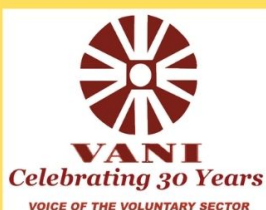




Preparing the Office Post COVID -19 Toolkit



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1. OVERVIEW

The Novel Corona Virus or the COVID-19 was first detected in December 2019 in Wuhan, a city in China's Hubei province with a population of 11 million, after an outbreak of pneumonia without an obvious cause. The virus has now spread to over 200 countries and territories across the globe, and was characterized as a pandemic by the World Health Organization (WHO) on 11 March 2020. As of 6th August 2020, more than 18.7 million cases of COVID-19 have been reported in more than 188 countries and territories, resulting in more than 706,000 deaths; more than 11.3 million people have recovered.

Its social and economic disruption has paved the way for the largest global recession since the Great Depression. The whole world right now is grappling with this difficult situation, a great pause leading to postponement or cancellation of sporting, religious, political, and cultural events. Schools, universities, and colleges have since been closed in 161 countries affecting 98.6 percent of the world's student population.

The situation is grim but the 'New Normal' is here which means despite the COVID-19 existence, countries will slowly re-open, people will get back to work and would lead a normal life. However the risk of infection still persists and we all are in this together. The fight against the COVID-19 battle has to be fought with determination and strength.

The purpose of this toolkit is to assist organisations while they prepare their office premises for the arrival of this New Normal.

Pandemic Vs. Epidemic

The World Health Organization declared COVID-19 a pandemic because of the unusually fast rate in which the virus is spreading.

*A pandemic is a type of epidemic that relates to geographic spread and describes a disease that affects an entire country or the whole world. A simple way to know the difference between an epidemic and a pandemic is to remember the "P" in pandemic, which means a pandemic, has a passport. A pandemic is an epidemic that travels. *1*

An epidemic is an outbreak of a disease that spreads quickly and affects many people at the same time. An outbreak occurs when there is a sudden increase in the number of cases of a disease, like COVID-19. It generally describes an increase that was not anticipated. An outbreak can occur in a community, geographical area or several countries. Epidemic is often used broadly to describe any problem that has grown out of control. During an epidemic, the disease is actively spreading. **Examples of past epidemics are the 1918 Spanish flu, the measles outbreak from 1981 to 1991, and a 2014 case of whopping cough.**



2. WHAT IS COVID-19?

As a key member of the primary health care team, we want you and your family to be safe. Following the advice in this document will help you in staying safe.



What is COVID-19?

COVID-19 is a disease caused by the "novel corona virus". **Common symptoms** are:

- ▶ **Fever**
- ▶ **Dry cough**
- ▶ **Breathing difficulty**
- ▶ Some patients also have aches and pains, nasal congestion, runny nose, sore throat or diarrhoea

About 80% of confirmed cases recover from the disease without any serious complications. However, one out of every six people who gets COVID-19 can become seriously ill* and develop difficulty in breathing. In more severe cases, infection can cause severe pneumonia and other complications which can be treated only at higher level facilities (District Hospitals and above). In a few cases it may even cause death.

* Source: WHO

How does COVID-19 spread?

- ▶ COVID-19 spreads mainly by droplets produced as a result of coughing or sneezing of a COVID-19 infected person. This can happen in two ways:
 - **Direct close contact:** one can get the infection by being in close contact with COVID-19 patients (within one Metre of the infected person), especially if they do not cover their face when coughing or sneezing.
 - **Indirect contact:** the droplets survive on surfaces and clothes for many days. Therefore, touching any such infected surface or cloth and then touching one's mouth, nose or eyes can transmit the disease.
- ▶ The incubation period of COVID 19 (time between getting the infection and showing symptoms) is 1 to 14 days
- ▶ Some people with the infection, but without any serious symptoms can also spread the disease.

In January 2020 the World Health Organization (WHO) declared the outbreak of a new coronavirus disease in Hubei Province, China to be a Public Health Emergency of International Concern. WHO stated there is a high risk of the 2019 coronavirus disease (COVID-19) spreading to other countries around the world.

Know how COVID-19 spreads

The virus is thought to spread mainly from person-to-person.

