

What Should I Do if I have a Positive NAT Result?

Step 1: Stay Calm

- Discovering you have a positive NAT result can undoubtedly be a confusing and anxiety provoking moment. If you find yourself in this situation, take a deep breath and begin by focusing on what is within your control at this moment.
- Please contact your Consulate right away (see below). A representative from the Consulate will then help you to report the case to the neighborhood committees. Meanwhile, wait at home.
- Medics will come to arrange a nucleic acid testing. Seal the used test kit in the plastic bag and hand it to the medics when they arrive.
- You will remain at home until the nucleic acid testing result comes back. The current expectation of PCR test result is around 24-48 hrs.
- The CDC representative will inform you if you have tested positive and, if so, you will need to prepare your items as you will likely be transported to a centralized quarantine location. Although there are now cases where expats have been quarantined at home or in a hotel and you should ask for this to happen.
- At present, there may likely be a 12-72-hours wait period between the time you have received a call from CDC and the time you are picked up and transported to centralized quarantine.

Step 2: Contact the Human Resources department of your workplace (they may well have more agency than an individual in this situation)

Step 3: Contact your Consulate / Embassy

- Foreigners in Shanghai should contact their Consulate in Shanghai or embassy (in Beijing) either via email or phone, and report that they have tested positive for COVID-19. When connecting with your consulate ensure that you have provided your address in Shanghai, your passport number, your mobile phone number, as well as your emergency contact information (contact information of a family member or friend). If you have family members, ensure their information is provided as well.

- Below is the information for consulates in Shanghai:

Consulate Contact List				
** Emergency contacts for covid related situations are highlighted in RED font where available **				
Consulate	Telephone	Email	Website	Emergency Contact
American (US) Consulate	(+86) (21) 6433 6880 010 85314000 (Emergency)	shanghaiacs@state.gov	www.china.embassychina.org.cn/embassy-consulates/shanghai/	8011-2270 ACSShanghai@state.gov
Australian Consulate	(+86) 21 2215 5200 (+86) 21 6103 5656	shanghai@ustrade.gov.au china@ustrade.gov.au	www.shanghai.china.embassy.gov.au	86 21 2215 5200 Subscribe for info & updates: www.smartraveller.gov.au
Brazil Consulate	(+86) 6437 0110 131 6623 1312	brasileiros.xangai@itamaraty.gov.br	Xangai.itamaraty.gov.br	131 6623 1312
British (UK) Consulate	(+86) (21) 3279 2000	consular.shanghai@fcdo.gov.uk	www.gov.uk/world/china	021 3279 2000
Canadian Consulate	(+86) (21) 3279 2800	shngi@international.gc.ca shanghai.consular@international.gc.ca	www.canadianinternational.gc.ca/china-chine/	86 (21) 3270-2800 Press "1" for English, press "1" again for emergency assistance) 24-hour Emergency Watch and Response Center in Canada Emergency Help Number: +1-613-996-8885; sos@international.gc.ca
Greek Consulate	(+86) 21 66982790 (+86) 21 66985502	grgencon.sha@mfa.gr	https://www.mfa.gr/china/en/consulategeneral-shanghai/	
Indonesian Consulate	(+86) 21 5240 2321-2	kjrishanghai@kemlu.go.id	www.kemlu.go.id/shanghai	
Japanese Consulate	(+86) 21 5257 4766	keizai@pk.mofa.go.jp (embassy in Beijing)	https://www.shanghai.cn.emb-japan.go.jp/	
Malaysian Consulate	(+86) 21 6090 0360	mwshanghai@kln.gov.my	https://www.kln.gov.my/web/chn_shanghai/	

