaminating healthcare institutions. Hospitals and pharmacies have been granted access to patients' travel histories to a select number of highly affected countries and areas such as China, Japan, Iran and Italy to aid in the screening of suspected cases of COVID-19 infection.

The extensive screening goes so far as to conduct postmortem diagnostic tests on deaths with unknown causes if the deceased had shown symptoms of pneumonia or other possible markers that point to COVID-19 infection. When confirmed, the government tracks and monitors all those who had been in close contact with the deceased before death.

Monitoring of contacts

The close contacts under self-quarantine are linked to their one-on-one assigned government staff through an innovative 'safety protection app,' which allows the staff to monitor their symptoms twice a day, and be alerted when self-quarantine orders are broken. This tracking of the phone's GPS location is done only with the consent of the close contacts.

Those under self-isolation are banned from leaving the country regardless of whether or not they develop symptoms. Those violating self-isolation will be imposed with a fine of KRW 10 million or less, or imprisonment for one year or less.

Reinforced quarantine measures on international arrivals

Starting April 1, all travelers entering Korea from overseas are required to self-isolate for two weeks upon arrival. Those without an accommodation or a suitable place will be quarantined in facilities provided by the central/local governments at their own expense. Seoul has prepared shuttle buses for arriving passengers. All travelers entering South Korea must install and use the 'safety protection app.'

CLEAN ZONE Certification

Seoul is conducting thorough disinfections while Research Institutes of Public Health and Environment are conducting complete inspections of multiuse facilities and those that have been visited by confirmed patients. The city is attaching CLEAN ZONE (disinfection-guaranteed facilities) stickers on such facilities and installing banners on nearby streets in efforts to recover the withering economy and resolve the immeasurable anxiety surrounding the matter.



PICTURE 1. Seoul provides “Clean Zone” certification stickers to facilities visited by COVID-19 confirmed cases that have been fully disinfected to show that they are safe. Citizens can see which facilities have been designated as Clean Zones (disinfected by the government) in each district (categorized into “List of Multipurpose Facilities” and “Routes Traveled by Confirmed Cases” on the SMG’s official website or COVID-19 website. (Source: Seoul Metropolitan Government)

As of now, the names of the businesses visited and the paths of movement taken by confirmed patients have been released to the public to address the infection. It is reasonable to take precautions to prevent the spread of the infection. However, even after the period of quarantine has passed post-disinfection, the stigma is not disappearing. In order to solve this problem, the city of Seoul has launched the “CLEAN ZONE” certification. With this measure, stores that are proven to be safe, even if it was visited by a confirmed patient, can be marked with a sticker. Additionally, the city plans to fully support stores that have temporarily closed down due to visits by confirmed patients.

14 samples from the air and about 100 surface contact samples from multiuse facilities and those that have been visited by confirmed patients are checked for the virus. “CLEAN ZONE” stickers are placed on those facilities that have been thoroughly disinfected, and the facilities displaying this sticker can be used worry-free.

(3) Treating: Treatment centers, cleaning and disinfection

Living and treatment support center

The Seoul Metropolitan Government has opened living and treatment support centers to treat COVID-19 patients with mild symptoms or no symptoms. The centers are also provided for those who need isolation period after being discharged from negative pressure rooms, which are designed to isolate a patient that is suspected of, or has been diagnosed with, an airborne infectious disease. The government is scaling up the number of centers based on the prevalence of confirmed cases.

As the first step, Seoul has set up a living and treatment support center in the Taereung National Training Center with about 200 rooms starting from March 16. Originally a comprehensive training center for members of national sports teams and athletes participating in international sports competitions, the Center now accommodates 210 patients, including those asymptomatic. The center is also for those who need to be isolated for designated quarantine period.

As of end of March, 2020, 18 infectious disease specialists and professional nurses, as well as 53 public officers of the Government, are residing at the center to provide swift and continuous medical service. The government is in negotiation with 9 additional facilities and 1,840 rooms for further installment of living and treatment support centers.



PICTURE 2. The Taereung National Training Center has been turned into a living and treatment support center for patients with mild symptoms. Clockwise from top-left: an accommodation at the Center, officers distribute food to the inmates in their rooms, a detecting and testing room and facilities. (Source: Seoul Metropolitan Government)

Cleaning and disinfection of facilities

Another step involved comprehensive screening of overcrowded business sites, such as customer service centers, micro-companies with under five employees, and entertainment facilities, such as Internet cafés and singing rooms. Seoul has screened more than 11,000 sites. Simultaneously, 27,000 people were mobilized for the pre-emptive prevention task against epidemics in 350 conventional markets.



PICTURE 3. These photos show health workers disinfecting subways and offices in Seoul, as a precaution against COVID-19. (Source: eToday News Agency)

In the wake of COVID-19 outbreak with 22 confirmed cases of call center employees and family members of a Guro-based insurance company on March 9th, the Government has taken immediate action by shutting down the entire building and enforcing speedy public health surveillance and management of individuals who came into close contact with those confirmed to prevent further local spreading of the virus.

All of the 207 call center employees were placed in self-quarantine and PCR tests were conducted on each individual. The building was disinfected and the Rapid Outbreak Response T/F for speedy public health surveillance and management of individuals who came into close contact with those confirmed was organized while an on-site situation room was installed at the Guro-gu Public Health Center for operation.

A designated screening clinic operated in front of the building starting on the 10th to check entering and exiting residents for signs of fever. Individuals showing signs of symptoms received immediate treatment at the screening clinic.

