Coronavirus guidance for staff
Correct at: 18 March 2020

The UK Prime Minister announced important new measures on Monday 16 March related to managing the public risks of coronavirus (COVID-19). See the coming into work section for more details.

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What is COVID-19 coronavirus?
A coronavirus is a type of viral infection. The COVID-19 strain was first identified in Wuhan, China. It is transmitted and has symptoms similar to the flu, though it has higher health risks for some people.

Symptoms

The WHO has observed that:
- The most common symptoms of COVID-19 are fever, tiredness, and dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhea. These symptoms are usually mild and begin gradually. Some people become infected but don't develop any symptoms and don't feel unwell.
- Illness due to COVID-19 infection is generally mild, especially for children and young adults. However, it can cause serious illness: about 1 in every 5 people who catch it need hospital care.
- Older persons and persons with pre-existing medical conditions (such as high blood pressure, heart disease, lung disease, cancer or diabetes) appear to develop serious
illness more often than others.

- The incubation period (the time between catching the virus and beginning to have symptoms) may range from 1-14 days, but is estimated to most commonly be around five days.

**Prevention**

The WHO advises that COVID-19 can spread from person to person through small droplets from the nose or mouth which are spread when an infected person coughs or exhales. These droplets land on objects and surfaces around the person. Other people then catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose or mouth.

This is similar to how influenza and other respiratory pathogens spread.

Advice based on World Health Organization (WHO) guidance also en Français and en Español.

- Wash your hands frequently and thoroughly with an alcohol-based hand rub or soap and water.
- Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately. Then wash your hands.
- Maintain at least 1 metre distance from anyone who is coughing or sneezing.
- Avoid touching your eyes, nose and mouth.
- Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority.

See more specific guidance in the Q&A below.

**Travel restrictions**

We have stopped all non-essential international travel.

Previously this restriction only applied to international travel for global gatherings and guests, it now applies to all forms of international travel.

Please see the Q&A below for more details and guidance.

**How we are responding**

We are monitoring the situation closely, continually assessing the risks, and following the guidance of appropriate authorities, such as the WHO and Public Health England.
We are in close touch with other NGOs to ensure we are drawing on the experience of the wider humanitarian community. So far, we have:

- Assessed the risks to our people, operations and events
- Identified the scenarios that we need to plan for, and developed initial plans
- Created an Executive Committee that meets daily to make decisions on policies, actions and risks
- Created a Taskforce that reports daily to the Executive Committee on developments, recommended actions, and implementation of actions
- Implemented hygiene plans in all our offices
- Issued guidance to country offices on standard adaptations to minimize the risks of coronavirus to staff, partners and beneficiaries
- Developed formal response plans in our larger offices for responding to anyone with symptoms
- Begun working with country offices on their plans to provide continuity of programming to our beneficiaries
- Reviewed the risks to our major events that involve large public gatherings
- Begun communicating with our supporters, donors and other key stakeholders about our response and how our work is being affected
- Developed humanitarian response plans

Country teams are monitoring their local situation and planning for practical measures, as they are required. These include:

- briefing staff on the local situation
- planning hygiene regimes
- identifying local medical resources
- reviewing home-working procedures
- reviewing quarantine procedures
- restricting visits if necessary
- reporting incidents to Teddington

Our aims are to:

- Protect the health and well-being of our staff, volunteers, and others under our duty of care.
- Minimize any disruption to our work and organisational objectives
- Reassure staff through timely, accurate information and effective action

Key sources of information

Here is the advice from the World Health Organization which is also available en Français and en Español.

Here is the advice from the UK Government. The UK Government published its coronavirus action plan on 3 March, and is updating its response regularly.
We will provide regular information to Tearfund staff as the situation develops, including emails and regularly updating the Q&A below. All UK staff are requested to check the Q&A once a day. Changes in the last 24 hours will be highlighted in yellow.

If you still have questions then please contact coronavirus@tearfund.org.

