

**Information on the protective measures taken by the
Federal Office for Immigration and Asylum in relation to COVID-19**

Dear Sir or Madam,

If possible, please only come to the Federal Office for Immigration and Asylum if you are vaccinated, recovered or tested (3G)!

In order to prevent the spread of COVID-19 and to reduce the risk of infection, **the following measures are prescribed** in all BFA buildings **until further notice**:

All external persons (e.g. parties, involved persons, witnesses, representatives, legal advisors, confidants, interpreters, experts, suppliers, etc.) must wear a **FFP2 respirator mask without an exhalation valve**, an equivalent mask or a mask corresponding to a higher standard in the office building / in the office premises (enclosed spaces), which must be kept on in all public areas and lifts.

Exemptions from the obligation to wear a FFP2 respirator mask include:

- Pregnant women: Tight-fitting protection covering the mouth and nose area (mouth and nose protection - MNS) is sufficient for these
- Minors under the age of 14: A mouth and nose protection is sufficient for these
- Children under the age of 6: There is no obligation to wear FFP2 masks or mouth and nose protection for these
- In case of serious communication problems due to hearing or speech impairments, the communication partners may wear mouth and nose protection for the duration of the conversation or briefly remove the mask if this is necessary for communication.
- Medical reasons; mouth and nose protection should be worn to the extent possible in this case. If this is also not reasonable for health reasons, another mechanical protection device that is not tight-fitting, but completely covers the mouth and nose area may also be worn.

Grounds for exemption must be proven by the party concerned and a **medical certificate** is proof for medical reasons.

Please **bring your own FFP2 respirator mask**, an equivalent mask or a mask corresponding to a higher standard.

- **Minimum distance**

A minimum distance of 2 metres must be maintained throughout the office building. **Persons living in the same household** are an **exception**.

- **Timely arrival**

In order to prevent increased crowding, you are requested to arrive **punctually** for the security check.

- **Access to the office building, entrance and security check**

Entrance to the office building can only be granted if the proposed **minimum distance of 2 metres** is maintained and the **necessary open spaces in the waiting area** are available. You will be prompted to **disinfect your hands** with the provided disinfectant dispensers immediately upon entering the office building. Each person will have to undergo a security check (except in case of existing exemptions) and the person's body temperature will also normally be measured using a non-contact thermometer. If the person has a fever, access cannot be granted.

Due the current situation, restrictions on public office hours are possible. In order to minimise the risk of infection, persons may be accompanied by a maximum of **one accompanying person** in general. The minimum distance must also be maintained from this person. An exemption is made for accompanying persons in connection with assistance and care services.

- **Waiting areas**

Uninvited and invited persons must **wait in the public office hours waiting area** and not leave it at all until they are called. Once the respective matter is settled, the person must then **immediately** leave the building **in compliance with the minimum distance requirement**.

- **Health advice**

If you have symptoms or fear that you are infected, stay at home and call 1450. In addition, please promptly inform the Federal Office for Immigration and Asylum (BFA) that you cannot attend your appointment for health reasons.

The Federal Office for Immigration and Asylum (BFA) continuously provides information about current changes and the public office hours on the website: www.bfa.gv.at