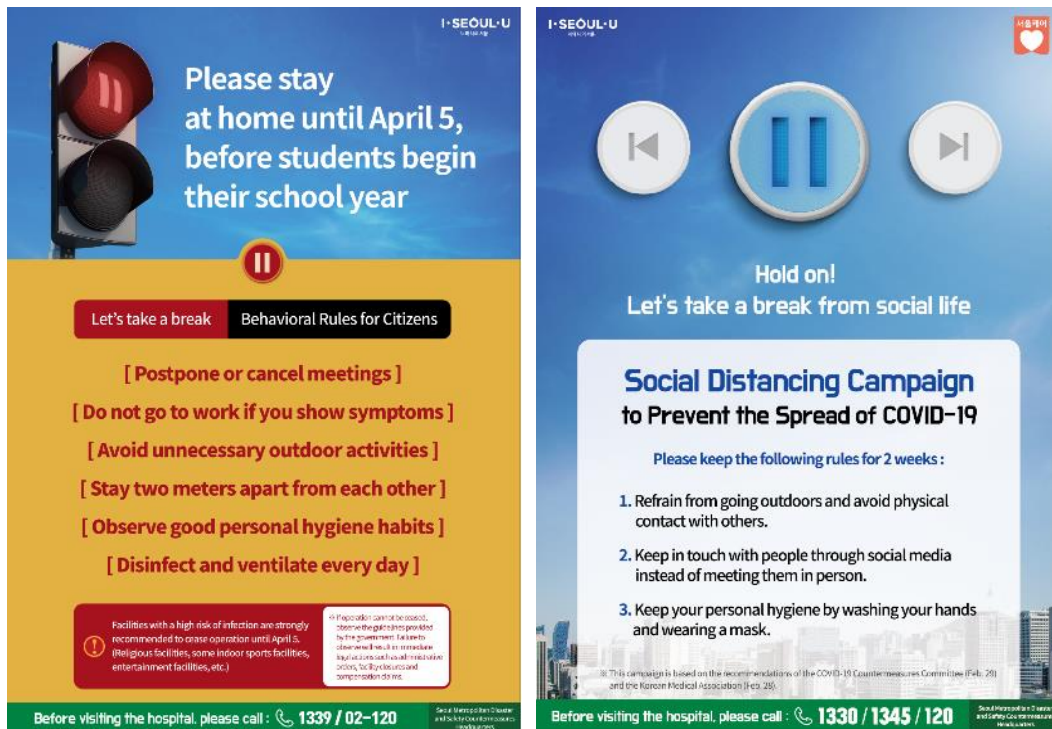
Seoul Metro enforced concentrated disinfections on Line 1 trains and Sindorim station following confirmation of the use of the trains and station during commute by those involved in the mass COVID-19 outbreak in Guro-gu. Sindorim station near the call center completed disinfection of all its station facilities for Lines 1 and 2, including the entrance and exit gates, waiting rooms, platforms, stairs, transfer passageways and restrooms. Besides Sindorim station, ten other transfer stations presumed to be within the line of flow of confirmed patients were disinfected in their entirety.

2. Citizen Engagement and Public Services

Seoul's approach engages with the citizens rather than being unilateral and government-led only.

The citizens themselves are taking initiatives in the virus containment – for example, the infected patients readily agree to share their information while the general public wears masks and strictly practices personal hygiene and social distancing.

(1) Public campaigns engaging citizens



PICTURE 4. These posters on “social-distancing” were designed to call for expanded public participation in social distancing for the two weeks.

Seoul has implemented its social distancing campaign to slow down COVID-19. The effectiveness of the social distancing campaign was proven positive through cases such as traffic control, complete closures of cultural and sports facilities, promotion of online-oriented businesses, keeping of mutual distance, and switch to online courses for schools. In addition to complete blockage of local spreading through impeccable disinfections, citizens must stay one step ahead in protecting themselves and others through social distancing. Seoul is operating four strategies to maximize the effect of the campaign, which are as follows:

Increased participation of the campaign in all social fields

Seoul will cooperate with all civil organizations to take the lead in concentrated execution of the social distancing campaign. A majority of large enterprises, such as Samsung and LG, have extended implementation of telecommuting and flextime to do their part for social distancing. Service providers like Shinhan Bank are currently operating a rotational telecommuting system.

Seoul will provide active support through supplementary measures to solve problems that may surface upon the immediate enactment of the campaign. To make sure that there are no blind spots, Seoul will make closer and careful inspections, prioritize creating a basis for the active launching of the social distancing campaign in the private sector, and upkeep the care of vulnerable groups as well as execute thorough disinfections of COVID-19.

Seoul will not be alone in promoting the campaign, as the city will promote a simultaneous and nation-wide execution of a mutually cooperative system with the national government and other autonomous bodies. There are no administrative restrictions for national disasters as in the cases of Daegu/Gyeongsangbuk-do for the COVID-19 outbreak, which have been the turning point for spiked local infections and national epidemic, and maximized effects can be anticipated only with a simultaneous and nation-wide implementation of this campaign.

Campaign with citizens and local communities, and support program for “self-quarantined individuals”

Effectiveness results from the active practice of citizens themselves. Seoul will actively take part to positively publicize the campaign to citizens and local communities. Seoul will launch the public campaign under the catchphrase, “Hold up! Let’s Take a Break from Social Life.”

The rules for the 2-week social distancing campaign are as follows:

1. Refrain from going outdoors and avoid physical contact with others.
2. Keep in touch with people by using social media measures instead of meeting them personally.
3. Keep your personal hygiene by washing your hands and wearing a mask

Seoul will extensively implement the public participation campaign to prevent the spread of COVID-19. It will also hold further campaigns through public participation to share citizens’ ideas and know-how for practicing “social distancing” in everyday life.

(2) Distribution of facial masks through public channels

Since March 9, customers have been able to purchase two masks weekly on designated days of the week, depending on the last digit of the purchaser’s year of birth.

Mondays are for birth years ending in 1 or 6, Tuesdays 2 or 7, Wednesdays 3 or 8, Thursdays 4 or 9 and Fridays 5 or 0. Customers who cannot get their hands on a mask during the week can make their purchases on weekends.

Under the measure, if the last digit of their year of birth is 1 or 6, they can buy masks on Monday, 2 or 7 on Tuesday, 3 or 8 on Wednesday, 4 or 9 on Thursday and 5 or 0 on Friday.

Seoul provided some 40,000 pregnant women in the capital with five face masks each to help

better protect them from the new coronavirus. From March 16th, pregnant women have been able to pick up the masks at resident centers in all 25 districts. They have to show ID and proof of pregnancy documents.