Question and answer

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Feeling unwell

What should I do if I feel unwell away from work / at home?
Please do not come into the office until you have sought medical advice.

If you do not have any symptoms of COVID-19, follow the normal processes for feeling unwell. This includes contacting your line manager to discuss working from home, if you are well enough.

In the UK, if you do have any symptoms of COVID-19:

1. If you have a high temperature (you feel hot to touch on your chest or back) or a new continuous cough (you've started coughing repeatedly), you need to stay at home and self isolate using these instructions from Public Health England
2. Otherwise, use the NHS COVID-19 111 online advice service and follow all the advice you are given.

Please advise your line manager of your situation when you have followed this advice, and record your situation in SelectHR using the special categories we have created for coronavirus.

**What should I do if I feel unwell at work?** *(guidance for those still working in an office)*

If you do not have any symptoms of COVID-19, follow the normal processes for first aid, medical advice, and adjusting your work arrangements.

If you do have any symptoms of COVID-19, follow the plan that has been developed for your office.

In the UK, this plan begins with:

1. If you have a high temperature (you feel hot to touch on your chest or back) or a new continuous cough (you've started coughing repeatedly), immediately notify your office First Aider who will guide you on next steps.
2. Otherwise, use the NHS COVID-19 111 online advice service. If this advice indicates you are at risk, please immediately notify your office First Aider who will guide you on next steps.

**Emotional support**

_I am feeling worried and anxious about coronavirus. Is there anyone I can talk to about emotional wellbeing or pastoral matters?_

Yes our Pastoral Coordinator is available to provide pastoral support for staff affected by coronavirus. Please contact wellbeing@tearfund.org for help.

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**Caring responsibilities**

_If my child's school or other childcare facility (e.g. nursery or childminder) shuts will Tearfund allow me to work from home?_

Yes, you can request to work from home for a period of time. Please speak to your line manager to agree a plan that allows you to complete your work from home.
Where caring for your family member(s) makes it impossible for you to work at full capacity, you should discuss your situation with your line manager. Where it is possible, there is an expectation that staff will do their best to continue to work around their other responsibilities and you should talk to your line manager to agree your priorities and discuss any work it may not be possible to complete.

In the short term we are **not** requiring you to take sick leave or unpaid leave and we will continue to pay you as normal.

If the situation worsens and you are unable to work at full capacity for a prolonged period of time, we may need to revisit this position. In the meantime, we are awaiting further advice from the government on support for staff in this situation.

If you work in a country outside of the UK and/or your role does not allow you to work from home please speak to your HR Business Partner/Line Manager for guidance.

**The UK Government has included charity workers among the "key public services". The guidance sets out special provision for childcare/schooling. Does that include Tearfund staff?**

No. We have confirmed with our legal team that the Government's guidance does not apply to international charities. Therefore, Tearfund UK staff should not consider themselves to be key public service workers. Tearfund UK staff are therefore not entitled to send their children to school after 20 March on the basis of their employment with Tearfund.

**If I am unable to work at full capacity due to caring responsibilities, how do I log this on Select HR?**

We have added some additional options on Select HR for this situation. If you have caring responsibilities which are limiting your ability to work at full capacity whilst we are all working from home, please log this on Select HR on a weekly basis.

**If a member of my household or family is showing symptoms of the coronavirus, what do I do?**

If you are in the UK, ask them to use the [NHS COVID-19 111 online advice service](https://www.nhs111.org.uk/coronavirus). If you are caring for a relative please speak to your line manager to agree a plan that allows you to complete your work from home if possible.
responsibilities and you should talk to your line manager to agree your priorities and discuss any work it may not be possible to complete.

In the short term we are not requiring you to take sick leave or unpaid leave and we will continue to pay you as normal.

If the situation worsens and you are unable to work at full capacity for a prolonged period of time, we may need to revisit this position. In the meantime, we are awaiting further advice from the government on support for staff in this situation.

