Home Office

Key UK COVID-19 Guidance for Refugees' Pre-Departure Information Resource

This guidance sheet continues on the next page.

If you would like to access the latest digital version of this guidance sheet in either English or Arabic, including accessible links to all listed resources, you can either:

- Scan the QR code below using your mobile device.
- Enter the URL below into any web browser.

ENGLISH

bit.ly/ukhopdpen

ARABIC

bit.ly/ukhopdpar

Home Office

Key UK Covid-19 Guidance for Refugees' Pre-Departure Information Resource

The information below reflects UK government guidelines as of 19/07/2021

Updates to UK government COVID-19 guidelines can be found at:

England:

Link to all information
https://www.gov.uk/coronavirus

Coronavirus restrictions: what you can and cannot do
https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do
 (Third link on the list is Arabic version)

Social distancing
https://www.gov.uk/government/publications/coronavirus-covid-19-meeting-with-others-safely-social-distancing

Shielding and protecting people who are extremely vulnerable
https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19
(Fourth link on the list is the Arabic version)

Wales:

Arabic: https://covid.reciteme.com/nhs-novel/
English: https://gov.wales/coronavirus

Scotland:

Arabic: https://www.nhsinform.scot/translations/languages/arabic/illnesses-and-conditions/coronavirus-covid-19
English: https://www.gov.scot/coronavirus-covid-19/

General advice on COVID-19

Symptoms of COVID-19

- High temperature
- A new, continuous cough
- A loss or change to your sense of smell or taste

How COVID-19 is spread

- COVID-19 is spread through close contact with people who have the virus. People with the virus can spread it even if they do not have symptoms.
- When someone with the virus breathes, speaks, coughs or sneezes, they release small droplets containing the virus.
- You can catch COVID-19 if you breathe in these droplets or touch surfaces covered with droplets.
- Touching your eyes, nose or mouth if your hands are not clean and was exposed to the virus.

measures to help prevent the catching and spread of COVID-19

For a simple explanation of hands, face, space see
https://www.youtube.com/watch?v=1CUrxdTd1bc&rel=0

- get vaccinated – everyone aged 18 or over can book COVID-19 vaccination appointments now
- meet people outside if possible
- open doors and windows to let in fresh air if meeting people inside
- limit the number of people you meet and avoid crowded places
- wear a face covering when it's hard to stay away from other people – particularly indoors or in crowded places
- wash your hands with soap and water or use hand sanitiser regularly throughout the day

Guidance is being regularly updated https://www.gov.uk/coronavirus
Guidance for Wales: https://gov.wales/coronavirus See also Public Health Wales website (click on

flag icon to choose a language for translation): https://covid.reciteme.com/nhs-novel/

Guidance for Scotland: https://www.gov.scot/collections/coronavirus-covid-19-guidance/

Face coverings:
- In the UK, there are some places where you must wear a face covering. Different rules exist in different parts of the UK. Further guidance is available at: https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own
- Guidance for Wales: https://gov.wales/face-coverings-guidance-public
- Guidance for Scotland: https://www.gov.scot/publications/coronavirus-covid-19-public-use-of-face-coverings/

Travel:
- You can help control coronavirus and travel safely by walking and cycling
- You should avoid travelling with people who do you not live with
- https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers#public-transport

- Welsh guidance: https://gov.wales/travelling-safely-during-coronavirus-pandemic-guidance-public-html
- Scottish guidance: https://www.gov.scot/publications/coronavirus-covid-19-guidance-on-travel-and-transport/
- Northern Ireland: https://www.nidirect.gov.uk/articles/coronavirus-covid-19-overview-and-advice

Pre-departure to the UK

Advice on measures pre-departure to the UK

- Wash hands regularly with soap and water or use hand sanitiser, especially before eating
- Avoid touching eyes, nose and mouth
- Where possible, avoid close contact (less than 2 metres) with anyone you do not live with, this is known as social distancing
- Catch coughs and sneezes in a tissue (or elbow) and discard the tissue in a bin
- Wear a face covering
- Adhere to local measures, e.g. curfews

