


Frequently Asked Questions on the 2019 Novel Coronavirus (2019-nCoV)

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(A) FAQs for Businesses/Employers

Q1	What should businesses do if they have employees who have travelled to China / are planning to travel to China?
	<p>MOH advises travellers (including employees and other personnel) to avoid travel to Hubei province in China, and to defer all non-essential travel to China.</p> <p>According to MOM, employees who have travelled to mainland China (within the past 14 days) will be issued an advisory to be placed on a 14-day Leave of Absence from the day of their return from mainland China. This applies to Singapore Citizens/PRs and long-term pass holders (including Work Passes and Permits, Student Pass, Dependent Pass and Long-term Visit Pass). Employers and employees have a joint duty to ensure that the employee behaves responsibly during the leave of absence.</p> <p>Please check the MOH website for the latest updates on the novel coronavirus (nCoV) situation before making a considered decision on whether to proceed with business travel plans.</p>
Q2	Will the Government put in place support measures for affected businesses?
	<p>The Government is monitoring the situation closely, and are working closely with the Trade Associations and Chambers (TACs) and Unions to put in place the necessary support measures for our enterprises and workers. More information on the support measures for businesses and Singaporeans will be provided at a later date.</p> <p>If your employee has been put on Quarantine Order, you may apply for the Quarantine Order Allowance (QOA) Scheme set up by MOH on 29 January 2020 to mitigate the financial impact for those who have been served with Quarantine Orders. Under the scheme, claims of \$100 per day can be made by two groups:</p> <ol style="list-style-type: none"> Self-employed; Employers, who have employees issued with Quarantine Orders. <p>Please refer to MOH website for more details on the QOA scheme.</p> <p>In the meantime, we recommend businesses to start developing business continuity plans if you have not done so. A Business Continuity Guide has been prepared to help businesses in developing plans to deal with the novel coronavirus (nCoV). The</p>

	<p>guide serves as a general reference for businesses in planning for a pandemic caused by influenza and other novel respiratory infections, and recommend actions businesses may take at each alert code (as determined by the MOH). This guide is available on Enterprise Singapore's website.</p>
Q3	What is the Business Continuity Guide for? Where can I find it?
	<p>The Business Continuity Guide serves as reference for enterprises to help them in their business continuity planning in response to the novel coronavirus (nCoV). This guide is now available on Enterprise Singapore's website.</p>
Q4	I have read the Business Continuity Guide and would like to learn more about business continuity planning. Who can I reach out to?
	<p>The guide is non-exhaustive and does not cover all situations and businesses. Where applicable, users of this guide are advised to seek business continuity planning professionals' help on specific information relevant to their particular circumstances.</p> <p>Please refer to Enterprise Singapore's website for the list of Certified Consultants businesses can explore.</p>
Q5	Does the requirement on the 14 days' leave of absence also apply to employees who have gone overseas to Hong Kong and Macau?
	<p>No, this advisory applies only to those who travelled to mainland China only.</p>
Q6	Are persons in transit at airports in China excluded from this?
	<p>Travellers who transit in an airport in mainland China are not considered as having travelled to mainland China. Therefore, staff transiting in airports in China are excluded from this requirement.</p>
Q7	What should I do if there is no space or spare dormitories within my institution to segregate employees who have returned from Mainland China?
	<p>There is no need to segregate employees who have returned from mainland China. The leave of absence is intended to mitigate potential risks by minimising the time the individual spends at the workplace or educational institution. Instead, employers should monitor the health of those employees, advise them to maintain good personal hygiene, and to seek medical attention if unwell.</p>
Q8	With the additional precautionary measures announced by MOH and MOM on 31 Jan, can existing work passes be renewed for foreign workers holding PRC passports?
	<p>Yes, existing work passes can be renewed. However, if these employees have returned from mainland China, they will be quarantined or placed on leave of absence upon their return to Singapore. In light of the rapidly evolving situation, employers are strongly encouraged to plan ahead and renew their work passes early, to retain their existing workers.</p> <p>Please check the MOH website for the latest updates.</p>

Q9	[For event organisers/companies] Should I cancel my upcoming events in Singapore?
	There are currently no advisories for cancelling events. Please refer to MOH website for updated advisories and measures on the novel coronavirus (nCoV).
Q10	For more details on advisories sectors:
	Please check the MOH website for the latest updates.
	

(B) FAQs about the novel coronavirus (nCoV) Situation

Q1	What are Coronaviruses? What are the symptoms of the pneumonia caused by novel coronavirus (nCoV)?
	<p>Coronaviruses (CoV) are a large family of viruses causing illnesses ranging from the common cold to pneumonia (a more severe lung infection).</p> <p>The symptoms of the pneumonia caused by the novel coronavirus (nCoV) are similar to that of regular pneumonia. Typical symptoms include fever, runny nose, sore throat, cough, and shortness of breath.</p> <p>For more information, please refer to www.moh.gov.sg/2019-ncov-wuhan/faqs .</p>
Q2	How does the novel coronavirus (nCoV) spread?
	<p>The virus spreads via droplets emitted during coughing or sneezing. If these droplets come into contact with the eyes, nose or mouth of an individual, directly or indirectly through dirty hands that have contacted with these droplets for example, the individual may become infected. Members of the public are advised to remain vigilant and observe good personal hygiene practices.</p> <p>MOH is closely monitoring the evolving situation and members of the public are advised to check the MOH website for updates.</p> <p>For more information and the latest updates on novel coronavirus (nCoV), please refer to MOH's website for the official details.</p>
Q3	How long is the incubation period? If somebody travels to cities with confirmed cases, how many days of no-symptoms after the travel, will he/she then be considered clean and disease-free?
	Data from China suggests that the incubation period is up to 14 days.

	Therefore, travellers are advised to monitor their health closely for at least 2 weeks upon return to Singapore. You are advised to seek medical attention promptly if you feel unwell, and to also inform your doctor of your travel history.
Q4	What is the difference between Quarantine Order and Leave of Absence?
	<p>A Quarantine Order (QO) is served to healthy individuals who have a higher risk of exposure to the virus, such as someone who has close contact with an infected person. QOs have legal force, with severe penalties for non-compliance. Quarantine usually occurs at home but can also be served in dedicated Government Quarantine Facilities or hospitals, should the individual not have suitable accommodation in Singapore.</p> <p>A Leave of Absence (LOA) is a precautionary measure intended to prevent possible transmissions of infections. Individuals who have been put on a LOA should stay at home and avoid social contact. They should avoid crowded places and attending social or public gatherings, so as to minimise close contact with others. They should monitor their health closely, and seek medical attention if they develop any fever or symptoms of acute respiratory illness such as cough or shortness of breath.</p> <p>Please refer to the advisories by MOH for more details on the Quarantine Order and Leave of Absence.</p>

Information updated as of 3 February 2020