Coming in to work / Working from home

The UK Prime Minister announced important new measures on Monday 16 March related to managing the public risks of coronavirus (COVID-19).

These include:

- Anyone who lives with someone who has a persistent cough or a temperature should stay at home for 14 days
- People should start working from home where they possibly can

Are our UK offices closed?

Yes, following UK government advice we have closed the Teddington, Glasgow and Belfast offices to non-essential staff and visitors. All non-essential staff are working from home (see question below about essential staff)

The Teddington building itself will remain open during normal hours for essential functions (post, maintenance, security, etc). Facilities staff will cover reception during those times. Any change to this approach will be communicated.

If you have an essential need to access the Teddington building that is not listed below, from Wednesday 18 March you must obtain approval from your ET director who will then notify the facilities team on facilitieshelpdesk@tearfund.org.

If you need to contact Facilities please use facilitieshelpdesk@tearfund.org and not the emails of individual staff.

Which essential staff will continue to work from Teddington?
On Wednesday 18 March **only**, essential staff includes anyone who wasn’t able to come in on Tuesday 17 March and needs to come in to collect IT equipment and other work-related materials to enable them to work effectively from home for a prolonged period of time.

The following staff have been identified as needing to continue working from the Teddington building:

- **Facilities team**, to:
  - Open general post to forward as required
  - Provide security and access for essential maintenance
  - Receive postal invoices
  - Run post room services for essential mail to supporters
- **Some of the Donor Care Team**, to:
  - Open all inbound supporter post, and action high-priority post:
    - Bank high-value cheques
    - Process direct debit forms
    - Forward legacies notifications to legacies team
    - Respond to supporter letters
  - Arrange outgoing mail from print room to supporters
- **Occasional access by Brand & Comms team members**, to download very large media files

The office will remain open for staff to collect items but not for staff to work in, unless approved by an ET director, as noted above.

**I have a child or children with me. Can I still access the Teddington building to collect items or to work if I am an essential worker?**

Under the current circumstances we are not allowing children to enter the office. This is a temporary policy that applies only whilst the office is closed to non-essential staff. You can still receive your items by asking the member of Facilities staff on reception to collect them for you, while you stay with your child/children in reception. Please help Facilities by bringing any necessary keys with you and let them know in advance by emailing facilitiesheldpesk@tearfund.org.

**What is the effect of the Teddington office closures on our cleaners and caterers?**

We have asked Shield cleaners to provide a daily cleaning service, focussing on the communal areas and the second floor, where essential staff will be working.

Our contract with Connect Catering is to pay their direct costs, plus a small management fee, and we retain all the income. During the office closure there will be a limited catering service for those essential workers still on site. Bill, the Chef Manager will be staying on and Connect will try to redeploy the Catering Assistants to other sites or other operations such
as preparing food for delivery. We have asked Connect to look after the Catering Assistants as best they can, and inform us of any impacts.

**Are we still allowing members of the public to come into our offices?**

As of 18/03/2020, the Teddington office building will remain open but the office will be closed to staff and visitors, except for a limited number of exceptions as above. Reception will remain open to receive post and maintain the building.

**Are we going to close other country offices and ask staff to work from home?**

We are continuously assessing the need for this in all our country offices. In each case we intend to follow the advice of the relevant country government and public health authority, unless our assessment of risk indicates otherwise.

**How are we going to make the best use of digital and technology tools to work from home effectively?**

With many staff now working from home, we have a great need and opportunity to advance our digital and technology roadmap.

The Digital and Technology Reference Group (facilitated by Catriona Dejean with representatives from across all parts of Tearfund in the UK and internationally) will therefore review the use of digital tools across the organisation over the next 2 weeks and then provide recommendations to the ExCom on potential new tools or approaches. In the meantime, we are asking most staff to make the best use of our existing tools (Google and others approved by IT), as they adjust to their new work environment.

If you would like to be involved with the innovation process, please get in touch with the Digital and Technology Reference Group (digandtech@tearfund.org)

**How can I work effectively from home?**

During times of uncertainty, it is important we stay connected with one another, look after ourselves, and set up rhythms as we work in new environments.

