

Text messages for domestic workers and employers of domestic workers, related to the COVID-19 situation¹

Employers of domestic workers

1. Dear employers of domestic workers, during the COVID-19 crisis, **give your domestic worker clear information, including on precautionary measures**. Refer to [MoPH](#), [ADLSA](#) and [HMC](#) Facebook pages for official information.
2. Dear employers of domestic workers, if your domestic worker has fever, cough, or difficulty breathing, contact Qatar's **COVID-19 hotline 16000 immediately**. In an emergency, call 999 for an ambulance. All treatment is free of charge.
3. Dear employers of domestic workers, during the COVID-19 crisis, remember your domestic worker should still work no more than **10 hours per day**. A healthy work environment means they also have sufficient time to rest!
4. Dear employers of domestic workers, during the COVID-19 crisis your domestic worker is helping even more around the home. Please make sure they get **sufficient breaks** and work no more than 10 hours per day. Breaks help domestic workers stay healthy.
5. Dear employers of domestic workers, during the COVID-19 crisis, remember your domestic worker still has the right to a **paid weekly day off**. Discuss with the domestic workers the best options. If they agree to spend it at home, remember not to assign any work for that day!
6. Dear employers of domestic workers, during the COVID-19 crisis, remember it is even more important to ensure your domestic worker has access to the **internet and a mobile phone** to keep in touch with family back home. Everyone's emotional well-being is important!
7. Dear employers of domestic workers, during the COVID-19 crisis, ensure that you continue to pay your domestic worker's wage in **full and on time**. Their families depend on them too!
8. Dear employers of domestic workers, during the COVID-19 crisis, exchange shops are closed. Please inform your domestic worker and when needed help him/her to **send money home electronically** through [Ooredoo Mobile Money](#), [Vodafone](#), [MoneyGram](#), [Western Union](#) or other online platforms and warn them of scams!
9. Dear employers of domestic workers, domestic workers can now open **bank accounts without a minimum amount**. Please inform your domestic worker and when needed help him/her to open the account. Having a bank account can make it easier for your domestic worker to **send money back home** during these difficult times!
10. Dear employers of domestic workers, during the COVID-19 crisis, remember to provide your domestic worker with **hand sanitizer, masks and gloves, especially when carrying out cleaning tasks with strong cleaning products**. Hygiene at home is important, so is their health and safety.
11. Dear employers of domestic workers, the COVID-19 crisis is stressful for everyone! Please remember the importance of your domestic worker's **mental and emotional health as well as physical** well-being.

¹ Text messages could be sent by ADLSA twice a week, starting on April 5th, 2020.

12. Dear employers of domestic workers, remember that even during the COVID-19 crisis, you can still **contact the Ministry of Administrative Development, Labour and Social Affairs at 40280660.**

Domestic workers

1. Dear domestic worker, during the COVID-19 crisis, your health is even more important! If you have a fever, cough, or difficulty breathing, inform your employer immediately. You can also contact Qatar's **COVID-19 hotline 16000**. In case of emergency call 999 to request an ambulance. All treatment is free of charge and can be accessed without health card or valid QID.
2. Dear domestic worker, if you have COVID-19 symptoms, you will be placed in isolation by the authorities and tested for free. If you test positive, you will be provided all **necessary care, food and lodging for free** until your recovery. For more information, read [Your Health and Employment: Key information for workers](#).
3. Dear domestic worker, during the COVID-19 crisis, you can find **official information** on the [MoPH](#), [ADLSA](#) and [HMC](#) Facebook pages. Speak to your employer if you need any information or clarification.
4. Dear domestic worker, during the COVID-19 crisis, your health is even more important! Remember to take **regular breaks** and pay extra attention to your own well-being. You should never work more than **10 hours per day** as per the law.
5. Dear domestic worker, during the COVID-19 crisis, you may not be able to spend your day off outside the house because of the Government's restrictions on gatherings. But remember, you still have the right to a **paid weekly day off!**
6. Dear domestic worker, during the COVID-19 crisis, hygiene of the house is even important but so is your health! Ask your employer for **hand sanitizer, masks and gloves**, and use them especially when using **strong cleaning products**.
7. Dear domestic worker, during the COVID-19 crisis, pay extra attention to **washing your hands before and after preparing food** as well as taking care of the **elderly** or family members with **illnesses or special needs**.
8. Dear domestic worker, during the COVID-19 crisis, you can **send money home** through [Ooredoo Mobile Money](#), [Vodafone](#), [Moneygram](#), [Western Union](#) and other online platforms. Check which works best in your country of origin but be careful about scams!
9. Dear domestic worker, the COVID-19 crisis is stressful for all of us! **Talk to your family, friends and employer about it** to help reduce stress and anxiety. We need to support each other.
10. Dear domestic worker, during the COVID-19 crisis, **stay at home as much as possible** to help reduce the spread of the virus. If you have to go out; keep a safe distance from others, do not touch your face, and regularly wash your hands with soap or alcohol based sanitizers.
11. Dear domestic worker, remember that even during the COVID-19 crisis, you can still **contact the Ministry of Administrative Development, Labour and Social Affairs at 40280661 if you believe any of your rights have not been respected.**