PICTURE 5. Officials at Seoul ward offices checking addresses(Left) and packing masks(Right) to deliver masks to pregnant women who have difficulty going out amid the spread of COVID-19. (Source: Yonhap News Agency)

(3) Psychological counseling services to tackle “Corona blues”

As the outbreak of COVID-19 threatens to last longer, an increasing number of people are suffering from depression and stress -19. Koreans even have the neologism "corona blues," which refers to depression caused by the coronavirus. Experts say people need to take both mental and physical steps to effectively handle the COVID-19 crisis. Long-term stress caused by the coronavirus could cause mental instability and physical symptoms, with people harboring the fear of continuous danger lurking.

To relieve excessive fear and anxiety of COVID-19 and fortify citizens’ psychological immunity, the Seoul Metropolitan Government recently launched the Seoul Metropolitan Government COVID-19 Psychological Support Team. The team is primarily active online, where it has proposed seven “mental vaccines.”

In response to the nation-wide increase in the number of confirmed COVID-19 cases, the SMG COVID-19 Psychological Support Team engages in activities that aim to prevent the intensification of psychological distress (indiscriminate spread of fake news, expansion of fear, panic buying, aggressive behavior, etc.), reduce the side effects accompanying such distress, and support the psychological stability and mental health of Seoul’s citizens.



PICTURE 6. The news cards for the “Seven Mental Vaccines for Psychological Disinfection” (Source: Seoul Metropolitan Government)

Kim Hyun-soo, psychiatrist and director of the Seoul Suicide Prevention Center, is serving as the head of the team. The support team is comprised of and operated by licensed professionals (professors of emergency/internal medicine, mental health specialists, art therapists, etc.).

A list entitled “Seven Mental Vaccines for Psychological Disinfection”

As one of its first actions, the SMG COVID-19 Psychological Support Team posted a list entitled “Seven Mental Vaccines for Psychological Disinfection,” which is made up of: 1) Encouragement vaccine: Encourage yourself, 2) Positivity vaccine: Do good, 3) Put-into-practice vaccine: Set an

example for others by following the rules, 4) Knowledge vaccine: Find the reliable information, 5) Hope vaccine: Understand that there is an end, 6) Awareness vaccine: Learn in advance how to get help, and 7) Balance vaccine: Maintain a balanced state of mind.

To pre-emptively practice social distancing and make information on the mental vaccines easily available to the public, the team will be consistently posting content related to the mental vaccines on its website (<http://covid19seoulmind.org/>), and Facebook(<https://www.facebook.com/covid19seoulmind>).

The team is currently using its website and social media account to create and distribute several types of content: “mind prescriptions” (in news card format), “Fact Check” (detects fake news), and “Letters of Healing” (to assuage the concerns of citizens).

△Mind prescription: Various types of psychologically calming content (Seven Mental Vaccines, Mind Care: Hand Washing, etc.) was created to help people regain a sense of balance and avoid becoming excessively fearful; △Fact Check: The fake news screening team made up of experts (physicians, etc.) that identify fake news (e.g. an article claiming that a 10-second breath-holding test can diagnose COVID-19); △Letter of Healing: Letters that help citizens overcome trauma induced by the COVID-19 outbreak.

The team will continue to distribute the content that promotes psychological stability and supports the COVID-19 response efforts of medical personnel and those working in disease control/disinfection. It aims to help overcome the COVID-19 crisis by working with citizens (e.g. verify fake news through tip-offs posted on the SMG COVID-19 Psychological Support Team’s website).

(4) Measures to support foreign residents

COVID-19 counseling centers offering services in eight languages

The SMG operates counseling centers as a means of providing individually tailored support for foreign residents of Seoul, including those from Vietnam and Mongolia, who are at risk of being excluded from relevant information. The Southwest Seoul Global Center offers consultations in eight languages (Chinese, Vietnamese, Filipino, Urdu (Pakistan), etc.). Any other language translation is provided in cooperation with the Seoul Global Center. Escort interpretation is also provided upon request for those who wish to report having symptoms of COVID-19 or visit a COVID-19 screening station. At the Southwest Global Center, anyone can report his or her suspected cases, find out how to get to designated hospitals, and have someone come with them to hospital to help with translation if needed.

Facial masks for foreign residents

Individuals who do not have Korean citizenship can buy government-supplied masks by presenting their alien registration card upon purchase if they have health insurance.

As almost every international student is without insurance or finds it difficult to purchase masks due to the language barrier or other living conditions, the Seoul Metropolitan Government decided to provide masks along with replaceable filters to international students and foreign workers at 40 universities located in Seoul and foreigner support facilities. International students can receive a cotton mask with five replaceable filters through the university with which they are associated and migrant workers can receive them through six global migrant centers, as well as the Seoul Global Center and the Southwest Seoul Global Center.



PICTURE 7. These posters were designed to provide the foreign residents in Seoul with information on COVID-19 related services by the government. (Source: Seoul Metropolitan Government)

3. Economic and Financial Measures

(1) Financial support to residents struck by COVID-19 : Emergency Livelihood Allowance

Ensuring a basic livelihood for citizens in need

With the purpose of relieving the pain of residents whose livelihoods have been jeopardized by COVID-19, Seoul decided on Mar. 18 to provide an emergency livelihood allowance to households who make less than 100% of the median income. The city expects that a total of 1.17million households who are having difficulties meeting their basic needs will receive benefits through this program. This measure is especially meaningful in that it has broadened a range of beneficiaries that were often excluded from the existing support such as temporary workers, freelancers, and small business owners.

The amount of the emergency livelihood assistance will be 300,000-500,000 won(US\$233-389) and vary depending on the number of household members. The funds will be disbursed in the form of community gift certificates or prepaid cards in order to stimulate the local economy and beneficiaries are allowed to choose between them. Citizens can apply at a local community center or Seoul's online welfare portal starting on Mar. 30, with benefits going out three or four days after their income has been verified.