It can be challenging to adjust to changes in our routines and ways of working. Our working from home guidance has been put together with tips, suggestions, and information to help you to continue to be effective, productive, and take care of your wellbeing.

**It is not practical for me to work from home, what should I do?**

Please discuss this now with your line manager. We are providing guidance to line managers on how they can assist staff to work away from the office, including access to technology, alternative working locations, and ways of working. Your line manager will work with you to accommodate your circumstances as best as possible.
I have a UK expense claim. How do I submit physical receipts now that I can’t come into the Teddington office?

Expense claims should be submitted electronically to expenses-ukstaff@tearfund.org. You can scan receipts or take a photo of them, and email them with your completed expense form. Your line manager can sign your form electronically, or by reply email to expenses-ukstaff@tearfund.org. Expenses can be temporarily approved by a line manager even if the receipts are not attached, and reviewed and adjusted later if necessary.

I have an invoice to send to finance, how can I do this remotely?

Invoices can be approved electronically by the appropriate budget holder by email. This email chain should then be sent to plinvoices@tearfund.org ensuring that the email includes all codes finance need to process the payment and attaching the original invoice and the finance invoice payment request form. Further information can be found on the finance hub.

The UK Government has moved from the "Contain" phase to the "Delay" phase of its Coronavirus action plan; what does it mean for us?

We are continuously monitoring the UK Government’s action plan and evolving response. We are anticipating new restrictions that might be applied in the coming weeks, and we are preparing for these. We will inform staff and update this Q&A about any new restrictions and what it means for them.

If there are any significant changes to our way of working, this will be communicated via internal comms, so please prioritise reading these emails.

If staff need to work from home to care for children or other family members, please see answers above.

I think I might have been exposed to someone with COVID-19. What should I do?

If you are in the UK, follow the advice of the NHS COVID-19 111 online advice service. As of 16 March, the UK Government announced that anyone who lives with someone who has a persistent cough or a temperature should stay at home for 14 days.

Outside the UK, please take the advice of a medical professional. We also recommend checking the WHO website.

Should I self-isolate / stay at home?

You only need to self-isolate if instructed or required by a government or public health authority. The need to self-isolate will depend upon symptoms, travel patterns, exposure to confirmed cases of COVID-19, and national health policy.
If you are in the UK, you can determine this using the NHS COVID-19 111 online advice service. As of 18 March, this service was requiring anyone who has symptoms of COVID-19 or lives in a house with someone who has symptoms to stay at home, per the Government's Stay at home guidance for households with possible coronavirus infection. If you self-isolate, please inform your line manager and record your situation in SelectHR using the special categories we have created for coronavirus.

If you are outside the UK, please follow the guidance of your local health authority. You may also refer to the guidance of the World Health Organization.

Advice on working from home / self-isolation

Staff may find themselves in a variety of situations that require them to be at home, including:

- **Working from home**, due to UK government advice that people should start working from home where they possibly can. This is part of the advice for everyone in the UK about “social distancing”. For instructions on this, see the Government's guidance on social distancing.

- **Self isolation (staying at home)**, due to UK government advice that either they or someone in their household have symptoms of coronavirus (per NHS COVID-19 111 online advice service). For instructions on this, see the Government's Stay at home guidance for households with possible coronavirus infection.

These are not the same thing, so please be aware of the differences and the implications for you and your family.

Dependent on your reason for self-isolating, this may affect your ability to work from home. If you self-isolate, please inform your line manager and record your situation in SelectHR using the special categories we have created for coronavirus. You do not need to record in SelectHR that you are working from home because we have closed an office to non-essential staff.

What happens if someone I regularly sit next to has been diagnosed with the virus?

In this event, you should follow the instructions of your national public health authority.

In the UK, Public Health England are providing instructions on precautions required. We have developed a response plan for our Teddington and Glasgow offices, and will promptly inform staff of any actions required.
Leave and recruitment

I have some carried over leave I need to use before the end of April, can the deadline for this be extended?

