



## COVID-19 Frequently Asked Questions (FAQs) for Airports

### 1. What is the Delay phase and how long will it last?

With the announcement by the Prime Minister on 12<sup>th</sup> March 2020 of the delay phase, all previous PHE Port Health COVID-19 protocols were revoked via a DfT NOTAM on Friday 13 March 2020. The length of duration of this phase is unclear and current advice would suggest that the measures will be in place for some months.

The delay phase has been initiated as there is now community transmission of the virus in the UK. i.e. transmission not directly related to travel; this has made interventions in ports of less relative importance and with the shift to the delay phase and commensurate policy changes, the PHE Port Health approach has been changed from monitoring to one of public information

### 2. Will Exit Screening be introduced at ports?

An exit screening strategy paper has been sent for a national decision and we will communicate to all ports on receipt of the decision

### 3. What do we do with symptomatic passengers who are in transit or try to board a flight and the airline contacts us for advice?

If anyone has the relevant symptoms, i.e. new cough or temperature, they should immediately self-isolate as per our stay at home guidance. If a passenger has nowhere to self-isolate, then they should contact their embassy for support. If assistance is required, please contact the Health Control Unit on 020 8745 7209 [heathrow.hcu@phe.gov.uk](mailto:heathrow.hcu@phe.gov.uk)

### 4. Border Force can't change gloves every time as written in the guidance for staff in the transport sector on COVID-19. What can be done?

Interim guidance pending official guidance change

The reality is that gloves, where worn, will have to be used for protracted periods and only changed episodically. It will not be feasible to try and use hand washing or hand-gel with them (not least because of the scarcity of hand gel). It is important to remind staff not to touch their faces with the gloves on

and to remove them, and washing their hands immediately, before any personal functions, like eating, visiting the bathroom or blowing their nose

- 5. What do we do about cleaning areas where staff with suspected/confirmed cases have worked? How long does the virus last on surfaces? What type of protective clothing should we use in the workplace?**

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-covid-19#cleaning-offices-and-public-spaces-where-there-are-suspected-or-confirmed-cases-of-covid-19>

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

- 6. What does self-isolation mean? And what does this mean for other members of families?**

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection>

- 7. How do we deal with acute illness (with/without COVID-19) at an airport?**

Airports should follow local pathways and contact their local ambulance service if a passenger is displaying symptoms of COVID-19

- 8. What is the COVID-19 guidance on social distancing and what this means for vulnerable adults?**

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

- 9. What happens if a passenger self declares in-flight? What happens if a passenger self declares at an airport (Outbound)?**

<https://www.gov.uk/government/publications/covid-19-guidance-for-staff-in-the-transport-sector/covid-19-guidance-for-staff-in-the-transport-sector>

- 10. We are rapidly running out of hand sanitiser and are struggling to obtain new stocks; please can we have some support with this?**

These concerns are being heard across government and a supply chain group has been set up led by the Cabinet Office who are conducting an exercise to look at PPE and hand sanitiser demands. Please continue with

procuring hand sanitiser, even if there is a long lead time to ensure preparedness further down the line.

Leeds Bradford Airport kindly supplied a contact that has managed to secure large stocks of hand sanitiser:

SMI group (Surrey, UK) has managed to secure large stocks of the large stock instant hand sanitiser (236ml £4.99 - minimum order 24 bottles) [[donovan.prisgrove@smigroup.com](mailto:donovan.prisgrove@smigroup.com)].