Pre-departure COVID-19 testing

- All international passengers travelling to the UK are required to have a negative COVID-19 test before departure;
- All family members over the age of 11 will be tested for COVID-19 within 72 hours of departure. Certain airlines may require children under the age of 11 to also be tested. The test will be arranged for you and details of where the test will take place and how you will receive your results will be provided by IOM;
- If you or a family member receive a positive test result self-isolation measures will be implemented, and you will not be able to travel;
- Confirmation of your and your family members' negative test results will be provided to you on/before departure – you must bring this confirmation with you to the UK. If you do not you will not be able to travel.;
- You and your family members will still be required to quarantine for 10 days upon your arrival in the UK. (unless you come from Green listed country)

Pre-departure health assessments

- Additional safety measures will be in place for your pre-departure health assessment including
  - Initial phone screening before attendance at the clinic;
  - You will be advised of COVID-19 measures in place in clinics.
- Checks will take place for signs or symptoms of COVID-19 including a high temperature, a new consistent cough or a loss or change in your sense of taste or smell, and whether you have been in contact with any confirmed cases in the last 14 days;
- Those displaying symptoms will be tested and self-isolation measures implemented. If you or a family member receive a positive test result you will not be able to travel;
- If you are identified as being particularly vulnerable to COVID-19 because of your or a family member's medical condition, the Home Office will be notified to ensure you receive additional support on arrival in the UK.

Advice on measures during travel to the UK

- Wash hands regularly with soap and water or use hand sanitiser, especially before eating
- Avoid touching eyes, nose and mouth
- Where possible, avoid close contact (less than 2 metres) with anyone who you do not live with
- Catch coughs and sneezes in a tissue (or elbow) and discard the tissue in a bin
- Wear a face covering

- Alert escort and cabin crew if feeling unwell during travel for additional assistance – this includes a high temperature, a new consistent cough or a loss or change in your sense of taste or smell. If you do develop symptoms during travel, your support provider in the UK will be informed on arrival.

Arrival in the UK

Advice on COVID-19 prevention measures on arrival in the UK:

You should follow UK government COVID-19 guidance available at:

- Guidance for England: https://www.gov.uk/coronavirus
- Guidance for Wales: https://gov.wales/coronavirus See also Public Health Wales website

  (click on flag icon to choose a language for translation): https://covid.reciteme.com/nhs-novel/
- Guidance for Scotland: https://www.gov.scot/coronavirus-covid-19/

together with specific COVID-19 guidance in the area where you are being resettled.

To protect yourself and others:

- **Wash hands** - keep washing your hands regularly
- **Cover face** – comply with local guidance

If you are feeling unwell, get a test and do not leave home for at least 10 days

The free NHS COVID-19 app is a vital part of the NHS Test and Trace service in England, and the NHS Wales Test, Trace, Protect Service https://gov.wales/nhs-covid-19-app https://www.covid19.nhs.uk/ In Scotland, the free Protect Scotland app is a vital part of NHS Scotland's Test and Protect https://protect.scot/

Key contacts for medical services in the UK:

- Medical help: England and Northern Ireland: NHS 111 online https://111.nhs.uk/. Wales: NHS 111 online https://111.nhs.wales.nhs.uk/ . Scotland: NHS 24 111 https://nhs24.scot/111 **Emergencies:** call 999.
- Additional support available during the COVID-19 pandemic
  - For England: https://www.gov.uk/find-coronavirus-support
  - For Wales:
    - https://issuu.com/acesupporthub/docs/covid-19_multilingual_help_booklet__new2_
    - https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/staying-well-at-home/further-support-and-helping-others/
  - For Scotland: https://www.gov.scot/publications/coronavirus-covid-19-guidance-on-support-information-food-and-other-essentials/pages/overview/
- COVID-19 testing for those with symptoms: https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested

Quarantine on Arrival

Amber list countries

- you will need to quarantine for 10 days by staying at home at all times – i.e. not going out even to buy food or other essentials, and any exercise to be taken within your own home

- Your local authority support worker or Community Sponsor will support you in accessing any immediate medical support or essential supplies during this period

- Everyone over the age of 5 must take a COVID-19 test on or within 2 days of arrival for variant surveillance a test on or after day 8 to check that you do not have COVID-19. These tests will be arranged for you by your local authority support worker or Community Sponsor.

- You will not be able to leave quarantine until you have received both a negative result from your day 8 test and completed the full 10 days quarantine. If you do not take the tests, you may face a penalty of up to £2,000.

- If you test positive for either test you must quarantine for a further 10 days from the day you took the test – if this happens you will receive further advice alongside your test results.

Red list countries

- If you are arriving from a red list country, your quarantine will be in a hotel under the managed quarantine service for 10 days.

