

## COVID-19

If you are feeling unwell and have



Cough



Runny nose



Sore throat



Fever



Difficulty  
breathing

Stay indoors,  
avoid contact  
with others



Call the  
Hospital for  
advice **28000**

## What You Need To Know About COVID-19

COVID-19 is an infectious disease of growing global concern. This page is to provide up-to-date information and links for Falkland Islanders and others so they can stay well informed and take steps to protect their health.

Below are a set of frequently asked questions. These will be updated so please check regularly. As well, there are downloadable information sheets and posters for your use., and links to useful overseas information sources.

[Latest Update](#)

[Essential Travel Application](#)

[Support Package Applications](#)

[Frequently Asked Questions](#)

[Information you can use](#) (Translations: [Spanish](#), [Filipino](#))

[Useful Links](#)



### KEMH UPDATE

The number of COVID-19 cases in the Falkland Islands remains at 11. This includes the six positive cases of COVID-19 identified yesterday. Of the 11 Covid-19 cases, nine individuals are in isolation at the Mount Pleasant Complex as part of the ongoing MPC arrangements for dealing with cases. Another individual continues to receive care at KEMH while a second was discharged from the hospital last week.

In total, 255 samples have been processed to date in the UK.

Further swabs will be sent to the UK on the next South Atlantic Airbridge.

Meanwhile the KEMH are asking that any patients coming to the hospital for COVID-19 assessments by a Doctor are to park adjacent to 11 Thatcher Drive, which is opposite the Secretariat and Attorney General's office, and walk to the KEMH COVID-19 Pod to wait for a member of staff.

There are directions painted on the ground and signs positioned for your guidance.

The access road to the KEMH East Ward entrance is to be kept free from all parked cars except those visiting the COVID19 Pod.

In addition this entrance will be used for the delivery and storage of additional oxygen supplies. FIG staff MUST NOT smoke around FIG premises in this area. This is with immediate effect.

The east end walkway from St Mary's Walk is not open to the public, and should not be used by anyone going to the Pod.

## ESSENTIAL TRAVEL PROCESS INTRODUCED

BFSAI have stringent restrictions in place and are working hard to reduce movement from MPC to Stanley; this is in order to limit travel to that which is essential only. FIG has explored options including the introduction of a process so that essential travel is specifically authorised; this will support efforts already in place by BFSAI. As of yesterday, we have introduced a registration scheme under which all journeys to and from MPC will need to be approved.

The scheme is intended to reduce travel between the two population centres and thereby minimise the risk of COVID-19 across the Falklands.

Monitoring will continue over the coming days and weeks. Please only travel between the two locations if absolutely necessary; we ask the public for their support in this.

Anyone travelling from MPC must have written authorisation with them.

People travelling in from Camp may get stopped, in which case they will be offered advice on social distancing.

Persons who use the MPA road for reasons, such as travel to and around Camp, do not need to register.

In relation to the registration process itself enquiries should be addressed to your employer in the first instance [opa.desis@sec.gov.fk](mailto:opa.desis@sec.gov.fk)

You can also access the form on the [fig.gov.fk/covid-19](http://fig.gov.fk/covid-19) web page.

## AIRPORT TRAVEL FOR CIVILIANS

We would like to advise that all inbound and outbound Stanley based civilian passengers must be booked onto approved commercial airport transport for travel to and from MPC.

Please contact [pa.desis@sec.gov.fk](mailto:pa.desis@sec.gov.fk) for information on airport travel for Camp based passengers.

This is to minimise journeys in and out of MPC in line with current COVID19 arrangements.

## DECISIONS BY GOVERNMENT

The Falkland Islands Government is constantly evaluating the level of its COVID-19 response and will advise the public if there is to be a change in present restrictions.

The 14 day period of payroll support for non-essential workers, who cannot work from home, as allowed for in the Private Sector and Self-Employment Support Scheme was yesterday extended to April 24.

