

**Information about protective measures taken by
the Federal Office for Immigration and Asylum (BFA) in respect of COVID-19**

Dear Madam or Sir,

Until further notice, the following measures are decreed for all official BFA buildings to prevent the spreading of COVID-19 and reduce the risk of infection:

- **Nose and mouth protective device (FFP2 respiration mask)**

All external persons (e.g. parties, persons concerned, witnesses, representatives, legal counsels, trusted persons, interpreters, experts, suppliers etc.) must wear an **FFP2 respiration mask without exhalation valve** or protective mask of equivalent/higher standard within the official building / on the office premises (enclosed indoor spaces); these must be left on in all publicly accessible areas and lifts.

Exemptions from the obligation to wear an FFP2 respiration mask:

- Medical reasons; to the extent possible, normal nose and mouth protection has to be worn in those cases. Medical reasons must as a matter of principle be substantiated by a medical certificate issued by an Austrian physician.
- Pregnant women: Normal nose and mouth protection will be sufficient.
- Minors under the age of 14: Normal nose and mouth protection will be sufficient.
- Children under the age of 6: No obligation to wear FFP2 masks or nose and mouth protection.
- Severe communication problems due to hearing or speech impairments; normal nose and mouth protection will be sufficient as an exception.

Please **bring your own FFP2 respiration mask** or protective mask of equivalent/higher standard.

- **Minimum distance**

A minimum distance of 2 metres must be kept in the entire official building.

Exemptions from the minimum distance rule:

- Members of a family or persons living in a common household amongst themselves, persons accompanying people with impairments etc.
- When support or assistance is provided for a brief period of time
- If it is not possible to keep a minimum distance due to the space available (e.g. when passing others in corridors)
- If physical separation is available (e.g. divider screens)

- **Timely arrival**

To avoid larger volumes of persons in one place, please be at the security check **in a timely manner**.

- **Access to official buildings, admission and security checks**

Admission to the official building can only be granted if the **minimum distance of 2 metres** is adhered to and there is **sufficient space in the waiting areas**. When entering the official building, you will be asked to **disinfect your hands** using the hand sanitizer provided. Every person entering will undergo the security check (save for exemptions) and as a rule, non contact body temperature measurements will be carried out. No access can be granted to persons running a fever.

Due to the current situation, there may be restrictions regarding the number of persons who can be seen during office hours. To minimize the risk of infection, you should as a rule bring no more than **one accompanying person** with you. The accompanying person is also subject to the minimum distance rule. Accompanying persons providing personal assistance and care are exempted.

- **Waiting areas**

Regardless of whether you have received a summons or not, you **have to stay in the waiting areas** without leaving the area, if possible. After your matter has been handled, please leave the building **immediately** whilst **adhering to the minimum distance**.

- **Health advice**

If you show symptoms or are afraid that you might be ill, please stay home and dial 1450. Moreover, please notify the BFA without delay that you are unable to keep the appointment for reasons of health.

For updates on changes and office hours please visit the BFA website at: www.bfa.gv.at