

## Frequently asked questions (FAQ): EURO 2012

These FAQ are intended for travellers to Poland and Ukraine during the 2012 UEFA (Union of European Football Associations) European Football Championship (EURO 2012).

### Access to health care

#### 1. What should I do before leaving home?

Consult a health care provider for a medical check before you leave, to review your travel itinerary and medical history and to make sure you get the right vaccinations, medicines, and information. Check your country's travel advice for any updated information.

#### 2. What should I do if I have health conditions that could require treatment?

Carry a copy of your health documents, as well as a photocopy of your passport. If you need medication during your trip, prepare a travel health kit with those medicines and keep it with you.

#### 3. How do I find out about access to health care in Poland and Ukraine?

Consult your country's travel advice the host countries, and their official web sites ([www.mz.gov.pl](http://www.mz.gov.pl) for Poland and [www.moz.gov.ua](http://www.moz.gov.ua) for Ukraine). Some countries have bilateral agreements on emergency medical care that you should investigate before leaving.

#### 4. How do I make sure I can use my insurance in Poland and Ukraine?

Make sure your insurance covers you for medical treatment in these countries. If it does not, upgrade it. Find out if your insurance covers medical transportation, in case you need to be flown home. If you have a valid European Health Insurance Card, carry it with you.

#### 5. What should I do if I become ill and symptoms persist when I return home?

Consult health personnel and tell them where you have travelled and whether anything unusual occurred during your trip, such as insect or animal bites.

### Crowd safety and emergencies

#### 6. How do I keep safe in the crowd?

Crowd safety is primarily the organizer's responsibility, but you can help protect yourself by following some basic rules:

- locate the emergency exits and the first-aid posts at stadiums and fan zones; and
- follow the instructions given to you by official stewards.

In the event of a stampede, remain calm and try to move sideways in the crowd until you get to a wall, but try to avoid bottlenecks. If you find yourself in a riot, move away from it slowly, but always walk with the crowd flow.

#### 7. What should I do if I need emergency health care?

In case of trauma or other medical emergencies you can call emergency aid:

- in Poland: 112 for emergency, police and fire brigade; and 999 for medical emergencies; and

- in Ukraine: from mobile telephones, 112 for medical emergency, police and fire brigade; from all telephones, 101 for fire brigade, 102 for police, 103 for medical emergencies.

First-aid rooms in stadiums and fan zones have signs showing a white cross on a green background. Medical aid is free of charge.

## Measles

### 8. What is measles?

Measles is a highly contagious disease caused by a virus, which spreads through coughing and sneezing, close personal contact or direct contact with infected nasal or throat secretions. An infected person can transmit measles, from four days before to four days after the rash appears.

### 9. How do I recognize measles symptoms?

Earliest signs include high fever. A runny nose, cough, red and watery eyes, and small white spots inside the cheeks can develop during the initial stage.

After several days, a rash appears, usually on the face and upper neck. Over about three days, the rash spreads, eventually reaching the hands and feet. The rash lasts for 5–6 days, and then fades.

### 10. When would I develop measles if I am exposed to the virus?

High fever begins about 10–12 days after exposure to the virus, and lasts 4–7 days. On average, the rash occurs 14 days after exposure to the virus (within a range of 7–18 days).

### 11. What should I do if I develop measles-like symptoms?

You should go immediately to the closest emergency room in the city you are visiting, or to your doctor if you are back in your country. Good nutrition and adequate fluid intake are recommended to replace fluids and other essential elements that are lost through diarrhoea or vomiting. Antibiotics can be prescribed to treat eye and ear infections and pneumonia.

### 12. How can I prevent measles?

Vaccines can prevent measles, as well as other diseases. Before starting your trip, be sure all your routine vaccinations are up to date.

### 13. What is the measles situation in Ukraine and Poland?

The measles virus continues to circulate widely in the European Region. In 2012, outbreaks have been detected in Ukraine, as well as Israel, Romania, the Russian Federation, Tajikistan and the United Kingdom. Cases still occur in France, Italy and Spain, countries with outbreaks in 2011. Poland has also reported measles cases in 2012. Ukraine accounts for the most measles cases reported in the European Region in 2012: around 10 000 since the beginning of the year. The highest burden is in the western regions of the country.

As measles is a highly communicable disease, regular social contacts during mass gatherings can increase its spread through susceptible people. This is why sport fans should pay attention to their immunization status before they travel, as they can be infected and spread measles and other vaccine-preventable diseases in both their destination and home countries.

## Rubella

### 14. What is rubella?

Rubella is a viral disease, which spreads by contact with an infected person's coughing and sneezing. The disease is most contagious when the person has a rash, but it can spread up to seven days before the rash appears or from people with no symptoms. In children, rubella is usually a mild disease, though brain infections and bleeding can occur in rare cases. Rubella is most dangerous when pregnant women become infected, as it can cause miscarriage or birth defects.

### 15. How do I recognize rubella symptoms?

Rubella infection may begin with 1–2 days of mild fever and swollen, tender lymph nodes, usually in the back of the neck or behind the ears. A rash then begins on the face and spreads downward. Nevertheless, some people with rubella do not have any symptoms.

### 16. When would I develop rubella if I am exposed to the virus?

Symptoms usually appear 2–3 weeks after exposure.

### 17. What should I do if I develop rubella-like symptoms?

You should go immediately to the closest emergency room in the city you are visiting or to your doctor if you are back in your home country. There is no specific treatment for rubella.