Executive Council also agreed earlier this week to exempt diagnosis and treatment for suspected or confirmed COVID-19 from the existing charging regime. This is to ensure all persons present in the Falkland Islands have confidence to access appropriate health advice and treatment in relation to COVID-19.

## ASK YOUR QUESTIONS

If there is something you want to know about the Government's COVID-19 response, please tune into Let's Talk at 7pm tonight on the Falkland Islands Radio Service.

A panel comprising the Chief Executive Barry Rowland, Chief Medical Officer Dr Rebecca Edwards and MLA Leona Roberts will be taking your questions.

Questions can be sent beforehand to [engineer@radio.co.fk](mailto:engineer@radio.co.fk) or call 55955 during the programme.

## MV PHAROS RETURNS

The Government of South Georgia & the South Sandwich Islands patrol vessel the MV Pharos SG will return to Stanley on Thursday 16 April. The vessel has been kept isolated since February even during its port calls to the Falklands.

There have been no COVID-19 cases on South Georgia or on MV Pharos SG. Therefore any personnel from South Georgia or departing the Pharos are coming from a COVID-19 free area.

Onboard are six members of staff are transiting the Falkland's en-route to the UK. They are due to depart the Falklands on the Airbridge this Sunday 19 April. They will remain on the Pharos until departure for the flight. There will be no interaction between the vessel and shore-side activities.

GSGSSI would like to take this opportunity to thank its many partners in the Falklands, with particular thanks to Byron Marine for their sustained hard work in help MV Pharos SG continue normal operations.

## A REMINDER ON HOME WASTE

The public are reminded that all household waste should be bagged and sealed and then placed in your outdoor bins. Any excess or overflow of waste will not be collected by the refuse personnel. However, members of the public will have the opportunity to dispose of this excess waste by placing their bin bags into the refuse truck themselves during the bin collection.

The public are also reminded that wheelie bins should always be treated as being unhygienic and therefore the wearing of appropriate personal protective equipment i.e. gloves is recommended. The refuse personnel will be wearing their own personal protective equipment.

If you have any concerns or questions regarding the disposal of household waste then please contact the PWD Maintenance Manager on 27178 or 53900 or email [maintenance.manager@pwd.gov.fk](mailto:maintenance.manager@pwd.gov.fk)

## WHERE TO FIND HELP

There are many sources of help, support or advice that you can reach out to during these uncertain times.

If you have any concerns or queries regarding financial matters, welfare or safeguarding concerns for yourself, your family or someone you know, please contact Social Services on 27296. They operate a 24-hour service and an after-office hours you can call on 28100. Issues can also be raised by contacting KEMH and its CPN Service. You can also call the Early Help Service for advice or support on 52281 or [earlyhelp@sec.gov.fk](mailto:earlyhelp@sec.gov.fk)

You can also reach Social Services by writing your name and contact information on a piece of paper and drop it into one a number of collection boxes in Stanley. These are at:

Boxes are available at:

- The Chandlery

- The West Store
- The Kelper Stores
- IJS Reception

Alternatively, you can also contact the Community Volunteers for additional support and a listening ear at [volunteers@sec.gov.fk](mailto:volunteers@sec.gov.fk) or on 22829

#### YOUR WELLBEING:

It is understandable if you are worried about your safety and that of your loved ones during the COVID-19 pandemic. Local support is available as a 7-day service from the emotional wellbeing team at KEMH on 28082.

You may also find the following contacts helpful:

Samaritans (UK based charity): 51515 or email [jo@samaritans.org](mailto:jo@samaritans.org)

NSPCC: 28888

Citizens Advice Bureau: 55355

Advice around the Falkland Islands Government's COVID-19 response can change. Please watch out for further statements from the Government in local media and through the FIG and Community Facebook pages, the web page [fig.gov.fk/covid-19](http://fig.gov.fk/covid-19) and other channels.

#### HEALTH

KEMH has put into effect its well-developed plans for handling COVID-19 cases.

Patients requiring emergency treatment of any sort including respiratory, and cold like symptoms are asked to contact the hospital on 28000 and discuss their condition with a member of the clinical staff who will then advise.