- *Between people who are in close contact with one another (within about 6 feet).*
- *Through respiratory droplets produced when an infected person coughs, sneezes or talks.*
- *These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.*
- *Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms called Asymptomatic*



3. PRECAUTIONS

Protect yourself and others from getting sick

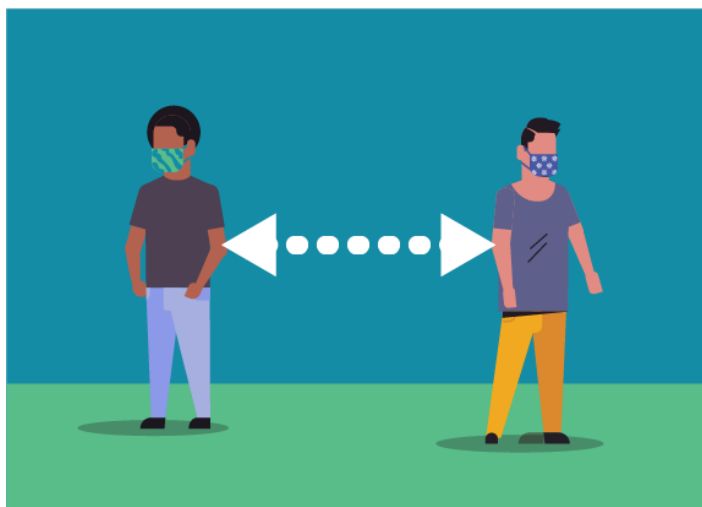
Wash your hands



- after coughing or sneezing
- when caring for the sick
- before, during and after you prepare food
- before eating
- after toilet use
- when hands are visibly dirty
- after handling animals or animal waste



World Health Organization



AVOID CLOSE CONTACT

COVER YOUR MOUTH AND NOSE WITH A MASK WHEN AROUND OTHERS



COVER COUGHS AND SNEEZES

Protect others from getting sick

Cover mouth and nose with tissue, sleeve or elbow when coughing or sneezing



Throw tissue into closed bin after use

Clean hands after coughing or sneezing and when caring for the sick

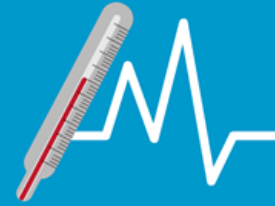


CLEAN AND DISINFECT

Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. If surfaces are dirty, clean them. Use detergent or soap and water prior to disinfection. Then, use a household disinfectant.

MONITOR YOUR HEALTH DAILY

Monitoring your health during quarantine



Monitor your symptoms daily



If you develop a cough, fever and shortness of breath call your national hotline, public health authorities or health professional



Take breaks from sitting down and practice yoga, aerobic exercise, or other indoor activities



Stay positive and energized by keeping in touch with loved ones and planning other indoor activities

#COVID19



World Health
Organization

REGIONAL OFFICE FOR
Europe



4. WAYS TO PREVENT THE SPREAD OF COVID-19 IN YOUR WORKPLACE

Life is back to 'New Normal' thus we have to have low cost measures in place in order to help prevent the spread of infection in the workplace. Employers have to protect the employees even if COVID-19 has not arrived in the communities where they operate. Employers should start doing these things now to avoid the spread of COVID-19 at the workplaces.

Keep the Workplaces 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

- *Keep hand rub dispensers in prominent places around the workplace and make sure these dispensers are regularly refilled*
- *Display posters promoting hand-washing*
- *Have access to places where employees can wash their hands with soap and water*

Promote good respiratory hygiene in the workplace

- Display posters promoting respiratory hygiene.
- Ensure that face masks and / 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
- Advise employees to consult national travel advice before going on business or leisure trips.
- Have guidelines for Working from Home in case of mild cough or low-grade fever



5. How to manage COVID-19 risks when organizing meetings and events

Since we are now back to the Normal Life and very soon operation in offices will resume just like the pre-COVID-19 days. The risk in offices however is much more because of the closed settings of offices. So, there are some preparations, if done can help in saving everyone from the deadly disease during the meetings.

How to plan the event?

It's very important to consider the fact whether the face-to-face meeting is required or not? Possibilities of having it online can also be explored. Not only this scaling down the event is also an option and considering a reduction in number of attendees with fewer people only is also a good option. So, now if you plan to hold the event then the following precautions and preparations should be done.