### 18. How can I prevent rubella?

Vaccines can prevent rubella, as well as other dangerous diseases. Before starting your trip, be sure all your routine vaccinations are up to date.

### 19. What is the rubella situation in Ukraine and Poland?

Both Poland and Ukraine have reported rubella cases in 2012. There is continuous transmission of rubella in Poland. Before travel, sport fans should pay attention to their immunization status, as they can be infected and spread rubella and other vaccine-preventable diseases in both their destination and home countries.

## Traveller's diarrhoea

### 20. How do I get diarrhoea?

Diarrhoea is the most common health problem for travellers, and is usually caught from contaminated food or water. If you drink contaminated water or eat food that was improperly cooked or was contaminated after cooking, you may get food poisoning, with symptoms such as diarrhoea and/or nausea, vomiting, abdominal cramps and fever.

### 21. What should I do if I get diarrhoea?

It is very important to avoid dehydration, especially for children. As soon as diarrhoea starts, drink plenty of safe fluids, such as boiled, treated or bottled water, mineral water or broth. Oral rehydration salts may be available at pharmacies. Avoid coffee, overly sweetened drinks and alcohol. You can follow a simple diet of bananas, rice, pureed fruit, and white bread. If bowel movements are very frequent, very watery or contain blood, or if they last longer than 3 days, seek medical help immediately.

### 22. How can I avoid diarrhoea?

Prevention is the best medicine. Good hand and personal hygiene is very important. Wash your hands well after visiting the toilet and before handling or eating food. Choose food that is thoroughly cooked, or fruit and vegetables that have been washed and peeled. Only drink bottled liquids, including fruit juices, and avoid ice made with tap water. Brush your teeth with bottled water only.

**23. What do I need to do to ensure I drink safe water?**

You should boil drinking-water if its safety is doubtful; if this is not possible, you can use a certified, well-maintained filter and/or disinfectants. Avoid ice unless it has been made from safe water. Avoid brushing your teeth with unsafe water. Bottled or otherwise packaged cold drinks are usually safe provided they are sealed; hot beverages are usually safe.

## **Rabies**

**24. How do people get rabies?**

Rabies is a viral disease that occurs in mammals. If not treated, it can kill human beings. People usually become infected when they are bitten by a rabid animal, often a stray dog.

**25. What are rabies symptoms?**

Early symptoms of rabies are fever, headache and general malaise, which further develop into brain symptoms.

**26. What should I do if I am bitten by a stray dog or other mammals?**

If you have been bitten by any animal, immediately wash the wound with soap and water to remove the animal's saliva, and seek medical care.

**27. How do I protect myself from rabies?**

Stay away from and do not touch stray animals, including dogs and cats, and wild animals.

## **HIV/AIDS and other sexually transmitted infections**

**28. How is HIV/AIDS transmitted?**

HIV/AIDS and other infections – such as like gonorrhoea, syphilis, chlamydia, trichomoniasis, herpes and viral hepatitis – can be transmitted during heterosexual and homosexual unprotected sex (not using a condom). These diseases can be caught from sexual partners who seem completely healthy. HIV and viral hepatitis B and C are also transmitted through unsafe injecting practice. That is, when people who inject drugs share needles, syringes and/or other equipment with others.

**29. How can I protect myself from HIV/AIDS and other sexually transmitted diseases?**

The only way to avoid exposure is to make sure you avoid all risk behaviours, or minimize the risk by using condoms with any sexual partner(s) and by avoiding sharing injecting equipment with others.

## Heat

### **30. How can I protect myself from the heat?**

During June/July, temperatures in Poland and Ukraine can reach over 30 degrees Celsius. When possible, avoid going outside during the hottest time of the day. When outside, stay in the shade, and always wear a wide-brimmed hat or cap, sunglasses and sunscreen. Use light bed linen to avoid heat accumulation. If there is no air conditioning in your room and it is safe to do so, open all windows and shutters during the night and the early morning.

Wear light, loose-fitting clothes of natural materials. Keep drinking water or fruit juice to rehydrate. Avoid alcohol and too much caffeine or sugar.

### **31. What should I do if I feel too hot?**

Cool down by putting a damp scarf around your neck, taking a cool shower or spending some time in a cool building. If you or someone in your group feels dizzy, weak, and anxious, or has intense thirst and headache, move to a cool place immediately. If symptoms persist or the skin feels dry and hot and the person becomes unconscious, seek medical attention immediately.

### **32. Who is most at risk?**

Some people are more at risk of heat-related illness than others. If you are over age 60 or if you have health problems (such as diabetes or heart, respiratory or kidney disease), you are more vulnerable to heat. If you are taking medications, ask your general practitioner for advice on the risks, side effects and prevention before travelling. Children are more vulnerable to high temperatures than adults, so keep an eye on any children travelling with you.

## Tobacco and drugs

### **33. Can I smoke in the stadium?**

No. EURO 2012 will be totally tobacco free. UEFA (the Union of European Football Associations) will enforce a complete ban on the use, sale or promotion of tobacco in all stadiums involved in the tournament. The regulation will apply without exception to all spaces within stadium perimeters, both indoors and outdoors.

UEFA's decision to ban tobacco from the world's third-largest sporting event sends a strong message to football fans everywhere, reaffirming the link between football and good health.

### **34. Can I take recreational drugs during EURO 2012?**

No. Use, possession and distribution of recreational drugs are prohibited in Poland and Ukraine; and drug users risk being imprisoned immediately.

Illicit drug use is the ninth most important cause of disability and mortality in Europe.