Routine GP and Dental appointments have been suspended. Those affected will be contacted by KEMH.

The Pharmacy is able to take prescription requests. But please do NOT come to the Pharmacy solely for the purpose of ordering a prescription, nor if you have COVID-19 like symptoms. Please either e-mail [pharmacyoffice@kemh.gov.fk](mailto:pharmacyoffice@kemh.gov.fk) or call 28011 to leave a message on the answerphone.

#### EDUCATION CHILDCARE

The Education Department is providing childcare for the children of essential key workers to enable them to go to work. Parents in this category have been contacted directly.

The emergency childcare remains open during the school holidays. Schools and playgrounds remain closed.

For queries, please call 27294.

#### CURRENT GUIDANCE ON ESSENTIAL WORK CATEGORIES

We are currently advising everyone to reduce all non-essential activities until further notice; everyone should stay at home where they can, and work from home where possible.

Essential activities, at this stage, include critical and key work, where this cannot be done from home.

Essential work categories are available on our [fig.gov.fk/covid-19](http://fig.gov.fk/covid-19) website under the 26 March update.

If you are unclear about where your function or activities sit please contact the Secretariat on 28450.

Following receipt of the most recent test results, the situation will be reviewed again.

#### HOW TO ACCESS EMPLOYER AND EMPLOYEE SUPPORT PACKAGE

The Falkland Islands Government's support package announced on 25 March 2020 is for private sector employers with employees, as well as the self-employed who have been affected by the COVID-19 pandemic.

The Government is doing this to reinforce and support the strong public health action which the Falkland Islands Government is taking to protect the population and minimise the social and economic impact of this challenging issue.

How to apply –

Application forms along with other guidance are available through:

Falkland Islands Government -

[www.Fig.gov.fk/covid-19](http://www.Fig.gov.fk/covid-19)

Falkland Islands Development Corporation

<http://www.fidc.co.fk/library/covid-19>

If you need assistance filling out the forms, contact Sian Davies, Business Development Officer, at FIDC telephone 51211.

#### VOLUNTEERING

The Falkland Islands Government are looking for members of the public to join the Community Volunteers to help those who are currently self-isolating. Vicky Collier is the Volunteer Coordinator.

If you are interested in being a volunteer, email [volunteers@sec.gov.fk](mailto:volunteers@sec.gov.fk) with your name and the following information:

- Contact details
- What would you like to volunteer for
- Any particular skills you can offer
- If you are happy for your contact details to be shared

If you are in self-isolation or know someone who is that may need support contact Vicky on [volunteers@sec.gov.fk](mailto:volunteers@sec.gov.fk) or 27451.

#### FIGO SERVICES

While the Falkland Islands Government Office in London is closed all staff are working from home to help all Islanders in the UK, Falkland Islands organisations, FIG, and anyone traveling to and from the Islands. Please do not hesitate to contact them:

For Airbridge – Please contact our Travel Co-Ordinator Teryn Joshua on either 07984 096 726 or [travel@falklands.gov.fk](mailto:travel@falklands.gov.fk).

For Medical – Please contact our Medical Co-Ordinator Gemma Clayphan on 07399 163140 or [reception@falklands.gov.fk](mailto:reception@falklands.gov.fk).

For Students – Please contact the Deputy Representative Michael Betts on [deputyrep@falklands.gov.fk](mailto:deputyrep@falklands.gov.fk).

For all other queries regarding COVID-19 or any other issues, we can be reached via 020 7222 2542 (message will provide a range of contact information) or [reception@falklands.gov.fk](mailto:reception@falklands.gov.fk)

#### EXECUTIVE COUNCIL AND LEGISLATIVE ASSEMBLY

Executive Council is meeting regularly to consider response and make other policy related to the COVID-19 response. MLAs are also meeting regularly to consider COVID19 related matters.

Regular portfolio and other meetings are postponed until mid-April 2020.

#### HELP US FIGHT COVID-19

What to do if you feel unwell and are worried you might have COVID-19.

