

## COVID-19 (Coronavirus)

Here at Translate UK, the health and wellbeing of both our linguists and clients is of the utmost importance. Therefore, in the light of the current global health situation, we'd like to take the time to reassure you that we are doing everything we can to protect you and your health. Please read through the below thoroughly before attending any interpreting appointments.

At the end of this letter we have provided a few links which you may find useful. Please note, due to the speed at which the advice provided by the government is changing, whilst we will endeavor to keep the links in this document up to date, it is your responsibility to keep yourself informed of the most current guidelines.

### Symptoms

The main symptoms of an infection with COVID-19 are:

- A new, continuous cough
- A high temperature
- A loss of, or change in, your normal sense of taste or smell (anosmia)

If you have any of the above symptoms (no matter how mild), please stay at home for **7 days** and self-isolate according to the following guidelines. If anyone you live with has symptoms you must stay at home for **14 days** from the start of their symptoms:

[🔗 Guidance for self-isolation](#)

People who have returned from travelling abroad must self-isolate for the first **14 days** after they arrive in the UK.

[🔗 Guidance for self-isolation when returning from travel](#)

### Preventing Spread

Public Health England recommends that the following steps are taken:

- Cover your mouth and nose with a tissue or your sleeves (not your hands) when you cough or sneeze – Catch it, bin it, kill it.
- Put used tissues in the bin straight away.
- Wash your hands with soap and water often (use hand sanitizer gel if soap and water are not available).
- Avoid close contact with those who are unwell.
- Clean and disinfect frequently touched objects and surfaces.
- Do not touch your eyes, nose or mouth if your hands are not clean.

We do expect a higher rate of clients cancelling their appointments due to self-isolation and we really appreciate your understanding during this difficult time. Please rest assured that we have put into place contingency plans which will allow us to continue to operate and we are mindful that as freelance interpreters this will be a difficult time for you, especially if you need to self-isolate. In such circumstances, we are encouraging our clients to consider the use of other interpreting methods including WhatsApp, Skype, Zoom, Whereby and telephone appointments for three-way conversations and where possible we will endeavor to provide you with translation work.

In the event that you are unable to attend an appointment, please let us know as soon as possible by call or by text to Mohammed Ahmed on 07791 150480 or by email at [mahmed@translateuk.net](mailto:mahmed@translateuk.net).

If you have any other queries or concerns, please don't hesitate to get in touch on 01422 353253.

Please accept our sincere thanks for your continued support and understanding during this difficult time.

Kind regards,

Translate UK

## Helpful links

- [General Information on COVID-19](#)
- [Government Guidance for COVID-19](#)
- [Guidance for employees \(including those who are self-employed\)](#)
- [Advice for visiting prisons](#)
- [Advice for visiting courts and tribunals](#)
- [Advice for those who have recently returned from travel](#)