- *Keep a plenty of supplies and materials like tissues and hand sanitizers for all the attendees*
- *Keep some surgical masks also ready*
- *Advise the participants to avoid attending the meeting if they feel unwell*
- *Make sure the venue of the event is sanitized properly before the meeting*
- *Make a list of all the contact numbers and addresses of the attending participants*
- *Participants should be seated one meter apart*
- *Encourage hand washing and use of sanitizer by all the participants*
- *Keep the venue well ventilated*





6. HR Measures during COVID-19

Currently, COVID-19 is spreading like wildfire and leaving behind its deadly impact across the world. Recently, IMF predicted a contraction of the world economy in 2020 by 3% as compared to 2.3% GDP growth in 2019. If experts are to be believed then the world is heading towards the worst recession ever.

In this highly complex and unprecedented situation, it is very difficult to have a clear template for the organisations to adopt. Undoubtedly Human Resources are the lifeline of any organization and need to be handled with the utmost care and dignity all the time, and not just during this crisis. Companies are planning to take various short-term and long terms HR measures best suited to them in their wisdom. Government of India has released some advisories for the employers in these challenging times. However, the onus to develop employee-favored policies lies on the employers. Now more than ever, it is critical for the executive leadership teams and HR professionals to come together, formulate and ensure people-first policies in all the sectors. A positive and employee friendly environment is the key for the companies to quickly rebound and collectively fight the ongoing crisis. People are the greatest resources in every organization. Attracting and retaining the right talent are some of the key management practices, which contribute to the success of any organization. Therefore, every HR measure should be carefully thought out and analyzed through 3 dimensions – the employee, the cost-benefit as well as the legal.

Here are some key employee-related policies, which organizations would like to adopt in this critical situation. However, these are mere suggestions, their implementation lies completely on the organization's discretion. VANI is only facilitating the suggestions and advisories in this ecosystem.

1. Virtual arrangements

In India, the situation at the workplaces changed drastically given the forced closure of the offices. COVID-19 made Work From Home arrangement a priority and a safest way of running the organisations. This led to a major change in the HR policy conversations, which will change the workplace landscape indefinitely. In this virtual setting it becomes imperative for the organisations to define these changes and determine the program success factor in order to evaluate the work-from-home policies.

2. Benefits

This pandemic has impacted the workforce in number of ways. For the employers, it is important to consider the impact of these changes on the needs and mental well being of the employees. This would help the employer to understand the team and

demonstrate its compassion for the employee experience. Simply for this reason should examine the leave policies and determine the best coverage choice for the current situation. Concerns related to healthcare coverage are definitely there as the social distancing norms may increase the demand for mental health.

3. Furlough Leave & Compensatory Working:

In Furlough leave, companies inform employees to go on mandatory leave without pay, however, do not retrench them. Employees are brought back to payroll at a later date based on business viability. The employers should consider the option looking at the financial conditions of their organisations in order to save the workforce from the financial burden and its impact. Looking at the financial distress and market downturn it is highly advisable to review and revise the targets and KRA's based on the current economic environment.

4. Redeployment/Re-skilling: Companies all across are focusing on competency mapping of their workforce. This is being done to explore the transferring possibilities of their employees to other divisions as per the demand.

5. Deferral of Increment and Promotion: Due to the expected economic downturn, the majority of companies are holding or deferring both the increments and promotions. This is the most acceptable solution for all stakeholders.

6. Holding of Performance Pay/Bonus: Companies are also holding or deferring or totally canceling performance pay and bonuses except for the statutory bonus, which is mandated by the law.

7. Cost cutting and Termination: In the emerging scenario, this might get accelerated. The non-performers, non performing divisions/branches are likely to close down if unable to sustain the impact of COVID-19. There is already a financial crunch in the social sector and CSOs are struggling to remain active. This bleak economic outlook may impact the costing structure leading to some cost cutting in the organisations.

8. Employee Communications: Human Resources play a pivotal role in every organization. The decisions enlisted above can impact the morale of any employee hence they should be well thought-over and executed. Employees should be taken into confidence or else a well-intended action may also backfire. Hence employee communication plays a very crucial role at this juncture.