If you have flu-like symptoms, phone the Hospital on 28000. Staff will provide advice. DO NOT come to KEMH directly.

The symptoms of COVID-19 are:

- a cough
- a high temperature
- sore throat
- shortness of breath
- aches and pains in muscles and joints

But these symptoms do not necessarily mean you have the illness. The symptoms are similar to other illnesses that are much more common, such as cold and flu.

Please remember the importance of good public health hygiene measures:

- Always cough and sneeze into a tissue and dispose of the tissue safely in a bin and wash your hands afterwards. If you do not have a tissue, sneeze and cough into the crook of your elbow.
- If you are unwell with any infectious illness, please act responsibly and stay away from people and crowds and isolate yourself as much as possible.
- Avoid close contact with people who appear unwell and avoid sharing personal items.
- Wash your hands regularly with soap and water for 20 seconds or use a disinfectant, especially after coughing and sneezing, and always before

[COVID-19 Public Update PM - 14 April 2020](#)

[COVID-19 Public Update - 9 April 2020](#)

[COVID-19 Public Update - 8 April 2020](#)

[COVID-19 Public Update - 7 April 2020](#)

[COVID-19 Public Update – 6 April 2020](#)

[COVID-19 Public Update – 5 April 2020](#)

[COVID-19 Public Update – 3 April 2020](#)

[COVID-19 Public Update – 2 April 2020](#)

[COVID-19 Public Update – 1 April 2020](#)

[COVID-19 Public Update – 31 March 2020](#)

[New stage in Government COVID-19 response - 26 March 2020](#)

[Infectious Diseases Control Regulations - 24 March 2020](#)

[Summary – Next stage in COVID-19 Response - 20 March 2020](#)

[What is social distancing and why is it important - 20 March 2020](#)

[NEW TRAVEL ADVISORY - 17 March 2020](#)

[INFECTIOUS DISEASES PLAN PUBLIC - 16 March 2020](#)

## Essential Travel Application

BFSAI have stringent restrictions in place and are working hard to reduce movement from MPC to Stanley; this is in order to limit travel to that which is essential only

FIG has explored options around the introduction of a process so that essential travel is specifically authorised, this will support efforts already in place by BFSAI

FIG have decided to jointly sign registrations under this scheme.

The scheme is intended to reduce travel between the two population centres and thereby minimise the risk of COVID19 across the Falklands..

Anyone travelling from MPC must have written authorisation with them.

People travelling in from Camp may get stopped, in which case they will be offered advice on social distancing.

Persons who use the MPA road for reasons, such as travel to and around Camp, do not need to register.

The form below is for anyone wishing to make an Essential Travel Application. In relation to the registration process itself enquiries should be addressed to your employer in the first instance or [pa.desis@sec.gov.fk](mailto:pa.desis@sec.gov.fk)



**Essential Travel Application**

Created: 2020-04-14 | Size: 97.82 KB

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## Support Package Applications Now Open

Applications can now be made for the Falkland Islands Government's support package that was announced on 25 March 2020 for private sector employers with employees, as well as the self-employed who have been affected by the COVID-19 pandemic.

The Government is doing this to reinforce and support the strong public health action which the Falkland Islands Government is taking to protect the population and minimise the social and economic impact of this challenging issue.

### How to apply:

Application forms along with other guidance are available through:

Falkland Islands Government - [Here](#)

<https://www.fig.gov.fk/covid-19>

Falkland Islands Development Corporation –

<http://www.fidc.co.fk/library/covid-19>

The Falkland Islands Development Corporation (FIDC) is tasked to develop the commercial sector of the Falkland Islands by being one of the principal partners delivering the Economic, Rural and Tourism Strategies.

If you need assistance filling out the forms, contact Sian Davies, Business Development Officer, at FIDC telephone 51211.

Relevant documents will be translated into Spanish and Filipino and posted to the websites within the next few days.

The package provisions apply to the following categories.

