

Niupela Pasin



GUIDE TO "NEW NORMAL" IN THE TIME OF PANDEMIC



Version 3 as of 28 May 2020

(This is a live document and will be updated
as new guides are developed)

Foreword by the Prime Minister

From the time coronavirus disease (COVID-19) was reported in Papua New Guinea on 20 March 2020, the Government and our development partners have been working hard to prepare the country in managing a large-scale pandemic.

The focus of the Government throughout our management of COVID-19 has been the health and wellbeing of Papua New Guineans and ensuring we are positioned to emerge as a strong and resilient country.

I first declared a State of Emergency on 22 March and extended the State of Emergency until 2 June 2020. I have done this as more cases of COVID-19 have been identified in Papua New Guinea and it is vital that we introduce measures that slow the spread of COVID-19 throughout the country.

Whilst we continue to work with Provinces to better prepare and respond, our thinking must also be directed to how we transition PNG to get back to a more normal day to day functioning. As we consider our transition strategy, we must acknowledge there are no 'quick wins'. What this means is that we will need to adjust measures as required, introduce and remove restrictions, and ease restrictions gradually, whilst constantly monitoring the effectiveness of these actions and the response of Papua New Guineans.

Any steps to transition towards 'a new normal' must be guided by public health principles, together with economic and societal considerations. In order to ensure this transition can take place, individuals and society need to be ready for a new way of living that strikes the right balance between measures to keep the virus in check, and enable vital parts of our economies and societies to function once more.

For each citizen, this means accepting responsibility for protecting yourself, your family and your community by practicing appropriate physical distances, frequently cleaning your hands, covering coughs and sneezes, and staying at home and away from others when you feel sick.

For schools, this means extra protection for the children and students; and for places of worship, this would entail consideration for protocols related to mass gathering and delivery of religious services.

For the private sector, this means adopting new ways of working, such as enabling staff to work from home where possible, and other measures to reduce the risk of infection in the workplace. For the businesses to operate, this would mean putting in place measures for basic hygiene facilities, considering physical distancing in the delivery of services and ensuring care and protection of staff.

For governments, this means preparing for the worst—having systems that work in every corner of the country to detect and care for people, in case of large-scale community transmission. Another important job for the government, under this "new normal" is to bring back and sustain regular health services and economic activities.

COVID-19 is unforgiving and does not discriminate. It is only by taking individual and community responsibility, working as a team across sectors, and practicing the guidance of our public health officials that we can manage the impact of this pandemic in our communities.

I understand that our people have been anxious about this outbreak and I thank each and every one of you for listening and responding. I call on everyone to continue to work together and follow the directions that we are issuing.

God Bless

Hon. James Marape, MP
Prime Minister, Papua New Guinea

Message from the Minister of Health and HIV/AIDS

The COVID-19 pandemic continues to be an unprecedented global health and development challenge. As of 26 April 2020, the pandemic has affected 213 countries, with over 2.7 million cases and more than 190,000 deaths. Papua New Guinea, to date, has eight cases and given the experience in other countries, it is expected that more cases will be identified..

Recognizing our limited health system capacity, PNG moved quickly in responding to the pandemic. As early as January 2020, we have activated the National Emergency Operations Center (NEOC) at the National Department of Health (NDOH), developed our health sector response plan in early February and have mobilized teams to work on the various elements of the response. The plan has been replicated in the provinces through the Provincial Health Authorities.

The declaration of the State of Emergency by the Prime Minister James Marape on 22 March 2020 expedited further our preparedness and response measures. We have mobilized an all-of-Government approach and expanded our emergency operations hub from the NDOH to the Morauta Haus to better coordinate with other Government agencies and partners.

The SOE enabled us to establish systems to enhance our capacity to identify, isolate and care for the sick, and trace and quarantine their contacts. It made us prepare our health system and mobilize resources and supplies to protect our health workers. It also prepared our community to be informed about the ways to protect themselves and their families from COVID-19.

As we gradually transition to the “new normal way of life”, we will make basic health precaution our new culture – as individuals, as families, as communities. This will be the same culture in schools, at work, in places of worship, business, transport and in Governments.

As the Government continues to respond, we cannot do this alone. We need everyone’s help and cooperation. This means accepting COVID-19 as part of ‘normal living’ and adjusting our expectations and lifestyle accordingly. We need to remain committed to each other and the development of PNG. We need to make responsible decisions to protect ourselves and others from harm.

Further, where someone does become sick, we need to show compassion and support them to get the care they need. Stay Safe. Remember the virus doesn’t move people, people move the virus. We do not need to be scared of COVID-19 – together we can overcome it and be a stronger nation.

God Bless Papua New Guinea.

Hon. Jelta Wong, MP
Minister for Health and HIV/AIDS

Message form the Emergency Controller

The purpose of this *Guide to the "New Normal" in the Time of COVID-19 Pandemic* is to provide specific actions for individuals, families, communities, schools, businesses, places of worship, work and transport on the basic precautions to protect themselves and those they love from COVID-19. As Papua New Guinea transitions from the current restrictions to the new way of living, we want to make sure that every citizen and resident of the country are sharing the responsibility for our collective health and safety.

The transition strategy has been developed based on what is happening internationally, what has worked so far, and specifically on Papua New Guinea's unique needs and within our specific health system capability. The document provides new normal guidelines for how schools and educational institutions; workplaces and business establishments; religious organisations; and airports and airlines should function once restrictions are lifted in the COVID-19 pandemic.

As Controller of the State of Emergency, there has been tremendous interagency, donor and multisectoral collaboration. We continue to take our instructions on how to best manage and position ourselves from public health officials and the World Health Organization - but our response and management requires a coordinated effort and assistance from all.

We can only transition to a new normal when we have COVID-19 managed effectively in this country. I understand that the current movement restrictions we have in place have disrupted the delivery of some essential social and economic services, but they are critical to limit the spread of the outbreak and save lives. We must continue to stay focused and work together.

Let us continue to work together and meet the criteria set out in this document so that we can ease the restriction and transition to a new normal.

God Bless.

David Manning, MBE, DPS, QPM
Emergency Controller
Commissioner of the Royal Papua New Guinea Constabulary

Message from Acting Health Secretary

Papua New Guinea is known for our sense of community and solidarity. Our collective work in fighting outbreaks and emergencies in the past, has shown our resilience that was made possible by working together as one country. The COVID-19 pandemic is an unprecedented public health and development emergency – it puts to test not only our health system, but also our capacity as a nation to unite and to look after each other.

We acknowledge that this generation has not experienced a pandemic of this magnitude -- a new disease where many things remain unknown, where science around it remains limited, where vaccine is not available, and response measures go beyond health. Never before has our generation witnessed a massive lockdown of cities and countries, where airports have closed, where businesses have stopped operating, our children are not allowed to go to school or play, and our advice to the public is to distance from family and loved ones when they are sick. That is contrary to our core values of caring for family and friends in the time of need.

This is indeed an extraordinary moment of our history. And extraordinary times require putting in place extraordinary measures that would require a “new normal”. This would mean individuals, families, communities, and the whole country would adapt a new way of living, a new normal in the time of pandemic.

As we transition to the next phase of our response, we need to acknowledge that COVID-19 will change the way we behave in the family, community and society. This Guide will provide some basic precautions against COVID-19 while we can continue with our lives under this extraordinary time.

The National Department of Health will continue to work day and night to ensure we deliver our health programs and look after the health of the people. But health is everyone’s responsibility -- we need to work together to build a healthy and prosperous nation that upholds human rights and our Christian and traditional values, and ensure affordable, accessible, equitable, and quality health services for all citizens.

I urge you all to take care of your health, follow the five tips to help stop the spread of COVID-19:

1. HANDS -- Wash them often.
2. ELBOW -- Cough into it.
3. FACE -- Don't touch it.
4. SPACE -- Keep safe distances.
5. HOME -- Stay if you can.

Papua New Guinea is a strong and resilient country. I am sure we can prove our strength and resilience once again.

“So we, who are many, are one body in Christ, and individually members one of another” (Romans 12:5)

God Bless Papua New Guinea.

Dr. Paison Dakulala
Acting-Secretary for Health

Acknowledgement

We want to acknowledge all our technical, development and donor partners for your generous support to the COVID-19 Preparedness and Response in Papua New Guinea.

This PNG's Guide to "New Normal" in the Time of Pandemic was developed by the National Department of Health (NODH), with technical support from the World Health Organization.

Table of Contents

Message from the Minister of Health and HIV/AIDS	3
Message form the Emergency Controller	4
Message from Acting Health Secretary	5
Acknowledgement.....	6
BASIC INFORMATION ABOUT THE CORONAVIRUS DISEASE 2019 (COVID-19).....	11
INTRODUCTION.....	12
PRINCIPLES AND CRITERIA TO TRANSITION TO NEW NORMAL	13
ROLE OF THE VARIOUS SECTORS in the TRANSITION	14
New Normal at HOME (Family)	15
FOR THE HEAD OF THE FAMILY	16
Guide for Mother, Father, Auntie, Uncle, Adult Woman and Man in the family	16
Guide for Elder/Senior Citizen member of the family	17
Guide for People with Disability	18
Guide for Pregnant Woman	19
Guide for Children	20
Guide for Adolescent	21
New Normal in the COMMUNITY	22
FOR THE COMMUNITY LEADER	23
Guide for Community Leader/Chief/Ward leader	23
Guide for Village Health Volunteer	25
Guide for Homeless/urban poor	26
New Normal in SCHOOLS AND EDUCATION INSTITUTIONS	27
FOR THE SCHOOL OWNER AND ADMINISTRATORS	28
<i>Checklist for School Administrators, Teachers and Staff</i>	30
Guide for Personal Safety of School Administrator, Teacher and Staff	31
Guide for Parents/Caregivers and Community Members	32
Checklist for Parents/Caregivers and Community Members	33
Guide for Students and Children	34
Guide for Security Guard/Personnel	36
Guide for Cleaner	37
Guide for Age-Specific Health Education	38
Preschool.....	38
Primary School.....	38

Lower Secondary School	38
Upper Secondary School	39
Higher Education Institutions	39
New Normal in Markets	44
FOR THE CITY/TOWN/URBAN COUNCIL, MARKET ADMINISTRATOR AND ENVIRONMENTAL HEALTH OFFICER	45
Checklist for City/Town/Urban Council or Authority, Local Government, Ward Leader and Environmental Health Officer.....	48
Guide for Market Vendor and Seller	50
Guide for Customer	51
New Normal in FAITH-BASED and RELIGIOUS ORGANIZATIONS	52
FOR THE LEADERS OF THE FAITH-BASED AND RELIGIOUS ORGANIZATIONS	53
Guide for Priest/Imam/Pastor/Monk/Clergy/Reverend/Server	59
Guide for Administrative Office Staff.....	60
Guide for Churchgoer, Parishioner, Devotee, Believer, Worshipper	61
New Normal in the WORKPLACE (Government/Private)	62
FOR THE EMPLOYERS AND MANAGERS.....	63
Guide for Agency Head/Company Owner/Manager/Supervisor	67
Guide for Staff/Personnel.....	69
New Normal in BANKS.....	70
Guide for Bank Owner, Manager/Supervisor.....	71
Guide for Tellers	73
Guide for Roving Staff	74
Guide for Client	75
New Normal in RESTAURANTS	76
Guide for Restaurant Owner, Manager/Supervisor, Administrative Staff.....	77
Guide for Cashier	80
Guide for Waiter and Waitress	81
Guide for Chef, Cook and Baker	82
Guide for Customer/Client.....	83
New Normal in HOTELS AND ACCOMMODATION FACILITIES	84
Guide for Hotel Owner, Manager/Supervisor, Administrative Staff	85
Guide for Cashier	88
Guide for Waiter and Waitress	89
Guide for Chef, Cook and Baker	90
Guide for Customer/Client.....	91

New Normal in BARBER SHOPS AND BEAUTY SALONS	92
Guide for Barbershop and Beauty Salon Owner/Manager/Supervisor	93
Guide for Cashier/Receptionist	95
Guide for Barber/Salon stylist and assistant	96
Guide for Customer/Client	97
New Normal in PHARMACIES	98
Guide for Pharmacy Owner and Manager/Supervisor	99
Guide for Cashier	101
Guide for Pharmacist and Pharmacy Technician	102
Guide for Roving Staff	103
Guide for Customer/Client	104
New Normal in SHOPPING MALL	105
Guide for Building/Mall Owner/Manager/Administrative Staff	106
Guide for Establishment Owner/Manager/Supervisor	108
Guide for Cashier	110
Guide for Roving Staff	111
Guide for Baggage Counter staff	112
Guide for Customer/Client	113
New Normal in GROCERIES	114
Guide for Grocery Owner, Manager/Supervisor	115
Guide for Cashier	117
Guide for Roving Staff	118
Guide for Baggage Counter	119
Guide for Customer/Client	120
New Normal in PUBLIC TRANSPORTATION	121
Guide for Public Transportation Owner and Operator	122
Guide for Driver	123
Guide for Passenger	124
New Normal in WATERWAYS	125
(Ports, Piers, Ships and Boats)	125
Guide for Owners/Operators/Administrative Staff	130
Guide for Captain/Skipper	132
Guide for Ground Staff – Information desk/counter	133
Guide for Ground Staff - Check-in counter	134
Guide for Ground Staff – Baggage Collection	135
Guide for Ground Staff – Security Check	136

Guide for Ground Staff – Security Check	137
Guide for Security Guard/personnel	138
Guide for Passenger	139
New Normal in AIRLINES, AIRPORTS AND AVIATION	140
OVERALL GUIDANCE TO AVIATION STAFF	141
Guide for Manager/Supervisor, Administrative Staff	148
Guide for Ground Staff - Check-in counter	150
Guide for Ground Staff – Baggage Collection	151
Guide for Ground Staff – Security Check	152
Guide for Immigration/Custom Officer	153
Guide for Ground Staff – Lounge Area	154
Guide for Ground Staff – Final Boarding Check	155
Guide for Ground Staff: Custom Biosecurity check	156
Guide for Ground Staff – Maintenance and Mechanics	157
Guide for Pilot	158
Guide for Steward and Stewardess	159
Guide for Passenger	160
New Normal in Mass Gatherings	161
ANNEX A.....	172
Guide for other key personnel common to each sector: Security Guard, Cleaner, Driver and Delivery personnel	172
Guide for Security Guard/personnel	172
Guide for Cleaner	173
Guide for Driver	175
References.....	176

BASIC INFORMATION ABOUT THE CORONAVIRUS DISEASE 2019 (COVID-19)

What is COVID-19?

COVID-19 is a disease caused by a new strain of coronavirus. 'CO' stands for corona, 'VI' for virus, and 'D' for disease. Formerly, this disease was referred to as '2019 novel coronavirus' or '2019-nCoV.' The COVID-19 virus is a new virus linked to the same family of viruses as Severe Acute Respiratory Syndrome (SARS) and some types of common cold.

What are the symptoms of COVID-19?

Symptoms can include fever, cough and shortness of breath. In more severe cases, infection can cause pneumonia or breathing difficulties. More rarely, the disease can be fatal. These symptoms are similar to the flu (influenza) or the common cold, which are a lot more common than COVID-19. This is why testing is required to confirm if someone has COVID-19.

How does COVID-19 spread?

The virus is transmitted through direct contact with respiratory droplets of an infected person (generated through coughing and sneezing). Individuals can also be infected from and touching surfaces contaminated with the virus and touching their face (e.g., eyes, nose, mouth). The COVID-19 virus may survive on surfaces for several hours, but simple disinfectants can kill it.

Who is most at risk?

We are learning more about how COVID-19 affects people every day. Older people, and people with chronic medical conditions, such as diabetes and heart disease, appear to be more at risk of developing severe symptoms. As this is a new virus, we are still learning about how it affects children. We know it is possible for people of any age to be infected with the virus, but so far there are relatively few cases of COVID-19 reported among children. This is a new virus and we need to learn more about how it affects children. The virus can be fatal in rare cases, so far mainly among older people with pre-existing medical conditions.

What is the treatment for COVID-19?

There is no currently available vaccine for COVID-19. However, many of the symptoms can be treated and getting early care from a healthcare provider can make the disease less dangerous. There are several clinical trials that are being conducted to evaluate potential therapeutics for COVID-19.

How can the spread of COVID-19 be slowed down or prevented?

As with other respiratory infections like the flu or the common cold, public health measures are critical to slow the spread of illnesses. Public health measures are everyday preventive actions that include:

- ✓ staying home when sick;
- ✓ covering mouth and nose with flexed elbow or tissue when coughing or sneezing. Dispose of used tissue immediately;
- ✓ washing hands often with soap and water; and
- ✓ cleaning frequently touched surfaces and objects.

As we learn more about COVID-19 public health officials may recommend additional actions.

INTRODUCTION

The Government of Papua New Guinea declared a State of Emergency (SOE) on 22 March 2020 following the confirmation of an imported case of coronavirus disease (COVID-19) in Morobe Province. A local case was identified in East New Britain on 6 April, and additional local cases were also reported in Western Province and the National Capital District. Given the distribution of cases reported to date, and the enhanced testing of contact, it is expected that more cases will be identified.

The State of Emergency remains in place until 2 June 2020 following approval by the Parliament for a two-month extension. The SOE has enabled to put in place a pandemic response structure that mobilizes a whole-of-Government strategic action and enabled participation of key stakeholders such as UN agencies, donors, NGOs, churches, and private sectors. It also facilitated the release of urgent and critical financial resources for the operations at the national and provincial levels. The Controller of the SOE has issued a series of measures critical to managing the outbreak such as limiting movement of people, closure of schools, markets, religious services and other businesses and cancellation of international flights and some domestic flights.

These movement restrictions, although critical to limit the spread of the outbreak, have also disrupted the delivery of some essential social and economic services. Based on the lessons in many countries around the world, the pandemic could take months and even year/s depending on how the virus behaves in the country.

The response would be a long-term endeavor that would have greater demand to the health system, unprecedented disruptions to social and economic activities and would need significant resources. Papua New Guinea, given its limited financial and human resources, needs to prepare to shift to “living the new normal” in the context of COVID-19.

This document outlines the critical public health norms that have to be put in place in the various sectors and institutions to prevent further transmission, reduce the impacts of the outbreak and support control measures. The overarching goal is to slow down the transmission and reduce mortality associated with COVID-19 while at the same time transition to the new ways of living in the time of a pandemic.

PRINCIPLES AND CRITERIA TO TRANSITION TO NEW NORMAL

Papua New Guinea currently has eight COVID-19 cases, as of 26 April 2020, affecting five provinces. Although it is expected that more cases will be identified, and additional provinces will be affected, the goal is to limit the spread, prevent the escalation of the outbreak and maintain a steady state of low-level or no transmission.

Balancing the goal of public health and social and economic objectives will be critical. Thus, the decision to shift to the new normal will hinge on balancing the epidemiology and social/economic cost; and ensure the number of cases does not exceed the health system capacity.

There are key principles in deciding the shift to “new normal”, as follows:

- ☐ **Use clear framework, data & evidence to make a decision.** This will enable assessment of different social measures and decision to relax, strengthen or maintain social public health measures
- ☐ **Prioritize social public health measures based on effectiveness;** socioeconomic cost; and public acceptance
- ☐ **Implement step-by-step:** step-wise & continuous manner (e.g., schools, churches, businesses, etc and assess effectiveness/side effect periodically (2 - 4 weeks)
- ☐ **Protect vulnerable groups:** minimize risk of transmission and new outbreaks; and minimize negative impact of social public health measures
- ☐ **Implement “New Normal”:** identify “New Normal” social measures (e.g. teleworking, staggered commuting, and physical distancing and ventilation in offices and commercial facilities) – hand hygiene facilities in all public places. This has to be complemented with strengthened case identification, isolation, tracing and quarantine measures.

The following criteria can also be considered in decision-making for the new normal:

1. That evidence shows **COVID-19 transmission is controlled** to a level of sporadic cases and clusters of cases, all from known contacts and that health facilities can manage cases with sufficient clinical care capacity.
2. That **public health and health system capacities including hospitals are in place** to identify, isolate, test, trace contacts and quarantine them, irrespective of severity and origin:
3. That **outbreak risks in high-vulnerability settings are minimized** -- particularly in elderly homes, mental health facilities and people residing in crowded places, with disability or underlying health conditions.
4. That **workplace preventive measures are established** to reduce risk –with physical distancing, handwashing, respiratory etiquette and, potentially, temperature monitoring.
5. **That importation of cases can be managed** – with capacity to detect, test and quarantine individuals arriving from areas with community transmission.
6. **That communities are fully engaged** -- supportive of the transition and continue to practice the prevention measures

As the country considers transition, it should be acknowledged that there are no ‘quick wins’. Complexity and uncertainty lie ahead, and measures will be adjusted. While movement restrictions will continue to be imposed, some of these will be eased gradually while constantly monitoring the effectiveness of these actions and the response of the public. Ultimately, the behaviour of the citizens will determine the behaviour of the virus. This will take cooperation and patience as there is no fast-track back to normal.

Any steps to transition towards ‘a new normal’ must be guided by public health principles, together with economic and societal considerations.

ROLE OF THE VARIOUS SECTORS in the TRANSITION

To prevail against COVID-19, we need an approach that unites in common cause every individual and community, every business and non-profit, every department of every government, every non-governmental organization, every international organization, and every regional and global governance body, to harness their collective capacity into collective action. Everyone has a crucial role to play in stopping COVID-19:

- ☐ **Individuals** must protect themselves and others by adopting behaviours such as washing hands, avoiding touching their face, practicing good respiratory etiquette, individual level distancing, isolating in a community facility or at home if they are sick, identifying themselves as a contact of a confirmed case when appropriate, and cooperating with physical distancing measures and movement restrictions when called on to do so.
- ☐ **Families** must work together in taking care of each other and ensuring that every family member is cared for when sick, especially those with special needs (elderly, with disability and with underlying medical condition). The family is the backbone of individual and community action and members need to be supportive to the material and emotional needs of those who will be on quarantine and isolation and become a social support for each other and the community.
- ☐ **Communities** must be empowered to ensure that services and aid are planned and adapted based on their feedback and local contexts. Critical functions, such as community education, protecting vulnerable groups, supporting health workers, case finding, contact tracing, and cooperation with physical distancing measures can only happen with the support of every part of affected communities.
- ☐ **Governments** must lead and coordinate the response across party lines to enable and empower all individuals and communities to own the response through communication, education, engagement, capacity building and support. Governments must also re-purpose and engage all available public, community and private sector capacity to rapidly scale up the public health system to find and test, isolate, and care for confirmed cases (whether at home or in a medical facility), and identify, trace, quarantine and support contacts. At the same time, governments must give the health system the support it needs to treat patients with COVID-19 effectively and maintain other essential health and social services for all. Governments may have to implement blanket physical distancing measures and movement restrictions proportionate to the health risks faced by the community, if they need more time to put in place the above measures.
- ☐ **Businesses and Private companies** must ensure the continuity of essential services such as the food chain, public utilities, and the manufacture of medical supplies. Private companies can provide expertise and innovation to scale and sustain the response, most notably through the production and equitable distribution of laboratory diagnostics, personal protective equipment, ventilators, medical oxygen and other essential medical equipment at fair prices, and the research and development of diagnostic tests, treatments and vaccines.
- ☐ **Faith-based institutions** must play a major role in saving lives and reducing illness related to COVID-19 by being a primary source of support, comfort, guidance, and direct health care and social service, for the communities they serve. Religious leaders of faith-based organizations and communities of faith can share health information to protect their own members and wider communities, which may be more likely to be accepted than from other sources. They can provide pastoral and spiritual support during public health emergencies and other health challenges and can advocate for the needs of vulnerable populations.

New Normal at HOME (Family)

FOR THE HEAD OF THE FAMILY

The safety of the family members against COVID-19 is critical. Make sure the family has arrangements to look after each other and who will take care of a family member who is sick or would need special assistance.

- ☐ Remind family members about personal hygiene (taking baths, regular washing of hands and cough etiquette)
- ☐ Assign family members to regularly clean the house and toilets, and disinfect tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, faucets, and sinks. Make sure men and women, boys and girls have equal roles and responsibilities.
- ☐ Delay family events such as parties that would require lots of people congregating
- ☐ Limit the times and frequency of going out to essential needs such as buying groceries and supplies or going to the market. Assign someone who will do the shopping and remind about distancing from others for at least 1m.
- ☐ Remind school-age children about their lessons and completing assignments.
- ☐ Make sure all the members of the family have equal access to food and other supplies. If you have extra and can afford it, share with other relatives who also have needs. Look after each other.
- ☐ If a family member is worried or afraid, talk to him/her and offer support.
- ☐ Check on the health of every family member everyday --- if someone in the family has fever, cough and difficulty breathing, call 1-800200.
- ☐ If someone in your family will be put on quarantine, or in isolation in the medical facility, offer prayers and support.
- ☐ Make sure you are updated on the latest orders from the Government on the COVID-19 prevention and comply with those measures.

A caring, loving and supportive family will make the difference in our fight against COVID-19.

Guide for Mother, Father, Auntie, Uncle, Adult Woman and Man in the family

At home and before going outside the house

- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Encourage everyone in the community and family to practice personal hygiene
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin. Do not sneeze, cough, and breathe (puff) to children.
- ☐ Avoid touching your face, eyes and nose all times
- ☐ Do not kiss children; do not cool food by blowing air with mouth when feeding children; and do not feed children with chewed food. Use own and do not share utensils, drinking glass or cup, towels, toothbrushes, bed linens, or electronic devices to avoid infection.
- ☐ Take breaks from sitting down and practice yoga, aerobic exercise, or other indoor activities
- ☐ Support and respect each other especially at times of restricted movement and limited social contacts. At the times of lockdown and quarantine people may easily get angry and aggressive.
- ☐ Promote equal share of household responsibilities for both parents, boys and girls.
- ☐ Stock food enough for everyone in the family. Share food with other community members in need whenever possible
- ☐ Cultivate the crops that can grow in the community for food security and family income generation
- ☐ Take your children for routine immunizations
- ☐ Continue taking your regular prescribed drugs for any underlying conditions/existing conditions (diabetes, hypertension, HIV, TB, Malaria). It would be useful to ensure you have at least one month's worth of medications in your supply
- ☐ Help family members to pick up drugs from the nearest health facilities if anyone is on any prescribed drugs for underlying diseases/existing conditions.
- ☐ Clean and disinfect your home, especially the commonly touched surfaces (door knobs, handrails, tables, chairs, light switches, etc)
- ☐ Lead prayer time when elder member is unable to do so.
- ☐ Campaign importance of adhering to prevention and control of COVID-19
- ☐ Promote empathy and remove stigma on COVID-19 and discrimination of healthcare workers and people who got infected with COVID-19. Continue the campaign on preventing all forms of violence.

- ☐ Monitor health status of all the family members, especially elderly, pregnant women, children and people with disability. Pay attention to elder family members who need full-time care, as well as any member of the family with disability. Spend quality time talking and listening as they share stories.
- ☐ If you or any member of your family develop a cough, fever and shortness of breath, call the hotline 1800200 as soon as you or any family member have symptoms.
- ☐ Wear mask when taking care of sick family members or any sick person.
- ☐ In case you or your children suffer from family violence or you notice someone from your circle having physical injuries such as black eyes or bruises or receiving harassing messages from their partners, you should consult 1 Tok Kaunselin Helpim , 8am 3pm, 7150 8000 and if necessary inform Police: 24hr Toll Free Hot Line 1800 100

When you go out of the house

- ☐ Maintain physical distance of at least 1 meter away from other people
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose all times
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Do not participate in any mass gatherings
- ☐ Follow government guide on the prevention and control of COVID-19 when going to different places.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought outside
- ☐ Change clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home! Inform adult members of the house and ask them to call hotline 1800 200 to get advice on how to manage your condition at home.

Guide for Elder/Senior Citizen member of the family

At home and before going outside the house

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home! Inform adult members of the house and ask them to call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day (ask assistance if needed), wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose all times
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Use own utensils, drinking glass or cup, towels, toothbrushes, bed linens, or electronic devices to avoid infection.
- ☐ Ensure adequate sleep, have light diet with balanced nutrition.
- ☐ Continue taking your regular prescribed drugs for any underlying conditions/existing conditions (diabetes, hypertension, HIV, TB, Malaria). It would be useful to ensure you have at least one month's worth of medications in your supply
- ☐ Lead prayer time when feasible

When you go out of the house

- ☐ Do not leave house nor go to crowded area or poorly ventilated places, if not necessary. Keep a distance of 1 meter or more away from others, if you need to go out.
- ☐ Visit health care facilities, only if necessary. Seek help of family members (adult man/woman members) to pick up the drugs from the nearest health facilities when needed.
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose all times
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Do not participate in any mass gatherings

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought outside
- ☐ Change clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home! Inform adult members of the house and ask them to call hotline 1800 200 to get advice on how to manage your condition at home.

