

## 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 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

### Protecting Your Workforce During COVID-19

### Essential Travel Application

### Support Package Applications

### Frequently Asked Questions

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

### Useful Links



#### KEMH UPDATE

The latest test results received by KEMH from the UK show one positive results for COVID-19 out of 16 swabs tested. This now brings our total to 13 positive cases. The positive was for an individual at Mount Pleasant Complex, who is in isolation as part of the on-going MPC arrangements for dealing with cases.

353 samples have now been tested in the UK.

11 out of 12 individuals who have earlier tested positive for COVID-19 in the Falkland Islands have now completed self-isolation or treatment while another individual remains in self-isolation.

If you had a swab taken from KEMH recently, it's important to note that you need to wait to hear directly from the hospital as to your test result.

Staff are phoning anyone affected within a day of receiving back results, and there's no need to contact the hospital.

If you are waiting for the result of a swab, you must continue to follow advice issued to you by the hospital until KEMH get in touch with you.

Remember: If you feel unwell with flu-like symptoms and are worried you might have COVID-19. phone the Hospital on 28000. Staff will provide advice. DO NOT come to KEMH.

## A MESSAGE FROM PRIMARY CARE

The KEMH would like to thank all patients for adapting to the changes we have had to make at the hospital; we understand how difficult this uncertain time is and we are grateful to you all for working with us.

The Primary Care service is still open and we want to keep in touch with you and your important health concerns. Patients who need regular monitoring are being contacted. However, even in this pandemic, we need you to stay in touch about your health. Please let us know if you have any new lumps or bumps, moles changing shape, palpitations, pelvic pain, abnormal bleeding, suspicious weight loss or any other symptoms you are concerned about.

If you have such a concern, please call the hospital on 28000 between 8am – 4.30pm, Monday – Friday and request a telephone appointment with a GP or Nurse Practitioner.

If we then need to see you in person we will let you know and you will be given a face to face appointment, regardless of whether you live in Stanley or Camp. Please do not ignore important health concerns.

The availability of appointments will, of course, very much depend on how the current situation develops so we ask that you bear with us. Thank you for your continued understanding and support.

## OXYGEN SUPPLY

The UK Armed Forces have introduced an oxygen generation plant to increase the supply of oxygen to King Edward VII Memorial Hospital, and supplement the existing oxygen concentrator plant.

A Royal Air Force C-17 Globemaster delivered the equipment to British Forces South Atlantic Islands as part of the UK Government's support to the Overseas Territories during the Coronavirus pandemic.

Thanks to the work of Armed Forces personnel and Ministry of Defence civilians and contractors, in conjunction with the Hospital's engineering department, KEMH will now have even more capacity to treat patients with breathing difficulties.

The C-17 was deployed from 99 Squadron, Royal Air Force based at RAF Brize Norton. A team from 5001 Sqn RAF Wittering will shortly deploy to assist in the installation and maintenance of the oxygen generation plant.

## PASSPORTS RENEWAL

Due to the COVID-19 outbreak causing problems in UK and to the DHL courier service, obtaining a new British passport from the Falkland Islands will take longer than usual.

If your passport is due to expire in the next six months or was issued before 31 October 2010 it is important that you apply for a new passport as early as possible. The date of issue is important as some documents were issued for periods of more than 10 years and we are advised that any validity beyond 10 years from the date of issue may not be acceptable for travel in countries other than the UK.

If you have any queries or need to renew your passport please contact the Customs and Immigration Service on 27340 or email [admin@customs.gov.fk](mailto:admin@customs.gov.fk)

Please do not attempt to renew your passport using the online system available for British citizens resident overseas as you will have to send all of your original documents, including your current passport, by post to the United Kingdom.

## YOUR WELLBEING

It's very understandable if you are feeling anxious and stressed about COVID-19.

If you do feel you need to reach out for help in the Falklands, there are people ready to listen to your concerns and provide support. Feeling worried does not necessarily mean that you have a mental health problem.

There is a 7-day service for your emotional wellbeing provided by the KEMH CPN team.

Please contact KEMH on 28082.

There are also other contacts you may find helpful:

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

NSPCC: 28888

Citizens Advice Bureau: 55355

The NHS website Every Mind Matters has plenty of resources and tips to help you.

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.

## ANZAC

This Saturday is ANZAC Day. Every year we commemorate ANZAC day to remember the Australian and New Zealand Army Corps which served during the First World War, and the fallen in other conflicts since. This day is the anniversary of the landings at Gallipoli in 1915.

We have a kinship with Australia and New Zealand, with a shared community spirit and culture. We embrace those who have chosen to live with us in the Falkland Islands, as those Falkland Islanders who have moved to Australia and New Zealand have been welcomed there.

Unfortunately, because of COVID-19 we are unable to hold the traditional gatherings of memorial associated with ANZAC Day this year. However we hope that all those in the Falklands can watch this year's small ANZAC Day Memorial on FITV, and hold their own moments of remembrance at home (The Memorial will be held at 07.15.)

ANZAC day is a time to remember with affection the courage of people and the value of friendship - to honour those that have sacrificed their lives and to acknowledge those who suffer from the effects of war. We do not celebrate victory or glorify war - we celebrate the human spirit - the spirit of ANZAC.

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 [pharmacy@kemh.gov.fk](mailto:pharmacy@kemh.gov.fk) or call 28014 to leave a message on the answering machine.