Given the exceptional circumstances, we are extending the deadline by which staff can take leave that is carried over from 2019. In normal circumstances leave should be used by 30 April. However, we are extending that deadline: any carried forward leave not yet used should now be taken by or before 30 September. This extension does come with the usual requirement of getting approval for specific leave dates from your line manager, who takes responsibility for managing team priorities and capacity. We encourage staff to continue taking leave in this period, at times that suit their team and personal circumstances. Although it may not be the type of holiday you had planned, it is still important to take time away from work to rest and refresh where possible.

What will be the impact of the current situation on Tearfund’s recruitment?

Given the uncertainty over our income flows in the coming months, we are reviewing cost reduction opportunities until we can be certain of income. From 20 March, we will only proceed with recruiting roles which are deemed 'essential' in the current context - that is, key leadership positions and critical roles in fundraising, finance and IT and HR roles, as well as supporting the International Review work to establish the Asia and ENA clusters. All open and future recruitment requests will now need to be signed off as 'essential' by two directors.

Staff at higher risk

I am older or have an underlying medical condition. Are there special provisions for me?

Please speak to your Global HR Business Partner/line manager for guidance on your specific case.

Travel

From midday Monday 16 March we stopped all non-essential international travel.

Previously this restriction only applied to international travel for Global Gatherings and Guests, but from midday on 16th March it applies to all forms of international travel. This includes travel between countries within a cluster.
Why have we made the decision to stop all non-essential international travel?

We have been continuously reviewing advice on travel from the World Health Organisation (WHO) and the UK Foreign and Commonwealth Office. We have also been consulting with peer INGOs and making our own assessment of the risks of international travel, including:

- Health impacts for travellers
- Health impacts for communities we travel to
- Impacts of travellers becoming stranded

Up until 16 March 2020 our assessment was that in most cases these risks were low enough to continue with international travel that met FCO and WHO guidelines, and our own normal internal approval processes.

However, with the continued spread of COVID-19 and escalating travel restrictions imposed by governments around the world, we believe the risks have now increased to the level that it is necessary to stop all non-essential international travel.

How do I know whether my international travel is “essential”?

We are defining “essential” as needing to happen soon to avoid a significant impact to the health, safety, security or wellbeing of our people, or to Tearfund’s reputation, finances or service delivery (as indicated by a “moderate” or higher impact in our corporate Risk Impact Assessment Table).

This must be agreed by two ET members - yours and another.

What should I do if I have already arranged international travel that is not deemed “essential”?

You should review the cancellation and rebooking fees, and discuss with your line manager which option is best. In most cases, you should cancel at the lowest possible cost. You should only pay to rebook non-essential travel if it is non-refundable, there is a low cost of rebooking it for at least six months from now, and the travel will definitely be required once these restrictions are lifted. No new non-essential travel bookings should be made until staff are notified otherwise.

I have cancelled travel because of our travel restrictions. Can I carry the budget forward into next financial year, to pay for rebooking the travel later?

No. You will need to discuss with your line manager whether next year’s budget can accommodate for rebooking the travel later.

What should I do about international travel that has already started? (i.e. if I am already on an overseas trip)

International trips or travel that has already started can proceed and be completed, returning as planned, unless the country director informs you that the risk requires you to
return early, or other reasons such as tightening restrictions mean the person may be stuck away from their home/current post.

If you are already travelling and you are experiencing travel disruptions or restrictions, you should advise the country director and your line manager, and agree a plan (including related costs) with them to manage the disruption and return home as appropriate to your circumstances. If it seems that further disruptions or restrictions could prevent you returning home as planned, it may be best to return home early.