New Zealand Consulate	(+86) 21 5407 5858	shanghai.enquiries@mft.net.zn	www.mfat.govt.nz/en/countries-andregions/northasia/china/new-zealandconsulate-g	
Philippine Consulate	(+86) 21 6281 8020	shanghai.pcg@dfa.gov.ph shanghaipcg@hotmail.com	www.shanghaipcg.dfa.gov.ph	
Singaporean Consulate	(+86) 21 6278 5566	singcg_sha@mfa.sg	www.mfa.gov.sg/shanghai	
South African Consulate	(+86) 21 5359 4977	dhashanghai@rsaconsulate.com shanghai@foreign.gov.za		
South Korean Consulate	(+86) 21 6295 50000	shanghai@mofa.go.kr	https://chn-shanghai.mofa.go.kr/	86-138-16509503 Consular Call Center (Seoul, 24 hours): 82-G67(0)2-3210-0404
Spanish Consulate	(+86) 21 6321 3543 13916547726 (emergency contact)	cog.shanghai@maec.es cog.shanghai.vis@maec.es	www.exteriores.gob.es/consulados/shanghai	1391 654 7726
Ireland Consulate	(+86) 21 6010 1360	https://www.dfa.ie/irish-consulate/shanghai/contact-us/	https://www.dfa.ie/irish-consulate/shanghai/	Emergency contact number +8613601676870

Step 4: For those with pets - Contact your Designated Pet Caregiver

- If you have a pet (or several) connect with your designated pet caregiver and do your utmost to have your pet(s) picked up prior to the arrival of the CDC.
- Ensure your pet caregiver has the necessary documentation and supplies that your pet(s) will need for a period of 2-3 weeks. The following resources provide a good overview of how to ensure your pet(s) are cared for in the event you go to centralized quarantine.

UPDATED! Poster by Joey Ang

PETS DURING OUR QUARANTINE

In Shanghai

Wondering what will happen to your pets when you're under quarantine?

SCENARIO 1

Building/Compound Lockdown.

If you're locked down at home, then you're with your pets. Just make sure to stock up on food, pee pads and cat litter ahead of time for them as kuaidi might be delayed and some do not allow food deliveries.

SCENARIO 2

Office or school Lockdown

Give key to a neighbor or trusted friend, so they can access your home. We suggest you get a key lock and leave it outside the door.

SCENARIO 3

Moved to central quarantine NOT DURING A CITY LOCKDOWN (for asymptomatic and close contacts)

Check with the CDC if you can take your pet with you? If YES, pack their necessities for a 7-14 days stay. If NO: Are people allowed into your building to feed pets? Are you allowed to pass pets out before you get taken to central quarantine?

If you are able to take your pets out, contact boarding facilities to pick them up. If neither can happen or if boarding is full, leave extra food, water and multiple cat litter boxes around.

SCENARIO 4

Moved to central quarantine DURING A CITY LOCKDOWN (for asymptomatic and close contacts)

During a lockdown, we will not be able to send our pets out. So here are some tips on what to do when you are being moved to Central Quarantine.

1. Provide key and information to neighbors and/or your landlord or landlady.
2. Talk to community management, volunteers and/or security guards. They can be your best allies.
3. Leave the toilet lid open. Get the pets in carriers before you leave.
4. Bag up food and water bowls before the home is disinfected and ask the workers to put the them out before they leave the house

Chinese names to remember:

- Residential Committee: Ju Wei Hui 居委会
- Compound Volunteers: Xiao Qu Zhi Yuan Zhe 小区志愿者
- Security Guards: Bao An 保安
- Community Management: Xiao Qu Wu Ye 小区物业

SCENARIO 5

Being sent to the hospital (for positive patients showing symptoms)

Get your emergency contact and get the pets to the emergency contact's place.

REMEMBER DO NOT SIGN ANY RELEASE FORMS THAT THEY GIVE YOU!!