COVID-19 like symptoms. Please either e-mail [pharmacyoffice@kemh.gov.fk](mailto:pharmacyoffice@kemh.gov.fk) or call 200111 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. As of April 22, the building sector has also been permitted to resume operation, subject to it following guidance on operating safely in a COVID-19 environment.

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.

#### 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.

#### 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 handling and consuming food and after using the toilet.

**COVID-19 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 frequentl...**

[COVID-19 Public Update – 23 April 2020](#)

[COVID-19 Public Update – 22 April 2020](#)

[COVID-19 Public Update April 20 2020](#)

[Government unveils comprehensive COVID-19 support package - 17 April](#)

[COVID-19 Public Update - 17 April 2020](#)

[COVID-19 Public Update - 16 April 2020](#)

[COVID-19 Public Update - 15 April 2020](#)

[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](#)

[Guide to FIG services](#)

[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](#)

## Protecting Your Workforce During COVID-19

The government has today published guidance for the building sector on operating under COVID-19 conditions.

These are exceptional circumstances and the industry must comply with the latest Falkland Island Government advice on COVID-19 at all times.

The Site Operating Procedures are based on Public Health England (PHE) guidance and information provided by the Falkland Islands Government Chief Medical Officer;

Anyone undertaking construction activities during the COVID-19 pandemic needs to ensure they are protecting their workforce and minimizing the risk of spread of infection. This includes considering how personnel travel to and from site.

This guidance is intended to introduce consistent measures on construction sites of all types and sizes, in line with the Government's recommendations on social distancing and ensure employers and individuals make every effort to comply.



### FIG Site Operating Procedures

Created: 2020-04-20 | Changed: | Size: 127.91 KB

Download

## 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 | Changed: 2020-04-16 | Size: 84.31 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>

<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-imburement 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 | Changed: 2020-04-03 | Size: 321.06 KB

Download



### Application Form and Guidelines - Self-Employed

Created: 2020-04-02 | Changed: 2020-04-21 | Size: 843.44 KB

Download



### Employer flowchart

Created: 2020-04-02 | Changed: 2020-04-03 | Size: 72.56 KB

Download



### Self-Employed flowchart

Created: 2020-04-02 | Changed: 2020-04-03 | Size: 59.69 KB

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### EMPLOYEE FAQ

Created: 2020-04-02 | Changed: 2020-04-22 | Size: 461.76 KB

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### EMPLOYER FAQ

Created: 2020-04-02 | Changed: 2020-04-22 | Size: 465.04 KB

Download



### Employers Claim form template

Created: 2020-04-06 | Changed: 2020-04-22 | Size: 170 KB

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### SELF-EMPLOYED FAQ

Created: 2020-04-20 | Changed: 2020-04-21 | Size: 580.72 KB

Download

Spanish

Filipino

## 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 | Changed: | Size: 108.68 KB

Download

### Feeling Unwell Poster



#### Feeling Unwell - Poster

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

Download

### A COVID-19 information leaflet



#### COVID-19 Information Leaflet

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

Download

### All about flu



#### Flu Leaflet

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

Download

### Information for schools





### COVID-19 Information For Schools

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

[Download](#)

#### Information for hotels and lodges



### COVID-19 Advice For Hotels

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

[Download](#)



### COVID-19 Cleaning Information

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

[Download](#)

#### Social Distancing



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

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

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### Social Distancing - Spanish

Created: 2020-03-27 | Changed: 2020-04-20 | Size: 35.83 KB

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### Social Distancing - Filipino

Created: 2020-03-29 | Changed: 2020-04-20 | Size: 134.11 KB

[Download](#)



### Social Distancing - Zimbabwean

Created: 2020-04-06 | Changed: 2020-04-24 | Size: 142.64 KB

[Download](#)



### What you need to know about Social Distancing

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

[Download](#)

#### Self-isolation



### Self-isolation Guidance

Created: 2020-04-16 | Changed: 2020-04-17 | Size: 132.33 KB

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### Self-isolation Guidance - Spanish

Created: 2020-04-17 | Changed: 2020-04-17 | Size: 87.24 KB

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### Self-isolation Guidance - Filipino

Created: 2020-04-17 | Changed: 2020-04-17 | Size: 184.98 KB

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#### SPANISH COVID-19 Latest Updates



### COVID-19 Public Update - 23 April 2020 - Spanish

Created: 2020-04-24 | Changed: | Size: 95.91 KB

[Download](#)



### COVID-19 Public Update - 22 April 2020 - Spanish

Created: 2020-04-23 | Changed: | Size: 83.57 KB

[Download](#)



### COVID-19 Public Update - 20 April 2020 - Spanish

Created: 2020-04-23 | Changed: | Size: 146.76 KB

[Download](#)

#### FILIPINO COVID-19 Latest Updates



### COVID-19 Public Update - 23 April 2020 - Filipino

Created: 2020-04-24 | Changed: | Size: 157.59 KB

[Download](#)



### COVID-19 Public Update - 22 April 2020 - Filipino

Created: 2020-04-23 | Changed: | Size: 129.69 KB

[Download](#)



### COVID-19 Public Update - 20 April 2020 - Filipino

Created: 2020-04-23 | Changed: | Size: 192.55 KB

[Download](#)

## 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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