- Allowances to differ based on household size : 300,000 won (US\$233) for 1-2 person households, 400,000 won (US\$311) for 3-4 person households, 500,000won (US\$389) for households with 5 or more
- SMG own revenue of total 327.1 billion won to be spent for this program
- Allowances to be provided by either community gift certificates or prepaid cards
- Receiving overlapping support to be allowed: eligible beneficiaries can receive SMG's allowances in addition to the government's emergency relief payments



PICTURE 8. Mayor Park Wonsoon of Seoul is announcing the government's plan for financial support targeting the residents struck by COVID-19. (Source: Seoul Metropolitan Government)

(2) Seoul's emergency aid for small businesses damaged by COVID-19 pandemic

Confronting the prolonged state of emergency caused by the COVID-19 pandemic, citizens' livelihoods have become extremely unstable like a candle flickering in the wind.

Those who are most severely suffering from the crisis are 660,000 small businesses in Seoul that have been playing a pivotal role in the nation's economy. They are saying, "This is worse than the IMF Crisis," and "Sales have plummeted and I heave a deep sigh of concern about employee paychecks the moment I wake up."

To survive them, the Seoul Metropolitan Government has created the "COVID-19 Emergency Business Stabilization Fund" (KRW 500 billion) starting in February, during the early stage of the COVID-19 outbreak, to provide low-interest (up to 1%) loans.

Wide Expansion of Credit Supply

However, considering that this measure was not sufficient, the Seoul Metropolitan Government has resolved to drastically expand the credit supply to KRW 5 trillion 90 billion. It is the total amount that Seoul can mobilize to the fullest. And this is the second emergency support policy, following the "Seoul Disaster Fund for Household Support" for households whose members make less than 100% of the median income.

Shortened Processing Period with Streamlined Procedures

The Seoul Metropolitan Government has prepared a special countermeasure for small businesses in urgent need to promptly receive business stabilization funds. It is called the "10-day commitment." The "10-day commitment" promises the construction of an "innovative surety process," where the required period from surety consultation to loan can be greatly shortened so that money can be transferred to applicants' bank account within 10 days from the point of their application. To enable this plan, the Seoul Metropolitan Government will cooperate with its primary banks including Shinhan Bank and Woori Bank to greatly increase personnel to take charge of surety-related tasks and innovate the surety support system.

To keep the 10-day commitment, the Seoul Metropolitan Government reforms its system as follows:

First, the city dualizes the steps in the surety process. Shinhan Bank and Woori Bank takes charge of consultations and applications, and the Seoul Credit Guarantee Foundation is responsible for surety examinations. 564 branches of the city's primary banks, Shinhan Bank and Woori Bank, are designated as the "special window for Seoul's innovative funds for people's livelihoods," where the dedicated officials are deployed to handle every step except the surety examination process. The Seoul Credit Guarantee Foundation is only concentrating on surety examination and this strict division of work leads to a fivefold faster process.

Second, the Seoul Metropolitan Government offers a one-stop solution for visit procedures. The

city has made a bold decision to forgo the procedure of requiring applicants to visit banks and the Seoul Credit Guarantee Foundation three to four times on average to receive loans. The “one-stop package process” is available where applicants can receive the consultation service and submit the documents at the same time at any “special window for Seoul’s innovative funds for people’s livelihoods” of their local bank.

Third, the city recruits 300 temporary workers to take exclusive responsibility for surety examination at the Seoul Credit Guarantee Foundation. Experienced bank retirees are deployed in its 22 branches. By doing so, the city can conduct 32,000 pending surety examinations in a short period of time and address the congestion for surety examinations until April 15. Seoul plans to use the entire available human resources and methods to stick to the “10-day commitment.”

Seoul is trying to make this crisis of war into an opportunity—an opportunity for innovation. Seoul is breaking through the battle against COVID-19 with an innovative reformation of its administration. Starting with the “10-day commitment” through the expansion of credit supply and the financial innovation for citizens’ livelihoods, the Seoul Metropolitan Government continues its innovative administration for small businesses.

< Customized Economic Support for Those Affected by COVID-19 >

Vulnerable groups and low-income groups	Supply of gift certificates valued at KRW 400,000-1,920,000 (spread throughout 4 months) that can be used locally for basic living security recipients and each household of the low-income working class
Beneficiaries of children's allowance Small- and medium-sized businesses and owners of small businesses	<p>Supply of gift certificates valued at KRW 400,000 (spread throughout 4 months) that can be used locally for all families raising children between the ages of 0-7</p> <p>- The "Seoul-type Local Business 119 Emergency Fund" will offer small business owners with less than KRW 200,000,000 in sales with loans for urgent fixed payments such as rent and personnel expenses.</p> <p>- The "Seoul-type Interest Reduction and Repayment" includes a package with a maximum limit of KRW 30 million per enterprise and reduction of loan interest from over 15% to 2.3%.</p> <p>- In the case of small business owners with less than five employees and workers of technological start-ups (20,000 individuals) needing to take unpaid leaves of absence, up to KRW 500,000 of monthly employment maintenance support funds will be provided to enterprises for two months to prevent the unemployment of workers and for living stability.</p> <p>- Support of rent and personnel expenses (maximum KRW 390,000 a day) for the period of closure (5 days) will be given to small businesses and chain stores (500 businesses and stores) that closed due to the announcement of confirmed patients' paths of movement.</p>
Performers and staff members	Support of production costs for online performance content for individuals experiencing difficulties due to canceled or delayed performances as a result of social distancing
Small travel agencies	A crisis solution project for travel agencies undergoing stagnation as a result of COVID-19 with financial support in product planning and development
Public first-aid system	Support of living support expenses (KRW 450,000-1,450,000) for hospitalized confirmed patients and individuals in isolation during quarantine period
Support in the form of quarantine supplies and disinfections	Secured additional 13 million masks for timely support of quarantine supplies, and increased support for disinfection of public facilities