7. Travel Guidelines from the Government of India

Government of India
Ministry of Health and Family Welfare
Guidelines for international arrivals
(to be operational from 00.01 Hrs, 8th August 2020)

Before Planning for Travel:

- i. All travelers should submit self-declaration form on the online portal (www.newdelhairport.in) at least 72 hours before the scheduled travel.
- ii. They should also give an undertaking on the portal that they would undergo mandatory quarantine for 14 days i.e. 7 days paid institutional quarantine at their own cost, followed by 7 days isolation at home with self-monitoring of health.
- iii. Only for compelling reasons/ cases of human distress such as pregnancy, death in family, serious illness and parent(s) with children of the age of 10 years or below, home quarantine may be permitted for 14 days.
- iv. If they wish to seek such exemption under para (iii) above, they shall apply to the online portal (www.newdelhairport.in) at least 72 hours before boarding. The decision taken by the government as communicated on the online portal will be final.
- v. Travelers may also seek exemption from institutional quarantine by submitting a negative RTPCR test report on arrival. This test should have been conducted within 96 hrs prior to undertaking the journey. The test report should be uploaded on the portal for consideration. Each passenger shall also submit a declaration with respect to authenticity of the report and will be liable for criminal prosecution, if found otherwise. The test report could also be produced upon arrival at the point of entry airport in India.

Source - Ministry of Health and family Welfare

Government of India
Ministry of Health and Family Welfare
Guidelines for international arrivals
(to be operational from 00.01 Hrs, 8th August 2020)

Before Boarding

- i. Dos and Don'ts shall be provided along with ticket to the travelers by the agencies concerned.
- ii. All passengers shall be advised to download Arogya Setu app on their mobile devices.
- iii. At the time of boarding the flight/ ship, only asymptomatic travelers will be allowed to board after thermal screening.
- iv. Passengers arriving through the land borders will also have to undergo the same protocol as above, and only those who are asymptomatic will be enabled to cross the border into India.
- v. Suitable precautionary measures such as environmental sanitation and disinfection shall be ensured at the airports.
- vi. During boarding and at the airports, all possible measures to ensure social distancing to be ensured

During Travel

- i. Travelers who had not filled in self-declaration form on the portal shall fill the same in duplicate in the flight/ship and a copy of the same will be given to Health and Immigration officials present at the airport/ seaport/ landport. Alternatively, such travelers may submit self-declaration form on the online portal at arriving airport/ seaport/ landport as per the directions of the concerned authorities, if such facility is available.
- ii. Suitable announcement about COVID-19 including precautionary measures to be followed shall be made at airports/port and in flights/ships and during transit.
- iii. While on board the flight/ ship, required precautions such as wearing of masks, environmental hygiene, respiratory hygiene, hand hygiene etc. are to be observed by airline/ ship staff, crew and all passengers.

Source - Ministry of Health and family Welfare

Government of India
Ministry of Health and Family Welfare
Guidelines for international arrivals
(to be operational from 00.01 Hrs, 8th August 2020)

On Arrival

- i. Deboarding should be done ensuring social distancing.
- ii. Thermal screening would be carried out in respect of all the passengers by the Health officials present at the airport/ seaport/ landport. The self-declaration form filled online shall be shown (or a copy of physical self-declaration form to be submitted) to the airport health staff.
- iii. The passengers found to be symptomatic during screening shall be immediately isolated and taken to medical facility as per health protocol.
- iv. Post thermal screening, the passengers who have been exempted from institutional quarantine (decision as indicated on the online portal in advance) will show the same to the respective State Counters on their cell phones/other mode before being allowed home

quarantine for 14 days.

- v. The remaining passengers shall be taken to suitable institutional quarantine facilities, to be arranged by the respective State/ UT Governments.
- vi. These passengers shall be kept under institutional quarantine for a minimum period of 7 days.

They shall be tested as per ICMR protocol available at

<https://www.mohfw.gov.in/pdf/Revisedtestingguidelines.pdf>

If they test positive, they shall be assessed clinically.

- a. If they are assessed as asymptomatic / pre-symptomatic/ very mild cases, they will be allowed home isolation or isolated in the Covid Care Centre (both public & private facilities) as appropriate.

- b. Those having mild/ moderate/ severe symptoms will be admitted to dedicated Covid Health facilities and managed accordingly.

If found negative, they shall be advised to further isolate themselves at home and self-monitor

their health for 7 days.

- vii. In case, any symptoms develop they shall inform the district surveillance officer or the state/national call center (1075).

NOTE: States can develop their own protocol with regards to quarantine and isolation as per their assessment post arrival of passengers in the state concerned

Source - Ministry of Health and family Welfare



8. MYTHBUSTERS

Can people wear masks while exercising?



People should **NOT** wear masks when exercising as masks may reduce the ability to breath comfortably.

Sweat can make the mask become wet more quickly which makes it difficult to breathe and promotes the growth of microorganisms. The important preventive measure during exercise is to maintain physical distance of at least one meter from others.