Shanghai's CDC Contact Number: +86 2162758710
Service Hotline: 12345

UPDATED! 更新版本

POSTER BY JOEY 海报作者 JOEYANG

PET SUPPLIES, BOARDING & TAXI

宠物用品、宠物寄养所和宠物滴滴出航

Looking for pet transportation, boarding facilities, or in need of pet supplies? Look no further, I am here to help

毛孩子的家长们在找宠物寄养、宠物用品和宠物滴滴吗？
家长们别慌了，看我这就好！

Boarding 宠物寄养所	Pet Taxi 宠物滴滴出航	Pet Stores 宠物店
<p>Please call and book ahead of time. 请提前打电话询问一下寄养所是否满了</p> <p>1) Golden B&M * wx: GoldenChen68 English Speaking Pick Up Services Available 宠物接送服务</p> <p>2) Tajiang Pet 抱费 wx: TajiangTony English Speaking Pick Up Services Available 宠物接送服务</p> <p>3) BuddyCity wx: elisamk2 TEL: 18916540189 English Speaking Pick Up Services Available 宠物接送服务</p> <p>4) BuddyDog wx: BessZou TEL: 021-57443866 English Speaking Pick Up Services Available 宠物接送服务</p> <p>5) KungFuPet 功夫宠 wx: kungfuDoggy TEL: 18602251393 English Speaking Pick Up Services Available 宠物接送服务</p> <p>6) Pixie Mountain Pet Hotel wx: YaMi0909</p> <p>7) SpareLeash wx: SpareLeash English Speaking</p> <p>8) HappyNest wx: juliechl English Speaking Pick Up Services Available 宠物接送服务</p> <p>9) Bengie * wx: BengieRSM TEL: 18616845705</p> <p>10) AVC wx: AVC1298</p> <p>11) ChanShiGuan * 伊康兽 wx: lxue1989090</p> <p>12) BaipaPet wx: 17172151524 Pick Up Services Available 宠物接送服务</p>	<p>1) PawPaw Pet Taxi 萌爪出租车</p> <p>2) Pet Taxi Drivers: 宠物出租车司机: Diao Shifu 刁师傅 wx: a13916645269</p> <p>Driver Huang 黄师傅 wx: taillang84</p> <p>Driver Fu 符师傅 wx: fgs0514</p> <p>Driver Zhang 张师傅 wx: ZFG452775279</p> <p>William wx: Williamhenjian</p>	<p>1) Lovepet wx: awinglove TEL: 15902159507 English Speaking</p> <p>2) Lisa wx: AF2567326566 will try to send in most of Shanghai 上海几个区都可以送</p> <p>3) LuLu 请天噜噜 wx: lulu25110 will try to send in most of Shanghai 上海几个区都可以送</p> <p>4) D&L 电力宠物公司 wx: DLPETSCOMPANY01</p> <p>5) Zikoland Pet Corner wx: SOLVEIG-A English Speaking</p>

Boarding 宠物寄养所

13) Shenpu
申普宠物
Huangpu 黄浦区 53018000
Puxu 普陀区: 52855636
Jinan 静安区: 66987009
Changning 长宁区: 62913730
Minhang 闵行区: 54378183

14) Lovepet
wx: awinglove
TEL: 15902159507
English Speaking

15) Whiskers Lodge
wx: LXY-919198

16) D&L
电力宠物公司
wx: DLPETSCOMPANY01

17) ZhongFang Forest Villa
中房森林别墅
TEL: 18105428775
URGENT Pick Up Services Available
宠物接送服务

* Currently accepts pets from owners that are tested positive for COVID, please check with them again if any regulations have changed.
* 目前接受新冠病毒确诊阳性主人的宠物，但是请再次与宠物寄养所确认。

**Most of these contacts are based in Shanghai, China
海报里的联系方式和寄养所大多数都在上海哦~**

Step 5: Begin to prepare for centralized quarantine

It is likely you will not be provided with information on your centralized quarantine location, as well as the conditions of the site. Below is a list of items to consider, though the suggestion has been conveyed to pack as light as you are able to, given the potential of transferring locations, pack what you feel will support you the best during your quarantine period.

Important

- ☐ Passports, or any other identity documents
- ☐ Mobile phone
- ☐ Charging cables (and maybe a power strip for simultaneous device charging)

Food

You will most likely receive three meals each day; however, the quality and the meals will vary. Be prepared that you will probably not have access to deliveries or take away food.

Fiber from fresh fruit and vegetables may be limited, and refrigeration options aren't guaranteed.