Guide for People with Disability

At home and before going outside the house

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home! Inform adult members of the house and ask them to call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day (ask assistance if needed), wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose all times
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Use own utensils, drinking glass or cup, towels, toothbrushes, bed linens, or electronic devices to avoid infection.
- ☐ Ensure adequate sleep, have light diet with balanced nutrition.
- ☐ Continue taking your regular prescribed drugs for any underlying conditions/existing conditions (diabetes, hypertension, HIV, TB, Malaria). It would be useful to ensure you have at least one month's worth of medications in your supply. Ask assistance when needed.
- ☐ Monitor health status daily. If you have fever, cough, and other respiratory symptoms, inform healthy family members (adult man/woman).

When you go out of the house

- ☐ Maintain physical distance of at least 1 meter away from other people
- ☐ Keep a distance of 1 meter or more away from others, if you need to go out.
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose all times
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Do not go to crowded area or poorly ventilated places.
- ☐ Don't visit health care facilities, if not necessary.
- ☐ Do not participate in any mass gatherings

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought outside
- ☐ Change clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home! Inform adult members of the house and ask them to call hotline 1800 200 to get advice on how to manage your condition at home.

Guide for Pregnant Woman

At home and before going outside the house

- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Use own and do not share utensils, drinking glass or cup, towels and other personal items such as towels, toothbrushes, towels, bed linens, or electronic devices to avoid infection
- ☐ Ensure adequate sleep, have light diet with balanced nutrition.
- ☐ Visit antenatal clinic as per your schedule. Monitor health status daily. If you will have fever, cough and noticed changes or slowing of fetal movement inform family members (adult man/woman) and consult a doctor or seek medical treatment.
- ☐ Continue taking your regular prescribed drugs for any underlying conditions/existing conditions (diabetes, hypertension, HIV, TB, Malaria). It would be useful to ensure you have at least one month's worth of medications in your supply
- ☐ Go to clinic for supervised delivery
- ☐ Breastfeed the baby. Seek information from health care provider when needed.
- ☐ Do not go to crowded area or poorly ventilated places. Take breaks from sitting down and practice yoga, aerobic exercise, or other indoor activities.
- ☐ Refuse visitation from relatives and friends.
- ☐ Keep a distance of 1 meter or more away from others, if you need to go out.
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Call hotline 1800 200 to get advice if feeling sick

When you go out of the house

- ☐ Maintain physical distance of at least 1 meter away from other people
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose all times
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Do not participate in any mass gatherings
- ☐ If you need to do outdoor exercises, keep away from crowded areas and go to the places with few people with good ventilation (such as parks).

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought outside

- ☐ Change clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home! Inform adult members of the house and ask them to call hotline 1800 200 to get advice on how to manage your condition at home.

Guide for Children

At home and before going outside the house

- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Do not share personal items such as towel with others
- ☐ Ensure adequate sleep, have light diet with balanced nutrition.
- ☐ Choose places with few people and good ventilation (such as parks) to play.
- ☐ Do not go to indoor amusement parks and other densely populated and poorly ventilated places.
- ☐ After returning home, change clothes and wash hands immediately
- ☐ Avoid touching your face, eyes and nose all times
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Inform parents or adult family members if feeling sick

When you go out of the house

- ☐ Maintain physical distance of at least 1 meter away from other people
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose all times
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Do not participate in any mass gatherings

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands are dirty
- ☐ Wash or give to mother/father/adult family members to wash immediately food containers and utensils brought outside
- ☐ Change clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home! Inform adult members of the house and ask them to call hotline 1800 200 to get advice on how to manage your condition at home.

Do the ABCDE:

- ☐ **A**sk questions how to prevent COVID-19 and talk to someone when feeling sad, confused or sick.
- ☐ **B**athe everyday and wash hands frequently and thoroughly.
- ☐ **C**ough with flex elbow and throw tissue immediately to bin.
- ☐ **D**istance yourself from your friends (1 meter).
- ☐ **E**mphasize not stigmatize.

Guide for Adolescent

At home and before going outside the house

- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Use own and do not share utensils, drinking glass or cup, towels and other personal items such as towels, toothbrushes, bed linens, or electronic devices to avoid infection
- ☐ Ensure adequate sleep, have light diet with balanced nutrition.
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Assist in house hold chores.
- ☐ Assist in taking care of younger siblings or elder members of the family (no COVID-19 infection)
- ☐ Be aware of false information and misconceptions, whether transmitted verbally or online.
- ☐ Take a break from watching, reading, or listening to news, including social media networks. Listening about the spread of the viral infection multiple times throughout the day can be disturbing.
- ☐ Keep in touch with friends through electronic means. Find a new hobby and learn new skill.
- ☐ Do not stigmatize and exclude your peers and do not tease anyone that they are ill. Be kind to each other. Your friends are equally stressed and worried about the situation. Please talk to them and lend your support.
- ☐ If you or any member of your family develop a cough, fever and shortness of breath, call the hotline 1800200 to get advice.

When you go out of the house

- ☐ Maintain physical distance of at least 1 meter away from other people
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose all times
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Do not participate in any mass gatherings

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought outside
- ☐ Change clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home! Inform adult members of the house and ask them to call hotline 1800 200 to get advice on how to manage your condition at home.

Do the ABCDE:

- ☐ **A**sk questions how to prevent COVID-19 and talk to someone when feeling sad, confused or sick.
- ☐ **B**athe everyday and wash hands frequently and thoroughly.
- ☐ **C**ough with flex elbow and throw tissue immediately to bin.
- ☐ **D**istance yourself from your friends (1 meter).
- ☐ **E**mphasize not stigmatize.

New Normal in the COMMUNITY

FOR THE COMMUNITY LEADER

The safety of the community members against COVID-19 is your main responsibility. Make sure that your community has arrangements to look after each other and put in place measures to take care of a community member who is sick or would need special assistance.

- ☐ Make a contingency plan to prepare for an activate when a community member gets sick of COVID-19.
- ☐ Remind community members about personal hygiene (taking baths, regular washing of hands and cough etiquette). Ensure your community has access to water and have facilities for hand washing.
- ☐ Assign community members to regularly clean the environment and remind families to clean their own homes.
- ☐ Delay community events such as parties and festivals that would require lots of people congregating
- ☐ Make sure all the members of the community have access to food and other supplies in case of quarantine or lockdown. Plan to look after a family that would need support.
- ☐ If a community member is worried or afraid, talk to him/her and offer support.
- ☐ If someone in your community will be put on quarantine, or in isolation in the medical facility, offer prayers and support. Ensure that you manage fear, and stigma from others. Look after the health workers.
- ☐ Make sure you are updated on the latest orders from the Government on the COVID-19 prevention and comply with those measures.

COVID-19 affects everyone, not matter the color, age and ethnic group. A caring, loving and supportive community will make the difference in our fight against COVID-19.

Guide for Community Leader/Chief/Ward leader

At home and before going outside the house

- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Encourage everyone in the community and family to practice personal hygiene
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin. Do not sneeze, cough, and breathe (puff) to children.
- ☐ Avoid touching your face, eyes and nose all times
- ☐ Do not kiss children; do not cool food by blowing air with mouth when feeding children; and do not feed children with chewed food. Use own and do not share utensils, drinking glass or cup, towels, toothbrushes, bed linens, or electronic devices to avoid infection.
- ☐ Take breaks from sitting down and practice yoga, aerobic exercise, or other indoor activities

Role in the community

- ☐ Support and respect each other especially at times of restricted movement and limited social contacts. At the times of lockdown and quarantine people may easily get angry and aggressive.
- ☐ Promote equal share of household responsibilities for both parents, boys and girls.
- ☐ Stock food enough for everyone in the family. Encourage community members to share food with other community members in need whenever possible
- ☐ Be the model in doing and initiating random acts of kindness (doing simple things that can help others ease sadness and difficulties or make them laugh and feel happy)
- ☐ Cultivate the crops that can grow in the community for food security and family and community income generation. Promote this to the members of your community.
- ☐ Support routine immunizations for children in your community
- ☐ Promote regular intake of prescribed drugs for any underlying conditions/ existing conditions (diabetes, hypertension, HIV, TB, Malaria). It would be useful to ensure that individuals have at least one month's worth of medications in your supply
- ☐ Organize help for family members to pick up drugs who will need assistance in picking prescribed drugs from the nearest health facilities.

- ☐ Look after pregnant women, elder member, people with disability and homeless who will be in need of assistance
- ☐ Impose cleaning and disinfecting of homes in your community, especially the commonly touched surfaces (door knobs, handrails, tables, chairs, etc), as well as, common areas in the community.
- ☐ Lead prayer time.
- ☐ Campaign importance of adhering to prevention and control of COVID-19
- ☐ Promote empathy and remove stigma on COVID-19 and discrimination of healthcare workers and people who got infected with COVID-19. Continue the campaign on preventing all forms of violence.
- ☐ Monitor health status of all the members in your community, especially elderly, pregnant women, children and people with disability. Pay attention to elder family members who need full-time care, as well as any member of the family with disability.
- ☐ If you or any member of your community develop a cough, fever and shortness of breath, call the hotline 1800200 to get proper advice.
- ☐ Wear mask when taking care of and referring sick family members (children, elderly, any sick person or people with disability) in accessing health care services.
- ☐ Address and seek support to provide solutions to water and sanitation issues in the community.
- ☐ In case any member of your community experience violence or you notice someone from your circle having physical injuries such as black eyes or bruises or receiving harassing messages from their partners, you should consult 1 Tok Kaunselin Helpim , 8am 3pm, 7150 8000 and if necessary inform Police: 24hr Toll Free Hot Line 1800 100

When you go out of the house

- ☐ Maintain physical distance of at least 1 meter away from other people
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose all times
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Do not participate in any mass gatherings

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought outside
- ☐ Change clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home! Inform adult members of the house and ask them to call hotline 1800 200 to get advice on how to manage your condition at home.

Guide for Village Health Volunteer

At home and before going outside the house

- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Use own and do not share utensils, drinking glass or cup, towels and other personal items such as towels, toothbrushes, bed linens, or electronic devices to avoid infection
- ☐ Ensure adequate sleep, have light diet with balanced nutrition.
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Be aware of false information and misconceptions, whether transmitted verbally or online.
- ☐ Take a break from watching, reading, or listening to news, including social media networks. Listening about the spread of the viral infection multiple times throughout the day can be disturbing.
- ☐ Keep in touch with friends through electronic means. Find a new hobby and learn new skill.
- ☐ If you or any member of your family develop a cough, fever and shortness of breath, call the hotline 1800200 to get advice.

Support to community

- ☐ Support and respect each other especially at times of restricted movement and limited social contacts. At the times of lockdown and quarantine people may easily get angry and aggressive.
- ☐ Promote equal share of household responsibilities for both parents, boys and girls.
- ☐ Promote stocking of food enough for everyone in the family. Encourage community members to share food with other community members in need whenever possible
- ☐ Be the model in doing and initiating random acts of kindness (doing simple things that can help others ease sadness and difficulties or make them laugh and feel happy)
- ☐ Promote planting/sowing the crops that can grow in the community for food security and family and community income generation. Promote this to the members of your community.
- ☐ Facilitate routine immunizations of children in your community
- ☐ Assist in community members adherence to regular taking of their prescribed drugs for any underlying conditions/existing conditions (diabetes, hypertension, HIV, TB, Malaria). It would be useful to ensure that community members have at least one month's worth of medications in your supply
- ☐ Look after pregnant women, elder member, people with disability and homeless who will be in need of assistance
- ☐ Assist community members to pick up drugs from the nearest health facilities if anyone needs help.
- ☐ Promote cleaning and disinfecting homes in your community, especially the commonly touched surfaces (door knobs, light switches, handrails, tables, chairs, etc.), as well as, common areas in the community.
- ☐ Promote healthy diet; physical activity in side their homes or in open spaces where physical distance of more than 1 meter can be maintained; and activities that can support mental health (listening to music, dancing, playing musical instrument).
- ☐ Campaign importance of adhering to prevention and control of COVID-19
- ☐ Promote empathy and remove stigma on COVID-19 and discrimination of healthcare workers and people who got infected with COVID-19. Continue the campaign on preventing all forms of violence.
- ☐ Monitor health status of all the members in your community, especially elderly, pregnant women, children and people with disability. Pay attention to elder family members who need full-time care, as well as any member of the family with disability.
- ☐ If you or any member of your community develop a cough, fever and shortness of breath, call the hotline 1800200 to get proper advice.
- ☐ Wear mask when taking care of or referring sick family members (children, elderly) or any sick person or people with disability in accessing health services
- ☐ Support the village chief or ward leader in finding solutions to water and sanitation issues in the community.

- ☐ In case any member of your community experience violence or you notice someone from your circle having physical injuries such as black eyes or bruises or receiving harassing messages from their partners, you should consult 1 Tok Kaunselin Helpim , 8am 3pm, 7150 8000 and if necessary inform Police: 24hr Toll Free Hot Line 1800 100

When you go out of the house

- ☐ Maintain physical distance of at least 1 meter away from other people
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose all times
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Do not participate in any mass gatherings

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought outside
- ☐ Change clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home! Inform adult members of the house and ask them to call hotline 1800 200 to get advice on how to manage your condition at home.

Guide for Homeless/urban poor

- ☐ If you have fever, cough, and other respiratory symptoms. Inform Village Chief, Ward leaders or Village Health Volunteer and ask them to call hotline 1800 200 to get advice on how to manage your condition.
- ☐ Practice personal hygiene – bathe every day (ask assistance if needed), wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose all times
- ☐ Cough with flex elbow
- ☐ When feasible, use own utensils, and drinking glass or cup to avoid infection.
- ☐ Do not participate in any mass gatherings
- ☐ Continue taking your regular prescribed drugs for any underlying conditions/existing conditions (diabetes, hypertension, HIV, TB, Malaria). It would be useful to ensure you have at least one month's worth of medications in your supply. Ask assistance when needed.
- ☐ Monitor health status daily. If you have fever, cough, and other respiratory symptoms, inform healthy family members (adult man/woman).

New Normal in SCHOOLS AND EDUCATION INSTITUTIONS

*(Source for this Section: Key Messages and Actions for COVID-19 Prevention and Control in Schools,
Published by WHO, UNICEF and IFRC dated March 2020)*

FOR THE SCHOOL OWNER AND ADMINISTRATORS

The safety of the school and its students, teachers and staff against COVID-19 is your main responsibility. Make sure that your school has arrangements to look after anyone who gets sick or would need special assistance.

- ☐ Make a contingency plan to prepare for and activate when a student, teacher or staff gets sick of COVID-19.
- ☐ Ensure that sick students, teachers and other staff should not come to school.
- ☐ Reinforce frequent handwashing (at least 20 seconds). Install handwashing stations with soap and water in strategic areas of the school, with information on how to wash hands properly. if possible, Place hand sanitizers in each classroom, at entrances and exits, and near lunchrooms and toilets.
- ☐ Clean and disinfect school buildings, classrooms and especially water and sanitation facilities at least once a day, particularly surfaces that are touched by many people (railings, lunch tables, sports equipment, door and window handles, toys, teaching and learning aids etc.). Use sodium hypochlorite at 0.1% for disinfecting surfaces and 70% ethyl alcohol for disinfection of small items. Ensure appropriate equipment for cleaning staff.
- ☐ Ensure trash is removed daily and disposed of safely.
- ☐ Provide adequate, clean and separate toilets or latrines for girls and boys
- ☐ Implement physical distancing practices that may include:
 - Staggering the beginning and end of the school day
 - Cancelling assemblies, develop strictly supervised sports activities and other events that create crowded conditions
 - When possible, create space for children's desks to be at least one meter apart
 - Impose strict measures to avoid unnecessary touching
- ☐ If a student, teacher or staff is worried or afraid, talk to him/her and offer support.
- ☐ If someone in your school will be put on quarantine, or in isolation in the medical facility, ensure that you manage fear, and stigma from others.
- ☐ Make sure you are updated on the latest orders from the Government on the COVID-19 prevention and comply with those measures.

COVID-19 affects everyone, no matter the color, age and ethnic group. A caring, loving and supportive school environment will make the difference in our fight against COVID-19.

What school owners/administrations need to provide...

1. **LOGBOOK** or **eLogbook**- Establish staff/personnel and students monitoring system – important to **record daily health status** and refer when anyone gets sick for immediate medical guidance and/or management
2. **SUPPLIES** for cleaning and disinfecting such as soaps, 0.1% sodium hypochlorite solution, 70% alcohol, 60% alcohol-based hand rub, rugs, gloves
3. **FACILITIES** for hand-washing with clean running water and soap
4. **TRASH BINS** with lids
5. **INFRARED Thermometers**
6. **POSTERS** approved by government
7. **QUARANTINE ROOM** until referral is made

PLUS

STAFF trained on prevention and control of COVID-19

Stay updated

Understand basic information about COVID-19, including its symptoms, complications, how it is transmitted and how to prevent transmission. Stay informed about COVID-19 through reputable sources such as the National Department of Health (NDOH), World Health Organization (WHO), and UNICEF. Be aware of fake information/myths that may circulate by word-of-mouth or online.

Ensure safe school operations

Update or develop school emergency and contingency plans. Work with officials to guarantee schools are not used as shelters, treatment units, etc. Consider cancelling any community events/meetings that usually take place on school premises, based on risk.

Reinforce frequent handwashing and sanitation and procure needed supplies. Prepare and maintain handwashing stations with soap and water, and if possible, place alcohol-based hand rub (hand sanitizers) in each classroom, at entrances and exits, and near lunchrooms and toilets.

Clean and disinfect school buildings, classrooms and especially water and sanitation facilities at least once a day, particularly surfaces that are touched by many people (railings, lunch tables, sports equipment, door and window handles, toys, teaching and learning aids etc.)

Implement physical distancing practices that may include:

- ☐ Staggering the beginning and end of the school day
- ☐ Cancelling assemblies, sports games and other events that create crowded conditions
- ☐ When possible, create space for children's desks to be at least one metre apart
- ☐ Teach and model creating space and avoiding unnecessary touching

Establish procedures if students or staff become unwell

Plan ahead with local health authorities, school health staff and update emergency contact lists. Ensure a procedure for separating sick students and staff from those who are well – without creating stigma – and a process for informing parents/caregivers, and consulting with health care providers/health authorities wherever possible.

Students/staff may need to be referred directly to a health facility, depending on the situation/context, or sent home. Share procedures with staff, parents and students ahead of time.

Promote information sharing

Coordinate and follow guidelines from the National Operations Center (NOC) and NDOH. Share known information with staff, caregivers and students, providing updated information on the disease situation, including prevention and control efforts at school. Reinforce that caregivers should alert the school and health care authorities if someone in their home has been diagnosed with COVID-19 and keep their child at home. Utilize parent-teacher committees and other mechanisms to promote information sharing.

Address children's questions and concerns, including the development of child-friendly materials such as posters which can be placed on notice boards, in restrooms, and other central locations.

Adapt school policies where appropriate

Develop flexible attendance and sick leave policies that encourage students and staff to stay home when sick or when caring for sick family members. Discourage the use of perfect attendance awards and incentives. Identify critical job functions and positions, and plan for alternative coverage by cross-training staff. Plan for possible academic calendar changes, particularly in relation to breaks and exams.

Monitor school attendance

Implement school absenteeism monitoring systems to track student and staff absence and compare against usual absenteeism patterns at the school. Alert local health authorities about large increases in student and staff absenteeism due to respiratory illnesses.

Plan for continuity of learning

In the case of absenteeism/sick leave or temporary school closures, support continued access to quality education. This can include:

- ☐ Use of online/e-learning strategies

- ☐ Assigning reading and exercises for home study
- ☐ Radio, podcast or television broadcasts of academic content
- ☐ Assigning teachers to conduct remote daily or weekly follow up with students
- ☐ Review/develop accelerated education strategies

Implement targeted health education

Integrate disease prevention and control in daily activities and lessons. Ensure content is age-, gender-, ethnicity-, and disability-responsive and activities are built into existing subjects.

Address Mental Health/Psychosocial support needs

Encourage children to discuss their questions and concerns. Explain it is normal that they may experience different reactions and encourage them to talk to teachers if they have any questions or concerns. Provide information in an honest, age-appropriate manner. Guide students on how to support their peers and prevent exclusion and bullying.

Ensure teachers are aware of local resources for their own well-being. Work with school health workers/social workers to identify and support students and staff who exhibit signs of distress.

Support vulnerable populations

Work with social service systems to ensure continuity of critical services that may take place in schools such as health screenings, feeding programs or therapies for children with special needs. Consider the specific needs of children with disabilities, and how marginalized populations may be more acutely impacted by the illness or its secondary effects. Examine any specific implications for girls that may increase their risk, such as responsibility for taking care of the sick at home, or exploitation when out of school.

Checklist for School Administrators, Teachers and Staff

1. Promote and demonstrate regular hand washing and positive hygiene behaviors and monitor their uptake.
Ensure adequate, clean and separate toilets for girls and boys
 - ☐ Ensure soap and safe water is available at age-appropriate hand washing stations
 - ☐ Encourage frequent and thorough washing (at least 20 seconds)
 - ☐ Place hand sanitizers in toilets, classrooms, halls, and near exits where possible
 - ☐ Ensure adequate, clean and separate toilets or latrines for girls and boys
2. Clean and disinfect school buildings, classrooms and especially water and sanitation facilities at least once a day, particularly surfaces that are touched by many people (railings, lunch tables, sports equipment, door and window handles, toys, teaching and learning aids etc.)
 - ☐ Use sodium hypochlorite at 0.1% for disinfecting surfaces
 - ☐ Use 70% ethyl alcohol for disinfection of small items
 - ☐ Ensure appropriate equipment for cleaning staff
3. Increase air flow and ventilation where climate allows (open windows, use air conditioning where available, etc.)
4. Post signs encouraging good hand and respiratory hygiene practices
5. Ensure trash is removed daily and disposed of safely

Guide for Personal Safety of School Administrator, Teacher and Staff

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

Before re-opening school, during school/working hours

- ☐ Wash hands upon arrival to duty station (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub; before and after eating or when hands get soiled
- ☐ Conduct orientation session on COVID-19 basic information, prevention and control measures and referral for clinical management among teachers and school personnel and refresher sessions when needed.
- ☐ Promote and demonstrate regular hand washing and positive hygiene behaviors and monitor their uptake.
 - ✓ Make available soap and safe water at hand washing stations
 - ✓ Encourage frequent and thorough washing for at least 20 seconds
 - ✓ Place hand sanitizers or at least 60% alcohol-based hand rubs in toilets, classrooms, halls, and near entrance and exits where possible
 - ✓ Provide clean and separate toilets or latrines for girls and boys
- ☐ Clean and disinfect school buildings, classrooms and especially water and sanitation facilities at least once a day, particularly surfaces that are touched by many people (railings, light switches, lunch tables, sports equipment, door and window handles, toys, teaching and learning aids etc.)
 - ✓ Use 0.1% sodium hypochlorite solution for disinfecting surfaces
 - ✓ Use 70% ethyl alcohol for disinfection of small items
 - ✓ Provide appropriate equipment for cleaning staff
- ☐ Open windows to provide good ventilation and use air conditioning where available; when a confirmed COVID-19 is found, ventilation and air-conditioning system need to be cleaned, disinfected thoroughly and should be assessed professionally before re-starting its use
- ☐ Post signs encouraging good hand washing and respiratory hygiene practices, basic information about COVID-19 and how to prevent at school's main gate, classrooms, teacher's rooms, common areas, washing and cleaning facilities, and toilets.
- ☐ Create space for student's desk to be at least 1 meter apart
- ☐ Dispose trash daily and safely
- ☐ Provide thermogun/infrared thermometer and alcohol or alcohol-based hand rub to security guards or staff supervising entrance gates
- ☐ Adapt staggering schedules and adjusted lesson plan; and assess effectiveness based on students' learning response
- ☐ Cancel assemblies, sports games and music events that create crowded conditions
- ☐ Keep meetings short and maintain physical distance of at least 1 meter among attendees
- ☐ Teach and model creating space and avoiding unnecessary touching
- ☐ Set-up an quarantine room for students, teachers and staff who will get sick while in the school premises.
- ☐ Call 1800 200 to seek assistance in managing and referring the sick student, teacher, staff.
- ☐ Establish teacher, staff/personnel, and student monitoring system – important to record daily health status and refer when anyone gets sick for immediate medical guidance and/or management.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home
- ☐ Practice personal hygiene – bathe everyday, wash hands often

Guide for Parents/Caregivers and Community Members

COVID-19 is a new virus and we are still learning about how it affects children. We know it is possible for people of any age to be infected with the virus, but so far there have been relatively few cases of COVID-19 reported among children. The virus can be fatal in cases, so far mainly among older people with pre-existing medical conditions.

Know the latest facts

Understand basic information about COVID-19, including its symptoms, complications, how it is transmitted and how to prevent transmission. Stay informed about COVID-19 through reputable sources such as the National Department of Health (NDOH), World Health Organization (WHO), and UNICEF. Be aware of fake information/myths that may circulate by word-of-mouth or online.

Recognize the symptoms of COVID-19 (coughing, fever, shortness of breath) in your child

Seek medical advice by first calling your health facility/provider and then take your child in, if advised. Remember that symptoms of COVID-19 such as cough or fever can be similar to those of the flu, or the common cold, which are a lot more common.

If your child is sick, keep them home from school and notify the school of your child's absence and symptoms. Request reading and assignments so that students can continue learning while at home. Explain to your child what is happening in simple words and reassure them that they are safe.

Keep children in school when healthy

If your child isn't displaying any symptoms such as a fever or cough it's best to keep them in school – unless a public health advisory or other relevant warning or official advice has been issued affecting your child's school.

Instead of keeping children out of school, teach them good hand and respiratory hygiene practices for school and elsewhere, like frequent handwashing (see below), covering a cough or sneeze with a flexed elbow or tissue, then throwing away the tissue into a closed bin, and not touching their eyes, mouths or noses if they haven't properly washed their hands.

Washing hands properly

Step 1: Wet hands with safe running water

Step 2: Apply enough soap to cover wet hands

Step 3: Scrub all surfaces of the hands – including backs of hands, between fingers and under nails – for at least 20 seconds

Step 4: Rinse thoroughly with running water

Step 5: Dry hands with a clean, dry cloth, single-use towel or hand drier as available

Wash your hands often, especially before and after eating; after blowing your nose, coughing, or sneezing; going to the bathroom/ toilets/latrines and whenever your hands are visibly dirty. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water, if hands are visibly dirty.

Help children cope with the stress

Children may respond to stress in different ways. Common responses include having difficulties sleeping, bedwetting, having pain in the stomach or head, and being anxious, withdrawn, angry, clingy or afraid to be left alone. Respond to children's reactions in a supportive way and explain to them that they are normal reactions to an abnormal situation. Listen to their concerns and take time to comfort them and give them affection, reassure them they're safe and praise them frequently.

If possible, create opportunities for children to play and relax. Keep regular routines and schedules as much as possible, especially before they go to sleep, or help create new ones in a new environment. Provide age-appropriate facts about what has happened, explain what is going on and give them clear examples on what they can do to help protect themselves and others from infection. Share information about what could happen in a reassuring way.

For example, if your child is feeling sick and staying at home or the hospital, you could say, "You have to stay at home/at the hospital because it is safer for you and your friends. I know it is hard (maybe scary or even boring) at times, but we need to follow the rules to keep ourselves and others safe. Things will go back to normal soon."

Checklist for Parents/Caregivers and Community Members

1. Monitor your child's health and keep them home from school if they are ill
2. Teach and model good hygiene practices for your children.
 - ☐ Wash your hands with soap and safe water frequently. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water, if hands are visibly dirty
 - ☐ Ensure that safe drinking water is available and toilets or latrines are clean and available at home
 - ☐ Ensure waste is safely collected, stored and disposed of
 - ☐ Cough and sneeze into a tissue or your elbow and avoid touching your face, eyes, mouth, nose.
3. Encourage your children to ask questions and express their feelings with you and their teachers. Remember that your child may have different reactions to stress; be patient and understanding.
4. Prevent stigma by using facts and reminding students to be considerate of one another ☐ 5.
5. Coordinate with the school to receive information and ask how you can support school safety efforts (through parent-teacher committees, etc.)