16 June 2020

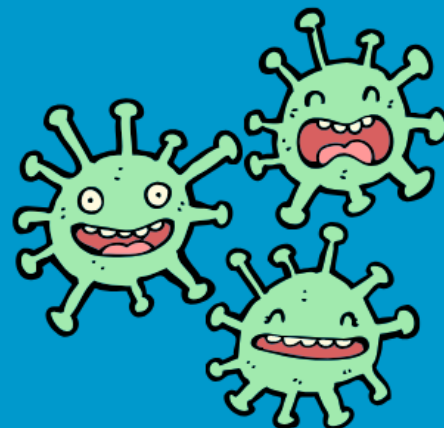
#Coronavirus

#COVID19



The virus that causes COVID-19 is in a family of viruses called Coronaviridae. Antibiotics do not work against viruses. Some people who become ill with COVID-19 can also develop a bacterial infection as a complication. In this case, antibiotics may be recommended by a healthcare provider. There is currently no licensed medication to cure COVID-19. If you have symptoms, call your health care provider or COVID-19 hotline for assistance.

FACT:
COVID-19 is caused
by a virus,
NOT by bacteria



#Coronavirus

#COVID19

9 June 2020

Can shoes spread the COVID-19 virus?



11 June 2020

The likelihood of COVID-19 being spread on shoes and infecting individuals is very low.

As a precautionary measure, particularly in homes where infants and small children crawl or play on floors, consider leaving your shoes at the entrance of your home. This will help prevent contact with dirt or any waste that could be carried on the soles of shoes.

#Coronavirus

#COVID19



Can COVID-19 be spread through coins and banknotes?



17 April 2020

There is currently no evidence to confirm or disprove that COVID-19 virus can be transmitted through coins or banknotes.

However, respiratory droplets expelled from an infected person can contaminate and persist on surfaces.

Wash your hands regularly and thoroughly after touching any frequently-touched surface or object, including coins or banknotes.

Avoid touching your eyes, mouth and nose, if your hands are not cleaned.

#Coronavirus

#COVID19



Thermal scanners are effective in detecting people who have a fever (i.e. have a higher than normal body temperature). They cannot detect people who are infected with COVID-19.

There are many causes of fever. Call your healthcare provider if you need assistance or seek immediate medical care if you have fever and live in an area with malaria or dengue.

FACT:
Thermal scanners
CANNOT detect
COVID-19



#COVID19

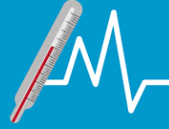
#Coronavirus

27 May 2020



9. QUARANTINE

Monitoring your health during quarantine



Monitor your symptoms daily



If you develop a cough, fever and shortness of breath call your national hotline, public health authorities or health professional



Take breaks from sitting down and practice yoga, aerobic exercise, or other indoor activities



Stay positive and energized by keeping in touch with loved ones and planning other indoor activities

#COVID19



When should I quarantine myself?



Do you know someone with COVID-19 or who recently developed a cough, fever and shortness of breath? Then ask yourself if you:



Had 15 minutes or more of face-to-face contact within 1 meter



Shared a workplace, classroom, household or gathering?



Provided care without using a mask and gloves when caring for someone with COVID-19?



Spent time travelling together within 1 metre of distance?

If the answer to any of these is yes you should self-quarantine for 14 days.

#COVID19



What is the difference between isolation, quarantine, and distancing?



'Quarantine' means restricting activities or separating people who are not ill themselves, but may have been exposed to COVID-19. The goal is to monitor symptoms and detect new cases early.



'Isolation' means separating infected people to prevent the spread of COVID-19.



'Physical distancing' means being physically apart but socially connected, for example with digital tools.

#COVID19



Planning home care in case you get COVID-19



After testing positive for COVID-19, your health advisor will recommend you to be treated at home or at the hospital

Consider who will take care of you if you become sick and need home care



#COVID19





10. Facts around COVID-19

How should I wash fruit and vegetables in the time of COVID-19?

Wash them the same way you would in any other circumstance.



17 April 2020

Before handling them, wash your hands with soap and water.

Then, wash fruit and vegetables thoroughly with clean water, especially if you eat them raw.

#Coronavirus

#COVID19



How should I wash and dry clothes, towels and bed linen, if **someone** in my household is a **suspected or confirmed COVID-19 patient**?