Reference

- Seoul Metropolitan Government COVID-19. <http://english.seoul.go.kr/covid/>
- Seoul Health Foundation <http://www.seoulhealth.kr/Html/business/corona19?menuId=154>
- Seoul COVID-19 Psychological Support Group <http://covid19seoulmind.org/>
- Korea Centers for Disease Control & Prevention. http://www.cdc.go.kr/cdc_eng/
- Ministry of Economy and Finance. <http://english.moef.go.kr/>
- Ministry of Foreign Affairs. <http://www.mofa.go.kr/eng/index.do>
- Lee Kyung-mi. (2020, March 31). Basic disaster allowances can overlap with other benefits and payments from local governments. *Hankyoreh*. Retrieved from http://english.hani.co.kr/arti/english_edition/e_national/935084.html
- Kim Ki Deok. (2020, April 3). Each local government's plan for basic disaster allowance being different...Seoul allowing overlapping support • Gyeonggi combining support • Incheon disapproving overlapping. *Edaily*. Retrieved from <https://www.edaily.co.kr/news/read?newsId=03194726625732512&mediaCodeNo=257&OutLnkChk=Y>
- Oh Ju Hwan. (2020, April 2). Mayor Park Won Soon said "The Seoul Metropolitan Government's emergency livelihood allowance can overlap with the government's emergency relief payment ... Maximum 1.55million won. *Kookmin Daily*. Retrieved from <http://news.kmib.co.kr/article/view.asp?arcid=0014435577&code=61121111&cp=nv>
- Lee Jung Ha and Lee Jeong Gyu. (2020, March 19). More local governments in S. Korea introduce basic disaster allowance in wake of COVID-19. *Hankyoreh*. Retrieved from http://english.hani.co.kr/arti/english_edition/e_national/933283.html
- Seoul Metropolitan Government. (2020, April 3). Seoul Provides Masks with Replaceable Filters to Foreigners in Blind Spots. Retrieved from <http://english.seoul.go.kr/seoul-provides-masks-with-replaceable-filters-to-foreigners-in-blind-spots/?cat=29>

Seoul Metropolitan Government. (2020, March 23). Seoul Provides Urgent Financial Support to Residents Struck by COVID-19. Retrieved from <http://english.seoul.go.kr/seoul-provides-urgent-financial-support-to-residents-struck-by-covid-19/?cp=2&cat=29>

Jang Jung Mi. (2020, April 5). Seoul Metropolitan Government to provide emergency livelihood allowance for two to three times. *NewsMaker*. Retrieved from <http://www.newsmaker.or.kr/news/articleView.html?idxno=96208>

Lim Haw Sup. (2020, March 29). Seoul shares know-how COVID-19 countermeasures through Video Conference with 45 Mayors Worldwide. *Yonhap News Agency(YNA)*. Retrieved from <https://www.yna.co.kr/view/AKR20200329031000004>

Frequently Asked Questions (FAQ)

1. What are the symptoms of the novel coronavirus (COVID-19)?

- The most common symptoms of COVID-19 are fever, tiredness, and dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat, or diarrhea. These symptoms are usually mild and begin gradually.

2. How does COVID-19 spread?

- The primary channel through which COVID-19 spreads is contact with saliva and/or respiratory secretions (nasal fluid, phlegm). The virus spreads via saliva expelled by an infected person's sneeze or cough traveling through the air and entering someone else's respiratory organs. It can also enter the body by transferring to someone's hand and then to their eyes, nose, and/or mouth via mucous membrane.

3. Where can I find information on confirmed COVID-19 cases (status (current location) of case, travel history) in Seoul?

- The Seoul Metropolitan Government (SMG) transparently reveals information on the travel routes of confirmed cases and offers GPS tracking of such routes and/or locations. For further information, please click the link below.

<http://english.seoul.go.kr/covid/>

4. What should I do if I have symptoms that are similar to those of COVID-19?

- If you have such symptoms (common cold, fever, dry cough, etc.), please follow the guidelines below as faithfully as possible.

[Source: notice posted by Korea Centers for Disease Control and Prevention]

1. Do not go to school or work. Refrain from leaving home for non-essential purposes.
2. Get sufficient rest at home and closely monitor your physical condition for the next three or four days.
3. If you have a persistent fever of 38°C or higher or your symptoms get worse, contact the KCDC Call Center (1339), a local call center (area code + 120), or your local health center for instructions. Do not go to a hospital. First, visit a COVID-19 screening station to receive a diagnosis.
4. When visiting a medical institution, please go by car instead of public transportation and make sure to wear a mask.
5. Notify the attending medical personnel if you have recently traveled overseas and/or have been in direct contact with someone with respiratory symptoms.

5. What is an SMG-designated “Clean Zone (disinfected facility)”?

- The SMG is applying a “Clean Zone” sticker to facilities that were visited by a confirmed COVID-19 case but have since been completely sanitized and therefore no longer pose any threat of infection, at least temporarily. Clean Zones are multipurpose facilities that are open to the general public and regularly and intensively sanitized, making them safe for people to visit.

<http://english.seoul.go.kr/seoul-attaches-clean-zone-stickers-on-facilities-that-can-be-used-without-worry-about-infection/>

6. What is a COVID-19 screening station? Where can I receive treatment?

- The SMG offers conventional screening stations at local health centers as well as relatively new in format (drive-through, walk-through) to discover potential cases as soon as possible via speedy testing as well as protect medical personnel and confirmed cases from secondary infection. For further information, please click the link below.

<http://english.seoul.go.kr/covid/screening-clinic-2/>

7. What is the code of conduct I should follow if I have to self-quarantine?

- All who self-quarantine are forbidden from going outside in order to prevent the spread of the coronavirus. A person who is self-quarantining must stay alone in a separated space. If you absolutely must leave the house (hospital treatment, etc.), please contact the district health center in advance.

8. How is information collected on the movements of confirmed cases?

- The movements of confirmed COVID-19 cases are “re-created” using credit card transaction data, CCTV analysis, and mobile GPS data. According to the Infectious Disease Control and Prevention Act, GPS information can be used without a user’s consent in situations that require the protection of citizens’ lives and safety.

9. What is the SMG’s social distancing campaign?

- Social distancing is a method of decreasing the possibility of contact occurring between infected and non-infected people in order to block or slow the spread of a highly infectious disease.

- To prevent the spread of COVID-19, citizens are encouraged to become the agents of their own disinfection. Citizens are asked to stay in safe places, reduce their interaction with others, and temporarily stop engaging in daily activities to protect themselves and their families during this difficult time.

<http://english.seoul.go.kr/covid/campaign/>

10. How are inbound travelers quarantined upon entering Korea?

Passengers subject to special immigration procedures must verify their address and contact information within Korea before they are allowed to enter and are required to install the Mobile Self-diagnosis App to keep track of fevers and other symptoms of possible infection while staying in the country. All arrivals must enter their symptomatic status once a day for fourteen days starting on the day after installing the app and entering the country.