Below is a list of food to consider bringing if you can:

- ☐ Fresh fruits if you have any on hand
- ☐ Dried fruits
- ☐ Instant noodles
- ☐ Crackers, wraps, spreads
- ☐ Coffee / tea
- ☐ Powdered or UHT Milk
- ☐ Cereal / protein bars
- ☐ Canned items. Don't forget the can opener.
- ☐ Bag clips, Ziploc bags, or rubber band to seal opened food.
- ☐ Anything you can add to rice! Salt and pepper, sauces, dried herbs.

Daily Necessities

These things can help you feel more in control of your space, and help you manage your environment. There won't be cleaning services or other amenities available.

- ☐ Cutlery per person, spoon, fork, etc.
- ☐ Cups and/or a travel mug with a lid is ideal for confined spaces as accidents happen and cleanup is difficult.
- ☐ Blankets and additional sheets for each bed
- ☐ Body-size towel, face towel, bathmat although depending on where you are there may or may not be a shower.

- ☐ Tea kettle (usually provided, but may be small or dirty)
- ☐ Tissues, and 2 rolls of toilet paper this may or may not be provided
- ☐ Eye mask and earplugs (depending on confinement environment)

Personal Toiletries

You will likely be given a few small toiletries at the centralized quarantine site. However, it is best to pack your desired personal toiletries to ensure you have what you need.

- ☐ Hair/body care products (Shampoo / Conditioner)
- ☐ Toothbrush / paste
- ☐ Moisturizer / Lotion
- ☐ Vitamins (C and D)
- ☐ Prescription Medications
- ☐ Personal first aid, band aids, antiseptic etc., electrolytes
- ☐ Feminine hygiene products

Clothes

Keep it simple, and comfortable. Pack light and warm.

- ☐ Flip flops / slippers
- ☐ Change of Clothing (Underwear, socks, etc.)
- ☐ Pajamas

Keeping Entertained

It's going to be different for us all, so here are some suggestions.

- ☐ Laptops and HDMI cable
- ☐ iPhone or tablet holder
- ☐ Headphones (noise cancelling can be a real benefit)

Items to consider for children:

- ☐ A stuffed toy
- ☐ Family pictures
- ☐ Books and/or magazines
- ☐ Board games, cards, puzzles (a mat to roll it away, it will be a small space)
- ☐ Stationary, paper, colorful tape, glue, markers, string, balloons- supplies that can be used to make an obstacle course or play activities
- ☐ Stickers, legos, coloring books, favorite toys to keep busy
- ☐ Small balls, small racquets, Velcro dartboard, small balls

Step 6: Double check you have everything that you need and try to relax as you wait for the CDC to arrive.

- Given that you may have a 12-72-hour period between when the CDC will arrive to transport you to centralized quarantine, we want to ensure you are packed with all the items you will need.
- Once you have completed packing, try to rest, and relax as much as possible and mentally prepare for the journey ahead.
- Assuming your preference is to request remaining in your own home, we suggest you download (save as to your desktop) and fill out, or print and fill out this letter:

Step 7: Once the CDC has arrived

While we suggest you comply with your neighborhood committee and health authorities, we suggest you request to stay at home for your quarantine period, if possible. To do so, we have outlined the following steps:

- If asked by the health authorities to move to centralized quarantine, present them with your [Home Quarantine Commitment Letter](#) (as explained in Step 6 above).
- You will likely need to assuage them of concerns regarding your living conditions, these suggestions may support your effort:
- You have access to a private bathroom that will not be shared with others in your household. You have food and can support additional orders for food.
- You have basic medical necessities
- You will not turn on your AC or Heat systems throughout the quarantine period

While we cannot say this will work in all cases, we hope, alongside the effort of your Consulate, that it may support your effort to remain in your home for quarantine.

Step 8: Connect with Others

- During this period, it is essential that you connect with individuals who will provide you with words of reassurance, encouragement, and ongoing support.
- Tens of thousands of individuals are currently in centralized quarantine in Shanghai and connecting with others to share experiences will reaffirm the fact that you are not alone in this process, as scary as it may be.