For Students and Children

Children and young people should understand basic, age-appropriate information about coronavirus disease (COVID-19), including its symptoms, complications, how it is transmitted and how to prevent transmission. Stay informed about COVID-19 through reputable sources such as the National Department of Health (NDOH), World Health Organization (WHO), and UNICEF. Be aware of fake information/myths that may circulate by word-of-mouth or online.

Checklist for Students and Children

1. In a situation like this it is normal to feel sad, worried, confused, scared or angry. Know that you are not alone and talk to someone you trust, like your parent or teacher so that you can help keep yourself and your school safe and healthy.
 - ☐ Ask questions, educate yourself and get information from reliable sources
2. Protect yourself and others
 - ☐ Wash your hands frequently, always with soap and water for at least 20 seconds
 - ☐ Remember to not touch your face
 - ☐ Do not share cups, eating utensils, food or drinks with others
3. Be a leader in keeping yourself, your school, family and community healthy.
 - ☐ Share what you learn about preventing disease with your family and friends, especially with younger children
 - ☐ Model good practices such as sneezing or coughing into your elbow and washing your hands, especially for younger family members
4. Don't stigmatize your peers or tease anyone about being sick; remember that the virus doesn't follow geographical boundaries, ethnicities, age or ability or gender.
5. Tell your parents, another family member, or a caregiver if you feel sick, and ask to stay home.

Guide for Students and Children

At home

- ☐ If you have fever, cough, and other respiratory symptoms tell you parents, guardians, adult supervisors or caregivers and ask to stay home. Follow parents or guardian advice.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) before and after meals and whenever hands get soiled or use alcohol-based hand rub as an alternative.
- ☐ It is normal to feel sad, worried, confused, scared or angry. Know that you are not alone and talk to someone you trust, like your parent, guardian or adult supervisor so that you can help keep yourself healthy.
- ☐ Ask questions, educate yourself and get information from reliable sources
- ☐ Protect yourself and others:
 - ✓ Wash your hands frequently, always with soap and water for at least 20 seconds
 - ✓ Remember to not touch your face, eyes and nose
 - ✓ Do not share cups, eating utensils, food or drinks with others

When in school

- ☐ Ask questions, educate yourself and get information on COVID-19 from teachers and reliable sources
- ☐ Protect yourself and others:
 - ✓ Wash your hands frequently, always with soap and water for at least 20 seconds
 - ✓ Remember to not touch your face, eyes and nose
 - ✓ Do not share cups, eating utensils, food or drinks with others
- ☐ Be a leader in keeping yourself, your school, family and community healthy.
- ☐ Share what you learn about preventing disease with your family and friends, especially with younger children
- ☐ Model good practices such as sneezing or coughing into your elbow and washing your hands, especially for younger family members
- ☐ Don't stigmatize your peers or tease anyone about being sick; remember that the virus doesn't follow geographical boundaries, ethnicities, age or ability or gender.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or ask assistance when changing to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms tell your parents, guardians or caregiver and ask to stay home! Do not go to school the following day. Follow parents, guardian or caregiver's advice who are keeping you well.

Do the ABCDE:

- ☐ **A**sk questions how to prevent COVID-19 and talk to someone when feeling sad, confused or sick.
- ☐ **B**athe everyday and wash hands frequently and thoroughly.
- ☐ **C**ough with flex elbow and throw tissue immediately to bin.
- ☐ **D**istance yourself from your friends (1 meter).
- ☐ **E**mphasize not stigmatize.

Guide for Security Guard/Personnel

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Wash hands upon arrival to duty station (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub; repeat washing hands before and after eating or when hands get soiled
- ☐ Take temperature of every person entering the premises
 - ✓ Point the infrared thermometer on the forehead or temple and wait for the temperature to register
 - ✓ Allow entry of clients if temperature is 37.5C or below
 - ✓ Do not allow entry if temperature is above 37.5; ask to go home and call hotline 1800-200 to get advice
- ☐ Ask clients to sanitize hands using alcohol after passing the temperature check

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Cleaner

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Wash hands upon arrival to duty station (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub; before and after eating or when hands get soiled
- ☐ Wear personal protective equipment such as mask, gown and gloves and appropriate footwear before starting your cleaning work
- ☐ Use disinfectant to clean the premises and the commonly touched surfaces railings, lunch tables, door and window handles, washing areas and toilets and parking spaces
 - ✓ Use 0.1% sodium hypochlorite solution for disinfecting surfaces
 - ✓ Use 70% ethyl alcohol for disinfection of small items
- ☐ Check cleaning supplies, update or inform manager/supervisor about the current stocks to avoid stock-outs
- ☐ Remove personal protective equipment/gears after work
- ☐ Wash hands thoroughly before leaving place of work

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Age-Specific Health Education

Below are suggestions on how to engage students of different ages on preventing and controlling the spread of COVID-19 and other viruses. Activities should be contextualized further based on the specific needs of children (language, ability, gender, etc.)

Preschool

- ☐ Focus on good health behaviors, such as covering coughs and sneezes with the elbow and washing hands frequently.
- ☐ Sing a song while washing hands to practice the recommended 20 second duration.
 - Children can “practice” washing their hands with hand sanitizer.
- ☐ Develop a way to track hand washing and reward for frequent/timely hand washing
- ☐ Use puppets or dolls to demonstrate symptoms (sneezing, coughing, fever) and what to do if they feel sick (i.e. their head hurts, their stomach hurts, they feel hot or extra tired) and how to comfort someone who is sick (cultivating empathy and safe caring behaviors)
- ☐ Have children sit further apart from one another, have them practice stretching their arms out or ‘flap their wings’, they should keep enough space to not touch their friends.

Primary School

- ☐ Make sure to listen to children’s concerns and answer their questions in an age-appropriate manner; don’t overwhelm them with too much information. Encourage them to express and communicate their feelings. Discuss the different reactions they may experience and explain that these are normal reactions to an abnormal situation.
- ☐ Emphasize that children can do a lot to keep themselves and others safe.
 - Introduce the concept of physical distancing (standing further away from friends, avoiding large crowds, not touching people if you don’t need to, etc.).
 - Focus on good health behaviors, such as covering coughs and sneezes with the elbow and washing hands.
- ☐ Help children understand the basic concepts of disease prevention and control. Use exercises that demonstrate how germs can spread. For example, by putting colored water in a spray bottle and spraying over a piece of white paper. Observe how far the droplets travel.
- ☐ Demonstrate why it is important to wash hands for 20 seconds with soap and water.
 - Put a small amount of glitter in students’ hands and have them wash them with just water, notice how much glitter remains, then have them wash for 20 seconds with soap and water
- ☐ Have students analyze texts to identify high risk behaviors and suggest modifying behaviors.
 - For example, a teacher comes to school with a cold. He sneezes and covers it with his hand. He shakes hands with a colleague. He wipes his hands after with a handkerchief then goes to class to teach. What did the teacher do that was risky? What should he have done instead?

Lower Secondary School

- ☐ Make sure to listen to students’ concerns and answer their questions.
- ☐ Emphasize that students can do a lot to keep themselves and others safe.
 - Introduce the concept of physical distancing.
 - Focus on good health behaviors, such as covering coughs and sneezes with the elbow and washing hands.
 - Remind students that they can model healthy behaviors for their families.
- ☐ Encourage students to prevent and address stigma.

- Discuss the different reactions they may experience and explain these are normal reactions to an abnormal situation. Encourage them to express and communicate their feelings.
- ❑ Build students' agency and have them promote facts about public health.
 - Have students make their own Public Service Announcements through school announcements and posters.
- ❑ Incorporate relevant health education into other subjects.
 - Science can cover the study of viruses, disease transmission and the importance of vaccinations.
 - Social studies can focus on the history of pandemics and evolution of policies on public health and safety.
 - Media literacy lessons can empower students to be critical thinkers and makers, effective communicators and active citizens

Upper Secondary School

- ❑ Make sure to listen to students' concerns and answer their questions.
- ❑ Emphasize that students can do a lot to keep themselves and others safe.
 - Introduce the concept of physical distancing
 - Focus on good health behaviors, such as covering coughs and sneezes with the elbow and washing hands. Encourage students to prevent and address stigma.
 - Discuss the different reactions they may experience and explain these are normal reactions to an abnormal situation. Encourage them to express and communicate their feelings.
- ❑ Incorporate relevant health education into other subjects.
 - Science courses can cover the study of viruses, disease transmission and the importance of vaccinations.
 - Social studies can focus on the history of pandemics and their secondary effects and investigate how public policies can promote tolerance and social cohesion.
- ❑ Have students make their own Public Service Announcements via social media, radio or even local tv broadcasting.
 - Media literacy lessons can empower students to be critical thinkers and makers, effective communicators and active citizens.

Higher Education Institutions

Higher Education Institutions can prevent and slow the spread of COVID-19. Higher Education Institutions must plan to respond in a flexible way to varying levels of disease transmission in the community and be prepared to refine their HEIs' response plans as needed.

Higher Education Institutions are strongly encouraged to coordinate with local health officials so that timely and accurate information can guide appropriate responses. Local conditions will influence the decisions that public health officials make regarding community-level strategies.

All Higher Education Institutions need to consider how best to decrease the spread of COVID-19 and lower the impact in their Institutions. This may include activities in one or more of the following areas:

1. reduce transmission among students and staff and other employees; and
2. maintain a healthy work environment.

Reduce Transmission Among Students or Staff or other Employees

Actively encourage sick students or staff or other employees to stay home:

- ❑ Students or staff or other employees who have symptoms (i.e., fever, cough, or shortness of breath) should notify their supervisor and stay home.
- ❑ Sick students or staff or other employees should follow the recommended steps:

Stay home except to get medical care

- ☐ **Stay home:** People who are mildly ill with COVID-19 can recover at home. Do not leave, except to get medical care. Do not visit public areas.
- ☐ **Stay in touch with your doctor:** Call before you get medical care. Be sure to get care if you feel worse, or you think it is an emergency.
- ☐ **Avoid public transportation:** Avoid using public transportation, ride-sharing, or taxis.

Separate yourself from other people in your home, this is known as home isolation

- ☐ **Stay away from others:** As much as possible, you should stay in a specific “sick room” and away from other people in your home. Use a separate bathroom, if available.
- ☐ **Limit contact with pets & animals:** You should restrict contact with pets and other animals, just like you would around other people.
 - Although there have not been reports of pets or other animals becoming sick with COVID-19, it is still recommended that people with the virus limit contact with animals until more information is known.
 - When possible, have another member of your household care for your animals while you are sick with COVID-19. If you must care for your pet or be around animals while you are sick, wash your hands before and after you interact with them.
- ☐ **Wear a facemask if you are sick**
 - **If you are sick:** You should wear a facemask when you are around other people and before you enter a healthcare provider’s office.
 - **If you are caring for others:** If the person who is sick is not able to wear a facemask (for example, because it causes trouble breathing), then people who live in the home should stay in a different room. When caregivers enter the room of the sick person, they should wear a facemask. Visitors, other than caregivers, are not recommended.

Cover your coughs and sneezes

- **Cover:** Cover your mouth and nose with a tissue when you cough or sneeze.
- **Dispose:** Throw used tissues in a lined trash can.
- **Wash hands:** Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.
- **Soap and water:** Soap and water are the best options, especially if hands are visibly dirty.
- **Avoid touching:** Avoid touching your eyes, nose, and mouth with unwashed hands.

Avoid sharing personal household items

- **Do not share:** Do not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people in your home.
- **Wash thoroughly after use:** After using these items, wash them thoroughly with soap and water.

Clean all “high-touch” surfaces every day

- Clean high-touch surfaces in your isolation area (“sick room” and bathroom) every day; let a caregiver clean and disinfect high-touch surfaces in other areas of the home.
- **Clean and disinfect:** Routinely clean high-touch surfaces in your “sick room” and bathroom. Let someone else clean and disinfect surfaces in common areas, but not your bedroom and bathroom
 - If a caregiver or other person needs to clean and disinfect a sick person’s bedroom or bathroom, they should do so on an as-needed basis. The caregiver/another person should wear a mask and wait as long as possible after the sick person has used the bathroom.
- High-touch surfaces include phones, remote controls, counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, tablets, and bedside tables.
- **Clean and disinfect areas that may have blood, stool, or body fluids on them.**
- **Household cleaners and disinfectants:** Clean the area or item with soap and water or another detergent if it is dirty. Then, use a household disinfectant.

- Be sure to follow the instructions on the label to ensure the safe and effective use of the product. Many products recommend keeping the surface wet for several minutes to ensure germs are killed. Many also recommend precautions such as wearing gloves and making sure you have proper ventilation during the use of the product.
- Most registered household disinfectants should be sufficient.

Monitor your symptoms

- **Seek medical attention, but call first:** Seek medical care right away if your illness is worsening (for example, if you have difficulty breathing).
- **Call your doctor before going in:** Before going to the doctor's office or emergency room, call ahead and tell them your symptoms. They will tell you what to do.
- **Wear a facemask:** If possible, put on a facemask before you enter the building. If you can't put on a facemask, try to keep a safe distance from other people (at least 3 meters away). This will help protect the people in the office or waiting room.
- **Follow care instructions from your healthcare provider and local health department:** Your local health authorities will give instructions on checking your symptoms and reporting information
- Students, staff, and other employees should not return to work until the criteria to discontinue home isolation are met in consultation with healthcare providers and state and local health departments.

Identify where and how students, staff, and other employees might be exposed to COVID-19 at work:

- ☐ Be aware that some students or employees may be at higher risk for severe illness, such as older staff and those with chronic medical conditions.
- ☐ Consider minimizing face-to-face contact between these employees or assign work tasks that allow them to maintain a distance of 3 meters from students, other staff, customers, and visitors, or to telework if possible

Separate sick students and employees:

- ☐ Students and employees who appear to have symptoms (i.e., fever, cough, or shortness of breath) upon arrival at work or classes who become sick during the day should immediately be separated from students and other employees, customers, and visitors and sent home.
- ☐ If a student or an employee is confirmed to have COVID-19 infection, the HEI should inform students and all employees of their possible exposure to COVID-19 in the HEI but maintain confidentiality. The student or employee should then self-monitor for symptoms (i.e., fever, cough, or shortness of breath).

Educate students and employees about how they can reduce the spread of COVID-19:

- ☐ Students and employees can take steps to protect themselves, as mentioned above, at the HEI and home.
- ☐ Stay home if you are sick, except to get medical care.
- ☐ Inform your supervisor if you have a sick family member at home with COVID-19.

Maintain Healthy HEI Operations

- ☐ **Identify a workplace coordinator** who will be responsible for COVID-19 issues and their impact at the workplace.

Implement flexible sick leave and supportive policies and practices.

- ☐ Ensure that sick leave policies are flexible and consistent with public health guidance and that students and employees are aware of and understand these policies.
- ☐ Maintain flexible policies that permit students or employees to stay home to care for a sick family member or take care of children due to school and childcare closures. Additional flexibilities might include giving advances on future sick leave and allowing employees to donate sick leave to each other.
- ☐ Students and employees of HEIs should not require a positive COVID-19 test result as healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation on time.
- ☐ Review human resources policies to make sure that policies and practices are consistent with public health recommendations and are consistent with existing state workplace law.

Assess your essential functions and the reliance that others and the community have on your services.

- ☐ Be prepared to change your regular practices if needed to maintain critical operations (e.g., identify alternative suppliers, prioritize existing customers, or temporarily suspend some of your academic and non-academic operations if needed).
- ☐ Identify alternate supply chains for critical goods and services. Some goods and services may be in higher demand or unavailable.
- ☐ Talk with business partners about your response plans. Share best practices with other HEIs in your communities (especially those in your supply chain), chambers of commerce, and associations to improve community response efforts.

Determine how you will operate if absenteeism spikes from increases in sick employees, those who stay home to care for sick family members, and those who must stay home to watch their children.

- ☐ Plan to monitor and respond to absenteeism at the workplace.
- ☐ Implement plans to continue your essential academic functions in case you experience higher than usual absenteeism.
- ☐ Prepare to institute flexible work and leave policies.
- ☐ Cross-train employees to perform essential functions so the workplace can operate even if key employees are absent.

Consider establishing policies and practices for social distancing.

- ☐ Physical distancing should be implemented if recommended by government health authorities. Social distancing means avoiding large gatherings and maintaining distance (approximately 3 meters or 2 meters) from others when possible (e.g., breakrooms and cafeterias). Strategies that HEIs could use include:
 - Implementing flexible worksites (e.g., telework)
 - Implementing flexible work hours (e.g., staggered shifts)
 - Increasing physical space between students and employees at the worksite
 - Increasing physical space between students, employees, and customers
 - Implementing flexible meeting and travel options (e.g., postpone non-essential meetings or events)
 - Downsizing operations
 - Delivering services remotely (e.g., phone, video, or web)
 - Delivering products through pick-up or delivery

- ☐ **HEIs with more than one campus location** are encouraged to provide local managers with authority to take appropriate actions outlined in their COVID-19 response plan based on local conditions.

Maintain a healthy work environment

- ☐ **Consider improving the engineering controls using the building ventilation system.** This may include some or all of the following activities:
 - Increase ventilation rates.
 - Increase the percentage of outdoor air that circulates into the building.
- ☐ **Support respiratory etiquette and hand hygiene for students, employees, customers, and worksite visitors:**
 - Provide tissues and no-touch disposal receptacles.
 - Provide soap and water in the workplace. If soap and water are not readily available, use an alcohol-based hand sanitizer that is at least 60% alcohol. If hands are visibly dirty, soap and water should be chosen over hand sanitizer. Ensure that adequate supplies are maintained.
 - Place hand sanitizers in multiple locations to encourage hand hygiene.
 - Place posters that encourage and hygiene to help stop the spread at the entrance to your HEI, your office, or classrooms and in other work areas where they are likely to be seen.
 - Discourage handshaking – encourage the use of other non-contact methods of greeting.

☐ **Perform routine environmental cleaning:**

- Routinely clean all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, and doorknobs.
 - If surfaces are dirty, they should be cleaned using a detergent or soap and water before disinfection.
 - For disinfection, most common registered household disinfectants should be adequate. Follow the manufacturer's instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.).
- Discourage students or staff and other employees from using other people's phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks, other work tools, and equipment) can be wiped down by students or employees before each use.

☐ **Perform enhanced cleaning and disinfection after persons suspected/confirmed to have COVID-19 have been in the facility:**

- If a sick student or employee is suspected or confirmed to have COVID-19, perform enhanced cleaning and disinfection, as mentioned above.

Take care when attending meetings and gatherings:

- Carefully consider whether travel is necessary.
- Consider using videoconferencing or teleconferencing when possible for work-related meetings and gatherings.
- Consider canceling, adjusting, or postponing large work-related meetings or gatherings that can only occur in-person.
- When videoconferencing or teleconferencing is not possible, hold meetings in open, well-ventilated spaces

When there will be substantial community transmission

Additional strategies should be considered when there will be substantial transmission in the local community in addition to those implemented when there is no, minimal, or moderate transmission. These strategies will include:

- ☐ **Continue to coordinate with local public health officials.** If local health officials have determined there is substantial transmission of COVID-19 within the community, they will provide guidance to administrators of HEIs on the best course of action for them to take. Mitigation strategies are expected to extend across HEIs (e.g., High schools, business, community and faith-based organizations) within the community, as they are not necessarily tied to cases within HEIs.
- ☐ **Consider extended in-person class suspension.** In collaboration with local public health officials and the Minister of HERST, implement extended class suspension and event/activity cancellations (e.g., suspension/cancellations for longer than two weeks). This longer-term, and likely broader-reaching, strategy is intended to slow transmission rates of COVID-19 in the community. During extended class suspensions, also we will cancel extracurricular group activities and large events. We will also implement strategies to ensure the continuity of education, research, and housing as well as meal programs and other essential services for students.

Everyone can do their part to help us respond to this emerging public health threat and stop the spread of COVID-19.

New Normal in Markets

(Source for this Section: Controls and guidelines to support safer operation of markets during COVID-19 document from DFAT dated May 2020)

FOR THE CITY/TOWN/URBAN COUNCIL, MARKET ADMINISTRATOR AND ENVIRONMENTAL HEALTH OFFICER

The following are controls and guidelines for safer market operations to assist in the prevention and reduce the risk of transmission of Covid-19. Keeping markets open will assist with food security across the country and maintain income in rural areas. **However, poor compliance on the control measures and guidelines outlined can lead to transmission or increased risk of transmission of COVID-19.** If this happens, markets will have to be closed again.

Thus, all relevant authorities and persons operating markets are required to comply with the following conditions:

1. All markets must operate in adherence to physical distancing requirements and safe and hygienic practices.
2. All markets must be accessible and safe for all market participants including people with disability, women, children, older people and vulnerable people.
3. Potable water (mains supply or tank) must be available for handwashing, washing of fresh produce and market cleaning.
4. Every point of entry and exit must be controlled.
5. Markets must designate separate entry and exit points if none currently exist, in order to control numbers of people in the market and hand washing at entry and exit.
6. At every point of entry there must be hand washing facilities with soap and hand sanitizer. Temporary hand washing stations must be established if none currently exist.
7. All persons entering the market must have their hands sanitized or wash their hands with soap for at least 20 seconds.
8. Persons who are sick, have flu, cold or fever must not enter the market. Persons refused entry must be treated respectfully and directed to return home and to seek medical advice.
9. Physical distancing practices must be implemented. These include:
 - ☐ Limiting the numbers of vendors and customers in the market at any point in time in order to maintain physical distancing of 1.5m between each person
 - ☐ Vendor stalls must be clearly marked with at least 2 metres separating each stall
10. Hygiene practices must be implemented. This includes:
 - ☐ All rubbish must be removed and properly disposed of daily
 - ☐ Markets must be cleaned and disinfected daily
 - ☐ Buai chewing spitting, smoking and eating are prohibited within the Market site
 - ☐ Areas for the sale of fresh produce, fresh fish, meat, cooked food must be separated.
 - ☐ Toilets, where they exist, must also have hand sanitiser and/or washing facilities attached
11. Covid-19 awareness communications materials must be displayed prominently at all entry points and within the market site.
12. Monitoring of markets by the relevant authority (Provincial authority, District authority, or local level landowners), must be undertaken to ensure these mandatory controls are applied and the recommended measures outlined in the guidelines are being implemented.

Ensure safe market operations

The guidelines do not provide detailed advice on improving the safe operation of markets or improving safe food handling and hygiene practices at markets. For more comprehensive information refer to Additional Information and Resources list below.

1. Physical Distancing

The number of people in the market at any point in time should allow for enough **spacing (at least 1.5 metres)** between people. Limiting the number of people in the market site at any point in time requires monitoring inside the market site and controlling the flow of foot traffic at entry and exit points.

Temporary fencing and signage may be required to guide the flow of foot traffic through controlled entry and exit points.

Temperature checking of all persons entering the market can assist in identifying one of the symptoms of covid-19. Market

2. Vendor Spacing

Market authorities are required to outline appropriate spacing to allow a minimum of 2 metres between each stall.

To accommodate physical distancing requirements, consider:

- ☐ Rotation of vendors eligible to utilise the Market facility. For example: vendor A and vendor B eligible to trade on alternate days or dedicated shifts for women vendors or half the vendors coming in the morning and then the other

half coming in the afternoon. Consider allocating vendors eligible trading days or shifts in line with transport considerations.

- ☐ Prioritizing the sale of fresh produce and food and temporarily restricting trade of non-fresh food items.
- ☐ Providing a separate dedicated area for wholesale operations at markets
- ☐ Establishing separate entry and exit points for Vendors and Customers

3. Market Trading Hours

As per the applicable local market hours conditional upon meeting the mandatory controls for safe access for all market participants and safe hygiene practices. Consider the following:

- ☐ Trading hours should allow for early arrival, wash down and setup for Vendors and a later entry time for customers. Note: Vendors should be encouraged to arrive early to allow for Market authorities/coordinators to supervise seating/stall arrangements compliant with physical distancing.
- ☐ Closing time should allow for thorough cleaning, disinfecting and market closure procedures with consideration for the safety of the cleaning and shut down staff.
- ☐ Consider providing a dedicated shopping opportunity for vulnerable people, especially older persons (the most vulnerable to Covid-19), people with disability, women and children. For example, one day a week of dedicated market access to vulnerable people only or dedicate the first hour or two of trading each day/alternate days to vulnerable people.

4. Hygiene Practices

- ☐ Clean water must always be available for hand washing, produce wash down and cleaning. Where mains water supply is not available tank storage of potable water should be provided.
- ☐ Soap must be available at all hand washing facilities. Hand wash stations and/or hand sanitiser must be established at market entry points and should be established as a priority at toilets (where they exist).
- ☐ Fresh produce should be washed prior to entering the market. Hand washing and wash down of fresh produce should be kept separated.
- ☐ Both hand washing facilities and separate fresh produce wash stations should be established at vendor entry points.
- ☐ Construction of temporary hand wash and produce wash down facilities should consider water supply and adequate drainage.
- ☐ The physical layout of the market should aim to prevent contamination and promote adherence to good hygiene practices. Fresh produce, fresh fish, meat and cooked food should be sold in separated dedicated areas.
- ☐ Vendors should be trained in safe preparation and handling of cooked food. Food purchased in the market cannot be eaten in the market. To improve food safety and reduce the public health risks, promote cooling of all raw meats, fish and poultry through refrigeration, storage on ice, preferably (below 5C)., or at least protection from sunlight and heat.
- ☐ Do not leave cooked food at room temperature for more than 2 hours. Cooked food should be refrigerated promptly (below 5C).
- ☐ Vendors should be encouraged to handle money hygienically. One option is for vendors to keep buckets of water with detergent/disinfectant to keep the money in so that it is cleaned upon receipt and when giving cash change to customers.

5. Cleaning and Disinfecting

- ☐ Rubbish removal and proper disposal must happen daily and should happen more frequently during the trading day if possible and as required.
- ☐ Bins should be provided across the markets and market monitors should ensure rubbish is disposed of properly.
- ☐ End of day cleaning steps should include
 - o Rubbish removal
 - o Wash down of surfaces (with hot soapy water if possible)
 - o Sanitising with disinfectant with a focus on all food contact surfaces and areas of high use
 - o Cleaning and disinfecting must be undertaken daily and more frequently if possible

6. Raising COVID-19 awareness

- ☐ Markets are key hubs for community interaction, participation and information sharing.
- ☐ Markets provide opportunities for broad dissemination of public health messaging to raise awareness of Covid 19 and influence behaviours to reduce the risk of Covid 19 transmission.
- ☐ Markets are encouraged to utilise all available means for communication of GoPNG approved Covid 19 awareness messaging. This may include for example the use of loud hailers, public announcement systems, radio broadcasting, banners, posters, signage, leaflets.

7. Market Monitoring & Coordination

To ensure safe access to markets for all vendors and customers, in particular women, children, people with disability and vulnerable people the following should be considered:

1. Involvement of vendors in monitoring will strengthen compliance with these controls. Vendors need to understand the importance of the controls and agree compliance.
2. Increased security presence and market coordination presence throughout the trading day with a focus on the early morning pre-opening period for vendors, opening time for customers and closing times.
3. Security, coordination and monitoring should be conducted with respect for human rights and in a non-violent manner.
4. Secure storage of all hygiene products and equipment e.g. soap, sanitisers and cleaning products and equipment etc.
5. Increased monitoring of markets from the relevant Provincial or District authorities to identify and manage key risks of market operations.
6. Transport constraints and opportunities to ensure safe access to and from the markets for Vendors and Customers
7. With additional security in markets, women can be more vulnerable to sexual harassment and abuse. Therefore, there should be training of security guards in respectful working relationships with vendors and customers and promotion of the 1-Tok Kaunselin help line for referrals to police or gender-based violence service support.

