

## 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.

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### KEMH UPDATE

Results for the latest batch of 19 test swabs that are in the UK are expected tomorrow.

Processing typically takes up to 36 hours.

353 samples have so far been tested in the UK and there have been 13 COVID-19 positive results in total.

Two of those 13 remain in isolation at Mount Pleasant Complex, while the remainder of the individuals have either completed isolation or treatment.

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.

#### **EDUCATION**

The government is this week reviewing the current advice on the closure of schools and nurseries.

In order to allow further consideration and provide time for associated planning, parents are advised at this stage that schools and nurseries will not reopen before the 11 May.

Information will be provided later this week following further discussions with Members of the Legislative Assembly and consideration by Executive Council.

#### **ADVICE ON WIDER RESTRICTIONS**

Advice on wider restriction measures is also being currently reviewed. Any changes to the current arrangements will be announced later this week.

#### **YOUR WELLBEING**

If you are feeling anxious and stressed about COVID-19, 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.

The Community Volunteers led by Vicky Collier have a series of mental health support booklets for young children, older children/teenagers and adults. They can be sent in electronic format, or posted, and there are also copies currently in the Post Office and KEMH reception. All requests are dealt with in the strictest confidence. Contact [volunteers@sec.gov.fk](mailto:volunteers@sec.gov.fk) or 27451.

Finally, 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.

#### **REMEMBERING LOVED ONES**

One of the very difficult things about COVID-19 is how, around the world, it has affected the way we would normally gather to mark those who have passed away.

While we have fortunately not had any COVID-19 deaths here, those who handle mortuary and funeral arrangements have been working to put in place guidance for the community. Some funerals have already been held with social distancing rules.

We are today making that guidance available on our COVID-19 web page [www.fig.gov.fk/covid-19](http://www.fig.gov.fk/covid-19)

The Coroner, Sarah Whitby, is available for any questions you might have - you can contact her at the Courts on 27271, that's 27271. The Reverend Ian Faulds, on behalf of faith groups in the Islands, is also here to answer your questions, on 51051, that 51051

#### **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.

#### **TRANSLATIONS**

The Falkland Islands Government is frequently putting out new information about the COVID-19 coronavirus, and from the start we've been organising translations to reach our diverse community.

Advisories are being translated into Spanish, Filipino and Shona and are available on the COVID-19 web page.

Printed translations of documents are also available in the Post Office, West Store and the Chandlery

FIG would thank our translators for their hard work and commitment to getting the message out.

**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. 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.**

## 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 Public Update – 27 April 2020](#)

[COVID-19 Public Update – 24 April 2020](#)

[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](#)

[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](#)

## FIG & Business Directories

These advisories are guides to business and FIG services, with opening hours and contact details. They are based on publically available information but may always be subject to change.



### FIG Directory April 28

Created: 2020-04-28 | Changed: | Size: 531.16 KB

[Download](#)



### Business Directory Apr 28

Created: 2020-04-28 | Changed: | Size: 472.94 KB

[Download](#)

## 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

[Download](#)

## 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-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

Download



### EMPLOYEE FAQ

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

Download



### 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

Download



### SELF-EMPLOYED FAQ

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

Download

Spanish

Filipino

## How deaths and burials will be handled

Our Hospital and Coroner Service are putting in place measures to care for the deceased in the event of deaths during the present COVID-19 situation.

It is important after a COVID-19 death to remove the deceased to an area away from KEMH, and so a separate place for the deceased has been arranged away from the hospital. This is also now being used as the process for deaths not related to COVID-19.

The Coroner Sarah Whitby says the reason for this is to protect the hospital and its staff from infection as much as possible.

"This process is the responsibility of myself and my team, and we will keep family advised so that they can make arrangement for burial. There will be an opportunity for family and friends to see their relative or friend after death, but this must be managed differently."

Arrangements can be made for funeral services and burial, and a guidance document is available below.

Speaking on behalf of the Island's faith groups, the Reverend Ian Faulds said that the churches are working together to provide care and pastoral support both for the critically ill and for their families.

"Regardless of faith, religion or belief, this is what we are committed to do and all ministers are happy to work with the authorities and next of kin to ensure that any burials are conducted in a dignified way."

"Infection measures may well affect the way in which funerals can be held, but this will become clearer as time goes on and chaplaincy support will be available to those experiencing trauma in the community."

The Chief Medical Officer Dr Rebecca Edwards said that to lose anyone to COVID-19 will be a blow felt by all our community, but of course by their family and friends the most.

"I want people to know that our health teams will be doing our utmost to care for our most ill and save lives. We do very much need all of you to play your part as well by following government guidance around matters such as self-isolation, social distancing, and looking out for the needs of our most vulnerable."

If you have questions, the Coroner Sarah Whitby is available at the Court telephone number of 27271 to talk matters through. Ian Faulds can be reached on 51051.



### Funeral Guidance

Created: 2020-04-28 | Changed: | Size: 139.34 KB

Download

## 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

[Download](#)

### Social Distancing - Spanish

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

[Download](#)

### 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

[Download](#)

### Self-isolation Guidance - Spanish

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

[Download](#)

### Self-isolation Guidance - Filipino

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

[Download](#)

### Self-isolation Guidance - Zimbabwean

Created: 2020-04-27 | Changed: | Size: 124.72 KB

[Download](#)

## SPANISH COVID-19 Latest Updates



### COVID-19 Public Update - 28 April 2020 - Spanish

Created: 2020-04-29 | Changed: 2020-04-29 | Size: 81.56 KB

[Download](#)

### COVID-19 Public Update - 27 April 2020 - Spanish

Created: 2020-04-28 | Changed: | Size: 89.75 KB

[Download](#)



### COVID-19 Public Update - 24 April 2020 - Spanish

Created: 2020-04-27 | Changed: | Size: 113.15 KB

Download

#### FILIPINO COVID-19 Latest Updates



### COVID-19 Public Update - 28 April 2020 - Filipino

Created: 2020-04-29 | Changed: 2020-04-29 | Size: 100.94 KB

Download



### COVID-19 Public Update - 27 April 2020 - Filipino

Created: 2020-04-28 | Changed: | Size: 136.17 KB

Download



### COVID-19 Public Update - 24 April 2020 - Filipino

Created: 2020-04-27 | Changed: | Size: 113.81 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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