- All employees with symptoms who are advised by KEMH to self-isolate for 14 days will continue to be paid by their employer (regardless of whether they are entitled to leave or sick pay). Employers will be able to seek reimbursement of the costs of this measure from the Government, up to a cap of £1,250 for the 14 calendar days per employee for the period of isolation.
- All self-employed people with symptoms who are advised in writing by KEMH to self-isolate for 14 calendar days will similarly be able to claim a sum of up to £1,250 for the 14 calendar days of self-isolation.

- All “vulnerable” self-employed people who are advised in writing by KEMH to self-isolate for an initial period of 3 months, and who are unable to work from home, will be able to claim a sum of up to £2,500 per month for the period of isolation.
  
- All “vulnerable” employees who are advised by KEMH to self-isolate for an initial period of 3 months, and who are unable to work from home, will continue to be paid by their employer (regardless of whether they are entitled to leave or sick pay). Employers will be able to seek reimbursement for this measure from the Government, up to a cap of £2,500 per employee per month for the period of isolation.
  
- When private sector employees without symptoms are
  - a) advised by KEMH to self-isolate due to a household member being symptomatic with a fever and with that household member having been advised by KEMH to self-isolate; or
  - b) advised by the government to stay home due to being classified as a non-essential worker.
  - and who in both instances cannot work from home, they will continue to be paid by their employer (regardless of whether they are entitled to leave or sick pay) for a period of up to 14 days.
  
- When self-employed people without symptoms are
  - a) advised by KEMH to self-isolate due to a household member being symptomatic with a fever and with that household member having been advised by KEMH to self-isolate.
  - or b) advised by the government to stay home due to being classified as a non-essential worker,
  - and who in both instances cannot work from home, they will be able to claim a sum of up to £1,250 for a period of up to 14 calendar days.

All funds will be considered taxable and subject to the usual deductions from payroll.

If employees or self-employed persons are able to work from home during any period of isolation, we would expect them to do so and not to claim re-imbursment from Government.

These measures are designed to ensure that everyone can make the right choice to take necessary public health measures, for the benefit of all, whilst ensuring that the impact on the economy is minimised.

The Government will be announcing further measures to assist the private sector more generally within the next several days.

In addition, the Government continues to offer a range of benefits and allowances to Falkland Islands residents through the Department of Health and Social Services.

## English



### Application Form and Guidelines - Employer

Created: 2020-04-02 | Size: 321.06 KB

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### Application Form and Guidelines - Self-Employed

Created: 2020-04-02 | Size: 307.71 KB

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### Employer flowchart

Created: 2020-04-02 | Size: 72.56 KB

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### Self-Employed flowchart

Created: 2020-04-02 | Size: 59.69 KB

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### EMPLOYEE FAQ

Created: 2020-04-02 | Size: 50.36 KB

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### EMPLOYER FAQ

Created: 2020-04-02 | Size: 52.31 KB

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### SELF EMPLOYED FAQ

Created: 2020-04-02 | Size: 54.28 KB

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### Employers Claim form template

Created: 2020-04-06 | Size: 171.5 KB

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## Spanish

## COVID-19 Frequently Asked Questions

*This information was last updated on 17 March, 2020.*

### What is COVID-19?

COVID-19 is an illness caused by the new novel coronavirus strain, SARS-CoV-2.

### Symptoms of COVID-19

### What preparations have been made for COVID-19 in the Falkland Islands?

### How COVID-19 is spread

### How can I avoid catching COVID-19?

### What should I do if I feel unwell?

### What is the advice on those returning to or travelling to the Falklands?

### What steps are taken for a suspected COVID-19 case in the Falkland Islands?

### Why can't we test in the Falklands?

### What is self-isolation?

### Specific advice on self-isolation for different groups

[Can I go outside for exercise?](#)

[Can I go for a drive?](#)

[I have returned on the Airbridge and am in quarantine - can I go out for a walk or a drive?](#)

[Treatment for COVID-19](#)

[Who is most at risk of COVID-19?](#)

[Can I catch COVID-19 off parcels from overseas](#)

[Can I get COVID-19 from food or takeaways?](#)

[Should I wear a face mask?](#)

[Do gloves offer protection?](#)

[Is there a vaccine for COVID-19?](#)

[Do I need to avoid public places?](#)

[Should I stock up on supplies?](#)

## Information you can use

Here is more information you can read. These can be downloaded and printed out.