Establish procedures if someone suddenly becomes sick at the market

- ☐ **Call Hotline** 1800 200
- ☐ Keep handy the provincial hospital number

ADDITIONAL INFORMATION AND RESOURCES

For further information about operating safe, healthy and effective Markets contact UN Women on 321 9855. Covid -19 awareness communication materials are available for download at <https://covid19.info.gov.pg/index.php/covid-19-awareness/> or contact contactus@covid19.info.gov.pg

For health information call the Covid 19 Hotline on +675 7196 0813 or 1800 200

For counselling and support call the 1-Tok Kaunselin Help Line on: 7150 8000

Additional resources: UN Women, 'Guidelines for the prevention of COVID-19 infection in marketplaces' 2020 World Health Organization, 'A Guide to Healthy Food Markets' 2006 Codex Alimentarius – standards, guidelines and other recommendations World Health Organization, 'Essential safety requirements for street-vended food'

Checklist for City/Town/Urban Council or Authority, Local Government, Ward Leader and Environmental Health Officer

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

Prior to market opening and during market operating hours

- ☐ Conduct orientation session on COVID-19 basic information, prevention and control measures and referral for clinical management among vendors and refresher sessions when needed.
- ☐ Promote and demonstrate regular hand washing and positive hygiene behaviors and monitor their uptake.
 - ✓ Make available soap and safe water at hand washing stations
 - ✓ Encourage frequent and thorough washing for at least 20 seconds
 - ✓ Place hand sanitizers or at least 60% alcohol-based hand rubs in toilets, classrooms, halls, and near entrance and exits where possible
 - ✓ Provide clean toilets or latrines
- ☐ Order to clean and disinfect the market premises, storage areas, parking spaces and especially water and sanitation facilities more frequently than once a day, particularly surfaces that are touched by many people (railings, tables, stalls, toilets).
 - ✓ Use 0.1% sodium hypochlorite solution for disinfecting surfaces
 - ✓ Use 70% ethyl alcohol for disinfection of small items
 - ✓ Provide appropriate equipment for cleaners
- ☐ Post signs encouraging good hand washing and respiratory hygiene practices, basic information about COVID-19 and how to prevent at main gate/entrance, washing and cleaning facilities, and toilets.
- ☐ Control the number of customers keeping the physical distancing of at least 1 meter.
- ☐ Dispose trash daily and safely.
- ☐ Provide thermogun/infrared thermometer and alcohol or alcohol-based hand rub to security guards or persons supervising entrance gates.
- ☐ Do not organize any activity that create crowded conditions.
- ☐ Call 1800 200 to seek assistance in referring vendors or customers who suddenly will need medical assistance.
- ☐ Establish monitoring system – important to record daily health status and refer when anyone gets sick for immediate medical guidance and/or management.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.

- ☐ Change work or outside clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

What city/town/urban council need to provide...

1. **LOGBOOK** - Establish monitoring system – important to **record daily health status** and refer when anyone gets sick for immediate medical guidance and/or management
2. **SUPPLIES** for cleaning and disinfecting such as soaps, 70% alcohol, 60% alcohol-based hand rub, rugs
3. **FACILITIES** for hand-washing with clean running water and soap
4. **TRASH BINS** with lids
5. **INFRARED Thermometers**
6. **POSTERS** approved by government
7. **QUARANTINE space** until referral is made

PLUS

Market roving personnel trained on prevention and control of COVID-19

Guide for Market Vendor and Seller

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Set-up your stall or selling space at least 1 meter apart from the other stalls
- ☐ Clean and disinfect your stall or selling space before you set-up your commodities
- ☐ Maintain physical distance of at least 1 meter between you and your customer; and ask customers to do the same (maintain distance of at least 1 meter from each other)
- ☐ Wash hands more frequently and thoroughly specially when hands become soiled
- ☐ Throw trash in rubbish bin with cover and dispose immediately after selling hours

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change outside clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not go to the market the following day.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

Guide for Customer

At home before going to market

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds), when preparing food, doing routine household chores, before and after meals and whenever hands get soiled or use alcohol-based hand rub as an alternative.

While in the market

- ☐ Submit for temperature checks at the entrance of the market area
- ☐ Use 60% alcohol-based hand rub (either bring your own or the one provided at the market)
- ☐ Comply with physical distancing requirement of at least 1 meter apart between market vendors or sellers and other customers
- ☐ Wash hands thoroughly with soap and water for at least 20 seconds after or use 60% alcohol-based hand rub as alternative; and/or when hands become soiled
- ☐ Follow rules set by the market on the prevention and control of COVID-19

Upon returning home

- ☐ Wash hands thoroughly with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Change outside clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! If you are working, do not report for work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

NOTE: For personnel common to all sectoral settings - Please refer to ANNEX A: Guide for Security Guard, Cleaner, Driver and Delivery Personnel.

New Normal in FAITH-BASED and RELIGIOUS ORGANIZATIONS

(Source: Practical considerations and recommendations for religious leaders and faith-based communities in the context of COVID-19, WHO Guidelines Issued 7 April 2020)

FOR THE LEADERS OF THE FAITH-BASED AND RELIGIOUS ORGANIZATIONS

Religious leaders, faith-based organizations, and faith communities can play a major role in saving lives and reducing illness related to COVID-19. They are a primary source of support, comfort, guidance, and direct health care and social service, for the communities they serve. Religious leaders of faith-based organizations and communities of faith can share health information to protect their own members and wider communities, which may be more likely to be accepted than from other sources. They can provide pastoral and spiritual support during public health emergencies and other health challenges and can advocate for the needs of vulnerable populations.

Decision on religious gatherings and services

The SOE Controller will make the decision and announcement on the resumption of religious services, based on the risk assessment. In lieu of services in the places of worship, other arrangements can be explored such as TV, radio, online or loud speakers. If remote/virtual gatherings are not feasible, keep the duration of the gathering to a minimum to limit contact among participants.

If religious gatherings are permitted, religious leaders and faith-based communities should take the precautionary measures to reduce the threat of COVID-19 in their community. If they are not able to perform these steps to keep their community safe, then the planned physical gatherings should be cancelled. Once decisions have been made, adjust practices and measures and announce them ahead of the gathering and present them at the entry of the venue (in writing or in drawing).

Impose strict physical distancing between people at all times

COVID-19 is spread through respiratory droplets when an infected person sneezes, coughs, or talks. These droplets can land on people or be breathed in by those close by. Religious institutions and faith-based organizations should protect their members by helping them maintain a safe distance between them ("physical distancing").

- ☐ Discourage non-essential physical gatherings and organize virtual gatherings through live-streaming, television, radio, social media, etc.
- ☐ If a gathering is planned, consider holding it outdoors. If this is not possible, ensure that the indoor venue has adequate ventilation.
- ☐ Regulate the number and flow of people entering, attending, and departing from worship spaces to ensure safe distancing at all times.
- ☐ Gatherings with few people are better than crowded sessions. Consider multiple services with a few attendees, rather than hosting large gatherings.
- ☐ Seating or standing of participants in faith services should be at least 1 m (3 feet) apart. Where necessary, create and assign fixed seating to maintain safe distances.
- ☐ Identify a room or area where a person could be isolated if he or she becomes ill or begins to develop symptoms.

Prevent touching between people attending faith services

Many faith traditions involve physical contact between worshippers. Respiratory droplets containing COVID-19 can settle on a person's hands and can be passed on to others through physical contact. Religious leaders and faith-based communities should consider how worship practices and community connections can be adapted to prevent touching between participants in services and other faith- or community-based activities.

Create new ways for your community to greet one another that reduce the risk of COVID-19 transmission. Some greetings being adopted within faith communities include:

- ☐ Replace hugs, kisses, and handshakes with a bow or peace sign or using a greeting in sign language while maintaining physical distance.
- ☐ Greet people at the entry to worship spaces with friendly words and smiles, rather than handshakes or other forms of physical contact.

Many worshippers share a “sign of peace” during services including handshakes and hugs. These are being replaced by, for example:

- ☐ Eye contact and a bow while saying “the peace” to others.
- ☐ A communal “sign of peace” offered in unison, orally, or through a bow, by the attendees in unison, while staying in place at a safe distance between each other.
- ☐ Any form of culturally and religiously sanctioned alternative that avoids physical contact.

Prevent touching or kissing of devotional and other objects that the community is accustomed to handling communally

Many faith traditions include touching or kissing of sacred and symbolic objects during worship services and prayer. The virus that causes COVID-19 can remain on such surfaces for hours or days. Religious leaders and faith-based communities need to protect their members from becoming infected by avoiding practices involving touching or kissing of such surfaces. Leaders can create and help community members accept new ways to reverence these objects and symbols safely. Some religious leaders and faith communities have encouraged their members to:

- ☐ Bow before sacred statues or icons, instead of touching them.
- ☐ Receive a blessing from at least 1 m away and avoid the distribution of Holy Communion that involves placing the wafer on the tongue or drinking from a common cup.
- ☐ Consider using individual pre-packaged boxes/servings of religious or ceremonial foods, rather than shared portions from communal containers.
- ☐ Empty fonts of holy water to prevent people from dipping their fingers into a common bowl.
- ☐ Eliminate rituals involving touching such as foot washing and substitute appropriate practices.
- ☐ Encourage worshippers to perform their ritual ablutions at home before attending the place of worship.

Encourage healthy hygiene among participants in faith services and other activities when gatherings are permitted

- ☐ Help attendees maintain healthy hygiene practices by providing handwashing facilities for members before and after the service; feet washing facilities for places where worshippers enter barefoot; or by placing alcohol-based hand-rub (at least 70% alcohol) at the entrance and in the worship space.
- ☐ Place disposable facial tissues within easy reach and closed bins for used tissues.
- ☐ Ask worshippers to bring their own personal prayer rugs to place over the carpet for daily prayers.
- ☐ Encourage worshippers to avoid attending worship services if they have any symptoms of COVID-19 or if they have travelled recently to an area with community spread of COVID-19.
- ☐ When attendees enter a site or building barefoot, shoes and sandals should be placed separately and in bags.
- ☐ Provide visual displays of advice on physical distancing, hand hygiene, and respiratory etiquette.

Frequently clean worship spaces, sites, and buildings

- ☐ Establish routine cleaning with disinfectant of worship spaces, pilgrimage sites, and other buildings where people gather, to remove any virus from the surfaces. This routine should include cleaning immediately before and immediately after all gatherings.
- ☐ Frequently clean often-touched objects such as door knobs, light switches, and stair railings with disinfectant.

Conducting faith activities remotely/virtually (as long as required)

It is likely that most religious leaders and communities of faith will make decisions to cancel services and other gatherings for some time in the COVID-19 pandemic. Large gatherings are already banned or are being discouraged in many countries. Religious leaders should remember that they are important community role models for reinforcing these recommendations and showing how communities can still maintain connection by conducting faith activities remotely/virtually. The suggestions below are already being used by many religious leaders to maintain connection with and among their members through high and low technological means. Where online

technologies are used, religious leaders can provide information on the potential cybersecurity risks, particularly where children and vulnerable adults are concerned.

Use technology to maintain community and continue worship

Consider how your faith community or organization can use technology to make services and other faith-based events available online. Consider partnering with other organizations to leverage on-line channels. For example:

- ☐ Video or audio-tape worship services and ceremonies and broadcast or post them on social media.
- ☐ Conduct individual pastoral and care visits by phone, TV, radio or through social media and video chat platforms.
- ☐ Use a remote or virtual meeting platform or teleconference facilities for meetings or small group interactive prayer.
- ☐ Expand use of television and radio channels.

Use low-technology means to maintain faith-based practices in the community

Not every faith-based organization has the capacity to engage its members using advanced technology. Even so, the community can continue to connect through practices such as:

- ☐ Telephone calls between members of the faith community for paired-prayer and use of telephone “chat” services.
- ☐ Communicating times when your faith community can observe religious practice remotely (prayer, specific liturgies, etc.) at the same time every day or week, despite being physically apart.
- ☐ Encouraging individual and household observance of prayer and other spiritual practices.
- ☐ Compiling and circulating requests for prayers from the faith community to be supported by all members.

Celebrations such as weddings and other events

Many celebrations and solemn ceremonies performed by religious leaders in worship spaces will need to be modified during the COVID-19 pandemic.

- ☐ Where gatherings are allowed by local health authorities, religious leaders can perform ceremonies such as weddings if they follow the guidance for physical distancing and by observing the limits set by national or local public health authorities on the number of persons who can participate in such gatherings.
- ☐ When in-person gatherings cannot be held in accord with national or local public health guidelines, ceremonies may still be possible with essential members in attendance and a larger number of guests participating through distance, live streaming, and video technologies.
- ☐ If/when health authorities issue guidance limiting in-person funeral prayers, extended family members and friends can offer funeral prayers in absentia.

Safe funeral and burial practices and “haus krai”

Faith leaders can help grieving families to ensure that their departed loved ones receive respectful, appropriate funerals and burial rites, even in the midst of the COVID-19 pandemic. Knowing how to safely plan and perform such funeral rituals and services worship can both protect and comfort mourners and show respect for those who have died without causing any infectious risk to the mourners.

- ☐ When acceptable or appropriate according to respective faith traditions, embalming, burial, and cremation should be allowed for the remains of persons who have died of COVID-19.
- ☐ Religious leaders and local religious communities can work with families to integrate appropriate religious and cultural practices with burial and funeral steps that reduce the chances of infection. For example:
 - If washing the body or shrouding are part of faith traditions, modifications will be needed to protect mourners:
 - At a minimum, people conducting these activities should wear disposable gloves.
 - If splashing of body fluids is possible, additional personal protective equipment may be required for those participating in the ritual (such as disposable gowns, face shields or goggles and medical masks).

- If the family of the deceased wishes to view the body after its removal from the medical facility where the family member has died, they may be allowed to do so, in accordance with local physical distancing restriction, with no touching or kissing of the body and thorough handwashing before and after viewing.
- As modifications to burial and funeral rites are adopted, particular attention should be paid to protect children and older adults in attendance.

Strengthening mental health resilience

Religious leaders and faith communities play a unique role in creating relationships and connections between people across age groups, professions, and neighborhoods. In addition, religious leaders are often linked into other service organizations through their professional and pastoral roles. As a result, these leaders and organizations are uniquely positioned to reinforce connections between people who may be isolated during periods of physical distancing.

Maintaining and strengthening relationships during this distressing time can fortify the mental and spiritual health of your members and followers and contribute to resilience in the larger community. Religious leaders can also help their communities respond to COVID-19 with practices appropriate to their organization's mission or faith tradition. Practices such as prayer, inspirational reading, and safe community service can build confidence and create a sense of calm. Below are steps that can help.

Keeping the community connected

- ☐ Religious leaders and faith-based organizations can strengthen their communities and combat self-isolation through regularly checking in on individual members, preferably via phone. This is particularly important to account for individuals who may be living alone, who are elderly, who have disabilities or are otherwise vulnerable.
- ☐ Religious leaders can ensure that community contact lists are up-to-date and accessible to their members. Organizations can create "calling trees" in which individual members volunteer to phone several other members regularly to check on their well-being. In-person visits should be avoided where possible and if necessary, should employ appropriate physical distancing and other preventive measures.
- ☐ Additionally, religious leaders are encouraged to prevent family separation and promote family-based care options in situations where children are separated from their families.

Helping others

Helping others who need assistance can benefit the person giving the assistance as well as the person receiving it.

- ☐ Faith communities can identify ways that their members can help others, depending upon individual risk levels (checking on the elderly, people with disabilities, and vulnerable neighbors by phone and offering to deliver groceries, etc.).
- ☐ Religious leaders and faith communities can promote the sharing of resources to provide for those whose livelihoods are disrupted and who cannot provide for themselves and their families. Of particular importance is the care for health workers, law enforcement officers, and workers in essential services who continue to work, sometime away from their families.
- ☐ Religious leaders can encourage those who have the financial means to make donations to those whose livelihoods have been affected by the pandemic. As community members work together, they can create a sense of solidarity and build resilience.

Helping members manage the onslaught of worrying news

- ☐ Religious leaders can encourage their communities to take steps to manage their stress and to keep up hope during such times of isolation, fear, and uncertainty.
- ☐ The constant torrent of news reports about COVID-19 can cause anyone to feel worried. Religious leaders can encourage community members to seek information on the virus at a few, regular, select times a day,

and point members to credible sources of information, and to maintain hope by reading sacred texts and guidance from their respective faith traditions.

Responding to situations of domestic violence

- ☐ In settings where movement restrictions are in place, there is the potential for an increase in domestic violence, particularly against women, children, and other marginalized people. Existing vulnerabilities associated with age, religion, migration status, sexuality and ethnicity may be exacerbated.
- ☐ Religious leaders can actively speak out against violence and can provide support or encourage victims to seek help.
- ☐ Where a child is concerned, religious leaders should be informed of child protection and safeguarding policies, including what to report, to whom, and how.

Offer special prayers for the sick alongside messages of hope and comfort

Religious leaders can provide faith communities with appropriate prayers, theological and scriptural reflections, and messages of hope. Highlighting the opportunities presented for reflection, prayer, and time with family members others can prove helpful.

Faith leaders' role in COVID-19 education

- ☐ Religious leaders, faith-based organizations, and communities of faith are among the most trusted sources of information, as well as both pastoral, health, and social care in our communities.
- ☐ Their followers and community members may trust and follow guidance about COVID-19 coming from faith leaders even more than if delivered by governments and health authorities. The health care and social services of faith-based organizations are often more accessible, especially in rural communities and among marginalized populations.
- ☐ Faith leaders also have a special responsibility to counter and address misinformation, misleading teachings, and rumors, which can spread rapidly and cause great damage. Sermons and messages can build on factual information provided by NDOH and WHO or provincial health authorities and is in line with doctrine/teaching and practice of their respective faith traditions.

What to communicate

Accurate information can reduce fear and stigma. Religious leaders can access guidance in formats and lay language that their members can understand. Religious leaders should also be aware of NDOH, WHO and UNICEF websites and other information channels to access local guidance.

The most important protection information religious leaders and faith-based communities can communicate to their members includes the following:

- ☐ Avoid touching eyes, nose and mouth. Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.
- ☐ Practice respiratory hygiene. The virus is spread through respiratory droplets. By following good respiratory hygiene, you protect the people around you from viruses such as flu and COVID-19. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately in a bin with a lid and wash your hands.
- ☐ Stay home if you feel unwell. If you have fever, cough and difficulty breathing, seek medical care and call in advance. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent spread of viruses and other infections.
- ☐ Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water. Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.
- ☐ Maintain at least 1 m (3 feet) distance between yourself and anyone who is coughing or sneezing. A person who coughs or sneezes sprays small liquid droplets from their nose or mouth, which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease.

- ☐ Stay informed and follow the instructions of the NDOH, WHO and PHA on the up-to-date guidance.
- ☐ Stay informed about risk; older people and people with underlying medical conditions are more at risk of severe illness.

How to communicate health protection information

- ☐ Faith leaders are encouraged to use faith channels such as organizational web pages; newsletters; emails; phone tree; and faith publications, radio, or other broadcast media.
- ☐ Social media technologies offer religious leaders, faith-based organizations, and communities of faith new ways to share life-saving messages.
- ☐ COVID-19 messages can also be woven into sermons and prayers to be shared with communities. It will be important for community members to hear these messages and updates frequently on different channels and message platforms. Because of their influence, religious leaders can be powerful resources for agencies and organizations that are communicating with the public about COVID-19.
- ☐ Leaders should become informed on organizations presenting credible information in their communities and join with them, using and endorsing their messages (e.g. WHO, universities, nongovernmental organizations).

Upholding human rights and addressing stigma and discrimination

Religious leaders have a particularly important role to play in championing attention to and inclusion of, vulnerable populations including minorities, migrants, refugees, internally displaced persons, indigenous peoples, prisons, people with disabilities, and members of other marginalized groups, by creating supportive environments; advocating for their rights and access to diagnosis, treatment, and vaccines; sharing evidence-based accurate information; and publicly standing against statements and acts that encourage violence and human rights violations against people.

By drawing on language within their own faith tradition, religious leaders can promote positive messages that affirm the dignity of all people, the need to protect and care of the vulnerable, and inspire hope and resilience in those affected by, or vulnerable to, COVID-19.

On the practical side, faith-based organizations can work with health and development agencies to identify mechanisms to increase access to information and services for vulnerable communities, including those that are provided by faith-based organizations themselves. Moreover, most of these faith traditions serve all people in need, without regard to national or ethnic origin, race, sex, or religious affiliation, and are motivated by universal values and ethical principles of “do no harm,” solidarity”, and the “golden rule”.

Guide for Priest/Imam/Pastor/Monk/Clergy/Reverend/Server

At home and prior to going to church and any place of worship

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Wash hands upon arrival to church (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub; before and after each service or when hands get soiled.
- ☐ Use culturally and religiously sanctioned greetings that avoid physical contact, such as waving, nodding, placing the hand over the heart.
- ☐ Explore other means to substitute practices that will create crowding and potential transmission of virus (e.g. calling in front for blessing, celebration of feasts, receiving of Holy Communion, and others).
- ☐ Include in the sermon, importance of adhering to prevention and control of COVID-19 campaigns, encourage empathy and remove stigma on COVID-19 and discrimination of healthcare workers and people who got infected with COVID-19.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change outside clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately the office/church staff about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

Guide for Administrative Office Staff

At home and prior to going to church and any place of worship

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Wash hands upon arrival to duty station (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub; before and after eating or when hands get soiled.
- ☐ Put mark on pews/benches to maintain physical distance of 1 meter apart between attendees/devotees.
- ☐ Arrange pews/benches to avoid crowding and limits the number of people inside the church.
- ☐ Explore feasibility of adding more church service schedules to accommodate the reduced number of people who can attend per service.

Upon returning home

- ☐ Wash hands immediately and thoroughly with soap and water for at least 20 seconds or apply alcohol-based hand rub upon arrival from church or place of worship; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

What administrations need to provide...

1. **LOGBOOK** or **eLogbook**- Establish staff/personnel monitoring system – important to **record daily health status** and refer when anyone gets sick for immediate medical guidance and/or management
2. **SUPPLIES** for cleaning and disinfecting such as soaps, 0.1% sodium hypochlorite, 70% alcohol, 60% alcohol-based hand rub, rugs, gloves
3. **FACILITIES** for hand-washing with clean running water and soap
4. **TRASH BINS** with lids
5. **INFRARED Thermometers**
6. **POSTERS** approved by government
7. **QUARANTINE ROOM** until referral is made

PLUS

STAFF trained on prevention and control of COVID-19

Guide for Churchgoer, Parishioner, Devotee, Believer, Worshipper

At home and prior to going to church and any place of worship

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During church service hours

- ☐ Wash hands upon arrival to church (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub.
- ☐ Comply with markings on pews/benches to maintain physical distance of 1 meter apart between attendees/devotees.
- ☐ Practice cough etiquette such as coughing with flexed elbow or with the use of tissue disposed immediately to a bin.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change outside clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

NOTE: For personnel common to all sectoral settings - Please refer to ANNEX A: Guide for Security Guard, Cleaner, Driver and Delivery Personnel

New Normal in the WORKPLACE (Government/Private)

FOR THE EMPLOYERS AND MANAGERS

Getting your workplace ready for COVID-19: How COVID-19 spreads

When someone who has COVID-19 coughs or exhales they release droplets of infected fluid. Most of these droplets fall on nearby surfaces and objects, such as desks, tables or telephones. People could catch COVID-19 by touching contaminated surfaces or objects, and then touching their eyes, nose, or mouth. If they are standing within 1 meter of a person with COVID-19 they can catch it by breathing in droplets coughed out or exhaled by them. In other words, COVID-19 spreads in a similar way to flu.

The low-cost measures below will help prevent the spread of infections in your workplace, such as colds, flu and stomach bugs, and protect your customers, contractors, and employees. Employers should start doing these things to reduce working days lost due to illness and stop or slow the spread of COVID-19 if it arrives at one of your workplaces. Make sure your workplaces are clean and hygienic

- ☐ Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly
 - Why? Because contamination on surfaces touched by employees and customers is one of the main ways that COVID-19 spreads.
- ☐ Promote regular and thorough hand-washing by employees, contractors, and customers
 - Put sanitizing hand rub dispensers in prominent places around the workplace. Make sure these dispensers are regularly refilled
 - Display posters promoting hand-washing
 - Combine with other communication measures such as offering guidance from occupational health and safety officers, briefings at meetings, and information on intranet sites to promote hand-washing
 - Make sure that staff, contractors, and customers have access to places where they can wash their hands with soap and water
 - Why? Because washing kills the virus on your hands and prevents the spread of COVID19.
- ☐ Promote good respiratory hygiene in the workplace
 - Display posters promoting respiratory hygiene. Combine this with other communication measures such as guidance from occupational health and safety officers, briefing at meetings, and information on the intranet, etc.
 - Ensure that face masks or paper tissues are available at your workplaces, for those who develop a runny nose or cough at work, along with closed bins for hygienically disposing of them
 - Why? Because good respiratory hygiene prevents the spread of COVID-19.
- ☐ Advise employees and contractors to consult national travel advice before going on trips.
- ☐ Brief your employees, contractors, and customers that if COVID-19 starts spreading in your community anyone with even a mild cough or low-grade fever (37.3 C or more) needs to stay at home. They should also stay home (or work from home) if they have had to take simple medications, such as paracetamol/acetaminophen, ibuprofen or aspirin, which may mask symptoms of infection
 - Keep promoting the message that people need to stay at home even if they have only mild symptoms of COVID-19
 - Display posters with this message in your workplaces. Combine this with other communication channels commonly used in your organization or business
 - Your occupational health services, local public health authority, or other partners may have developed campaign materials to promote this message
 - Make clear to employees that they will be able to count this time off as sick leave

Managing COVID-19 risk when organizing meetings and events

Organizers of meetings and events need to think about the potential risk from COVID-19 because:

- ☐ There is a risk that people attending your meeting or event might unwittingly bring the COVID-19 virus to the meeting. Others might be unknowingly exposed to COVID-19.
- ☐ Although COVID-19 is a mild disease for most people, it can make some very ill. Around 1 in every 5 people who catch COVID-19 needs hospital treatment.

Here are some key considerations to prevent or reduce COVID-19 risks

BEFORE the meeting or event

- ☐ Check the advice from the authorities in the community where you plan to hold the meeting or event. Follow their advice.
- ☐ Develop and agree a preparedness plan to prevent infection at your meeting or event.
 - Consider whether a face-to-face meeting or event is needed. Could it be replaced by a teleconference or online event?
 - Could the meeting or event be scaled down so that fewer people attend?
 - Verify information and communication channels in advance with key partners such as public health and health care authorities.
 - Pre-order sufficient supplies and materials, including tissues and hand sanitizer for all participants. Have surgical masks available to offer anyone who develops respiratory symptoms.
 - Actively monitor where COVID-19 is circulating. Advise participants in advance that if they have any symptoms or feel unwell, they should not attend.
 - Make sure all organizers, participants, caterers, and visitors at the event provide contact details: mobile telephone number, email, and address where they are staying. State clearly that their details will be shared with local public health authorities if any participant becomes ill with a suspected infectious disease. Anyone who does not agree to this condition cannot attend the event or meeting.
- ☐ Develop and agree a response plan in case someone at the meeting becomes ill with symptoms of COVID-19 (dry cough, fever, malaise). This plan should include at least:
 - Identify a room or area where someone who is feeling unwell or has symptoms can be safely isolated.
 - Have a plan for how they can be safely transferred from there to a health facility.
 - Know what to do if a meeting participant, staff member, or service provider tests positive for COVID-19 during or just after the meeting.
 - Agree the plan in advance with your partner health care provider or health department

DURING the meeting or event

- ☐ Provide information or a briefing, preferably both orally and in writing, on COVID-19 and the measures that organizers are taking to make this event safe for participants.
 - Build trust. For example, as an icebreaker, practice ways to say hello without touching.
 - Encourage regular hand-washing or use of an alcohol rub by all participants at the meeting or event.
 - Encourage participants to cover their face with the bend of their elbow or a tissue if they cough or sneeze. Supply tissues and closed bins for disposal.
 - Provide contact details or a health hotline number that participants can call for advice or to give information.
- ☐ Display dispensers of alcohol-based hand rub prominently around the venue.
- ☐ If there is space, arrange seats so that participants are at least 1 meter apart.
- ☐ Open windows and doors whenever possible to make sure the venue is well ventilated.
- ☐ If anyone who starts to feel unwell, follow your preparedness plan or call your hotline. Depending on the situation in your area, or recent travel of the participant, place the person in the isolation room. Offer the person a mask so they can get home safely, if appropriate, or to a designated assessment facility.
- ☐ Thank all participants for their cooperation with the provisions in place.

AFTER the meeting

- ☐ Retain the names and contact details of all participants for at least one month. This will help public health authorities trace people who may have been exposed to COVID-19 if one or more participants become ill shortly after the event.
- ☐ If someone at the meeting or event was isolated as a suspected COVID-19 case, the organizer should inform participants. They should be advised to monitor themselves for symptoms for 14 days and take their temperature twice a day.
- ☐ If they develop even a mild cough or low-grade fever (i.e. a temperature of 37.3 C or more) they should stay at home and self-isolate. This means avoiding close contact (less than 1 meter) with other people, including family members. They should also call their health care provider or the local public health department, giving them details of their recent travel and symptoms.
- ☐ Thank all the participants for their cooperation with the provisions in place.