11. Where can I find information on Seoul-based companies that produce and/or export disinfection-related products?

- Information on producers of COVID-19 disinfection items (diagnosis kits, etc.) is available at the following link.

12. Where can I find information on the disinfection/quarantine policies of cities in other countries?

- The SMG undertakes activities to prevent infectious diseases and disasters through an inter-city network. Click the link below to see the COVID-19 response policies of the SMG's sister/friendship cities.

I·SEOUL·U
시와나의서울

질병관리본부
KCDC

Let's Work Together to Stay Safe from Novel Coronavirus!

PRECAUTIONS FOR NOVEL CORONAVIRUS INFECTIONS



- 1. Wash your hands frequently**
Wash your hands with soap and running water for 30 seconds!
- 2. Wear a mask**
It is a MUST when using public transportation or visiting public places!
- 3. Cough Etiquette**
Cover your mouth with sleeve or elbow!

For inquiries regarding Novel Coronavirus Infections:
1330 / 1345 / 120

If you have any symptoms,
please contact any of the numbers above before going to the hospital.

Seoul Metropolitan Disaster and Safety Countermeasures Headquarters

POSTER 1. Let's Work Together to Stay Safe from COVID-19 : Precautions for COVID-19 Infections

Preventive Actions Against Novel Coronavirus Infections

○ Please follow the following steps if you have visited a country with reported cases of 2019-nCoV within the last 14 days:

- Refrain from outdoor activities as much as possible.
- Wash your hands and practice good hygiene (cough etiquette).
- If you have a fever or show respiratory symptoms, call 1330, 1345 or 120.

○ 4 Tips to Reduce Your Risk of Infectious Diseases

- 1) Wash your hands thoroughly with soap for at least 30 seconds.
- 2) Cover your mouth and nose with your sleeve when coughing.
- 3) Wear a mask when using public transportation or visiting public places if you show respiratory symptoms such as coughing.
- 4) Inform medical staff of your overseas travel history when visiting medical institutions.

※ If you have a fever or show respiratory symptoms (coughing, sore throat, etc.) within 14 days of your return from a country with reported cases of 2019-nCoV, please:

- Call 1330, 1345 or 120.
- Visit a designated screening clinic first.
- Inform medical staff of your overseas travel history.

Keep these in mind to prevent the spread of infections during your visit or travel overseas.

Q

A

Before departing

· Check the status of the virus and information for infection prevention on the official website of your nation's centers for disease control and prevention.

During travel

· Avoid contact with poultry and wild animals.
· Avoid contact with those who show respiratory symptoms (e.g. fever, shortness of breath, etc.).
· Refrain from visiting places with risk of infection, such as local markets.
· Practice good personal hygiene, such as washing your hands and covering your mouth and nose when coughing/sneezing.

After your visit

· If you have a fever or show respiratory symptoms within 14 days of your return from visiting a country with reported cases of 2019-nCoV, please call 1330, 1345 or 120.
· Also, if you wish to see a doctor for diagnosis of suspected symptoms, visit one of the designated screening clinics in your region first and make sure to inform medical staff of your overseas travel history.

Source: KCDC.

POSTER 2. Preventive Actions Against COVID-19 Infections

Let's Work Together to Prevent COVID-19!

Prevention Rules for COVID-19



1. **Wash your hands** frequently and thoroughly with **soap** and **running water** for more than 30 seconds.
2. **Do not touch** your **eyes, nose, or mouth** with unwashed hands.



3. **Cover your mouth** and nose with your **sleeve** when **coughing** or sneezing.
4. **Avoid contact** with people who have symptoms such as **fever, cough,** or other **respiratory symptoms**.



5. **Wear a mask and avoid visiting crowded places.**
 - ▶ If you are **elderly/pregnant** or have **chronic conditions**, you **MUST** wear a mask when going outside.
 - ▶ If you show symptoms such as **fever, cough,** or other **respiratory symptoms**, please refrain from taking off your mask.

For inquiries ☎ 1330 / 1345 / 120

- ※ If you have mild fever, cough, or other respiratory symptoms, please avoid visiting hospitals and emergency rooms. Call the numbers above first and follow the instructions. **Only if required**, visit designated clinics for triage.
- ※ When visiting hospitals or clinics, please wear a mask and avoid using public transportation. Please use your personal means of transportation to prevent infections.



Hold on!
Let's take a break from social life

Social Distancing Campaign to Prevent the Spread of COVID-19

Please keep the following rules for 2 weeks :

- 1. Refrain from going outdoors and avoid physical contact with others.**
- 2. Keep in touch with people through social media instead of meeting them in person.**
- 3. Keep your personal hygiene by washing your hands and wearing a mask.**

※ This campaign is based on the recommendations of the COVID-19 Countermeasures Committee (Feb. 29) and the Korean Medical Association (Feb. 28).

Before visiting the hospital, please call :  1330 / 1345 / 120

Seoul Metropolitan Disaster
and Safety Countermeasures
Headquarters

POSTER 4. Social Distancing Campaign



Please stay
at home until April 5,
before students begin
their school year



Let's take a break

Behavioral Rules for Citizens

[Postpone or cancel meetings]

[Do not go to work if you show symptoms]

[Avoid unnecessary outdoor activities]

[Stay two meters apart from each other]

[Observe good personal hygiene habits]

[Disinfect and ventilate every day]



Facilities with a high risk of infection are strongly recommended to cease operation until April 5.
(Religious facilities, some indoor sports facilities, entertainment facilities, etc.)

※ If operation cannot be ceased, observe the guidelines provided by the government. Failure to observe will result in immediate legal actions such as administrative orders, facility closures and compensation claims.

Before visiting the hospital, please call : ☎ 1339 / 02-120

Seoul Metropolitan Disaster
and Safety Countermeasures
Headquarters

POSTER 5. Let's take a break : Behavioral Rules for Citizens



Please mitigate workplace density until April 5, before students begin their school year



Let's take a break

Rules for Businesses and Employers

Distance employees' seating

Implement teleworking/flextime, adjust lunch hour, etc.

