

**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 masks (general obligation to wear masks)**

All external persons (e.g. parties, persons concerned, witnesses, representatives, legal counsels, trusted persons, interpreters, experts, suppliers etc.) must wear tight-fitting protective devices ensuring that mouth and nose are well covered within the official building / on the office premises. These must be left on in all publicly accessible areas and lifts. Please note that so-called “face shields” are not sufficient for this purpose.

Children under the age of 6 and persons who cannot wear masks for **medical reasons** are **exempted**. If medical reasons apply, protective devices which are merely covering but not tight-fitting will be sufficient. These include full face shields (mini face shields in front of nose and mouth are not enough). If this is not possible for medical reasons, either, no mouth-nose protection has to be worn. Medical reasons must be **substantiated by a medical certificate**.

If possible, please bring your own mouth-nose protection. Mouth-nose protection can be provided if necessary.

- **Minimum distance**

A **minimum distance of 1 metre must be kept** in the entire official building. **Persons living in a common household are exempted** from this rule.

- **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 1 metre** is adhered to and there is **sufficient space in the waiting areas**. When entering

the official building, you will be ask 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**.

- **Nose and mouth masks and minimum distance during official acts (interviews etc):**

According to current legislation (COVID-19-VwBG) a minimum distances of 1 metre has to be kept between all persons present and all persons present must wear nose and mouth masks (children under the age of 6 and persons who cannot wear masks for medical reasons are exempted). Please **follow** the **instructions** of the officer in charge of the official act.

- **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 medical reasons.

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