Whether your travel is currently disrupted or not you should also:

- Agree with the country director how to monitor changes to risks and travel restrictions during the travel period (including any restrictions being applied by countries you need to transit through on your way home), and plans for responding to unexpected new travel restrictions that become planned or imposed
- Confirm that the activity you are travelling for is still going ahead as planned
- Assess your own personal risk, take appropriate steps to reduce these, and consider if returning early is best for you:
  - Do you have a pre-existing medical condition that requires you to take medications that you might not be able to access, if you are delayed overseas?
  - Do you have caring responsibilities for someone that means you need to be extra cautious to avoid being delayed overseas?
  - Do you have personal risk factors that make it especially important for you to be in your home location if you become unwell?

I need to cancel or change a flight booking, what should I do?

If you need to cancel or change flights (e.g. to return home early or to cancel/rebook non-essential international travel), you should do this directly with Diversity (or the travel agency you booked through). You should ask them about the options and select the lowest cost option that meets the organisational needs and protects your health and wellbeing. Many airlines are waiving change fees at the moment. However, you will still have to pay the fare/tax difference. This may be significant if it is close to your departure date.

If you have not yet started your journey, your options and costs will depend on your airline and your terms of booking. Airline policies vary between airlines and are constantly changing. So far, generally airlines are only cancelling immediate flights, so it may be a risk to wait and hope for a refund. Some airlines are offering vouchers, so if you expect to travel later in the year, that may be a good option, but otherwise, if you are able to cancel for a small fee, that is likely to be the best option. If there are significant differences in costs between your options, you should get the agreement of your line manager before selecting a higher cost option.

How long will these restrictions be in place?
They are indefinite at this point, because we cannot be certain how long it will take for the risks of coronavirus to reduce again. Therefore you shouldn't book any non-essential international travel at this time, and should only book approved essential international travel within 1-2 weeks of departure.

**My international travel has been deemed “essential”. Is there anything else I need to do?**

Yes. As usual, you will need the agreement of Tearfund’s receiving Country Director (or the relevant Head of Team if coming to the UK) for it to go ahead. You should also:

- Confirm that the activity you are travelling for is still going ahead, based on the availability of others involved
- Book refundable travel arrangements in case the travel needs to be cancelled at short notice. If refundable arrangements are very expensive you should wait until two weeks before travel to make the bookings (and take note of how close to the time of travel extra fees apply for cancellation or rebooking).
- If you are a UK staff member, you must book all international travel through Diversity Travel. This will enable us to have additional visibility of the whereabouts of staff in the event of unexpected border closures or other travel disruptions.
- Not travel if you develop symptoms of coronavirus or have been in close contact with a confirmed case of coronavirus
- Assess your own personal risk, take appropriate steps to reduce these, and consider if travelling is still right for you:
  - Do you have a pre-existing medical condition that requires you to take extra supplies of personal medications, in case you are delayed overseas?
  - Do you have someone living at home with you that requires you to be extra cautious about becoming ill or being delayed overseas, e.g. the elderly, young or sick relatives, or a key healthcare/social worker who needs to take special care not to become ill.
- Advise any other travellers that:
  - If Tearfund is arranging the activity, we may still need to cancel at short notice, if travel risks or restrictions increase. This means they should make refundable travel arrangements and ensure they have adequate insurance for cancellation costs.
  - They should consider whether they have personal factors of age or pre-existing health conditions that make the risks of coronavirus unacceptable for them, in which case they should not attend
- Carefully assess the risks to determine what extra risk mitigations are needed.
  - Requesting any other travellers not to come if they have symptoms of coronavirus or have been in close contact with a confirmed case of coronavirus
  - Asking any other travellers to be prepared for the possibility of being unable to return home as planned if travel restrictions change after they arrive.
may mean they need to bring extra supplies of personal medications, or consider if their personal circumstances (e.g. caring for elderly, young or sick relatives, or living with a key healthcare/social worker) mean they cannot accept the risk
○ Requiring any other travellers that Tearfund is responsible for to sign a consent form, acknowledging the risks of becoming ill during the travel period, or being unable to return home as planned
○ New Agreeing with the country director how to monitor changes to risks and travel restrictions during the travel period (including any restrictions being applied by countries you need to transit through on your way home), and plans for responding to unexpected new travel restrictions that become planned or imposed.