The material covers:

### Covid-19 - What you need to know



[Covid-19 - What you need to know](#)

Created: 2020-04-03 | Size: 108.68 KB

[Download](#)

### Feeling Unwell Poster



[Feeling Unwell - Poster](#)

Created: 2020-03-06 | Size: 192.49 KB

[Download](#)

### A COVID-19 information leaflet



[COVID-19 Information Leaflet](#)

Created: 2020-03-05 | Size: 468.66 KB

[Download](#)

### All about flu



[Flu Leaflet](#)

Created: 2020-03-05 | Size: 473.55 KB

[Download](#)

### Information for schools



[COVID-19 Information For Schools](#)

Created: 2020-03-05 | Size: 326.1 KB

[Download](#)

### Information for hotels and lodges



[COVID-19 Advice For Hotels](#)

Created: 2020-03-05 | Size: 266.56 KB

[Download](#)





### COVID-19 Cleaning Information

Created: 2020-03-05 | Size: 256.59 KB

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#### Social Distancing



### What is social distancing and why is it important

Created: 2020-04-13 | Size: 124.73 KB

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### Social Distancing - Spanish

Created: 2020-03-27 | Size: 60.51 KB

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### Social Distancing - Filipino

Created: 2020-03-29 | Size: 107.03 KB

Download



### Social Distancing - Zimbabwean

Created: 2020-04-06 | Size: 97 KB

Download



### What you need to know about Social Distancing

Created: 2020-04-13 | Size: 54.82 KB

Download

#### Self-isolation



### Self-isolation - 10 tips

Created: 2020-03-05 | Size: 324.72 KB

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### Self-isolation - 10 tips - Spanish

Created: 2020-03-27 | Size: 27.41 KB

Download



### Self-isolation - 10 tips - Filipino

Created: 2020-03-27 | Size: 61.26 KB

Download



### Self-isolation - 10 tips - Zimbabwean

Created: 2020-04-06 | Size: 124.31 KB

Download



### Self-isolation Guidance

Created: 2020-04-16 | Size: 133.9 KB

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#### SPANISH COVID-19 Latest Updates



### COVID-19 Public Update - 15 April 2020 - Spanish

Created: 2020-04-16 | Size: 40.19 KB

Download



### COVID-19 Public Update - 14 April 2020 PM - Spanish

Created: 2020-04-15 | Size: 89.34 KB

Download



### COVID-19 Public Update - 14 April 2020 AM - Spanish

Created: 2020-04-15 | Size: 60.81 KB

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#### FILIPINO COVID-19 Latest Updates



### COVID-19 Public Update - 15 April 2020 - Filipino

Created: 2020-04-16 | Size: 105.78 KB

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### COVID-19 Public Update - 14 April 2020 PM - Filipino

Created: 2020-04-15 | Size: 184.48 KB

Download



### COVID-19 Public Update - 14 April 2020 AM - Filipino

Created: 2020-04-15 | Size: 120.75 KB

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## Useful links concerning COVID-19

The following links cover the latest global information and from the UK.

World Health Organization information is here: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

National Health Service information is here: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

UK Government latest information and advice: <https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

## Contact Us

### In the Falkland Islands:

Gilbert House, Ross Road, Stanley. FIQQ 1ZZ

Tel: +500 27451/27455

Email: [info@sec.gov.fk](mailto:info@sec.gov.fk)

### In the United Kingdom:

Falkland Islands Government Office, Falkland House, 14 Broadway, Westminster, London SW1H 0BH

Tel: +44 (0)20 7222 2542 E-mail: [reception@falklands.gov.fk](mailto:reception@falklands.gov.fk)

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