- Wash the patient's clothes, towels and bed linen separately.
- If possible, wear heavy-duty gloves before handling them.
- Never carry soiled linen against your body; place soiled linen in a clearly labelled, leak-proof container (e.g. bag, bucket).
- Scrape off solid excrement (e.g. faeces or vomit) with a flat, firm object and dispose of in the patient's toilet before putting linen in the designated container. Place the excrement in a covered bucket to dispose of in the toilet, if this is not in the patient's room.
- Wash and disinfect linen: Machine wash at 60-90°C with laundry detergent. Alternatively, soak linen in hot water and soap in a large drum, using a stick to stir, avoiding splashing. If hot water is not available, soak linen in 0.05% chlorine for approximately 30 minutes. Rinse with clean water and let linen dry in the sunlight.
- Do not forget to wash your hands at the end of the process.

23 April 2020

#Coronavirus

#COVID19



How should I wash and dry clothes, towels and bed linen, if no one in my household is a suspected or confirmed COVID-19 patient?

Do your laundry as you normally would, using detergent or soap.

There is no need to use a washing machine or drier, nor extremely hot water.

Once dry, make sure you clean your hands before handling and storing your clothes, towels and bed linen.



23 April 2020

#Coronavirus

#COVID19





11. BE SAFE!

Be **KIND** to address stigma during
#coronavirus



Share the latest facts & avoid
hyperbole



Show solidarity with affected
people



Tell the stories of people who have
experienced the virus

Learn more to Be **READY** for #COVID19:
www.who.int/COVID-19

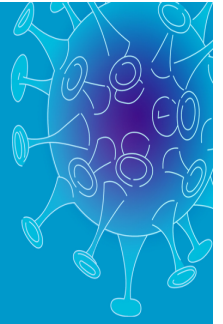


UNITED NATIONS



World Health
Organization

Be **KIND** to support loved ones during #coronavirus



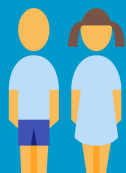
Check in regularly especially with those affected



Encourage them to keep doing what they enjoy



Share WHO information to manage anxieties



Provide calm and correct advice for your children

Learn more to Be **READY** for #COVID19:
www.who.int/COVID-19



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Organization



Be **SAFE** from #coronavirus

if you are 60+ or if you have an underlying condition like:



Cardiovascular disease



Respiratory condition



Diabetes

by avoiding crowded areas or places where you might interact with people who are sick.

Learn more to Be **READY** for #COVID19:
www.who.int/COVID-19



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Organization

Be **SMART** if you develop shortness of breath:



Call your doctor



Seek care immediately!

Learn more to Be **READY** for #COVID19:
www.who.int/COVID-19

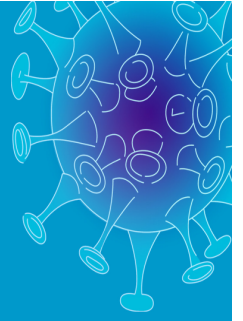


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Organization

Be **SMART** & inform yourself about #coronavirus



Follow accurate public health advice from WHO & your local health authority



Follow the news on latest coronavirus updates



To avoid spreading rumors, always check the source you are getting information from



Don't spread rumors

Learn more to Be **READY** for #COVID19:
www.who.int/COVID-19



UNITED NATIONS



World Health Organization



12. Some Important links

Supported Links –

Guidelines on preventive measures to contain spread of COVID-19 in workplace settings

<https://www.mohfw.gov.in/pdf/GuidelinesonpreventivemeasurestocontainspreadofCOVID19inworkplacesettings.pdf>

Preventive measures to be taken to contain the spread of Novel Coronavirus (COVID-19)

<https://www.mohfw.gov.in/pdf/PreventivemeasuresDOPT.pdf>

Tips for health and safety at the workplace in the context of COVID-19

https://www.who.int/news-room/q-a-detail/q-a-tips-for-health-and-safety-at-the-workplace-in-the-context-of-covid-19?gclid=CjwKCAjwkJi6BRA-EiwAOZVPVoHeagNWgbvafbhO1mDrk831jxozWusJigEcHF_MSP2lJSBqq5pLhoCqikQAvD_BwE

Interim Guidance for Businesses and Employers Responding to Coronavirus Disease 2019 (COVID-19)

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html#:~:text=Most%20workplaces%20should%20follow%20the,and%20self%2Dmonitor%20for%20symptoms.>

Coronavirus (COVID-19) company policy

<https://resources.workable.com/coronavirus-covid-19-company-policy>