- While in hotel quarantine, your local authority or Community Sponsor will contact you and remotely support you in the best practicable way. In addition to the initial phone contact, they may be able to arrange other remote contact measures.

- Everyone over the age of 5 must take a COVID-19 test on or within 2 days of arrival for variant surveillance a test on or after day 8 to check that you do not have COVID-19. The tests must be taken in your room in the quarantine hotel.

- You will not be able to leave quarantine until you have received both a negative result from your day 8 test and completed the full 10 days quarantine. If you do not take the tests, you may face a penalty of up to £2,000.

- If you get a positive result from either of your tests, you will not be able to leave managed quarantine until 10 days have passed from the day after the date of the test.

- See attached 'Managed Quarantine – What to Expect' with full details of the hotel quarantine.

Full details:

England : https://www.gov.uk/guidance/booking-and-staying-in-a-quarantine-hotel-when-you-arrive-in-england#testing-in-managed-quarantine

Scotland: https://www.gov.scot/publications/coronavirus-covid-19-international-travel-quarantine/pages/overview/

Wales: https://gov.wales/travel-wales-covid-19-testing-and-isolation

Northern Ireland: https://www.nidirect.gov.uk/node/14175

What you should do if you develop symptoms of COVID-19 after arrival in the UK:

- Contact your local authority support worker or Community Sponsor who will be able to provide advice and support
- Self-isolate for the advised period of time
- Everyone who you live with must also self-isolate, you do not need to take a COVID-19 test unless you develop symptoms
- Isolation means staying at home at all times – i.e. not going out even to buy food or other essentials, and any exercise to be taken within own home
- You should not have any visitors to your home whilst you are self-isolating
- Arrange to have a free test for COVID-19 if you have not already had one – your support worker will be able to assist you with this
- Your local authority support worker or Community Sponsor will support you in accessing essential supplies

Testing for COVID-19 in the UK

Those with symptoms of COVID-19, can request to be tested by the NHS Test & Trace service at: https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested.

- It is currently possible to:
  - book to attend at a testing centre for testing (your local authority support worker or Community Sponsor can advise on your closest testing centre and how to travel to the centre) *OR*
  - arrange a home test kit delivery

Your details are required for the service to feedback with the test result and offer you advice

- You must continue to self-isolate
  - until you have completed the period of self-isolation *OR*
  - you have received a negative test result and your symptoms have resolved

If you have problems using the online testing service, you can contact your local authority support worker or Community Sponsor or call:
119   if you're in England, Wales or Northern Ireland
0300 303 2713   if you're in Scotland

For more information on the testing and follow up process, see:
England: https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works
Wales: https://gov.wales/test-trace-protect-process-summary (includes several translated versions)
Scotland: https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-and-protect/coronavirus-covid-19-contact-tracing

*For support during self-isolation, see '*Key contacts for medical services in the UK' (page 7)*

If your test result is positive:
- A positive test result means you must complete a 10-day isolation period
- If you do not have symptoms but have tested positive for COVID-19, stay at home and self-isolate for 10 days from the day the test was taken. If you develop symptoms after your test, restart your 10-day isolation period from the day the symptoms start
- Stay as far away from other people who you live with as possible, especially if they are clinically extremely vulnerable. Avoid using shared spaces such as kitchens and other living areas while others are present and take your meals back to your room to eat
- You should not have any visitors to your home whilst you are self-isolating
- Additional stay at home guidance for households with possible COVID-19 infection or households with grandparents, parents and children living together where someone is at increased risk can be found at https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance (including guidance in Arabic)

If your test result is negative:
- If your test is negative, you can stop self-isolating as long as you are well.

Reduce the spread of COVID-19 in your household:
- Everyone who lives in the same house should take the following steps to reduce the risk of catching COVID-19 or passing it on to others.

- Wash your hands regularly for at least 20 seconds with soap and water or use hand sanitiser. Cover your mouth and nose with a disposable tissue when you cough or sneeze, bin it promptly and wash your hands. If you don't have a tissue, cough or sneeze into the crook of your elbow. Avoid touching your face.
- Regularly clean frequently touched surfaces and shared areas such as kitchens and bathrooms and keep indoor areas well-ventilated by opening windows where possible.
- If you have symptoms of COVID-19 or a positive test result, use a face covering when spending time in shared areas inside your home.