Things to consider when you and your employees travel

Before traveling

- ☐ Make sure your organization and its employees have the latest information on areas where COVID-19 is spreading.
- ☐ Based on the latest information, your organization should assess the benefits and risks related to upcoming travel plans.
- ☐ Avoid sending employees who may be at higher risk of serious illness (e.g. older employees and those with medical conditions such as diabetes, heart and lung disease) to areas where COVID-19 is spreading.
- ☐ Make sure all persons travelling to locations reporting COVID-19 are briefed by a qualified professional (e.g. staff health services, health care provider or local public health partner).
- ☐ Consider issuing employees who are about to travel with small bottles of alcohol-based hand rub. This can facilitate regular hand-washing.

While traveling

- ☐ Encourage employees to wash their hands regularly and stay at least 1 m away from people who are coughing or sneezing.
- ☐ Ensure employees know what to do and whom to contact if they feel ill while traveling.
- ☐ Ensure that your employees comply with instructions from local authorities and any local restrictions on travel, movement, or large gatherings where they are travelling.

When you or your employees return from traveling

- ☐ Employees who have returned from an area where COVID-19 is spreading should monitor themselves for symptoms for 14 days and take their temperature twice a day.
- ☐ If they develop even a mild cough or low-grade fever (i.e. a temperature of 37.3 C or more) they should stay at home and self-isolate. This means avoiding close contact (less than 1 m) with other people, including family members. They should also call their health care provider or the local public health department, giving them details of their recent travel and symptoms.

Readiness to manage COVID-19

- ☐ Develop a plan for what to do if someone becomes ill with suspected COVID-19 at one of your workplaces
 - The plan should cover putting the ill person in a room or area where they are isolated from others in the workplace, limiting the number of people who have contact with the sick person, and contacting the local health authorities.
 - Consider how to identify persons who may be at risk, and support them, without inviting stigma and discrimination. This could include persons who have recently travelled to an area reporting cases, or other personnel who have conditions that put them at higher risk of serious illness (e.g. diabetes, heart and lung disease, older age).
 - Tell your local public health authority you are developing the plan and seek their input.
- ☐ Promote regular teleworking across your organization. If there is an outbreak of COVID-19 in your community the health authorities may advise people to avoid public transport and crowded places. Teleworking will help your business keep operating while your employees stay safe.
- ☐ Develop a contingency and business continuity plan for an outbreak in the communities where your business operates
 - The plan will help prepare your organization for the possibility of an outbreak of COVID19 in its workplaces or community. It may also be valid for other health emergencies.
 - The plan should address how to keep your business running even if a significant number of employees, contractors and suppliers cannot come to your place of business, either due to local restrictions on travel or because they are ill.
 - Communicate to your employees and contractors about the plan and make sure they are aware of what they need to do, or not do, under the plan. Emphasize key points such as the importance of staying away from work even if they have only mild symptoms or have had to take simple medications that may mask the symptoms.
 - Be sure your plan addresses the mental health and social consequences of a case of COVID-19 in the workplace or in the community and offer information and support.
 - For small and medium-sized businesses without in-house staff health and welfare support, develop partnerships and plans with your local health and social service providers in advance of any emergency.
 - Your local or national public health authority may be able to offer support and guidance in developing your plan.
 - Remember: Now is the time to prepare for COVID-19. Simple precautions and planning can make a big difference. Action now will help protect your employees and your business.

Guide for Agency Head/Company Owner/Manager/Supervisor

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During working hours

- ☐ Wash hands upon arrival to duty station (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub; before and after eating or when hands get soiled
- ☐ Conduct orientation session on COVID-19 basic information, prevention and control measures and referral for clinical management among staff and refresher sessions when needed.
- ☐ Promote and demonstrate regular hand washing and positive hygiene behaviors and monitor their uptake.
 - ✓ Make available soap and safe water at hand washing stations
 - ✓ Encourage frequent and thorough washing for at least 20 seconds
 - ✓ Place hand sanitizers or at least 60% alcohol-based hand rubs in toilets, classrooms, halls, and near entrance and exits where possible
 - ✓ Provide clean and separate toilets or latrines for female and male
- ☐ Impose to clean and disinfect office buildings, workplace and especially water and sanitation facilities at least once a day, particularly surfaces that are touched by many people (railings, tables, chairs, office equipment, door and window handle etc.)
 - ✓ Use 0.1% sodium hypochlorite solution for disinfecting surfaces
 - ✓ Use 70% ethyl alcohol for disinfection of small items
 - ✓ Provide appropriate equipment for cleaning staff
- ☐ Open windows to provide good ventilation and use air conditioning where available; when a confirmed COVID-19 is found, ventilation and air-conditioning system need to be cleaned, disinfected thoroughly and should be assessed professionally before re-starting its use
- ☐ Post signs encouraging good hand washing and respiratory hygiene practices, basic information about COVID-19 and how to prevent at office main gate, workplace, elevators, common areas, washing and cleaning facilities, and toilets.
- ☐ Create space for staffs' desk to be at least 1 meter apart.
- ☐ Dispose trash daily and safely.
- ☐ Provide thermogun/infrared thermometer and alcohol or alcohol-based hand rub to security guards or staff supervising entrance gates
- ☐ Prohibit any events that create crowded conditions.
- ☐ Keep meetings short and maintain physical distance of at least 1 meter among attendees.
- ☐ Set-up a quarantine room for staffs who will get sick while at workplace.
- ☐ Call 1800 200 to seek assistance in managing and referring the sick staff.
- ☐ Establish staff health monitoring system – important to record daily health status and refer when anyone gets sick for immediate medical guidance and/or management.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

What administrations need to provide...

1. **LOGBOOK** or **eLogbook**- Establish staff/personnel and students monitoring system – important to **record daily health status** and refer when anyone gets sick for immediate medical guidance and/or management
2. **SUPPLIES** for cleaning and disinfecting such as soaps, 0.1% sodium hypochlorite solution, 70% alcohol, 60% alcohol-based hand rub, rugs, gloves
3. **FACILITIES** for hand-washing with clean running water and soap
4. **TRASH BINS** with lids
5. **INFRARED Thermometers**
6. **POSTERS** approved by government
7. **QUARANTINE ROOM** until referral is made

PLUS

STAFF trained on prevention and control of COVID-19

Guide for Staff/Personnel

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Maintain physical distance of at least 1 meter between work stations.
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub.
- ☐ Avoid touching your face and eyes.
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin.
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time.
- ☐ Attend orientation session on COVID-19 basic information, prevention and control measures and referral for clinical management.
- ☐ Clean and disinfect workplace and surfaces that are touched by many people (tables, chairs, office equipment, door knobs and window handles, light switches, etc.).

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often.

NOTE: For personnel common to all sectoral settings - Please refer to ANNEX A: Guide for Security Guard, Cleaner, Driver and Delivery Personnel

New Normal in BANKS

Guide for Bank Owner, Manager/Supervisor

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Conduct orientation session on COVID-19 basic information, prevention and control measures and referral for clinical management among staffs/ personnel and refresher sessions when needed.
- ☐ Promote and demonstrate regular hand washing and positive hygiene behaviors and monitor their uptake.
 - ✓ Make available soap and safe water at hand washing stations
 - ✓ Encourage frequent and thorough washing for at least 20 seconds
 - ✓ Place hand sanitizers or at least 60% alcohol-based hand rubs in toilets, classrooms, halls, and near entrance and exits where possible
 - ✓ Provide clean toilets or latrines
- ☐ Order to clean and disinfect the whole bank premises, storage areas, parking spaces and especially water and sanitation facilities more frequently than once a day, particularly surfaces that are touched by many people (railings, lunch tables, sports equipment, door and window handles, light switches, etc.)
 - ✓ Use 0.1% sodium hypochlorite solution for disinfecting surfaces
 - ✓ Use 70% ethyl alcohol for disinfection of small items
 - ✓ Provide appropriate equipment for cleaning staff
- ☐ Open windows to provide good ventilation and use air conditioning where available; when a confirmed COVID-19 is found, ventilation and air-conditioning system need to be cleaned, disinfected thoroughly and should be assessed professionally before re-starting its use.
- ☐ Post signs encouraging good hand washing and respiratory hygiene practices, basic information about COVID-19 and how to prevent at main gate/entrance, information desk, manager's office, teller counters, ATM machines, staff rooms, common areas such as dining areas, waiting lounge, washing and cleaning facilities, and toilets.
- ☐ Control the number of clients doing business both in the waiting area, lobby, ATM machines, and teller counter keeping the physical distancing of at least 1 meter.
- ☐ Dispose trash daily and safely.
- ☐ Provide thermogun/infrared thermometer and alcohol or alcohol-based hand rub to security guards or staff supervising entrance gates.
- ☐ Adapt staggering schedules and adjusted tasks; and assess effectiveness based on staff and clients feedback.
- ☐ Cancel events that create crowded conditions.
- ☐ Keep meetings short and maintain physical distance of at least 1 meter apart among attendees.
- ☐ Teach and model creating space and avoiding unnecessary touching.
- ☐ Set-up an isolation room for staffs or clients who will get sick and will need assistance while in the bank premises.

- ☐ Call 1800 200 to seek assistance in managing and referral.
- ☐ Establish staff/personnel monitoring system – important to record daily health status and refer when anyone gets sick for immediate medical guidance and/or management.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

What owners need to provide...

8. **LOGBOOK** and **eLOGBOOK** - Establish staff/personnel monitoring system – important to **record daily health status** and refer when anyone gets sick for immediate medical guidance and/or management
9. **SUPPLIES** for cleaning and disinfecting such as soaps, 0.1% sodium hypochlorite solution, 70% alcohol, 60% alcohol-based hand rub, rugs
10. **FACILITIES** for hand-washing with clean running water and soap
11. **TRASH BINS** with lids
12. **INFRARED Thermometers**
13. **POSTERS** approved by government
14. **QUARANTINE ROOM** until referral is made

PLUS

STAFF trained on prevention and control of COVID-19

Guide for Tellers

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client who line up for transactions.
- ☐ Wash hands more frequently and thoroughly specially when hands become soiled.
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

Guide for Roving Staff

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client who line up for payment.
- ☐ Wash hands more frequently and thoroughly specially when hands become soiled.
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

Guide for Client

At home before going to bank

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds), when preparing food, doing routine household chores, before and after meals and whenever hands get soiled or use alcohol-based hand rub as an alternative.

While in the bank

- ☐ Submit for temperature checks at the entrance of the building, facility, establishment, area
- ☐ Use 60% alcohol-based hand rub (either bring your own or the one provided by the bank/establishment)
- ☐ Comply with physical distancing requirement of at least 1 meter apart in queuing lanes or counters (e.g teller counter/payments, ATM machine, bank premises)
- ☐ Wash hands thoroughly with soap and water for at least 20 seconds after or use at least 60% alcohol-based hand rub as alternative; and/or when hands become soiled.
- ☐ Follow rules set by the bank on the prevention and control of COVID-19.

Upon returning home

- ☐ Wash hands thoroughly with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Change outside clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

NOTE: For personnel common to all sectoral settings - Please refer to ANNEX A: Guide for Security Guard, Cleaner, Driver and Delivery Personnel

New Normal in RESTAURANTS

*(Source for this Section: COVID-19 Food and Safety: Guidance for Businesses,
Interim Guidance, 7 April 2020)*



Guide for Restaurant Owner, Manager/Supervisor, Administrative Staff

Owners, Manager/Supervisor, Administrative Staff

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

Before re-opening and during work hours

- ☐ Conduct orientation session on COVID-19 basic information, prevention and control measures and referral for clinical management among administrative personnel, cooks, bakers, waiters, waitresses, cleaners, drivers, delivery personnel, security personnel; and refresher sessions when needed.
- ☐ Promote and demonstrate regular hand washing and positive hygiene behaviors and monitor their uptake.
 - ✓ Make available soap and safe water at hand washing stations
 - ✓ Encourage frequent and thorough washing for at least 20 seconds
 - ✓ Place hand sanitizers or at least 60% alcohol-based hand rubs in toilets, reception, lobby, lounge area, staff rooms, halls, and near entrance and exits where possible
 - ✓ Provide clean toilets or latrines
- ☐ Wash hands upon arrival to duty station (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub; repeat hand-washing before and after eating or when hands get soiled.
- ☐ Enforce strict cleaning and disinfecting guidelines of office premises; lobby, reservation counter, cashier area, dining area, kitchen, storage area, parking spaces, vehicles; with special emphasis on commonly touched surfaces (railings, door knobs, window handles, light switches, washing areas and toilets) at least once a day.
 - ✓ Wash raw food ingredients thoroughly with clean water and follow standard food storage
 - ✓ Use 0.1% sodium hypochlorite solution for disinfecting surfaces
 - ✓ Use 70% ethyl alcohol for disinfection of small items
 - ✓ Provide appropriate equipment such as masks, gloves and gowns for cleaning staff
 - ✓ Keep adequate stocks of cleaning agents
- ☐ Open windows to provide good ventilation and use air conditioning where available
- ☐ Post signs encouraging good hand washing and respiratory hygiene practices, basic information about COVID-19 and how to prevent at main gate/entrance, reception area, dining area, staffs' room, kitchen, common areas, washing and cleaning facilities, and toilets.
- ☐ Create space for kitchen staff's workstations of at least 1 meter apart from each other
- ☐ Dispose trash daily and safely and disinfect properly
- ☐ Provide thermogun/infrared thermometer and alcohol or alcohol-based hand rub to security guard of the restaurant
- ☐ Adapt staggering schedules and adjusted tasks of staffs; and assess effectiveness of this measure
- ☐ Stagger workstations on either side of processing lines so food workers are not facing one another

- ☐ Reinforce Food Safety Management Systems (FSMS) based on Hazard Analysis and Critical Control Point (HACCP) principles to manage food safety risks and prevent food contamination
- ☐ Prohibit killing or cooking of wild animals nor sick livestock.
- ☐ Impose wearing of proper uniform with masks, caps/hairnets, and cooking gloves for chefs, cooks, and bakers.
- ☐ Maintain physical distance of at least 1 meter in between chefs working space.
- ☐ Impose to wash all ingredients and raw food materials prior to storage; process each raw food separately and adhere to set-storage standards and zoning of processing areas to avoid contamination.
- ☐ Clean and disinfect thoroughly high risk areas of food premises that produce ready-to-eat food and cooked foods.
- ☐ Cancel big reservations and events that will create crowded conditions inside the restaurant.
- ☐ Reduce the number of tables and chairs to maintain physical distance between tables.
- ☐ Enforce control on people flow and reduce the number of queuing customers to maintain physical distance of 1 meter apart.
- ☐ Encourage individual orders to avoid meal-sharing; and put serving spoons if dish-size for one order is for more than one person.
- ☐ Keep meetings short and maintain physical distance of at least 1 meter apart among attendees.
- ☐ Establish staff/personnel monitoring system – important to record daily health status and refer when anyone gets sick for immediate medical guidance and/or management.
- ☐ Set-up a quarantine room staff who will get sick while on duty and coordinate referral by calling 1800 200.
- ☐ Put marks on vehicles to comply with physical distancing of about 1 meter (e.g. one passenger per seat for van; maximum of 2 passengers seated apart per sedan car + driver; if 5-seater vehicle maximum of 3 passengers seated apart + driver)
- ☐ Impose among staffs and drivers the practice of physical distancing; personal hygiene practice such as hand-washing, coughing with flexed elbow or with tissue and throwing immediately in bins.
- ☐ Require staff and all personnel to bring their own food and snacks and utensils to prevent infection.
- ☐ Provide trash bins with covers; and dispose and disinfect trash bins daily.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

What owners need to provide...

- ☐ **LOGBOOK** - Establish staff/personnel monitoring system – important to **record daily health status** and refer when anyone gets sick for immediate medical guidance and/or management
- ☐ **SUPPLIES** for cleaning and disinfecting such as soaps, 0.1% sodium hypochlorite solution, 70% alcohol, 60% alcohol-based hand rub, rugs
- ☐ **FACILITIES** for hand-washing with clean running water and soap
- ☐ **TRASH BINS** with lids
- ☐ **INFRARED Thermometers**
- ☐ **POSTERS** approved by government
- ☐ **QUARANTINE ROOM** until referral is made

PLUS

- ☐ **STAFF** trained on prevention and control of COVID-19

Guide for Cashier

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client who line up for payments
- ☐ Wash hands more frequently and thoroughly specially when hands become soiled or apply at least 60% alcohol-based hand rub as alternative.
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply at least 60% alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Waiter and Waitress

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client who line up for payment or looking for over-the-counter items.
- ☐ Reduce the number of tables and chairs that will allow physical distance between tables.
- ☐ Enforce control on people flow and reduce the number of queuing customers to maintain physical distance of 1 meter apart.
- ☐ Encourage individual orders to avoid meal-sharing; and put serving spoons if dish-size for one order is for more than one person.
- ☐ Wash hands more frequently and thoroughly specially when hands become soiled.
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Chef, Cook and Baker

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Wash hands immediately and thoroughly upon arrival to work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wear proper uniform with masks, caps/hairnets, and cooking gloves.
- ☐ Stagger workstations on either side of processing lines so food workers are not facing one another and maintain physical distance of at least 1 meter in between chefs working space.
- ☐ Reinforce Food Safety Management Systems (FSMS) based on Hazard Analysis and Critical Control Point (HACCP) principles to manage food safety risks and prevent food contamination.
- ☐ Do not kill or cook wild animals nor sick livestock.
- ☐ Wash all ingredients and raw food materials prior to storage; process each raw food separately and adhere to set-storage standards and zoning of processing areas to avoid contamination.
- ☐ Clean and disinfect thoroughly high risk areas of food premises that produce ready-to-eat food and cooked foods.
- ☐ Keep kitchen clean and tidy; and disinfection should be done more often, specially food processing equipment, pots and pans, utensils, chopping boards, table wares, etc.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Customer/Client

At home before going to restaurants

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds), when preparing food, doing routine household chores, before and after meals and whenever hands get soiled or use alcohol-based hand rub as an alternative.

While in the restaurants

- ☐ Submit for temperature checks at the entrance of the building, facility, establishment, area.
- ☐ Use 60% alcohol-based hand rub (either bring your own or the one provided by the establishment).
- ☐ Comply with physical distancing requirement of at least 1 meter apart in queuing lanes or counters (e.g cashier, counter/payments, lobby premises).
- ☐ Occupy tables and chairs as marked by the restaurant to maintain physical distancing when dining.
- ☐ Wash hands thoroughly with soap and water for at least 20 seconds before and after eating or use 60% alcohol-based hand rub as alternative; and/or when hands become soiled.
- ☐ Follow rules set by the restaurants on the prevention and control of COVID-19.

Upon returning home

- ☐ Wash hands thoroughly with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Change outside clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

NOTE: For personnel common to all sectoral settings - Please refer to ANNEX A: Guide for Security Guard, Cleaner, Driver and Delivery Personnel

New Normal in HOTELS AND ACCOMMODATION FACILITIES

*(Source for this Section: Operational Considerations for COVID-19. Management in the Accommodation Sector
dated 31 March 2020)*

Guide for Hotel Owner, Manager/Supervisor, Administrative Staff

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

Before re-opening and during work hours

- ☐ Conduct orientation session on COVID-19 basic information, prevention and control measures and referral for clinical management among administrative personnel, cooks, bakers, waiters, waitresses, cleaners, drivers, delivery personnel, security personnel; and refresher sessions when needed.
- ☐ Promote and demonstrate regular hand washing and positive hygiene behaviors and monitor their uptake.
 - ✓ Make available soap and safe water at hand washing stations.
 - ✓ Encourage frequent and thorough washing for at least 20 seconds.
 - ✓ Place hand sanitizers or at least 60% alcohol-based hand rubs in toilets, reception, halls, and near entrance and exits where possible.
 - ✓ Provide clean toilets or latrines.
- ☐ Wash hands upon arrival to duty station (thoroughly with soap and water for at least 20 seconds) or apply at least 60% alcohol-based hand rub; repeat hand-washing before and after eating or when hands get soiled
- ☐ Enforce strict cleaning and disinfecting guidelines of office premises; lobby, reservation counter, cashier area, dining area, kitchen, storage area, parking spaces, vehicles; with special emphasis on commonly touched surfaces (railings, door and window handles, elevator buttons, escalator handrails, washing areas and toilets) at least once a day.
 - ✓ Wash raw food ingredients thoroughly with clean water and follow standard food storage
 - ✓ Use 0.1% sodium hypochlorite solution for disinfecting surfaces
 - ✓ Use 70% ethyl alcohol for disinfection of small items
 - ✓ Provide appropriate equipment such as gloves and gowns for cleaning staff
 - ✓ Keep adequate stocks of cleaning agents
 - ✓ Vehicles must be cleaned upon return to base (specifically door handles, window and window handles, handrails, steering wheel; and seats)
- ☐ Open windows to provide good ventilation and use air conditioning where available.
- ☐ Post signs encouraging good hand washing and respiratory hygiene practices, basic information about COVID-19 and how to prevent at main gate/entrance, reception area, dining area, staffs' room, kitchen, common areas, elevator, washing and cleaning facilities, and toilets.
- ☐ Create space for kitchen staff's workstations of at least 1 meter apart from each other.
- ☐ Dispose trash daily and safely and disinfect properly.
- ☐ Provide thermogun/infrared thermometer and alcohol or alcohol-based hand rub to security guard of the restaurant.
- ☐ Adapt staggering schedules and adjusted tasks of staffs; and assess effectiveness of this measure.
- ☐ Prohibit killing or cooking of wild animals nor sick livestock.
- ☐ Impose wearing of proper uniform with masks, caps, and cooking gloves for chefs, cooks, and bakers.
- ☐ Maintain physical distance of at least 1 meter in between chefs working space.

- ☐ Impose to wash all ingredients and raw food materials prior to storage; process each raw food separately and adhere to set-storage standards.
- ☐ Cancel big reservations and events that will create crowded conditions inside the restaurant.
- ☐ Reduce the number of tables and chairs that will allow physical distance between tables.
- ☐ Enforce control on people flow and reduce the number of queuing customers to maintain physical distance of 1 meter apart.
- ☐ Encourage individual orders to avoid meal-sharing; and put serving spoons if dish-size for one order is for more than one person.
- ☐ Keep meetings short and maintain physical distance of at least 1 meter apart among attendees.
- ☐ Establish staff/personnel monitoring system – important to record daily health status and refer when anyone gets sick for immediate medical guidance and/or management.
- ☐ Set-up a quarantine room staff who will get sick while on duty and coordinate referral by calling 1800 200.
- ☐ Put marks on vehicles to comply with physical distancing of about 1 meter (e.g. one passenger per seat for van ; maximum of 2 passengers seated apart per sedan car + driver; if 5-seater vehicle maximum of 3 passengers seated apart + driver).
- ☐ Impose among staffs and drivers the practice of physical distancing; personal hygiene practice such as hand-washing, coughing with flexed elbow or with tissue and throwing immediately in bins.
- ☐ Require staff and all personnel to bring their own food and snacks and utensils to prevent infection.
- ☐ Provide trash bins with covers; and dispose and disinfect trash bins daily.
- ☐ Monitor guests who are possibly ill.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

What owners need to provide...

1. **LOGBOOK** and **eLOGBOOK**- Establish staff/personnel monitoring system – important to **record daily health status** and refer when anyone gets sick for immediate medical guidance and/or management
2. **SUPPLIES** for cleaning and disinfecting such as soaps, 0.1% sodium hypochlorite solution, 70% alcohol, 60% alcohol-based hand rub, rugs
3. **FACILITIES** for hand-washing with clean running water and soap
4. **TRASH BINS** with lids
5. **INFRARED Thermometers**
6. **POSTERS** approved by government
7. **QUARANTINE ROOM** until referral is made
8. **MEDICAL KITS** and necessary equipment available

PLUS

STAFFS trained on prevention and control of COVID-19

Guide for Staff at Reception and concierge

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Reception Desk staff should be familiar with the room occupancy policy for accompanying persons in the event of suspected case of COVID-19.
- ☐ Ensure availability of necessary equipment and medical kit at the reception desk.
- ☐ Maintain physical distance of at least 1 meter between each client who line up for check-in/ enquiries.
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub.
- ☐ Avoid touching your face, eyes and nose while serving the clients.
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin.
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

Guide for Cashier

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client who line up for payment.
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub.
- ☐ Avoid touching your face, eyes and nose while serving the clients.
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin.
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

Guide for Waiter and Waitress

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Maintain physical distance of at least 1 meter between each customer.
- ☐ Reduce the number of tables and chairs that will allow physical distance between tables.
- ☐ Enforce control on people flow and reduce the number of queuing customers to maintain physical distance of 1 meter apart.
- ☐ Encourage individual orders to avoid meal-sharing; and put serving spoons if dish-size for one order is for more than one person.
- ☐ Wash hands more frequently and thoroughly specially when hands become soiled.
- ☐ Avoid touching your face, eyes and nose while serving the clients.
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin.
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

Guide for Chef, Cook and Baker

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Wash hands immediately and thoroughly upon arrival to work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wear proper uniform with masks, caps/hairnets, and cooking gloves.
- ☐ Stagger workstations on either side of processing lines so food workers are not facing one another and maintain physical distance of at least 1 meter in between chefs working space.
- ☐ Reinforce Food Safety Management Systems (FSMS) based on Hazard Analysis and Critical Control Point (HACCP) principles to manage food safety risks and prevent food contamination.
- ☐ Do not kill or cook wild animals nor sick livestock.
- ☐ Wash all ingredients and raw food materials prior to storage; process each raw food separately and adhere to set-storage standards and zoning of processing areas to avoid contamination.
- ☐ Clean and disinfect thoroughly high risk areas of food premises that produce ready-to-eat food and cooked foods.
- ☐ Keep kitchen clean and tidy; and disinfection should be done more often, specially food processing equipment, pots and pans, utensils, chopping boards, table wares, etc.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

Guide for Customer/Client

At home before going to hotel

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds), when preparing food, doing routine household chores, before and after meals and whenever hands get soiled or use alcohol-based hand rub as an alternative.

While in the hotel

- ☐ Submit for temperature checks at the entrance of the building, facility, establishment, area.
- ☐ Use 60% alcohol-based hand rub (either bring your own or the one provided by the establishment).
- ☐ Comply with physical distancing requirement of at least 1 meter apart in queuing lanes or counters (e.g cashier payments, ATM machine, take-out counters, store premises)
- ☐ Wash hands thoroughly with soap and water for at least 20 seconds after or use 60% alcohol-based hand rub as alternative; and/or when hands become soiled.
- ☐ Follow rules set by the hotel on the prevention and control of COVID-19.

Upon returning home

- ☐ Wash hands thoroughly with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Change outside clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

NOTE: For personnel common to all sectoral settings - Please refer to ANNEX A: Guide for Security Guard, Cleaner, Driver and Delivery Personnel

New Normal in BARBER SHOPS AND BEAUTY SALONS

Guide for Barbershop and Beauty Salon Owner/Manager/Supervisor

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Conduct orientation session on COVID-19 basic information, prevention and control measures and referral for clinical management among staff and refresher sessions when needed.
- ☐ Promote and demonstrate regular hand washing and positive hygiene behaviors and monitor their uptake.
 - Make available soap and safe water at hand washing stations
 - Encourage frequent and thorough washing for at least 20 seconds
 - Place hand sanitizers or at least 60% alcohol-based hand rubs in toilets, reception, lobby, lounge area, staff rooms, halls, and near entrance and exits where possible
 - Provide clean toilets or latrines
- ☐ Wash hands upon arrival to duty station (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub; repeat hand-washing before and after eating or when hands get soiled
- ☐ Enforce strict cleaning and disinfecting guidelines of shop premises with special emphasis on commonly touched surfaces (salon chair, railings, door knobs and window handles, light switches, washing areas and toilets) at least once a day.
 - Use 0.1% sodium hypochlorite solution for disinfecting surfaces
 - Use 70% ethyl alcohol for disinfection of small items
 - Provide appropriate equipment such as gloves and gowns for cleaning staff
 - Keep adequate stocks of cleaning agents
- ☐ Open windows to provide good ventilation and use air conditioning where available.
- ☐ Post signs encouraging good hand washing and respiratory hygiene practices, basic information about COVID-19 and how to prevent at main gate/entrance, reception area, staffs' room, common areas, washing and cleaning facilities, and toilets.
- ☐ Maintain space for staff's workstations of at least 1 meter apart from each other.
- ☐ Dispose trash daily and safely and disinfect properly.
- ☐ Provide thermogun/infrared thermometer and alcohol or alcohol-based hand rub to security guard of the barber shop and salon.
- ☐ Adapt staggering schedules and adjusted tasks of staffs; and assess effectiveness of this measure
- ☐ Impose wearing of proper uniform with masks and caps for barbers, stylist and assistant.
- ☐ Enforce control on customer flow and reduce the number of queuing customers to maintain physical distance of 1 meter apart.
- ☐ Encourage individual orders to avoid meal-sharing; and put serving spoons if dish-size for one order is for more than one person.
- ☐ Establish staff/personnel monitoring system – important to record daily health status and refer when anyone gets sick for immediate medical guidance and/or management.
- ☐ Set-up a quarantine room staff who will get sick while on duty and coordinate referral by calling 1800 200.
- ☐ Require staff and all personnel to bring their own food and snacks and utensils to prevent infection.
- ☐ Provide trash bins with covers; and dispose and disinfect trash bins daily.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

What owners need to provide...

