



## Falkland Islands Government Useful Numbers / Information

### Emergency Numbers

King Edward VII Memorial Hospital	Tel: 28000	Please <b>DO NOT ATTEND THE HOSPITAL</b> in person, unless you are requested to do so. Please follow instructions related to parking and entering the hospital.
King Edward VII Memorial Hospital - Dental Department	Tel: 28020	Business as usual - call for an appointment.
Royal Falkland Islands Police	Tel: 28100	

### All emergency services : 999

It is understandable if you are worried for yourself, or loved ones. Local support is available as a 7-day service from the emotional wellbeing team at KEMH on **28082**. Other numbers are also available - Samaritans (UK based charity): **51515** or email [jo@samaritans.org](mailto:jo@samaritans.org) . NSPCC: **28888**. Citizens Advice Bureau: **55355**.

### Government Services

Department	Hours & Contact Details	Extra Information
Building and Planning	08:00 - 12:00, 13:00 - 16:30 Mon - Fri <a href="mailto:hpbs@planning.gov.fk">hpbs@planning.gov.fk</a> <a href="mailto:buildingadvisor@planning.gov.fk">buildingadvisor@planning.gov.fk</a>	Business as usual.
Cash Office	Open: 09:00 - 12:00 Fridays <a href="mailto:rross@sec.gov.fk">rross@sec.gov.fk</a> <a href="mailto:sfinanceassistant@sec.gov.fk">sfinanceassistant@sec.gov.fk</a>	Business as usual from Monday 18th May 2020.
Community Library	Tel: 27134 Facebook/FICommunityLibrary	A collection service is available. Home delivery is available for those who remain in isolation. Get in contact for the Camp Library Service. Call or message via Facebook. Books, DVDs and CDs available.
Concordia Bay / Workboat Services	<a href="mailto:admin@workboat.co.fk">admin@workboat.co.fk</a>	Focused on keeping West Falkland and the outer islands supplied; vital supplies only. A new schedule is available.
Customs & Immigration	Open: 08:00 - 12:00 * 13:15 - 16:30 <a href="mailto:admin@customs.gov.fk">admin@customs.gov.fk</a>	Public counter activities restricted to those that cannot be done remotely. A drop box is available.
Department of Agriculture	Tel:	Office basedm except for essential tasks at Saladero. Regular services such as farm visits and shed meeting will follow the Socially Connected, Physically Protected guidelines for May, June and July.



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Department	Hours & Contact Details	Extra Information
Education Office	08:00 - 12:00, 13:00 - 16:30 Mon - Fri Tel: 27294 or 27289	Return to normal working hours.
Environment Unit	08:00 - 12:00, 13:00 - 16:30 Tel: 28427 or 55868	Business as usual.
Falkland College	09:00 - 16:00 Mon-Fri Tel: 27133	Only people who have an appointment or a course are to come to the College. General enquires, appointments, etc. are to be made by telephone.
FIGAS	Focus on maintaining links to Camp and outer islands for medical support, mail and essential supplies. Public to only travel if necessary. If showing signs of coronavirus or feeling unwell, do not travel, instead call KEMH 28000. FIGAS staff are practicing social distancing at and self-isolation outside of work to ensure the service remains operational.	
Fire & Rescue Service	Tel: 27333	No visitors allowed to ensure the service can remain operational.
Highways Section	Tel: 27387 or 53287 roadsengineer@megabid.gov.fk	Essential work on the MPA road is continuing.
Jane Cameron National Archives	Tel: +500 27249 E-mail: <a href="mailto:tnewman.archives@sec.gov.fk">tnewman.archives@sec.gov.fk</a> Web: <a href="http://www.nationalarchives.gov.fk">www.nationalarchives.gov.fk</a>	Closed to visiting researchers. Please make all enquiries either by e-mail or telephone. Online resources available on the Archives website. Normal office hours for remote queries only.
Licencing Bureau	Tel: 28100 reception@police.gov.fk	No longer providing a face-to-face service. Drop-off service in place. Please provide relevant documents with payment, a contact number and what is required. Place in box available or send via the postal service.
Materials Section	08:30 - 15:00 Mon - Fri Tel: 27176 or 51043 Email: <a href="mailto:quarry@pwd.gov.fk">quarry@pwd.gov.fk</a>	Orders are to be placed with the Manager at least one day in advance so a collection time can be issued. Orders of 1000 tonnes or more need to be ordered at least a month in advance.
Pensions	09:00 - 12:00 Fridays only Tel: 28416 or 28417 Email: <a href="mailto:daldridge@sec.gov.fk">daldridge@sec.gov.fk</a> or <a href="mailto:pensionsclerk@sec.gov.fk">pensionsclerk@sec.gov.fk</a>	Business as usual from Monday 18th May 2020.



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Pharmacy	Open: 13:30 - 16:00 Tel: 28011 Email: <a href="mailto:pharmacyoffice@kemh.gov.fk">pharmacyoffice@kemh.gov.fk</a>	Request repeat prescriptions via dispensary answerphone or email, one week before you need them. Someone can collect your prescription on your behalf by someone not in self-isolation. Allow 2 working days from request to collection. Prescription delivery available to those in isolation, please
Power Station	Tel: 27149 Tel: 27444 in case of emergencies	No visitors accepted to ensure the service can remain operational.
Social Services	08:00 - 16:30 Mon - Fri Tel: 27296 or 28100 out of hours Email: <a href="mailto:referrals.social@kemh.gov.fk">referrals.social@kemh.gov.fk</a> Early Help: 52281 or <a href="mailto:earlyhelp@sec.gov.fk">earlyhelp@sec.gov.fk</a>	If you have any concerns or queries regarding financial matters, welfare or safeguarding concerns for yourself, your family or someone you know, please contact Social Services.
Stanley Leisure Centre	06:00 – 19:00 Mon – Fri Tel: 27291 Email: <a href="mailto:receptionist.leisure@sec.gov.fk">receptionist.leisure@sec.gov.fk</a> Facebook/ <a href="https://www.facebook.com/stanleyleisurecentre">stanleyleisurecentre</a>	Open to the public on a restricted basis from Monday 18 <sup>th</sup> May. Access to be gained by booking an appointment so numbers will be limited. This covers all facilities including the sports hall, squash court and the fitness suite. The doors will be kept locked and only opened when sessions are due. Loan equipment will not be available and extra cleaning will be carried out. Visitors are asked to wash their hands upon entering and leaving the premises. More information is available on the Facebook page, including information on sports clubs and contractors.
Tax Department	Email: <a href="mailto:general@taxation.gov.fk">general@taxation.gov.fk</a>	The Tax Office portacabin will remained closed to the public. Taxpayers can arrange face to face meetings with FIGTO, please call or email to arrange. Tax returns and other correspondence should be posted at the post office.
Veterinary Department	Tel: 27366 Tel: 55366 after hours	A return to business as normal - with the following changes: All appointments to be made over the phone. Some animals may still be seen without the presence of their owner, and appointments at half hour intervals allowing for extra cleaning. No more than one patient and owner in clinic at any one time.
Waste Disposal	Tel: 27178 or 53900 Email: <a href="mailto:maintenance.manager@pwd.gov.fk">maintenance.manager@pwd.gov.fk</a>	FIG working with contractors. All waste to be bagged and sealed and placed in outdoor bins. Any excess will not be collected. The public can place their excess bin bags in the refuse truck themselves during bin collection.
Water Section	Tel: 27446 Tel: 55446 in case of emergency	No visitors accepted to ensure the service can remain operational.