Cancel business trips and external meetings

Hold meetings by other means such as video conferencing

Monitor employees' health status daily in case of fever and respiratory symptoms

Restrict entry of symptomatic people

Maintain a clean and healthy work environment

Disinfect, ventilate and place sanitary products around the workplace, etc.

Prohibit symptomatic employees from coming to workplace

Allow sick/annual leave, and send employees home immediately if they show symptoms, etc.

Before visiting the hospital, please call : ☎ 1339 / 02-120

Seoul Metropolitan Disaster and Safety Countermeasures Headquarters

POSTER 6. Let's take a break : Rules for Businesses and Employers



Reinforced Quarantine of International Arrivals (Effective as of April 1)

Starting April 1, all travelers entering South Korea from overseas are required to self-isolate for two weeks upon arrival.

[Applies to all nationality including Koreans, regardless of length of stay]

Those without an accommodation or a suitable place will be quarantined in facilities provided by the central/local governments at their own expense.

[Medical examination and treatment support will be provided by the national government for non-Koreans except for living expenses]

All Seoul citizens arriving from overseas must receive a diagnostic test upon arrival and self-isolate for 14 days.

Emergency Shuttle Bus for International Arrivals [Vehicle owners may drive on their own.]

What are emergency shuttle buses for international arrivals?

The Seoul Metropolitan Government has prepared shuttle buses for arriving passengers to minimize their contact with residents when traveling from Incheon Airport to Seoul. Do not use other modes of public transportation and please use the shuttle bus service.

► Procedure

1. Upon arrival, go to the emergency shuttle bus waiting area. (Incheon Airport - Terminal 1 [1F], Terminal 2 [B1F])
2. Check the bus routes and fill out the passenger form. (Routes are classified by zones.) Passengers are only allowed to get off at bus stops designated by the district office.
3. Take the shuttle bus to your local district office. (You may make a request to your district office if you do not have a separate mode of personal transportation.)
4. Get off at district office and head to your accommodation/residence. (Follow the instructions of the person in charge at the district office.) [Use of personal vehicles are prioritized; ride the district office vehicle if needed]

► Departure timetable ※ Departures and times are subject to change

Incheon Airport	#1	#2	#3	#4	#5	#6
Terminal 2	08:00	11:00	14:00	16:00	18:30	21:50
Terminal 1	08:20	11:20	14:20	16:20	18:50	22:10

► Bus Stops by District (Screening Clinics)

Zone	Location	Contact
0	Yongsan-gu Public Health Center	02-2199-6317
	Jongno Plaza Pharmacy	02-2140-3557
	Jungbu Fire Station	02-3398-4508
1	Dobong-gu Community Center	02-2091-2104
	Nowon-gu Public Health Center	02-2116-4337
	Gangbuk-gu Public Health Center	02-901-5875
	Seongbuk-gu Public Health Center	02-2241-6028
2	Seongdong-gu Public Health Center	02-2286-5108
	Dongdaemun-gu Yongdu Park	02-2127-4025
	Jungnang-gu Office Central Plaza	02-2094-0364
3	Gwangjin-gu Office	02-450-7908
	Songpa-gu Employment Support Center	02-2147-2131
4	Gangdong-gu Public Health Center	02-3425-5097
	Yangjae Station Transfer Parking Lot	02-2155-6148
5	Gangnam-gu Public Health Center	02-3423-5555
	Dongjak-gu Public Health Center	02-820-9875
	Gwanak-gu Council	02-879-5153
6	Geumcheon-gu Public Health Center	02-2627-2739
	Magok Leports Center	02-2600-6998
7	Yangcheon-gu Public Health Center	02-2620-3687
	Yeongdeungpo-gu Office	02-2670-4853-8
	Guro-gu Office	02-860-3305
7	In front of Mapo-gu Office	02-3153-6335
	Seodaemun-gu Public Health Center	02-330-1085
7	Eunpyeong-gu Office	02-351-6322

POSTER 7. Quarantine Guideline for those arriving from overseas

2



All travelers entering South Korea must install and use the “Self-Quarantine Safety” app!

MANDATORY

What is the “Self-Quarantine Safety” app?

It is an app to monitor those who are in self-quarantine. Public servants of local governments can check the self-diagnosed health status of those who are in self-quarantine and automatically receive notifications when they leave self-quarantine.

How to install

Search “자가격리자 안전보호” (“Self-Quarantine Safety”) on Google Play or the App Store or scan the QR code to install the application on your mobile phone.



※ Supported languages: Korean, English and Chinese / Contact numbers of public servants in charge will be provided.

Main Symptoms of COVID-19

Fever (37.5°C or higher) / Malaise /
Sore Throat / Pneumonia /
Respiratory Symptoms (Breathing Difficulties)

Tips for Self-Quarantine

1. Do not go outside.
2. Spend time alone in an isolated space.
3. Contact the officer in charge at your local public health center if you must go outside.
4. Avoid physical contact with family members/roommates.
(if unavoidable, wear a mask and keep a distance of 2 meters)
5. Avoid sharing personal items with others.
6. Maintain good personal hygiene.

※ **Zero tolerance for those who violate the self-quarantine procedures (e.g. unauthorized activity)**
 ※ **Immediate prosecution for those who leave self-quarantine without good cause**

Violators may face imprisonment of no more than one year or a fine of no more than KRW 10 million. [Non-Koreans may be subject to forced deportation, entry ban, etc. in accordance with the Immigration Control Act]

Designated Screening Clinics in Seoul for Specimen Collection (as of March 30, 2020)