<p>Shanghai Mamas</p> <p>Reach out to the Shanghai Mamas group admin, or the Shanghai Mamas WeChat contact if you would like to be connected to support communities for others in your situation</p>	 <p>Scan the QR code to add me on WeChat</p>
<p>Covid Hotline for Foreigners in Shanghai</p> <p>Dial this number to speak with an English-speaking representative surrounding question or concerns you have related to quarantine in Shanghai.</p>	<p>021-12345</p>
<p>China Lifeline</p> <p>a volunteer-based non-profit organization that operates a helpline service for the English-speaking community across China. Lifeline can provide resources and support for those struggling with mental health as a result of the current quarantine situation in Shanghai.</p>	<p>https://lifelinechina.org</p>
<p>AnyHelper Shanghai</p> <p>Anyhelper will provide guidance surrounding questions or concerns related to quarantine or other aspects of the current Covid outbreak in Shanghai.</p>	 <p>The poster for AnyHelper Shanghai features a blue background with white and yellow text. At the top, it says 'Need Help in Lockdown & Quarantine?'. Below this, it states 'You can always see AnyHelper as a trustworthy local guide who offers any kind of assistance everyday from 9 AM to 9 PM especially during the turbulent and unpredictable time'. A QR code is shown with the instruction 'scan the QR code and ask'. To the right, a screenshot of the AnyHelper app interface is displayed, showing a 'How to send questions?' section with instructions to 'Press the round button' and 'Type your questions here'. At the bottom, it lists services: 'Translation', 'Policy Explanation', and 'Health Code Registration', and ends with 'Free to ask if you need help'.</p>

<p>Community Center</p> <p>Community Center Shanghai (CCS) is a not-for-profit organization, strategically located in Shanghai in Shanghai's international communities in Pudong, Hongqiao and Minhang. CCS Connects, Supports and Enables the international community in Shanghai. It responds to the ever-changing needs of the community by providing relevant programming that equips individuals and families so that they can maximize their potential while in China.</p>	<p>Website: https://www.communitycentershanghai.com/counseling/introduction/</p> <p>Email: counseling@communitycenter.cn</p>
<p>Shanghai International Mental Health Association (SIMHA)</p>	<p>Website: www.s-imha.com</p> <p>Email: info@s-imha.com</p>

Annex 1

Home Quarantine Commitment Letter

上海民办包玉刚实验学校居家隔离承诺书

Passport Name 姓名：_____

Passport No. 护照号码：_____

Contact phone 联系电话：_____

I hereby petition for staying at home (address: _____)

本人现自愿申请居家隔离（隔离地址：_____）

for quarantine start from _____ (yy/mm/dd) to _____ (yy/mm/dd).

隔离期自 _____ 至 _____

I solemnly pledge to the following:

本人郑重承诺：

1. I pledge to stay at home separate from others and I pledge not going outside, not gathering during entire quarantine period.
本人承诺在整个隔离期间足不出户，不与家庭其他成员等同住，不会客，不聚众。
2. I pledge to comply with the regulations from neighborhood committee and health authorities.
本人承诺遵守社区和政府发布的相关防疫规定。
3. I pledge to conduct self-protection properly and check my body temperature every day as required and make a record.
本人承诺在居家隔离期间做好个人健康防护并按要求做好每日体温监测，做好记录。
4. I pledge to report the community immediately when symptoms of fever, coughing, shortness of breath and other symptoms.
本人承诺一旦在家出现发热、咳嗽、气促等症状，立即电话联系社区工作人员，并主动配合开展相关工作。

I pledge and bind myself strictly to abide by the above. In case of any violation, I am willing to bear all the consequences and legal liabilities there from.

以上承诺本人将严格遵守。如有违反，本人愿承担由此产生的一切后果及相应法律责任。

Signature（签名）：_____

Date（日期）：_____

Emergency Contact Person（紧急联系人）：_____

Emergency Contact Phone（紧急联系方式）：_____