- ☐ **LOGBOOK** and **eLOGBOOK**- Establish staff/personnel monitoring system – important to **record daily health status** and refer when anyone gets sick for immediate medical guidance and/or management
- ☐ **SUPPLIES** for cleaning and disinfecting such as soaps, 0.1% sodium hypochlorite solution, 70% alcohol, 60% alcohol-based hand rub, rugs
- ☐ **FACILITIES** for hand-washing with clean running water and soap
- ☐ **TRASH BINS** with lids
- ☐ **INFRARED Thermometers**
- ☐ **POSTERS** approved by government
- ☐ **QUARANTINE ROOM** until referral is made

PLUS

STAFF trained on prevention and control of COVID-19

Guide for Cashier/Receptionist

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client who line up for payments.
- ☐ Wash hands more frequently and thoroughly specially when hands become soiled.
- ☐ Avoid touching your face, eyes and nose while serving the clients.
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin.
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

Guide for Barber/Salon stylist and assistant

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Maintain physical distance of at least 1 meter between each barber/salon station
- ☐ Hair dressing and public supplies (towels, aprons, etc.) should be “disinfected after each serving”.
- ☐ Enforce control on customers flow and reduce the number of queuing customers to maintain physical distance of 1 meter apart.
- ☐ Wash hands more frequently and thoroughly specially when hands become soiled.
- ☐ Avoid touching your face, eyes and nose while serving the clients.
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin.
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

Guide for Customer/Client

At home before going to barbershops/salons

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds), when preparing food, doing routine household chores, before and after meals and whenever hands get soiled or use alcohol-based hand rub as an alternative.

While in the barbershops/salons

- ☐ Submit for temperature checks at the entrance of the building, facility, establishment, area.
- ☐ Use 60% alcohol-based hand rub (either bring your own or the one provided by the establishment).
- ☐ Comply with physical distancing requirement of at least 1 meter apart in queuing lanes or counters (e.g cashier payments, ATM machine, take-out counters, store premises).
- ☐ Wash hands thoroughly with soap and water for at least 20 seconds after or use 60% alcohol-based hand rub as alternative; and/or when hands become soiled.
- ☐ Follow rules set by the government on the prevention and control of COVID-19.

Upon returning home

- ☐ Wash hands thoroughly with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

NOTE: For personnel common to all sectoral settings - Please refer to ANNEX A: Guide for Security Guard, Cleaner, Driver and Delivery Personnel

New Normal in PHARMACIES

Guide for Pharmacy Owner and Manager/Supervisor

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Conduct orientation session on COVID-19 basic information, prevention and control measures and referral for clinical management among all personnel and refresher sessions when needed.
- ☐ Promote and demonstrate regular hand washing and positive hygiene behaviors and monitor their uptake.
 - ☐ Make available soap and safe water at hand washing stations.
 - ☐ Encourage frequent and thorough washing for at least 20 seconds.
 - ☐ Place hand sanitizers or at least 60% alcohol-based hand rubs in toilets, main store staff rooms, halls, and near entrance and exits where possible.
 - ☐ Provide clean toilets or latrines.
- ☐ Order to clean and disinfect the whole store, storage areas, parking spaces and especially water and sanitation facilities more frequently than once a day, particularly surfaces that are touched by many people (railings, lunch tables, door knobs and window handles, light switches, brochures, reference materials, etc.)
 - ☐ Use 0.1% sodium hypochlorite solution for disinfecting surfaces
 - ☐ Use 70% ethyl alcohol for disinfection of small items
 - ☐ Provide appropriate equipment for cleaning staff
- ☐ Open windows to provide good ventilation and use air conditioning where available; when a confirmed COVID-19 is found, ventilation and air-conditioning system need to be cleaned, disinfected thoroughly and should be assessed professionally before re-starting its use.
- ☐ Post signs encouraging good hand washing and respiratory hygiene practices, basic information about COVID-19 and how to prevent at pharmacies main gate, store, storage area, staffs' rooms, common areas such as dining areas and lobby, washing and cleaning facilities, and toilets.
- ☐ Create space for student's desk to be at least 1 meter apart.
- ☐ Dispose trash daily and safely
- ☐ Provide thermogun/infrared thermometer and alcohol or alcohol-based hand rub to security guards or staff supervising entrance gates
- ☐ Adapt staggering schedules and adjusted tasks/roles; and assess effectiveness based on staffs and customers' feedback
- ☐ Cancel events that create crowded conditions
- ☐ Keep meetings short and maintain physical distance of at least 1 meter apart among attendees
- ☐ Teach and model creating space and avoiding unnecessary touching
- ☐ Set-up an isolation room for staffs or customers who will get sick and will need assistance while in the store premises.
- ☐ Call 1800 200 to seek assistance in managing and referral.
- ☐ Establish staff/personnel monitoring system – important to record daily health status and refer when anyone gets sick for immediate medical guidance and/or management.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

What owners need to provide...

1. **LOGBOOK** or **eLOGBOOK** - Establish staff/personnel monitoring system – important to **record daily health status** and refer when anyone gets sick for immediate medical guidance and/or management
2. **SUPPLIES** for cleaning and disinfecting such as soaps, 0.1% sodium hypochlorite solution, 70% alcohol, 60% alcohol-based hand rub, rugs
3. **FACILITIES** for hand-washing with clean running water and soap
4. **TRASH BINS** with lids
5. **INFRARED Thermometers**
6. **POSTERS** approved by government
7. **QUARANTINE ROOM** until referral is made

PLUS

STAFF trained on prevention and control of COVID-19

Guide for Cashier

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client who line up for payments
- ☐ Wash hands more frequently and thoroughly specially when hands become soiled
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Pharmacist and Pharmacy Technician

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client who line up for transactions
- ☐ Dispense antibiotics and other medicines that requires prescription only if patient presents the appropriate doctor's prescriptions
- ☐ Wash hands more frequently and thoroughly specially when hands become soiled
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Roving Staff

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client who line up for payment or looking for over-the-counter items
- ☐ Wash hands more frequently and thoroughly specially when hands become soiled
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Customer/Client

At home before going to pharmacy

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds), when preparing food, doing routine household chores, before and after meals and whenever hands get soiled or use alcohol-based hand rub as an alternative.

While in the pharmacy

- ☐ Submit for temperature checks at the entrance of the building, facility, establishment, area
- ☐ Use 60% alcohol-based hand rub (either bring your own or the one provided by the establishment)
- ☐ Comply with physical distancing requirement of at least 1 meter apart in queuing lanes or counters (e.g cashier, counter/payments, store premises)
- ☐ Wash hands thoroughly with soap and water for at least 20 seconds after or use 60% alcohol-based hand rub as alternative; and/or when hands become soiled
- ☐ Follow rules set by the pharmacy on the prevention and control of COVID-19

Upon returning home

- ☐ Wash hands thoroughly with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Change outside clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

NOTE: For personnel common to all sectoral settings - Please refer to ANNEX A: Guide for Security Guard, Cleaner, Driver and Delivery Personnel

New Normal in SHOPPING MALL

Guide for Building/Mall Owner/Manager/Administrative Staff

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Wash hands upon arrival to duty station (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub; before and after eating or when hands get soiled.
- ☐ Conduct orientation session on COVID-19 basic information, prevention and control measures and referral for clinical management among all personnel and refresher sessions when needed.
- ☐ Promote and demonstrate regular hand washing and positive hygiene behaviors and monitor their uptake.
 - ☐ Make available soap and safe water at hand washing stations.
 - ☐ Encourage frequent and thorough washing for at least 20 seconds.
 - ☐ Place hand sanitizers or at least 60% alcohol-based hand rubs in toilets, staff rooms, halls, and near entrance and exits where possible.
 - ☐ Provide clean toilets or latrines.
- ☐ Order to clean and disinfect the whole building, storage areas, parking spaces and especially water and sanitation facilities more frequently than once a day, particularly surfaces that are touched by many people (railings, lunch tables, door knobs and window handles, light switches, elevator buttons, escalator handrails, etc.)
 - ☐ Use 0.1% sodium hypochlorite solution for disinfecting surfaces
 - ☐ Use 70% ethyl alcohol for disinfection of small items
 - ☐ Provide appropriate equipment for cleaning staff
- ☐ Open windows to provide good ventilation and use air conditioning where available; when a confirmed COVID-19 is found, ventilation and air-conditioning system need to be cleaned, disinfected thoroughly and should be assessed professionally before re-starting its use.
- ☐ Post signs encouraging good hand washing and respiratory hygiene practices, basic information about COVID-19 and how to prevent at shopping mall's main gate, store, storage area, staffs' rooms, common areas such as dining areas and lobby, elevator, washing and cleaning facilities, and toilets.
- ☐ Dispose trash daily and safely.
- ☐ Provide thermogun/infrared thermometer and alcohol or alcohol-based hand rub to security guards or staff supervising entrance gates.
- ☐ Adapt staggering schedules and adjusted tasks/roles; and assess effectiveness based on staff's and customers' feedback.
- ☐ Prohibit events that create crowded conditions.
- ☐ Keep meetings short and maintain physical distance of at least 1 meter apart among attendees.
- ☐ Set-up a quarantine room for staffs or customers who will get sick and will need assistance while in the store premises.
- ☐ Call 1800 200 to seek assistance in managing and referral.
- ☐ Establish staff/personnel monitoring system – important to record daily health status and refer when anyone gets sick for immediate medical guidance and/or management.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Establishment Owner/Manager/Supervisor

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Wash hands upon arrival to duty station (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub; before and after eating or when hands get soiled.
- ☐ Conduct orientation session on COVID-19 basic information, prevention and control measures and referral for clinical management among all personnel and refresher sessions when needed.
- ☐ Promote and demonstrate regular hand washing and positive hygiene behaviors and monitor their uptake.
 - Make available soap and safe water at hand washing stations.
 - Encourage frequent and thorough washing for at least 20 seconds.
 - Place hand sanitizers or at least 60% alcohol-based hand rubs in toilets, staff rooms, halls, and near entrance and exits where possible.
 - Provide clean toilets or latrines.
- ☐ Order to clean and disinfect the whole grocery store, storage areas, parking spaces and especially water and sanitation facilities more frequently than once a day, particularly surfaces that are touched by many people (railings, lunch tables, sports equipment, door and window handles, teaching and learning aids etc.)
 - Use 0.1% sodium hypochlorite solution for disinfecting surfaces
 - Use 70% ethyl alcohol for disinfection of small items
 - Provide appropriate equipment for cleaning staff
- ☐ Open windows to provide good ventilation and use air conditioning where available; when a confirmed COVID-19 is found, ventilation and air-conditioning system need to be cleaned, disinfected thoroughly and should be assessed professionally before re-starting its use.
- ☐ Post signs encouraging good hand washing and respiratory hygiene practices, basic information about COVID-19 and how to prevent at establishment's main gate, store, storage area, staffs' rooms, common areas such as dining areas and lobby, washing and cleaning facilities, and toilets.
- ☐ Dispose trash daily and safely.
- ☐ Provide thermogun/infrared thermometer and alcohol or alcohol-based hand rub to security guards or staff supervising entrance gates.
- ☐ Adapt staggering schedules and adjusted tasks/roles; and assess effectiveness based on staff's and customers' feedback.
- ☐ Prohibit events that create crowded conditions.
- ☐ Keep meetings short and maintain physical distance of at least 1 meter apart among attendees.
- ☐ Teach and model creating space and avoiding unnecessary touching.
- ☐ Set-up a quarantine room for staffs or customers who will get sick and will need assistance while in the store premises.
- ☐ Call 1800 200 to seek assistance in managing and referral.
- ☐ Establish staff/personnel monitoring system – important to record daily health status and refer when anyone gets sick for immediate medical guidance and/or management.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

What owners need to provide...

1. **LOGBOOK** or **eLOGBOOK** - Establish staff/personnel monitoring system – important to **record daily health status** and refer when anyone gets sick for immediate medical guidance and/or management
2. **SUPPLIES** for cleaning and disinfecting such as soaps, 0.1% sodium hypochlorite solution, 70% alcohol, 60% alcohol-based hand rub, rugs
3. **FACILITIES** for hand-washing with clean running water and soap
4. **TRASH BINS** with lids
5. **INFRARED Thermometers**
6. **POSTERS** approved by government
7. **QUARANTINE ROOM** until referral is made

PLUS

STAFF trained on prevention and control of COVID-19

Guide for Cashier

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client who line up for payment.
- ☐ Wash hands more frequently and thoroughly specially when hands become soiled.
- ☐ Avoid touching your face, eyes and nose while serving customers.
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin.
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

Guide for Roving Staff

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Maintain physical distance of at least 1 meter between each individual.
- ☐ Wash hands more frequently and thoroughly specially when hands become soiled.
- ☐ Avoid touching your face, eyes and nose while at work.
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin.
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often.

Guide for Baggage Counter staff

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client who line up.
- ☐ Wash hands more frequently and thoroughly specially when hands become soiled.
- ☐ Avoid touching your face, eyes and nose while at work.
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin.
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

Guide for Customer/Client

At home before going to malls

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds), when preparing food, doing routine household chores, before and after meals and whenever hands get soiled or use alcohol-based hand rub as an alternative.

While in the malls

- ☐ Submit for temperature checks at the entrance of the building, facility, establishment, area.
- ☐ Use 60% alcohol-based hand rub (either bring your own or the one provided by the establishment)
- ☐ Comply with physical distancing requirement of at least 1 meter apart in queuing lanes or counters (e.g cashier payments, ATM machine, take-out counters, store premises).
- ☐ Wash hands thoroughly with soap and water for at least 20 seconds after or use 60% alcohol-based hand rub as alternative; and/or when hands become soiled.
- ☐ Follow rules set by government on the prevention and control of COVID-19.

Upon returning home

- ☐ Wash hands thoroughly with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

NOTE: For personnel common to all sectoral settings - Please refer to ANNEX A: Guide for Security Guard, Cleaner, Driver and Delivery Personnel

New Normal in GROCERIES

Guide for Grocery Owner, Manager/Supervisor

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Wash hands upon arrival to duty station (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub; before and after eating or when hands get soiled.
- ☐ Conduct orientation session on COVID-19 basic information, prevention and control measures and referral for clinical management among all personnel and refresher sessions when needed.
- ☐ Promote and demonstrate regular hand washing and positive hygiene behaviors and monitor their uptake.
 - ✓ Make available soap and safe water at hand washing stations.
 - ✓ Encourage frequent and thorough washing for at least 20 seconds.
 - ✓ Place hand sanitizers or at least 60% alcohol-based hand rubs in toilets, staff rooms, halls, and near entrance and exits where possible.
 - ✓ Provide clean toilets or latrines.
- ☐ Order to clean and disinfect the whole grocery store, storage areas, parking spaces and especially water and sanitation facilities more frequently than once a day, particularly surfaces that are touched by many people (railings, lunch tables, sports equipment, door and window handles, teaching and learning aids etc.)
 - ✓ Use 0.1% sodium hypochlorite solution for disinfecting surfaces.
 - ✓ Use 70% ethyl alcohol for disinfection of small items.
 - ✓ Provide appropriate equipment for cleaning staff.
- ☐ Open windows to provide good ventilation and use air conditioning where available; when a confirmed COVID-19 is found, ventilation and air-conditioning system need to be cleaned, disinfected thoroughly and should be assessed professionally before re-starting its use
- ☐ Post signs encouraging good hand washing and respiratory hygiene practices, basic information about COVID-19 and how to prevent at groceries main gate, store, storage area, staffs' rooms, common areas such as dining areas and lobby, washing and cleaning facilities, and toilets.
- ☐ Create space for student's desk to be at least 1 meter apart.
- ☐ Dispose trash daily and safely.
- ☐ Provide thermogun/infrared thermometer and alcohol or alcohol-based hand rub to security guards or staff supervising entrance gates.
- ☐ Adapt staggering schedules and adjusted tasks/roles; and assess effectiveness based on staff's and customers' feedback.
- ☐ Cancel events that create crowded conditions.
- ☐ Keep meetings short and maintain physical distance of at least 1 meter apart among attendees.
- ☐ Teach and model creating space and avoiding unnecessary touching.

- ☐ Set-up a quarantine room for staffs or customers who will get sick and will need assistance while in the store premises.
- ☐ Call 1800 200 to seek assistance in managing and referral.
- ☐ Establish staff/personnel monitoring system – important to record daily health status and refer when anyone gets sick for immediate medical guidance and/or management.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

What owners need to provide...

- ☐ **LOGBOOK** and **eLOGBOOK**- Establish staff/personnel monitoring system – important to **record daily health status** and refer when anyone gets sick for immediate medical guidance and/or management
- ☐ **SUPPLIES** for cleaning and disinfecting such as soaps, 0.1% sodium hypochlorite solution, 70% alcohol, 60% alcohol-based hand rub, rugs
- ☐ **FACILITIES** for hand-washing with clean running water and soap
- ☐ **TRASH BINS** with lids
- ☐ **INFRARED Thermometers**
- ☐ **POSTERS** approved by government
- ☐ **QUARANTINE ROOM** until referral is made

PLUS

STAFF trained on prevention and control of COVID-19

Guide for Cashier

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client who line up for payment.
- ☐ Wash hands more frequently and thoroughly specially when hands become soiled.
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Roving Staff

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client who line up for payment.
- ☐ Wash hands more frequently and thoroughly specially when hands become soiled.
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

Guide for Baggage Counter

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client who line up.
- ☐ Wash hands more frequently and thoroughly specially when hands become soiled.
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

Guide for Customer/Client

At home before going to groceries

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds), when preparing food, doing routine household chores, before and after meals and whenever hands get soiled or use alcohol-based hand rub as an alternative.

While in the groceries

- ☐ Submit for temperature checks at the entrance of the building, facility, establishment, area.
- ☐ Use 60% alcohol-based hand rub (either bring your own or the one provided by the establishment).
- ☐ Comply with physical distancing requirement of at least 1 meter apart in queuing lanes or counters (e.g cashier payments, ATM machine, take-out counters, store premises).
- ☐ Wash hands thoroughly with soap and water for at least 20 seconds after or use 60% alcohol-based hand rub as alternative; and/or when hands become soiled.
- ☐ Follow rules set by the government on the prevention and control of COVID-19.

Upon returning home

- ☐ Wash hands thoroughly with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work.
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

NOTE: For personnel common to all sectoral settings - Please refer to ANNEX A: Guide for Security Guard, Cleaner, Driver and Delivery Personnel

New Normal in PUBLIC TRANSPORTATION

Guide for Public Transportation Owner and Operator

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
 - Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Wash hands upon arrival to duty station (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub; before and after eating or when hands get soiled.
 - Conduct orientation session on COVID-19 basic information, prevention and control measures and referral for clinical management among staff/personnel and drivers and refresher sessions when needed.
 - Promote and demonstrate regular hand washing and positive hygiene behaviors and monitor their uptake.
 - Make available soap and safe water at hand washing stations.
 - Encourage frequent and thorough washing for at least 20 seconds.
 - Place hand sanitizers or at least 60% alcohol-based hand rubs in toilets, office spaces/staff rooms, halls, and near entrance and exits where possible.
 - Provide clean toilets or latrines.
- ☐ Wash hands upon arrival to duty station (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub; repeat hand-washing before and after eating or when hands get soiled
- ☐ Enforce strict cleaning and disinfecting guidelines of office premises; vehicles; commonly touched surfaces (railings, lunch tables, door and window handles, washing areas and toilets) at least once a day.
 - Use 0.1% sodium hypochlorite solution for disinfecting surfaces.
 - Use 70% ethyl alcohol for disinfection of small items.
 - Provide appropriate equipment such as gloves and gowns for cleaning staff
 - Keep adequate stocks of cleaning agents.
 - Vehicles must be cleaned upon return to base (specifically door handles, window and window handles, handrails, steering wheel; and seats).
- ☐ Put marks on public transport vehicles to comply with physical distancing of about 1 meter (e.g. one passenger per seat for buses; maximum of 2 passengers seated apart per taxi + driver; hired vehicles if regular sedan/car same as taxi 2 passengers seated apart + driver; if 5-seater vehicle maximum of 3 passengers seated apart + driver).
- ☐ Impose among staffs and drivers the practice of physical distancing; personal hygiene practice such as hand-washing, coughing with flexed elbow or with tissue and throwing immediately in bins.
- ☐ Require staff and driver to bring their own food and snacks and utensils to prevent infection.
- ☐ Provide trash bins with covers; and dispose and disinfect trash bins daily.

Guide for Driver

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub.
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection.

During work hours

- ☐ Wash hands upon arrival to duty station (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub; repeat hand-washing before and after eating or when hands get soiled
- ☐ Clean vehicle before and after use.
- ☐ Use 0.1% sodium hypochlorite solution for disinfecting surfaces.
- ☐ Use 70% ethyl alcohol for disinfection of small items.
- ☐ Use gloves when cleaning the public transport vehicle.
- ☐ Practice of physical distancing; personal hygiene practice such as hand-washing, coughing with flexed elbow or with tissue and throwing immediately in bins.
- ☐ Put marks on public transport vehicles to comply with physical distancing of about 1 meter (e.g. one passenger per seat for buses with capacity of 25 should reduce to maximum of 15; maximum of 2 passengers seated apart per taxi + driver; hired vehicles if regular sedan/car same as taxi 2 passengers seated apart + driver; if 5-seater vehicle maximum of 3 passengers seated apart + driver).

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

Guide for Passenger

At home before going out

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds), when preparing food, doing routine household chores, before and after meals and whenever hands get soiled or use alcohol-based hand rub as an alternative.

While inside public transportation/vehicles

- ☐ Use 60% alcohol-based hand rub (either bring your own or the one provided by the establishment) after holding doorknobs and handrails and when hands get soiled.
- ☐ Comply with physical distancing as marked inside the vehicle.
- ☐ Follow rules set by transportation sector on the prevention and control of COVID-19.

Upon returning home

- ☐ Wash hands thoroughly with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled.
- ☐ Change outside clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.

NOTE: For personnel common to all sectoral settings - Please refer to ANNEX A: Guide for Security Guard, Cleaner, Driver and Delivery Personnel

New Normal in WATERWAYS

(Ports, Piers, Ships and Boats)

*(Source in this Section: Operational considerations for managing COVID-19 cases or outbreaks on board ships
Interim guidance dated 25 March 2020)*

For Owners/Operators/Administrative Staff

The safety of the captain, crew, staff and passengers against COVID-19 is your main responsibility. Make sure that you have arrangements to look after anyone who gets sick or would need special assistance while on board until proper referral has been made.

1. Management Plan for outbreaks of COVID-19

- ☐ Passenger ships sailing on an international voyage are advised to develop a written plan for disease outbreak management that covers the definitions of a suspected case of COVID-19, the definition of contacts and an isolation plan.
- ☐ The outbreak management plan should include descriptions of the following: the location or locations where suspected cases will be isolated individually until disembarkation and transfer to a health care facility; how the necessary communications between departments (for example, medical, housekeeping, laundry, room service) about persons in isolation will be managed; the clinical management of suspected cases while they remain on board; cleaning and disinfection procedures for potentially contaminated areas, including the isolation cabins or areas; how contacts of the suspected case will be managed; procedures to collect Passenger/Crew Locator Forms (PLF); how food service and utensils, waste management services, and laundry will be provided to the isolated travellers.
- ☐ Staff on board should have knowledge of the outbreak management plan and should implement it as required.

2. Prior to boarding

Pre-boarding information

- ☐ Passengers and crew members should receive information for international traffic in relation to the outbreak of COVID-19.

Pre-disembarkation information

- ☐ Until the COVID-19 public health emergency of international concern is terminated, it is recommended that all passengers and crew members complete their PLF, and this should be kept on board for at least 1 month after their disembarkation.
- ☐ Information in the completed PLF should be provided upon request to health authorities to facilitate contact tracing if a confirmed case is detected after disembarkation or after the voyage has ended.

Pre-boarding screening

- ☐ Until the COVID-19 outbreak is over, passenger ships on an international voyage are advised to provide passengers with general information on COVID-19 and preventive measures and to implement pre-boarding screening with the purpose of deferring or rescheduling the boarding of any traveller identified through a questionnaire as being a contact of someone with COVID-19 to ensure proper management by port health authorities.
- ☐ WHO defines a contact as a person who experienced any one of the following exposures during the 2 days before and the 14 days after the onset of symptoms of a probable or confirmed case: Face-to-face contact with a probable or confirmed case within 1 meter and for more than 15 minutes; Direct physical contact with a probable or confirmed case; Direct care for a patient with probable or confirmed COVID-19 disease without using proper personal protective equipment; OR Other situations as indicated by local risk assessments.

3. Managing a suspected case on board a ship

Case definitions – Follow the national definitions for suspect case of COVID-19 (in accordance with WHO definition)

- ☐ Activate the outbreak management plan - If it is determined that there is a suspect case of COVID-19 on board, the outbreak management plan should be activated.
- ☐ The suspected case should be immediately instructed to wear a medical mask, follow cough etiquette, and practice hand hygiene; the suspected case should be isolated in a predefined isolation ward, cabin, room or quarters, with the door closed. Infection control measures should be applied in accordance with WHO guidance.
- ☐ The disembarkation and transfer of the suspected case to an onshore health care facility for further assessment and laboratory testing should be arranged as soon as possible in cooperation with the health authorities at the port.
- ☐ In addition to the medical personnel providing health care, all persons entering the isolation area should be appropriately trained before entering that area, should apply standard precautions and contact and droplet precautions as described in guidance for infection prevention and control.

4. Obligations of ship owners

- ☐ In accordance with the IHR, the master of the ship must immediately inform the port health authority at the next port of call about any suspected case of COVID-19.
- ☐ For ships on an international voyage, the Maritime Declaration of Health should be completed and sent to the port authority in accordance with local requirements at the port of call.
- ☐ Ship owners must facilitate the use of health measures and provide all public health information requested by the health authority at the port.
- ☐ Ship operators shall provide to the port health authorities all essential information (that is, PLFs, the crew list, and the passenger list) to conduct contact tracing when a confirmed case of COVID-19 has been identified on board or when a traveller who has been on board and possibly was exposed during the voyage is diagnosed as a confirmed case after the end of the voyage.

5. Disembarkation of suspected cases

- ☐ During the disembarkation of suspected cases, every effort should be made to minimize the exposure of other persons and environmental contamination.
- ☐ Suspect cases should be provided with a surgical mask to minimize the risk of transmission.
- ☐ Staff involved in transporting suspected cases should apply infection control practices by following WHO's guidance. These practices are summarized below.
 - When loading patients into the ambulance, transport staff, including medical staff, should routinely perform hand hygiene and wear a medical mask, eye protection (goggles or a face shield), a long-sleeved gown, and gloves.
 - Personal protective equipment (PPE) should be changed after loading each patient and disposed of appropriately in containers with a lid and in accordance with national regulations for disposing of infectious waste.
 - The driver of the ambulance must remain separate from the cases (keeping at least 1 m distance).
 - No PPE is required if distance can be maintained or a physical separation exists. If drivers must also help load the patients into the ambulance, they should follow the PPE recommendations in the previous point.
 - Transport vehicles must have as high a volume of air exchange as possible (for example, by opening the windows).
 - Transport staff should frequently clean their hands with an alcohol-based hand rub or soap and water and ensure that they clean their hands before putting on PPE and after removing it.
 - Ambulances and transport vehicles should be cleaned and disinfected, with particular attention paid to the areas in contact with the suspected case.