Gangnam-gu Public Health Center	02-3423-5555
Samsung Medical Center	02-3410-2114
Gangnam Severance Hospital	02-2019-3114
KyungHee University Hospital at Gangdong Public Health Center	02-440-7000
Kangdong Sacred Heart Hospital	02-3425-8505
WHS Medical Center	02-2224-2358
Gangbuk-gu Public Health Center	02-2225-1100
Gangseo-gu Public Health Center	02-901-7705
Ewha Womens University Seoul Hospital	02-901-7704
Gwanak-gu Public Health Center	02-2600-5868
H Plus Yangji Hospital	1522-7000
Gwanak-gu Public Health Center	02-879-7131
H Plus Yangji Hospital	02-1877-8875
Gwangjin-gu Public Health Center	02-450-1937
Konkuk University Medical Center	02-1588-1533
Guro-gu Public Health Center	02-860-2003
Ganbong-dong Screening Clinic	02-860-2018
Korea University Guro Hospital	02-2626-1114
GS Medical Center	02-2067-1500
Geumcheon-gu Public Health Center	02-2627-2717
HeeMyoung Hospital	02-2219-7231
Nowon-gu Public Health Center	02-2116-3300-4
Nowon Eulji Medical Center, Eulji University	02-970-8000
Inje University Sanggye Park Hospital	02-950-1114

Dobong-gu Public Health Center	02-2091-4483
Dongdaemun-gu Public Health Center	02-2127-4283
KyungHee University Medical Center	02-958-8114
Samyook Medical Center	1577-3675
Seoul Metropolitan Dongbu Hospital	02-920-9118-9
Seoul Sungsim General Hospital	02-966-1516
Dongjak-gu Public Health Center	02-820-9465
SMG-SNU Boramae Medical Center	02-870-2114
Mapo-gu Public Health Center	02-3153-9037
Seodaemun-gu Public Health Center	02-330-8726
Severance Hospital (Yonsei University)	1599-1004
Seocho-gu Public Health Center	02-2155-8093
Seoul St. Mary's Hospital	02-1588-1511
Seoul Metropolitan Children's Hospital	02-570-8000
Seongdong-gu Public Health Center	02-2286-7172
Hanyang University Seoul Hospital	02-2290-8114
Seongdong Gunja Clinic	02-489-7785
Seongbuk-gu Public Health Center	02-2241-8022
Korea University Anam Hospital	02-1577-0083
Songpa-gu Public Health Center	02-2147-3478-9
Asan Medical Center	02-3010-3114
National Police Hospital	02-3400-1599

Yangcheon-gu Public Health Center	02-2620-3856
Seoul Metropolitan Seonam Hospital	1566-6668
Ewha Womens University Mokdong Hospital	02-1666-5000
Hong ik Hospital	02-2600-0620
Yeongdeungpo-gu Public Health Center	02-2670-4853
Hallym University Medical Center	02-829-5114
Yeouido St. Mary's Hospital	02-1661-7575
Sungae Hospital	02-840-7114
Yongsan-gu Public Health Center	02-2199-8371-4
Soonchunhyang University Hospital Seoul	02-709-9114
Eunpyeong-gu Public Health Center	02-351-8640
Seoul Metropolitan Seobuk Hospital	02-3156-3022
Seoul Metropolitan Eunpyeong Hospital	02-300-8080
Eunpyeong St. Mary's Hospital	02-958-2114
Chung Goo Sun Sim Hospital	02-383-0129
Jongno-gu Public Health Center	02-2148-3557
Kangbuk Samsung Hospital	02-2001-2001
Seoul Red Cross Hospital	02-2002-8650
Armed Forces Seoul Hospital	02-397-2018
Inje University Seoul Paik Hospital	02-2270-0114
Jung-gu Public Health Center	02-3396-5181
Public Health Center	02-2094-0800
Seoul Medical Center	02-2276-8333

Drive-Through Screening Stations Gangseo-gu Magok Public Parking Lot #9 / Eunpyeong-gu Seoul Metropolitan Eunpyeong Hospital / Seocho-gu Umyeon 139 Safety Center / Songpa-gu Jamil Sports Complex (West Gate) 02-120

For more information, please visit the websites of the Ministry of Health and Welfare (MOHW) and the Seoul Metropolitan Government (SMG).

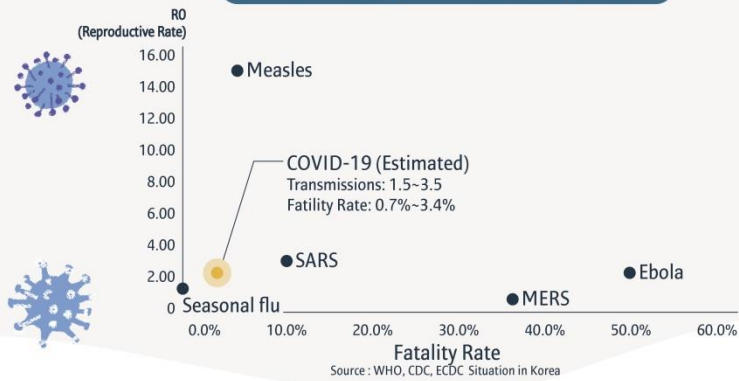
POSTER 8. Mandatory Installation of “Self-Quarantine Safety App” for Travelers

Overcome COVID-19! BE AWARE & PREPARE

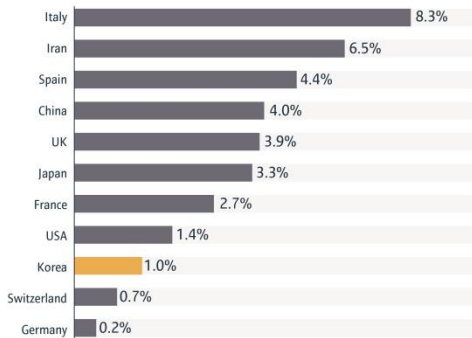
You are in good hands! We can conquer this together!



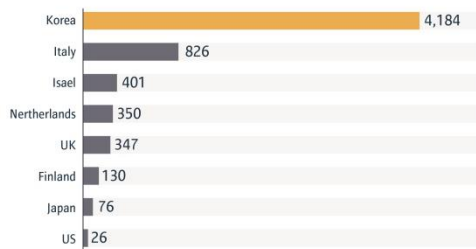
How Contagious & Deadly is it?



Fatality Rate



Tests per Million People



For more information on COVID-19,
scan the QR code here



<http://english.seoul.go.kr/covid>

If you experience symptoms or
are worried about potential exposure,
call the following numbers.
We are here to help you.



Telephone: 1339/02-120
or District Public Health Center

POSTER 9. Overcome COVID-19! Be Aware & Prepare