If you are contacted by NHS Test and Trace

- If you have been in contact with a person who has had a positive test result for COVID-19 and who does not live with you, you will be contacted by NHS Test and Trace https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works#part-2-people-who-have-had-close-contact-with-someone-who-has-coronavirus
- Contacts of a person who has tested positive for COVID-19 need to self-isolate at home because they are at risk of developing COVID-19 themselves in the next 10 days. They could spread the virus to others, even before any symptoms begin.
- If you are told to self-isolate
  - If you are identified as someone who has had close recent contact with someone who has tested positive for coronavirus, you will be notified that you must self-isolate in line with medical advice and the law.
  - It is a legal requirement to self-isolate if you are identified as a contact and told to self-isolate by NHS Test and Trace. Failure to self-isolate for the full time-period can result in a fine, starting from £1,000.
  - You may be feeling well and not have any symptoms, but it is still essential for you to follow the advice that you are given.
  - This is because, if you have been infected, you could be infectious to others. Some people infected with the virus don't show any symptoms at all and it is therefore crucial to self-isolate to avoid unknowingly spreading the virus.
  - If you do not have symptoms, you must not seek a test, as the scientific evidence shows that the test may not be able to detect whether you have the virus.
- How you will be told to self-isolate
  - If you are aged 18 or over, you will be contacted by text message or email but there will be a follow up by phone if they don't get a response. If NHS Test and Trace only have a landline number for you, they will contact you on that number.
  - If you are under 18 years old, you will be contacted by phone wherever possible and asked for consent from your parent or guardian to continue the call.
  - If you have internet access, you will be asked to log onto the NHS Test and Trace website. This is the simplest way of giving you the information you need and the opportunity to ask any questions. The online service will also ask you to confirm that you are following the advice on self-isolation.
  - If you do not have internet access, it will be arranged for a trained call handler to speak to you by phone to give you the information and advice you need.
- What happens next
  - You must self-isolate for 10 days after you were in contact with the person who has tested positive for coronavirus. This is crucial to avoid unknowingly spreading the virus and failure to do so can result in a fine, starting from £1,000.
  - Self-isolation means staying at home and not going outside your home at any time. If you live with other people, they do not need to self-isolate, but they should avoid contact with you as far as possible and follow advice on hygiene. If you do not live with other people, you should seek help from others, or delivery services, for

essential activities such as food shopping. Self-isolation can be particularly challenging if you are looking after children, or if you care for vulnerable people who cannot stay with friends or family.
  - o Your local authority support worker or Community Sponsor will support you in accessing essential supplies
  - o If you go on to develop symptoms, anyone you live with must then self-isolate and you must report your symptoms and get tested.
  - o It is crucial that you complete your 10-day self-isolation period if you've been identified as a contact, even if you get a negative test result. This is because you may have the virus, but it cannot yet be detected by a test, so you could unknowingly spread the virus if you leave the house. Other members of your household, however, do not need to remain in self-isolation.
- When we contact you
  - o If NHS Test and Trace contacts you, the service will use text messages, email or phone.
  - o All texts or emails will ask you to sign into the NHS Test and Trace contact-tracing website.
  - o If NHS Test and Trace calls you by phone, the service will be using the phone number 0300 013 5000.
  - o All information you provide to NHS Test and Trace is held in strict confidence and will only be kept and used in line with the Data Protection Act 2018.
- Contact tracers will:
  - o call you from 0300 013 5000
  - o send you text messages from 'NHS'
  - o ask for your full name and date of birth to confirm your identity, and postcode to offer support while self-isolating
  - o ask if you are experiencing any coronavirus symptoms
  - o provide advice on what you must do as you have been in contact with someone who has tested positive for coronavirus
- Contact tracers will never:
  - o ask you to dial a premium rate number to speak to us (for example, those starting 09 or 087)
  - o ask you to make any form of payment or purchase a product of any kind
  - o ask for any details about your bank account
  - o ask for your social media identities or login details, or those of your contacts
  - o ask you for any passwords or PINs, or ask you to set up any passwords or PINs over the phone
  - o disclose any of your personal or medical information to your contacts
  - o provide medical advice on the treatment of any potential coronavirus symptoms
  - o ask you to download any software to your PC or ask you to hand over control of your PC, smartphone or tablet to anyone else
  - o ask you to access any website that does not belong to the government or NHS

Regular rapid COVID-19 tests if you do not have symptoms
England: https://www.nhs.uk/conditions/coronavirus-covid-19/testing/regular-rapid-coronavirus-tests-if-you-do-not-have-symptoms/

Further information for Scotland:

https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-and-protect/coronavirus-covid-19-get-a-test-if-you-do-not-have-symptoms

Further information for Wales:

Further information for Northern Ireland:

You can get regular rapid tests if you do not have symptoms of coronavirus (COVID-19).