- Cleaning should be done with regular household soap or detergent first and then, after rinsing, regular household disinfectant containing 0.1% sodium hypochlorite solution should be applied.

6. Notification and reporting requirements for WHO State Parties

- ☐ The authority at the port must inform immediately its IHR NFP if a suspected case of COVID-19 has been identified.
- ☐ When the laboratory testing has been completed and if the suspected case is positive for the virus that causes COVID-19, then the IHR NFP shall inform WHO.
- ☐ The IHR NFP will pay attention to IHR Article 43, which concerns additional health measures. It states that State Parties implementing any additional health measure that significantly interferes with international traffic (such as refusal of entry or departure of international travellers and/or ships, or their delay for more than 24 hours) shall provide to WHO the public health rationale and relevant scientific information for it.

7. Managing contacts

- ☐ To avoid delays in implementing health measures, contact tracing should begin immediately after a suspected case has been identified on board without waiting for laboratory results.
- ☐ Every effort should be made to minimize the exposure of other travellers to and on-board environmental exposures of the suspected case, and contacts must be separated from other travellers as soon as possible
- ☐ In the context of a suspect case identified on board a ship, a contact could be considered as an individual who:
 - stayed in the same cabin as a suspected or confirmed COVID-19 case;
 - had physical contact (face to face contact within 1 metre for more than 15 min) or were in a closed environment with a suspected or confirmed COVID-19 case: – for passengers, this may include participating in common activities on board the ship or while ashore, if within 1 metre for more than 15 minutes, such as travelling together, dining at the same table; – for crew members, this may include, for example, cabin stewards who cleaned the cabin where patients were identified, or restaurant staff who delivered food to the cabin where patients were identified, as well as gym trainers who provided close instruction to the case; crew working in the same work area of the ship as the suspected or confirmed COVID-19 case who is a member of a crew.
 - is a health care worker or another person who provided care for a suspected or confirmed COVID-19 case.
- ☐ WHO recommends that all contacts of COVID-19 patients be quarantined for 14 days from the last time they were exposed to the patient.
- ☐ Contacts should be informed in advance about when and where to seek care if they become ill, the most appropriate mode of transportation to use once on land, when and where to enter the designated health care facility, and which IPC precautions should be followed.
- ☐ If a contact develops symptoms, the contact should wear a medical mask, considered as suspect case, and treated as such.
- ☐ Any surfaces that become soiled with respiratory secretions or other body fluids during transport should be cleaned with soap or detergent and then disinfected with a regular household product containing a 0.1% sodium hypochlorite solution.

8. Follow-up of contacts

- ☐ If a large outbreak occurs as a result of ongoing transmission on board a ship, crew members and passengers should be assessed to determine whether they were exposed to the suspected or confirmed case.
- ☐ If it is difficult to identify the contacts and if widespread transmission is identified, then all travellers (passengers and crew) on board could be considered contacts.
- ☐ Until the laboratory result for the suspected case is available, all travellers who fulfil the definition of a close contact should be asked to complete the PLF and remain on board the ship in their cabins or, preferably, at a specially designated onshore facility (if feasible and when the ship is at the turnaround port where the embarkation or disembarkation of passengers or discharge or loading of cargo and stores takes place), in accordance with instructions received from the port health authorities.
- ☐ If the laboratory result is positive, then all contacts should be quarantined in specially designated onshore facilities and not allowed to travel internationally, unless this has been arranged following WHO's advice for repatriation, which also discusses quarantine measures.

- ☐ Persons in quarantine who had close contact with a confirmed case should immediately inform health services if they develop any symptoms within 14 days of their last contact with the confirmed case.
- ☐ If no symptoms appear within 14 days of their last exposure, the contact is no longer considered to be at risk of developing COVID-19.¹
- ☐ The implementation of these specific precautions may be modified depending on the risk assessments for individual cases and their contacts as conducted by the public health authorities.
- ☐ If the laboratory result is positive, then all other travellers who do not fulfil the definition of a close contact will be considered as having had a low-risk exposure; they should complete the PLF with their contact details and the locations where they will be staying for the following 14 days.
- ☐ The implementation of these precautions may be modified depending on the risk assessments conducted by the public health authorities. Further instructions may be given by the health authorities.

9. Travellers should be provided with information and advice about:

- ☐ the symptoms of COVID-19 and how it can be transmitted;
- ☐ the need to self-monitor for COVID-19 symptoms for 14 days from their last exposure to the confirmed case, including fever of any grade, cough, or difficulty breathing;
- ☐ the need to immediately self-isolate and contact health services if any symptoms appear within the 14 days.
- ☐ If no symptoms appear within 14 days of their last exposure, the traveller is no longer considered to be at risk of developing COVID-19.

10. Measures on board the ship

- ☐ If the affected ship calls at a port other than the turnaround port, the port health authority should conduct a risk assessment and may decide in consultation with the ship's owner to end the cruise.
- ☐ The ship should be inspected according to Article 27 of the IHR (2005), which discusses affected conveyances, and then health measures (such as cleaning and disinfection) should be applied based on the findings of the inspection.
- ☐ Detailed guidance from WHO is available in the Handbook for inspection of ships and issuance of ship sanitation certificates.
- ☐ For more details about the inspection, see the section on environmental investigation in this document.
- ☐ Infectious waste should be disposed of in accordance with the port authority's procedures.
- ☐ Health measures implemented on the ship should be noted in the Ship Sanitation Certificate.
- ☐ The next voyage can start after thorough cleaning and disinfection have been completed.
- ☐ Active surveillance should take place on board the ship for the following 14 days.
- ☐ The ship's owner could also explore the possibility of starting the next voyage with a new crew on board, if feasible.

Guide for Owners/Operators/Administrative Staff

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Wash hands upon arrival to duty station (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub; before and after eating or when hands get soiled
- ☐ Conduct orientation session on COVID-19 basic information, prevention and control measures and referral for clinical management among all staff and refresher sessions when needed.
- ☐ Promote and demonstrate regular hand washing and positive hygiene behaviors and monitor their uptake.
 - Make available soap and safe water at hand washing stations
 - Encourage frequent and thorough washing for at least 20 seconds
 - Place hand sanitizers or at least 60% alcohol-based hand rubs in toilets, staff rooms, halls, and near entrance and exits where possible
 - Provide clean toilets or latrines
- ☐ Order to clean and disinfect the whole building, storage areas, parking spaces and especially water and sanitation facilities more frequently than once a day, particularly surfaces that are touched by many people (railings, lunch tables, equipment, door and window handles etc.)
 - Use 0.1% sodium hypochlorite solution for disinfecting surfaces
 - Use 70% ethyl alcohol for disinfection of small items
 - Provide appropriate equipment for cleaning staff
- ☐ Open windows to provide good ventilation and use air conditioning where available; when a confirmed COVID-19 is found, ventilation and air-conditioning system need to be cleaned, disinfected thoroughly and should be assessed professionally before re-starting its use
- ☐ Post signs encouraging good hand washing and respiratory hygiene practices, basic information about COVID-19 and how to prevent at groceries main gate, store, storage area, staffs' rooms, common areas such as lobby, washing and cleaning facilities, and toilets.
- ☐ Dispose trash daily and safely
- ☐ Provide thermogun/infrared thermometer and alcohol or alcohol-based hand rub to security guards or staff supervising entrance gates
- ☐ Adapt staggering schedules and adjusted tasks/roles; and assess effectiveness based on staff's and customers' feedback
- ☐ Prohibit events that create crowded conditions
- ☐ Keep meetings short and maintain physical distance of at least 1 meter apart among attendees
- ☐ Set-up a quarantine room for staffs or passengers who will get sick and will need assistance while in the store premises.
- ☐ Call 1800 200 to seek assistance in managing and referral.
- ☐ Establish staff/passenger monitoring system – important to record daily health status and refer when anyone gets sick for immediate medical guidance and/or management.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

What administrations need to provide...

- ☐ **LOGBOOK** or **eLOGBOOK**- Establish staff/personnel monitoring system – important to **record daily health status** and refer when anyone gets sick for immediate medical guidance and/or management
- ☐ **SUPPLIES** for cleaning and disinfecting such as soaps, 0.1% sodium hypochlorite solution, 70% alcohol, 60% alcohol-based hand rub, rugs
- ☐ **FACILITIES** for hand-washing with clean running water and soap
- ☐ **TRASH BINS** with lids
- ☐ **INFRARED Thermometers**
- ☐ **POSTERS** approved by government
- ☐ **QUARANTINE ROOM** until referral is made
- ☐ **MEDICAL KITS** and **NECESSARY EQUIPMENT** available

PLUS

TRAINED STAFFS on prevention and control of COVID-19

Guide for Captain/Skipper

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Maintain physical distance of at least 1 meter between crew members and passengers
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose while at work
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Ground Staff – Information desk/counter

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client who line up for enquiry
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose while serving the clients
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Ground Staff - Check-in counter

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client who line up for check-in
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose while serving the clients
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Ground Staff – Baggage Collection

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose in between and while collecting the baggage.
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Ground Staff – Security Check

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose while at work
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Ground Staff – Security Check

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose while serving the clients
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Security Guard/personnel

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Wash hands upon arrival to duty station (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub; repeat washing hands before and after eating or when hands get soiled
- ☐ Take temperature of every person entering the premises
 - Point the infrared thermometer on the forehead or temple and wait for the temperature to register
 - Allow entry of clients if temperature is 37.5C or below
 - Do not allow entry if temperature is above 37.5; ask to go home and call hotline 1800-200 to get advice
- ☐ Ask clients to sanitize hands using alcohol after passing the temperature check

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Passenger

At home before going to Ship/boat

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds), when preparing food, doing routine household chores, before and after meals and whenever hands get soiled or use alcohol-based hand rub as an alternative.

While on the ship/boat

- ☐ Submit for temperature checks at the entrance of the building, facility, establishment, area
- ☐ Use 60% alcohol-based hand rub (either bring your own or the one provided by the establishment)
- ☐ Comply with physical distancing requirement of at least 1 meter apart in queuing lanes or counters (e.g cashier, counter/payments, lobby premises)
- ☐ Occupy seats as marked for seating to maintain physical distancing when ferrying
- ☐ Wash hands thoroughly with soap and water for at least 20 seconds before and after eating or use 60% alcohol-based hand rub as alternative; and/or when hands become soiled
- ☐ Follow rules set by the management on the prevention and control of COVID-19

Upon returning home

- ☐ Wash hands thoroughly with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Change outside clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

New Normal in AIRLINES, AIRPORTS AND AVIATION

*(Source for this Section: Operational considerations for managing COVID-19 cases or outbreak in aviation
Interim guidance dated 18 March 2020)*

OVERALL GUIDANCE TO AVIATION STAFF

Awareness of aviation personnel

Airport operators, aircraft operators, airlines, and airports should provide guidance to crew and ground staff on the recognition of signs and symptoms of COVID-19. Crew and ground personnel should be further reminded about measures to prevent transmission of COVID-19, including physical distancing, hand hygiene, respiratory etiquette, environmental cleaning, waste disposal, when and how to use a mask, avoidance of contact with people presenting respiratory symptoms, and seeking medical advice early if signs and symptoms develop.

Medical face masks should be reserved for persons with respiratory symptoms (and who can tolerate them) to avoid contamination to others.

Personnel should be trained on hand hygiene and how to put on and remove personal protective equipment (PPE). Personnel in close contact with symptomatic persons (e.g. when providing first aid) should wear a medical mask, eye protection (face shield or goggles), gloves, and gown.

Advice for crew and ground staff

- ☐ Be familiar with local protocols for the reporting and management of ill travellers and their possible contacts, in the context of COVID-19.
- ☐ Take precautionary measures to reduce the possibility of infection:
 - Avoid rush hours in public transport and use private transport when possible, minimizing contact with other people while moving between the airport and ground transportation.
 - Minimize time spent in public areas, applying social distancing whenever out in public by maintaining a distance of at least 1 meter (3 feet) from other people.
 - Wash hands frequently with soap and water or use an alcohol-based hand rub if hands are not visibly dirty.
 - Avoid touching eyes, nose, and mouth
 - Self-monitoring: If you develop fever, cough, or difficulty breathing, immediately isolate yourself according to local health procedures, wear a mask, report the situation to your employer, and seek medical attention. The aircraft operator or airline concerned should report it to the local health authority immediately.
 - If you develop fever, cough, and difficulty breathing during flight, discontinue your work duties as soon as it is safe to do so, inform other crew, and follow the measures required for a suspected case, as described in Global Surveillance for human infection with coronavirus disease (COVID-19).

For anyone who is in authority involved in public health response to a public health event in aviation, including International Health Regulations (IHR) National Focal Points (NFP), health authorities at airports, local, provincial and national health surveillance and response systems, as well as civil aviation authorities, airport operators, aircraft operators, airports and airlines.

Management of a suspected case

Suspected case at airport

- ☐ Suspected cases should be managed under the framework of the airport public health contingency plan in coordination with airport health authorities.
- ☐ For further detail, please refer to WHO guidance document on the Management of ill travellers at Points of Entry – international airports, seaports and ground crossings – in the context of COVID-19. 3 Suspected cases should also be managed in accordance with ICAO Annex 9 (Facilities required for implementation of public health measures) and the aerodrome emergency plan (ICAO Annex 14), coordinating the response with the all agencies that could be of assistance in responding to an emergency. Please refer to ICAO Annexes 9 and 14 and the ICAO guidance documents (Facilitation Manual and Model National Air Transport Facilitation Programme) available at: <https://www.icao.int/Security/COVID19/Pages/default.aspx>.
- ☐ Support services may include aircraft cleaners, cargo and baggage handlers, water handling services, and waste removal services. The port health authorities should inform service providers about the health event on board and the associated health risk, so they can implement safe handling procedures and reduce the risk of further infection. Personnel responsible for waste management at airport should apply regular procedures for hazardous waste disposal.

Suspected case on board an aircraft

1. Activating the on-board procedures for cabin crew to manage ill traveller(s)

Universal precaution kits should be carried on aircraft that are required to operate with at least one cabin crew member, as prescribed in the International Civil Aviation Organization ICAO Standards and Recommended Practices (SARPs) and guidelines. They include:

- ☐ Dry powder that can convert small liquid spills into a sterile granulated gel
- ☐ Germicidal disinfectant/wipes for surface cleaning
- ☐ Face/eye mask (separate – goggles and medical mask or combined – face shield)
- ☐ Gloves (disposable)
- ☐ Protective apron
- ☐ Full-length long-sleeved gown (if available)
- ☐ Biohazard disposable waste bag (if available)

If a traveller develops symptoms of acute respiratory infection or shows signs or symptoms compatible with a communicable disease, including COVID-19, as documented in the Aircraft General Declaration (the IHR Annex 8, ICAO Annex 9, Appendix 1), efforts should be made to minimize contact of passengers and cabin crew with the ill person. Crews should follow the International Air Transport Association (IATA) procedures.

- ☐ Separate the ill person from the other passengers by minimum of 1 meter (usually about two seats left empty in all directions, depending on the cabin design) from the seat occupied by the suspected case. Where possible this should be done by moving other passengers away.
- ☐ Ask the ill person to wear a medical mask and practice respiratory hygiene when coughing or sneezing. If the medical mask cannot be tolerated by the ill person, provide tissues to cover mouth; discard tissue immediately into a biohazard disposal waste bag carried in the Universal Precaution kit. If no biohazard disposal waste bag is available, place it into an intact plastic bag, seal it, and consider it “biohazard” waste; wash hands with soap and water or alcohol-based hand rub.
- ☐ Designate one crew member to serve the ill person, preferably a crew member trained in infection prevention and control measures and not necessarily the crew member that has already been attending to this traveller.
- ☐ If possible, designate one toilet for use only by the ill person.
- ☐ When attending to an ill traveller coming from an area with local or community COVID-19 virus transmission who displays fever, persistent cough, or difficulty breathing, always use personal protective equipment (PPE) (provided in the Universal Precaution Kit), including mask, eye protection, gloves, and a gown.
- ☐ Wear disposable gloves when tending to an ill traveller or touching body fluids or potentially contaminated objects and surfaces. Remove gloves carefully to avoid contaminating yourself, dispose of them and other disposable items that had contact with ill person in a biohazard bag and wash hands with soap and water or alcohol-based hand rub.
- ☐ Crew should make sure not to touch other service utensils or cutlery after tending to an ill traveller.
- ☐ Crew members should be provided with instructions for communicating with an ill person suspected of COVID-19 (see Annex 1). It is also important for crew members to be aware that it is ok to touch or comfort a suspected or a confirmed COVID-19 case on the condition that they are wearing appropriate PPE.

2. Obligations for aircraft operators, airlines, and aircraft with suspected case(s) on board

- ☐ Reporting In accordance with the International Health Regulations (2005), pilots shall make known to airport control as early as possible before arrival at the airport of destination any cases of illness indicative of a disease of an infectious nature or evidence of a public health risk on board as soon as such illnesses or public health risks are made known to the pilot in command. 6 Crews should follow the procedures in accordance with ICAO Annex 9 and Procedures for Air Navigation Services - Air Traffic Management (PANS-ATM, Doc 4444) when reporting a suspected case on board.
- ☐ Implementing public health measures
 - Aircraft operators/airlines shall comply with the health measures recommended by WHO and national authorities and inform travellers of the health measures implemented by ground personnel and crews on board.
 - Aircraft operators/airlines may be required to provide to the airport health authorities the Health part of the Aircraft General Declaration, as per Annex 9 of the

International Health Regulations, upon arrival to conduct preliminary risk assessment.

- Aircraft operators/airlines may be asked to provide to the airport health authorities the Passenger Manifest (ICAO Annex 9 Appendix 2) and/or the Passenger Locator Form (PLF), preferably the IATA model⁷ (see Annex 2) (ICAO Annex 9 Appendix 13), if a passenger or crew member has developed signs/symptoms of acute respiratory illness (as defined above) onboard. The PLF must be completed for the ill person and all potential contacts on board.
- Information collected should be held by health authorities in accordance with applicable law and used only for authorized public health purposes. Until the Public Health Emergency of International Concern (PHEIC) in relation to COVID-19 is terminated, an adequate number of PLFs should be available onboard passenger aircraft.
- Depending on local risk assessment, some airport health authorities or national authorities may ask all passengers on aircraft. Depending on local risk assessment, some airport health authorities or national authorities may ask all passengers and crew to complete a PLF. The completed PLFs must be collected and delivered to the airport health authority upon arrival at the airport.

3. Disembarkation of suspected case(s)

- ☐ Symptomatic travellers should disembark the aircraft according to instructions from the airport health authority to minimise the risk of contaminating other passengers, crew members, and ground personnel. Symptomatic travellers will be assessed for their condition and exposure at the designated facility of the airport and, if they fulfil the definition of a suspected case, will be transferred to a designated health care facility. Management of contacts will take place in accordance with instructions from the local public health authority. The airport health authority should rapidly update the airline on the outcome of examinations and if further actions must be taken. P
- ☐ Personnel involved in the transportation of the suspected case should apply IPC measures according to WHO guidance:
 - Ensure that the suspected case is wearing a medical mask
 - Transport personnel should routinely perform hand hygiene and wear a medical mask, eye protection, gloves, and gown when loading suspected COVID-19 patients into the ambulance.
 - If more than one suspected case is being disembarked, personnel and health personnel should change their PPE between each patient to avoid possible cross-contamination. They should dispose of the used PPE appropriately in containers with a lid in accordance with national regulations for infectious waste.
 - The driver of the ambulance should stay separated from the cases. No protection is required if a physical separation exists between the driver and the suspected case. If possible, the driver should not be involved in loading the patient into the ambulance. If assisting with the loading of the suspected COVID-19 patient the driver should wear PPE, including a mask, gloves, gown, and eye protection.

- Transport staff should frequently clean their hands with alcohol-based hand rub of at least 60% alcohol or soap and water and should ensure that they clean their hands before putting on PPE and after removing PPE.
- Ambulance or transport vehicles should be cleaned and disinfected with special attention to the areas in contact with the suspected case. Cleaning should be done with regular household disinfectant containing 0.1% sodium hypochlorite. After the bleach has been allowed to remain in contact with the surface for at least 1 minute, it may be rinsed off with clean water. As an alternative to bleach, ambulances may use hospital-grade disinfectant products. Those products should be used according to manufacturer's guidelines and may be rinsed off with clean water after appropriate contact time.

4. Notification and reporting requirements

- ❑ The airport health authority shall inform immediately its NFP if a suspected case of COVID-19 has been identified following the predefined procedures for communication between points of entry and the NFP in the point of entry public health emergency plan. If the suspected case tests positive for COVID-19, then the NFP shall inform WHO.
- ❑ If some travel restrictions are envisaged after the identification of a confirmed case, the NFP should ensure compliance with IHR Article 43 on Additional Health Measures. In particular, Article 43 states that State Parties implementing additional health measure that significantly interfere with international traffic (refusal of entry or departure of international travellers and/or aircraft or delay for more than 24 hours) shall provide to WHO the public health rationale for it and relevant scientific information.

Identification and management of contacts

The identification of contacts should begin immediately after a suspected case has been identified on board.

- ❑ Definition of contacts on board the aircraft Applying the general definition of a contact to the specific context of an aircraft, a contact in an aircraft can be identified as follows:
 - Any person sitting within 2 metres of the suspected case
 - Any travel companions or persons providing care who had close contact with the suspected case
 - Any cabin crew member designated to look after the ill traveller(s), and crew members serving in the section of the aircraft where the suspected case(s) was seated. Cockpit crew are not concerned if they have not circulated into the cabin and come close to the ill traveller(s).
 - If the severity of the symptoms or numerous movements of the case(s) indicate more extensive exposure, passengers seated in the entire section or, depending on aircraft design and assessment on arrival by airport health authorities, all passengers on the aircraft may be considered contacts.
 - Upon landing and arrival at the airport, the suspected case(s) and their identified contacts should be kept under public health observation at the airport until they are able to be safely assessed for risks and advised or transferred according to public

health advice. Note: Persons having interacted with a non-symptomatic person who meets the definition of a contact are not themselves contacts.

- If the laboratory result of a suspected case is positive following a flight, then WHO recommends that all contacts be quarantined (preferably in a dedicated facility or at home) or isolated, depending on national policy. WHO has developed a guidance document on the Considerations for quarantine of individuals in the context of coronavirus disease (COVID-19).
- If the laboratory result of the suspected case is positive, then all other passengers onboard the aircraft who do not fulfil the definition of a contact may be considered as having low-risk exposure and may be advised to implement precautionary measures. They should be asked to self-monitor for COVID19 symptoms, including fever, cough, or difficulty breathing, for 14 days from the date of the flight. Should they develop symptoms indicative of COVID-19 within 14 days, they should immediately self-isolate and contact local health services. These precautionary measures can be modified and adapted to the risk assessments conducted by the public health authorities. All travellers considered to have had a low-risk exposure should be provided with information about the disease, its transmission, and preventive measures.

Cleaning and disinfection

At the airport

- ❑ Hygiene services should be enhanced in accordance with national health authority's recommendations. Guidance from Airport Council International (ACI) should be followed: <https://aci.aero/about-aci/priorities/health/documentation/>
- ❑ A written plan for enhanced cleaning and disinfection should be agreed between the airport health authority, airport operators, and service providers, according to the standard operating procedures outlined in the WHO Guide to Hygiene and Sanitation in Aviation.
- ❑ If no symptomatic passengers were identified during or immediately after the flight, routine operating procedures for cleaning aircraft, managing solid waste, and wearing PPE should be followed. If symptomatic passengers were identified during or immediately after the flight, cleaning procedures should be followed. The following should be implemented:
 - Service providers should be trained in the preparation, handling and application, and storage of these products.
 - Service providers should wear gowns, heavy-duty gloves, face shield/goggles and medical mask when cleaning.
 - Surfaces should be cleaned with detergent followed by regular household disinfectant containing 0.1% sodium hypochlorite (that is, equivalent to 1000 ppm). Surfaces should be rinsed with clean water after 10 minutes contact time for chlorine.

- In case a surface has been soiled with respiratory secretions or other body fluids, wipe the surfaces with absorbent (paper) towels first, dispose of towel, and then clean and disinfect as described above.
- Any contaminated items must be handled appropriately to mitigate the risk of transmission; disposable items (e.g. hand towels, gloves, masks, tissues) should be placed in a disposable bag and disposed of according to national regulations for infectious waste.
- Ventilation systems should be kept running while cleaning crews are working aboard the airplane.

In the aircraft

- ❑ Post-event cleaning and disinfection procedures should meet the requirements under 3.2.4 and Annex F of Guide to Hygiene and Sanitation in Aviation, ICAO Annex 9 Chapter 2 (E) requirements. IATA Guidelines for cleaning crew to manage affected aircraft carrying suspected communicable disease, also outlines general considerations.
- ❑ Advice on cleaning, disinfecting, and decontamination may be provided by environmental health officers upon arrival. It is critical that all products used on board the aircraft have been approved by the aircraft manufacturer, are compatible with aircraft surfaces and components, and used according to label instructions.
- ❑ During short layovers, special attention should be given to the zone of risk in the cabin area (e.g. seats, headrests, tabletops, handsets, windows, window shades, video monitors and other materials coming in contact with the suspected case) where the case(s) was originally and finally seated and surroundings including the lavatory used by the ill travellers(s) as well as all shared facilities and high-touch surfaces. The service staff who clean and disinfect the aircraft should be trained to be able to apply the standard procedures for cleaning and disinfecting contaminated surfaces with infectious agents suitable for aircraft, using the appropriate PPE.
- ❑ WHO advises the following procedures for cleaning and disinfection in case a public health event has occurred on board:
 - Ensure any disinfection is conducted using products licensed for use in the country. The disinfection products should have a label claim against coronaviruses. The disinfectants must be tested by a certified laboratory according to the specifications of the aircraft manufacturers for material compatibility tests, and not be corrosive or detrimental to aircraft components. The disinfectant should be applied according to the label instructions (e.g. concentration, method and contact time).
 - Any contaminated items must be handled appropriately to mitigate the risk of transmission: Disposable items (hand towels, gloves, masks tissues) should be put in the biohazard bag or double plastic bags and disposed of according to national regulations for infectious waste.
 - Ensure that the cleaning and other measures meet the conditions required by the airport health authority to address the public health risks.

Guide for Manager/Supervisor, Administrative Staff

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

Before re-opening and during work hours

- ☐ Wash hands upon arrival to duty station (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub; before and after eating or when hands get soiled
- ☐ Conduct orientation session on COVID-19 basic information, prevention and control measures and referral for clinical management among administrative personnel, pilot, steward and stewardess, ground staff, delivery personnel, security personnel; and refresher sessions when needed.
- ☐ Promote and demonstrate regular hand washing and positive hygiene behaviors and monitor their uptake.
 - Make available soap and safe water at hand washing stations
 - Encourage frequent and thorough washing for at least 20 seconds
 - Place hand sanitizers or at least 60% alcohol-based hand rubs in toilets, reception, lobby, lounge area, staff rooms, halls, and near entrance and exits where possible
 - Provide clean toilets or latrines
- ☐ Wash hands upon arrival to duty station (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub; repeat hand-washing before and after eating or when hands get soiled
- ☐ Enforce strict cleaning and disinfecting guidelines of office and airport premises; lobby, parking area, reservation counter, check-in counter, baggage area, immigration, custom biosecurity area, cashier area, dining area, kitchen, storage area, parking spaces, vehicles; with special emphasis on commonly touched surfaces (railings, door and window handles, washing areas and toilets) more than once a day.
 - Use 0.1% sodium hypochlorite solution for disinfecting surfaces
 - Use 70% ethyl alcohol for disinfection of small items
 - Provide appropriate equipment such as gloves and gowns for cleaning staff
 - Keep adequate stocks of cleaning agents
 - Vehicles must be cleaned upon return to base (specifically door handles, window and window handles, handrails, steering wheel; and seats)
- ☐ Open windows to provide good ventilation and use air conditioning where available
- ☐ Post signs encouraging good hand washing and respiratory hygiene practices, basic information about COVID-19 and how to prevent at main gate/entrance, reception area, check-in counters, storage room, lounge, dining area, staffs' room, kitchen, common areas, washing and cleaning facilities, and toilets.
- ☐ Create space for kitchen staff's workstations of at least 1 meter apart from each other
- ☐ Dispose trash daily and safely and disinfect properly

- ☐ Provide /infrared thermometer and alcohol or alcohol-based hand rub to security guard of the restaurant
- ☐ Adapt staggering schedules and adjusted tasks of staffs; and assess effectiveness of this measure

- ☐ Maintain physical distance of at least 1 meter in between chefs working space
- ☐ Clean and disinfect high risk areas of food premises that produce ready-to-eat food and cooked foods
- ☐ Reduce the number of tables and chairs in lounge and dining area to maintain physical distance between tables
- ☐ Enforce control on people flow and reduce the number of queuing passengers to maintain physical distance of 1 meter apart
- ☐ Encourage individual orders in the café to avoid meal-sharing
- ☐ Keep meetings short and maintain physical distance of at least 1 meter apart among attendees
- ☐ Establish staff/personnel monitoring system – important to record daily health status and refer when anyone gets sick for immediate medical guidance and/or management.
- ☐ Set-up a quarantine room staff who will get sick while on duty and coordinate referral by calling 1800200. Put marks on vehicles to comply with physical distancing of about 1 meter (e.g. one passenger per seat for van ; maximum of 2 passengers seated apart per sedan car + driver; if 5-seater vehicle maximum of 3 passengers seated apart + driver)
- ☐ Impose among staffs and drivers the practice of physical distancing; personal hygiene practice such as hand-washing, coughing with flexed elbow or with tissue and throwing immediately in bins.
- ☐ Require staff and all personnel to bring their own food and snacks and utensils to prevent infection.
- ☐ Provide trash bins with covers; and dispose and disinfect trash bins daily

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

What administrations need to provide...