I would rather not travel at this time. Is that ok?

Of course. We will not require anyone to travel who does not feel comfortable doing so. We are encouraging all staff to consider their personal risk factors and comfort levels. In particular, we are supportive of staff choosing not to travel due to:

- Personal factors of age or health that increase the risks of coronavirus (see above)
- Personal circumstances that make the risk of becoming delayed or stranded overseas unacceptable, e.g. duties caring for elderly, young or sick people

When travelling, should I expect to have my temperature checked at an international airport, or provide a certificate that I don’t have COVID-19?

Each airport is implementing its own protocols and staff are expected to adhere to these protocols. The receiving country director should explain this to you during your pre-departure briefing. A few countries are requiring inbound travellers to provide certificates that they don’t have COVID-19 - this is not a WHO recommendation, and it is not something Tearfund can provide.

If I am put into quarantine in a country and my visa expires, what should I do?

Follow the advice of the receiving country director about how to liaise with local authorities to arrange an extension to your visa. Please speak to your line manager regarding the cover of additional expenses.

Should I wear a facemask?

The WHO recommendation is to only wear a mask if you are ill with COVID-19 symptoms (especially coughing) or looking after someone who may have COVID-19.

However in some countries (particularly in Asia) the wearing of facemasks is common and it would be culturally appropriate to wear a mask. Please contact Global Logistics if you are travelling to Asia and would like one.
I have an international holiday booked. Should I still go?
This is your own personal decision. However, you should follow the advice of the FCO and the UK National Travel Health Network and Centre.

Please also be aware that we may request some staff in business-critical roles to defer their annual leave and/or personal travel plans, if they are essential to managing our response to COVID-19.

Can a booked work flight be claimed back on our insurance?
Currently if the UK Foreign Office have advised against travel to the country (and if the flight was booked before that advice was published) then we will be able to claim against the insurance. If this is the case, please contact Glenn Stead to arrange the insurance claim.

Are we recommending that staff no longer use public transport where possible?
No, we are following current government guidance. In the UK there are currently no restrictions on the use of public transport, other than it should only be used for essential purposes and you are advised not to travel if you are feeling unwell with symptoms of coronavirus (COVID-19). Other countries should follow their local guidance.

Tearfund events

Is Big Church Day Out still going ahead?
Following the Government's advice around large gatherings, the BCDO team have made the difficult decision to cancel this year's event. More info can be found on their website.

I am responsible for a Tearfund event. What should I be doing?
All events should already have a risk assessment. You should update this risk assessment thoroughly to cover potential impacts of COVID-19, using our Risk Impact Assessment Table as a guide, including:
- Health risks to staff, volunteers, members of the public, etc
- Reputational risks
- Financial risks, e.g. cancellation costs
Your risk assessment should identify how you will manage these risks, and you should then seek approval from line management for the event to proceed on that basis.

In your risk assessment, you should consider at least the following:
● Any need to exclude, protect or warn those who are most vulnerable to COVID-19?
● Any need to provide guidance to attendees on measures to prevent infection?
● Any need to provide additional hand wash stations, tissues, etc to help people comply with measures to prevent infection?
● Any need to advise people who have symptoms not to attend?
● Any need to have a plan for responding to someone who develops symptoms at the event? Do you need to test the plan in advance?
● Any need to change catering or venue arrangements to minimize risks of transmission?
● Any need to ask attendees to sign a consent form acknowledging the residual risks and their acceptance of these risks?
● Could the venue cancel at short notice? Is this an event that the UK Government has indicated they might restrict? Could key participants decide to pull out? Are the impacts of this acceptable? Can they be reduced?

You should also monitor the UK Government's action plan and evolving response to COVID-19, and any new announcements that may affect whether you are allowed to hold the event.

You can contact Andrew Gill if you need further guidance.

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