Why you should get tested regularly

- About 1 in 3 people with COVID-19 do not have symptoms but can still infect others.
- Getting tested regularly is the only way to know if you have the virus. If people test positive and self-isolate, it helps stop the virus spreading.

About rapid tests

- The test for people without symptoms of COVID-19 is called a rapid lateral flow test.
- This usually involves rubbing a long cotton bud (swab) over your tonsils (or where they would have been) and inside your nose.
- The tests can give you a result in 30 minutes. They use a device similar to a pregnancy test and do not need to be sent to a lab.
- You can do a rapid test at home or at a rapid lateral flow test site.
- If you test positive, you and anyone you live with will need to self-isolate.

Who can get regular rapid tests

- Anyone who does not have symptoms can get regular rapid lateral flow tests to check for COVID-19.

Information:

- If you have symptoms of COVID-19, you need a different test called a PCR test. Get a PCR test if you have symptoms of COVID-19 on GOV.UK

How to get regular rapid tests

- Order tests online
    - You can get a pack of 7 rapid tests sent to your home.
    - If you do tests at home, you'll need to report your results online or on the phone.
    - Order rapid lateral flow home test kits on GOV.UK
- Collect tests to do at home
    - You can collect up to 2 packs of 7 rapid tests from a local pharmacy or test site.
    - If you do tests at home, you'll need to report your results online or on the phone.
    - Find where to get rapid lateral flow tests
- Go to a test site
    - You can get tested at a rapid lateral flow test site.
    - If you go to a test site:
        - you may need an appointment, so check before you go
        - a trained helper might be able to help you do the test
        - you'll get a text or email with the result when it's ready

COVID-19 Vaccination in the UK

Coronavirus (COVID-19) vaccination:

https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/

Additional information for Scotland:

https://www.nhsinform.scot/covid-19-vaccine

 Additional information for Wales:

https://phw.nhs.wales/topics/immunisation-and-vaccines/covid-19-vaccination-information/

Additional information for Northern Ireland:

https://www.nidirect.gov.uk/articles/get-covid-19-vaccination-northern-ireland

Who can get the COVID-19 vaccine

All adults in England have now been offered at least one dose of a COVID-19 vaccine. The vaccines are safe and effective. They give you the best protection against COVID-19.

If you have not yet received the COVID-19 vaccine, you should get vaccinated. It usually takes around two to three weeks for an antibody response to develop. You need two doses of vaccine for maximum protection against COVID-19. Please ask the Local Authority support worker about how you can get vaccinated and support they can offer.

Further COVID-19 guidance for those considered at increased risk

- There has been a higher risk of COVID-19 associated with factors including Black, Asian and Minority Ethnicities (BAME), older age, male sex and place of birth outside the UK and Ireland
- Those who are extremely clinically vulnerable due to a serious medical condition are also at increased risk

Advice if you are extremely clinically vulnerable

- Guidance for those who are extremely clinically vulnerable is available for each country:
- For England: https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19
- For Wales:
    - https://gov.wales/protecting-people-defined-medical-grounds-extremely-vulnerable-coronavirus-covid-19-previously
    - https://gov.wales/protect-yourself-others-coronavirus
- For Scotland: https://www.gov.scot/publications/covid-shielding/
- If you are identified as being extremely clinically vulnerable due to a serious medical condition, your local authority or Community Sponsor will have been notified prior to your arrival in the UK to ensure that additional support is in place;
- If you are clinically extremely vulnerable, you are no longer advised to shield. However, you should continue to follow the guidance for people who are clinically extremely vulnerable and are advised to continue taking extra precautions to protect yourself. It is important that you continue to keep the number of social interactions that you have low and try to limit the amount of time you spend in settings where it is difficult to maintain social distancing.

Easing of restrictions in the UK

Most of the restrictions brought about because of the pandemic have been eased from July 2021 onwards:

Full details are in the government website which is updated on a regular basis:

https://www.gov.uk/coronavirus