- ☐ **LOGBOOK** - Establish staff/personnel monitoring system – important to **record daily health status** and refer when anyone gets sick for immediate medical guidance and/or management
- ☐ **SUPPLIES** for cleaning and disinfecting such as soaps, 0.1% sodium hypochlorite solution, 70% alcohol, 60% alcohol-based hand rub, rugs
- ☐ **FACILITIES** for hand-washing with clean running water and soap
- ☐ **TRASH BINS** with lids
- ☐ **INFRARED Thermometers**
- ☐ **POSTERS** approved by government
- ☐ **QUARANTINE ROOM** until referral is made

PLUS

STAFF trained on prevention and control of COVID-19

Guide for Ground Staff - Check-in counter

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client who line up for check-in
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose while serving the clients
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Ground Staff – Baggage Collection

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client who line up for check-in
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose in between and while collecting the baggage.
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Ground Staff – Security Check

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client who line up for check-in
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose while at work
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Immigration/Custom Officer

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client who line up
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose while serving the clients
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Ground Staff – Lounge Area

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Maintain physical distance of at least 1 meter between each passenger/staff in the lounge
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose while at work
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Ground Staff – Final Boarding Check

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client who line up for check-in
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose while serving the clients
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Ground Staff: Custom Biosecurity check

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Maintain physical distance of at least 1 meter between each client who line up
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose while serving the clients
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Ground Staff – Maintenance and Mechanics

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Maintain physical distance of at least 1 meter between each staff
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose while at work
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Pilot

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Maintain physical distance of at least 1 meter between crew members
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose while at work
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Steward and Stewardess

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe every day, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Maintain physical distance of at least 1 meter between each passenger (1 passenger per 2/3-seater, followed by alternate seating in the succeeding rows) and crew members
- ☐ Wash hands more frequently and thoroughly or use alcohol-based hand rub
- ☐ Avoid touching your face, eyes and nose while serving the passengers
- ☐ Cough with flex elbow or with tissue and dispose immediately to bin
- ☐ Reduce chats while at work and avoid usual gatherings during breaks and meal time

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Passenger

At home before going out

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds), when preparing food, doing routine household chores, before and after meals and whenever hands get soiled or use alcohol-based hand rub as an alternative.

While inside public transportation/vehicles

- ☐ Use 60% alcohol-based hand rub (either bring your own or the one provided) after holding doorknobs and handrails and when hands get soiled
- ☐ Comply with physical distancing as marked seats inside the airplane
- ☐ Follow rules set by aviation sector on the prevention and control of COVID-19

Upon returning home

- ☐ Wash hands thoroughly with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Change outside clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

NOTE: For personnel common to all sectoral settings - Please refer to ANNEX A: Guide for Security Guard, Cleaner, Driver and Delivery Personnel

New Normal in Mass Gatherings

(Source for this Section: Key planning recommendations for Mass Gatherings in the context of COVID-19; Interim Guidance dated 19 March 2020; How to use WHO risk assessment and mitigation checklist for Mass Gatherings in the context of COVID-19 dated 20 March 2020; and Considerations for Mass Gatherings dated 14 May 2020)

For Event Planner/Organizer

Mass gatherings are events characterized by the concentration of people at a specific location for a specific purpose over a set period of time, which have the potential to strain the planning and response resources of the host country or community. In the context of COVID-19, mass gatherings are events with a high density of individuals present in a venue for a defined period of time, which can amplify transmission of COVID-19, and place additional strain on a country's healthcare system

In PNG context, mass gatherings are sports events, religious services and celebration, school activities, local food and crafts markets, big meetings and conferences, and shop sales.

As the pandemic evolves, countries or areas will move from one transmission scenario to another (in either direction) and may experience a resurgence in cases interspersed with periods of low-level transmission. In countries where the overall intensity of transmission is decreasing, and public health and social measures are being lifted, reopening mass gatherings can be considered. As these measures are adjusted, countries should recognize that it may be necessary to reintroduce such measures to manage an increased number of cases. This means that the epidemiological situation may vary based on the geographical area and time in which the event takes place. **As such, countries and event organizers need to apply a dynamic approach to risk mitigation strategies to reduce the risk of COVID-19 transmission in events.**

REMEMBER: Do risk assessment before restarting mass gatherings

- ☐ Mass gatherings are not merely recreational activities; they can impact the psychological well-being of many individuals (e.g. religious events), encourage healthy behaviours (e.g. sports) and have large social and economic impacts on the community. The process leading to restarting mass gatherings should be driven by a thorough risk assessment, such as the WHO Mass Gatherings COVID-19 risk assessment, which considers both the risk factors associated with an event and the organizers' capacity to mitigate them.
- ☐ WHO has developed tools that can assign a numerical score to each risk factor and mitigation measure of an event, which allows for calculation of an overall risk score. The overall score can then be put into the decision matrix to obtain a risk category (very low, low, moderate, very high), which corresponds to recommendations on the implementation of the event. As the level of risk is dynamic and may change over time, a review of the risk assessment at regular intervals is required.
- ☐ **Event planners should conduct risk assessment in partnership with local and national public health authorities.** It is vital that the results of the mass gathering risk assessment are clearly communicated to the public to build trust and ensure that people are aware of, and understand, the decisions made on restarting mass gatherings.
- ☐ General considerations and advice addressing risks of any origin should also be taken into account when planning a mass gathering event.

As the COVID-19 outbreak continue to evolve, meeting organizers may want to consider the following **three phases in planning appropriate preparedness measures**:

1. Planning phase – the period (weeks or months) before the event begins, when operational plans for health and security services during the event are developed, tested, and revised;
2. Operational phase – the period after plans are finalized and the delivery of the event services begins; this may be several weeks before the event commences if teams arrive in advance to complete their training or preparations; and
3. Post-event phase – the period after the event finishes when participants are returning to their home countries and organizers are reviewing the event delivery and any follow-up actions that are necessary, as well as reviewing any lessons learned and the event's legacy.

Information to collect about the meeting

The following needs to be collected by the meeting organizer. This information will be used to answer some of the questions in the mitigation checklist.

Name of event	
Organizer / Sponsor of meeting	
Contact person	
Dates (Start – Finish)	
Hosting City and Country	
Expected number of participants?	
International participation?	
Current travel restrictions of host country?	
Current health prevention measures in place by host country that may affect the event (e.g. banning gatherings with more than a certain number of individuals, etc.).	
The number of participants coming from countries or areas affected by the COVID-19 outbreak* within 14 days before the event?	
Estimated percentage of participants who may be considered at risk (age > 65, pre-existing conditions, health care workers, or other responders).	
Will there be Head of State / Head of Government / Ministerial or deputy ministerial involvement (number)?	
Will there be side events in addition to the main mass gathering? Will there be different meeting sites for the various events?	
What measures are in place to minimize close contact between participants?	
What measures are in place specifically regarding remote attendance by both participants and speakers?	
Briefly, what are seen as the major impact(s) of postponement of the meeting (financial, operational, reputational, etc.)?	
Any other information relevant to the meeting that may affect the risk assessment.	

*See WHO daily COVID-19 Situation Report for list of countries.

Planning phase

- ☐ Planning should ensure that robust systems and processes are in place to manage public health issues during mass gatherings.
- ☐ Organizers should review their plans to ensure that they correspond to the most current evidence and recommendations.
- ☐ Additional advice could be sought through consultation with global expert
- ☐ General advice on planning for the public health aspects of an event: Specific actions to be taken in relation to the COVID 19 outbreak:
 - 1) Liaison with local and national public health authorities.
 - Event organizers should establish direct links with local and national public health authorities. This should include the local provider of health services for the event.
 - There should be a nominated liaison person in the organizing team and also one in the designated public health agency. Contact information should be shared, and contacts should be available 24 hours a day.
 - Regular contact should be maintained throughout the planning period to share information, risk assessments, and plans.
 - Channels of communication between agencies and organizers and with the public should be agreed in advance.
 - 2) Risk assessment
 - The decision to proceed with a mass gathering or to restrict, modify, postpone, or cancel the event should be based on a thorough risk assessment.
 - Event planners should undertake such an assessment in partnership with local and national public health authorities. For highly visible or particularly large events, WHO may provide

advice and technical support to the host country to help with assessing the public health risks associated with the event.

- General considerations include the following:
 - ✓ A comprehensive risk assessment should be undertaken at the beginning of the planning phase, reviewed regularly during planning, and updated immediately before the handover to the operational phase.
 - ✓ The risk assessment should include input from the public health authority and should take into account the security assessment for the event.
 - ✓ In relation to COVID-19, the risk assessment should include consulting WHO's updated technical guidance and ensuring that there is an up-to-date evaluation of the epidemiological situation.
 - ✓ The risk assessment for the event must be coordinated and integrated with the host country's national risk assessment

- Specific considerations in relation to COVID-19

Specific information that is necessary for the risk assessment includes:

 - ✓ global COVID-19 situation reports as provided by WHO;
 - ✓ national COVID-19 situation report;
 - ✓ risk assessment for COVID-19 should consider both general features and specific features;
 - ✓ General features of COVID-19 include: transmission dynamics; future likely spread of the epidemic; clinical severity; treatment options, including available pharmaceuticals; potential for prevention, including vaccine.

- Specific features of the event that should be considered include:
 - ✓ crowd density;
 - ✓ nature of contact between participants (for example, a concert or religious event, indoors or outdoors, the layout of the venue);
 - ✓ whether the event will be attended by registered and non-registered participants; profession of the participants and their possible previous exposure;
 - ✓ number of participants coming from countries or areas affected by the COVID-19 outbreak within 14 days before the event;
 - ✓ age of participants - because elderly people who have co-morbid conditions appear to be more seriously affected, mass gatherings composed principally of this cohort may be associated with increased transmission;
 - ✓ type or purpose of event (for example, sporting, festival, religious, political, cultural);
 - ✓ duration and mode of travel of participants;
 - ✓ if the duration of the mass gathering is longer than the incubation period for COVID-19 infection (14 days), then most event-associated cases would be expected to occur while the event is underway. In contrast, if the duration is shorter, most cases would likely occur after the event as people travel and return to their home communities.

3. Specific action plan for COVID-19

- ☐ Action plans should be developed to mitigate all risks identified in the assessment.
- ☐ Some actions will be the responsibility of the public health authority to deliver, some will be the responsibility of the local health service provider, and the event organizer will be responsible for others; each action plan should specify who is responsible for delivering each action, the timescale for delivery, and how and by whom delivery will be ensured.
- ☐ Action plans should include: integration with national emergency planning and response plans for infectious diseases; command and control arrangements to facilitate the rapid communication of

information and efficient situation analyses and decision-making; any appropriate screening requirements for event participants – for example, will participants be screened for COVID-19 symptoms on arrival? disease surveillance and detection – for example, how will the disease be recognized and diagnosed in participants? •reatment – for example, how and where will ill participants be isolated and treated? decision trigger points – for example, who will decide whether affected participants can continue or resume their role in the event? What trigger points will indicate the need to reconsider or revise the plans? What would trigger postponement or cancellation of the event?

- ☐ If the decision is made to proceed with a mass gathering, planning should consider measures to: detect and monitor event-related COVID-19; reduce the spread of the virus; manage and treat ill persons; disseminate public health messages specific to COVID-19.

4. Capacity and resource assessment

- ☐ Some of the capabilities and resources to be considered when planning for an event include the following: National health authorities should assess whether additional resources and capacity are needed to deliver appropriate risk-mitigation actions to the local community during and after the event, for example, by adding diagnostic testing capacity, isolation and treatment facilities, and resources for contact tracing.
- ☐ Event organizers should assess the capacity needed and the resources available to deliver all specific COVID-19 risk-mitigation actions that arise from the risk assessment.
- ☐ Capacity and resources should be coordinated with the public health authority and health service provider to avoid duplication or gaps.

5. Risk communication and community engagement plan

- ☐ Event organizers should agree with the public health authority how participants and the local population will be kept informed about the health situation, key developments, and any relevant advice and recommended actions.

Operational phase

- ☐ There are no published experiential data specific to planning and implementing a mass gathering during the current COVID-19 outbreak.
- ☐ However, arrangements must be in place to ensure regular communication between event organizers and the public health authority.
- ☐ These arrangements should include: regular and full sharing of information by organizers and public health authorities; arrangements to provide participants with information about how to access health advice; arrangements for ongoing, dynamic risk assessments to be conducted by the public health authority and organizers as the event progresses; arrangements for communicating with participants and the local population to ensure that messaging is consistent.
- ☐ To date, there is no scientific evidence to support the screening of participants as a cost-effective measure.

1) Risk communication

Risk communication is an integral part of mass gatherings. The following measures should be considered.

- Key messages for the local population and event participants must be coordinated and consistent.
- Consideration should be given to how messages about risk can be delivered to the population and to participants quickly if an unusual event occurs.
- Messaging should include:
- an overall assessment of the local risk;
- advice on preventive measures, especially respiratory etiquette and hand hygiene practices;

- advice about how to access local health care if necessary, including how to do so without creating a risk to health care workers;
 - advice on self-isolation and not attending the event if symptoms develop;
 - information about disease signs and symptoms, including warning signs of severe disease that require immediate medical attention;
 - advice on self-monitoring for symptoms and signs for participants travelling from affected countries, including checking their temperature;
 - information that WHO does not currently recommend quarantine for healthy travellers or other travel restrictions;
 - information that wearing a face mask is recommended for participants who have respiratory symptoms (for example, cough); it is not recommended for healthy participants.
- ☐ Event organizers in collaboration with public health authorities may wish to consider whether specific information or advice is needed about the potential risks that persons already at increased risk of severe disease might face in the setting of a mass gathering, especially if the COVID-19 virus is circulating in the community. More information on COVID-19 risk communication and community engagement can be found in Risk communication and community engagement (RCCE) readiness and response to the 2019 novel coronavirus (2019-nCoV).⁵ WHO has developed advice for the public about COVID-19 and information about myths.

2) Surveillance of participants

Some key features to consider for surveillance include the following:

- Detection and monitoring of event-related COVID-19 should be considered in the context of surveillance schemes that are already in place and if new or enhanced surveillance is deemed necessary.
- Organizers will need to work with local public health authorities to ensure that systems are in place to identify indicators of illness arising in the local population or in event participants, such as increases in the number of people experiencing symptoms or a rise in the use of proprietary medicines.
- Surveillance systems will need to operate in real time or near-real time to support rapid response actions.
- Surveillance systems should be linked to risk assessments, so that any abnormal signal in the surveillance systems triggers an immediate revision of the risk assessment.

3) Testing and diagnostic arrangements

- ☐ Organizers need to consider with the local health authority how and where participants presenting with COVID-19-like symptoms will be tested.
- ☐ Organizers will need to ensure that their health provider has access to appropriate testing tools, probably from the national public health agency.
- ☐ This will also require prior agreement about how to transport specimens or participants to a testing facility.

4) Treatment facilities

- ☐ Some considerations for treatment facilities include the following:
 - ☐ Event organizers should consider the need to provide isolation facilities at the event site for participants who develop symptoms and the need to wait for a health assessment.
 - ☐ Whether this is necessary depends on the nature of the event and the extent to which the event will provide its own medical services rather than depend on the local health service to do so.

- ☐ Preparing for an isolation facility includes training health care workers, implementing infection control and prevention measures in any health care setting, and preparing personal protective equipment to be used by staff.
- ☐ Organizers need to consider where any participant who becomes unwell with COVID-19-like symptoms will be treated and how they will be transported to a treatment facility.
- ☐ This is likely to be in a national health facility where there is appropriate containment capacity and expertise, so participants will not be able to remain in the event's medical facility.
- ☐ Agreements about any consequent funding issues should be confirmed in advance.
- ☐ Participants at events sometimes expect that they will be returned to their home country for medical treatment rather than be treated in the host country; this will not be possible for anyone diagnosed with COVID-19 except through the use of specific medical evacuation flights that have appropriate isolation and containment facilities: such facilities are scarce and expensive and not readily available for illnesses such as COVID-19.
- ☐ Organizers need to consider how any affected participants will be transferred home if their illness extends beyond the end of the event and pre-arranged travel is no longer available.
- ☐ Event organizers working with public health and health care officials need to assess national capacity to deliver supportive treatment, including admitting participants to an intensive care unit and providing ventilator support. Such care should be provided near the mass gathering if possible.
- ☐ National plans for deploying and providing access to medical supplies, such as antibiotics, ventilators, and personal protective equipment should be reviewed.

5) Decision-making

- ☐ In collaboration with local health authorities, organizers should also agree in advance the circumstances in which risk-mitigation measures would need to be enhanced or the event postponed or cancelled. Prior agreement on potential trigger points will facilitate these discussions if they become necessary.

6. Operational practices for reducing event-related transmission of the COVID-19 virus.

- ☐ The basic general principles for reducing transmission of the COVID-19 virus are applicable to a mass gathering.
- ☐ People should be advised to stay away from the event if they feel ill.
- ☐ Persons who feel unwell (that is, have fever and cough) should stay at home and not attend work or school and avoid crowds until their symptoms resolve. This applies to participants as well as staff.
- ☐ Promoting appropriate hand hygiene and respiratory etiquette in mass gathering venues requires providing informational materials that reach a range of age groups and varying reading and educational levels.
- ☐ In addition, soap and water or alcohol-based hand sanitizers and tissues should be easily accessible in all common areas, and especially at medical treatment sites at the event.
- ☐ People who become ill while at the event should be isolated.
- ☐ Organizers should plan for the likelihood of persons becoming ill with fever and other typical symptoms of COVID-19 during the event.
- ☐ Organizers should consider establishing isolation areas in on-site medical treatment clinics or facilities where such persons can be initially assessed and triaged.
- ☐ Persons who are ill can be provided with a mask to help contain respiratory droplets generated from coughing and sneezing.
- ☐ The isolation area should be equipped with the necessary supplies to facilitate hand hygiene and respiratory etiquette.

- ☐ In addition, medical staff attending persons who are ill should wear a mask, dispose of it immediately after contact with someone who is ill, and cleanse their hands thoroughly afterwards.
- ☐ The usual precautions should be practiced with travellers arriving from international destinations: – If travellers have symptoms suggestive of acute respiratory illness before, during or after travel, they should be encouraged to seek medical attention and share their travel history with the health care provider. – Public health authorities should provide to travellers information about reducing their general risk of acute respiratory infections through health practitioners, travel health clinics, travel agencies, transportation operators, and at points of entry.
- ☐ Crowding should be minimized where possible, and event organizers should consider using distancing measures to reduce close contact among people during the gathering (for example, by increasing the frequency of transport, staggering arrivals, diverting departures, and minimizing congregation at sanitary stations and food and water distribution areas).

Post-event phase

After the conclusion of the mass gathering, the following should be considered:

1) After the event

- ☐ After the gathering, if public health authorities suspect that transmission of the COVID-19 virus has occurred, organizers and participants should support the response of authorities.
- ☐ Meeting organizers must liaise with public health authorities and facilitate the sharing of information about all symptomatic participants (such as their itineraries, contact information, visa procedures, hotel bookings).
- ☐ Individuals who develop symptoms during the mass gathering and their stay in the country should isolate themselves, seek medical attention, and inform the appropriate public health authorities about their potential exposure, both in the country where the event was held and upon returning to their country of residence.

2) Risk communication

- ☐ It may be necessary both for clinical reasons and under the International Health Regulations to notify the home countries of returning participants of any people who developed COVID 19 while attending the event.
- ☐ Organizers also need to ensure that test results reported after the event are notified to the participant and, possibly, to the home country's public health system.

Relevant Tools to be used

COVID-19 risk assessment tool

- ☐ Please use the accompanying WHO COVID-19 Generic risk assessment Excel file to conduct the risk assessment.
- ☐ The risk assessment tool will enable organizers to review the key considerations for hosting an event, and thus inform their risk assessment of COVID-19 for the event.
- ☐ This will help organizers understand and manage any additional risk for COVID-19.
- ☐ This risk assessment should be reviewed regularly during planning and updated immediately before handover to the operational phase, especially in light of the rapidly evolving outbreak, with reference to the updated situation reports.
- ☐ The COVID-19 risk assessment for the event must be coordinated and integrated with the host country's national COVID-19 risk assessment and should include input from the local public health authority, along with consulting WHO's updated technical guidance and ensuring that there is an up-to-date evaluation of the epidemiological situation
- ☐ Questions considered for this risk assessment include:
 - Will the event take place in a host country with documented active local transmission (community spread)?
 - Will the event include international participants from countries that have documented active local transmission (community spread)?
 - Will the event include a significant number of participants at higher risk of severe disease (e.g. people > 65 years of age, people with underlying health conditions)?
 - Will the event be primarily indoors or will people be in close contact with each another for a prolonged period of time?

COVID-19 mitigation measures checklist

- ☐ Mitigation measures are meant to reduce the risk that the event will facilitate COVID-19 virus transmission.
- ☐ Together with the risk assessment score, the mitigation measures will contribute to the decision matrix and influence the assessment of the total risk of transmission and further spread of COVID-19, and the recommendation as to whether the mass gathering should be held.
- ☐ How to use WHO Risk Assessment and Mitigation Checklist for Mass Gatherings in the context of COVID-19: interim guidance - Mitigation measures cover a variety of topics, including: • Understanding of the overview of the current COVID-19 situation by event organizers • Event emergency preparedness and response plans • Stakeholder and partner coordination • Command and control • Risk communication • Public health awareness of COVID-19 before and during the event • Surge capacity Please use the accompanying WHO COVID-19 Generic risk assessment Excel file to conduct to conduct the mitigation measures checklist.

Decision matrix for final determination

The decision matrix combines the risk score and the mitigation score to provide a color determination, which identifies the total risk of transmission and further spread of COVID-19 and provides a recommendation on whether an event should be held and if further mitigation measures are advised. The color determination key below the decision matrix describes the total risk for each color and if any recommendations are suggested.

Risk versus mitigation matrix

Total Risk Score	Very Prepared to Mitigate COVID-19 Impacts (76-100)	Somewhat Prepared to Mitigate COVID-19 Impacts (51-75)	Somewhat Unprepared to Mitigate COVID-19 Impacts (26-50)	Very Unprepared to Mitigate COVID-19 Impacts (0-25)
0 (very low risk)	Very low	Very low	Low	Moderate
1 (low risk)	Very low	Low	Low	Moderate
2 (moderate risk)	Low	Low	Moderate	Very High
3 (high risk)	Moderate	Moderate	Very High	Very High
4 (very high risk)	Very High	Very High	Very High	Very High

Colour Determination Key

KEY	
	Overall risk of transmission and further spread of COVID-19 is considered <u>very low</u>
	Overall risk is <u>low</u> , however recommend checking if mitigation measures can be strengthened
	Overall risk is <u>moderate</u> , recommend <u>significant</u> efforts to improve mitigation measures or reduce risk of transmission
	Overall risk of transmission and further spread of COVID-19 is considered <u>very high</u>

ANNEX A

Guide for other key personnel common to each sector: Security Guard, Cleaner, Driver and Delivery personnel

Guide for Security Guard/personnel

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Wash hands upon arrival to duty station (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub; repeat washing hands before and after eating or when hands get soiled
- ☐ Take temperature of every person entering the premises
 - ✓ Point the infrared thermometer on the forehead or temple and wait for the temperature to register
 - ✓ Allow entry of clients if temperature is 37.5C or below
 - ✓ Do not allow entry if temperature is above 37.5; ask to go home and call hotline 1800-200 to get advice
- ☐ Ask clients to sanitize hands using alcohol after passing the temperature check

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Cleaner

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home! Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Wash hands upon arrival to church (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub; before and after eating or when hands get soiled
- ☐ Wear personal protective equipment such as mask, gown and gloves before starting your cleaning work
- ☐ Use disinfectant to clean the premises and the commonly touched surfaces railings, lunch tables, door and window handles, washing areas and toilets
 - ✓ Use 0.1% sodium hypochlorite solution for disinfecting surfaces
 - ✓ Use 70% ethyl alcohol for disinfection of small items
- ☐ Check cleaning supplies, update or inform manager/supervisor about the current stocks to avoid stock-outs
- ☐ Remove personal protective equipment/gears after work
- ☐ Wash hands thoroughly before leaving place of work

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Delivery Personnel

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Wash hands upon arrival to duty station (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub; before and after eating or when hands get soiled
- ☐ Wear appropriate or required uniform and footwear before starting your work.
- ☐ Use disinfectant to clean the delivery vehicle, trolley and other delivery equipment
 - ✓ Use 0.1% sodium hypochlorite solution for disinfecting surfaces
 - ✓ Use 70% ethyl alcohol for disinfection of small items
- ☐ Remove gloves and wash hands thoroughly after cleaning the vehicles and repeat hand-washing before leaving place of work

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

Guide for Driver

At home and prior to reporting for work

- ☐ If you have fever, cough, and other respiratory symptoms. Stay at home!
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home.
- ☐ Practice personal hygiene – bathe everyday, wash hands often (thoroughly with soap and water for at least 20 seconds) or use alcohol-based hand rub
- ☐ Prepare and bring your own food, snacks and utensils. Do not share food, utensils and other personal items at work to avoid getting infection

During work hours

- ☐ Wash hands upon arrival to duty station (thoroughly with soap and water for at least 20 seconds) or apply alcohol-based hand rub; repeat hand-washing before and after eating or when hands get soiled
- ☐ Clean vehicle before and after use.
 - Use 0.1% sodium hypochlorite solution for disinfecting surfaces
 - Use 70% ethyl alcohol for disinfection of small items
 - Use gloves when cleaning the public transport vehicle
- ☐ Practice of physical distancing; personal hygiene practice such as hand-washing, coughing with flexed elbow or with tissue and throwing immediately in bins.

Upon returning home

- ☐ Wash hands immediately and thoroughly upon arrival from work with soap and water for at least 20 seconds or apply alcohol-based hand rub; and repeat hand-washing before and after eating or when hands get soiled
- ☐ Wash immediately food containers and utensils brought to place of work
- ☐ Change uniform or office clothes to home clothes and put them in laundry bins if immediate washing of clothes is not possible.
- ☐ If you have fever, cough, and other respiratory symptoms stay at home! Do not report to work the following day. Inform immediately your supervisor about your condition.
- ☐ Call hotline 1800 200 to get advice on how to manage your condition at home

ANNEX B

References

1. UNICEF, WHO, IFRC: Key messages and Actions for COVID-19 Prevention and Control in Schools, March 2020
2. WHO: Considerations in adjusting public health and social measures in the context of COVID-19. Interim Guidance, 16 April 2020
3. WHO: COVID-19 Food and Safety: Guidance for Food Businesses. Interim Guidance, 7 April 2020
4. WHO: Operational Considerations for COVID-19: Management in the Accommodation Sector, 31 March 2020
5. WHO: Operational considerations for managing COVID-19 cases or outbreak in aviation. Interim guidance, 18 March 2020
6. WHO: Operational considerations for managing COVID-19 cases or outbreaks on board ships Interim guidance 25 March 2020
7. WHO: Practical considerations and recommendations for religious leaders and faith-based communities in the context of COVID-19. Interim guidance, 7 April 2020
8. Prevention and Control Technology Guidelines, April 2020. China