

BACK TO OFFICE

Standard Operating Procedures and Guidelines

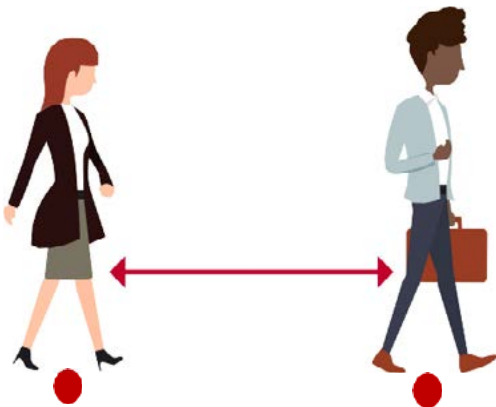


**Voluntary Health
Association of India**

As the lockdown restrictions are eased & gradually the office gets back to a NEW NORMAL, all of us collectively need to take a number of precautionary measures in order to inspire confidence that our workplace is safe & healthy. This document captures critical aspects and steps that should be followed to protect yourself and those around you from the spread of COVID-19.

Remember the fundamental law of protection

“Consider everybody around you as an asymptomatic carrier of COVID-19 and capable of infecting you. Also consider, that you could be an asymptomatic carrier of COVID-19, capable of infecting all around you. So train yourself, to neither get infected nor infect others”.



Hand washing



Wash your hands for at least 20 seconds using soap and running water



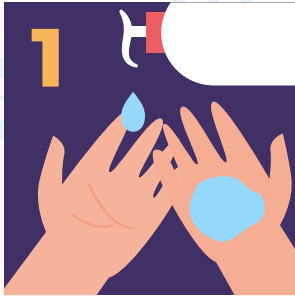
In case, where soap or water is not available, sanitize your hands using an alcohol based hand rub/ sanitizer (with atleast 70% alcohol)

When to wash hands

- ✓ Before and after coming to work/home
- ✓ Before and after eating meals
- ✓ After using the toilet
- ✓ After coughing or sneezing
- ✓ When hands are visibly dirty
- ✓ When you touch the surfaces such as currency notes, files,papers or anything else you are not sure about



Step by Step guide to Hand Washing



Apply a palmfull of the product in a cupped hand, covering all surfaces



Rub hands palm to palm



Right palm over left dorsum with interfaced fingers and vice versa



Palm to palm with fingers interfaced



Rotational rubbing of left thumb clasped in right palm and vice versa



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa



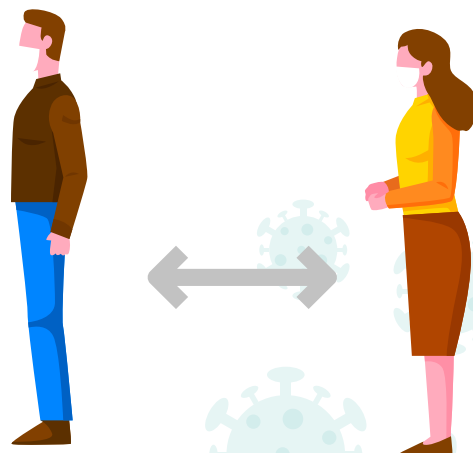
Rinse with water



Dry your hands with tissue paper/ clean towel

Physical Distancing

- ✓ Keep a safe distance of at least 6 feet from other people (about 2 arms' length)
- ✓ Do not gather or stand in groups
- ✓ Maintain physical distancing while in office, travelling in buses, cars, public transport or market places, etc.



Wear a mask or facecover

- ✓ Choose mask or face cover as per advisory of relevant Government authorities.
- ✓ Make sure that you properly inspect the front, back, upper and bottom of the mask, making sure that there are no faults.
- ✓ Wash or sanitize your hands before wearing the mask
- ✓ The masks should properly cover your mouth and nose. It should fit snugly but comfortably.
- ✓ Avoid touching your face & readjusting the mask.
- ✓ Replace the mask with a new one when it is damp.
- ✓ Do not re-use single-use masks.
- ✓ Remove the mask from behind (do not touch the front of mask), discard immediately in a closed bin.
- ✓ Wash your hands with soap and water or alcohol- based hand sanitizer after removing the mask.



Respiratory hygiene and Cough etiquette



Cover your mouth and nose with a tissue when you cough or sneeze



Dispose of the used tissue in a closed dustbin immediately & wash or sanitize your hands



If you don't have a tissue, cough or sneeze into your bent elbow, not your hands

Avoid using a handkerchief as it becomes a place for breeding bacteria and virus.



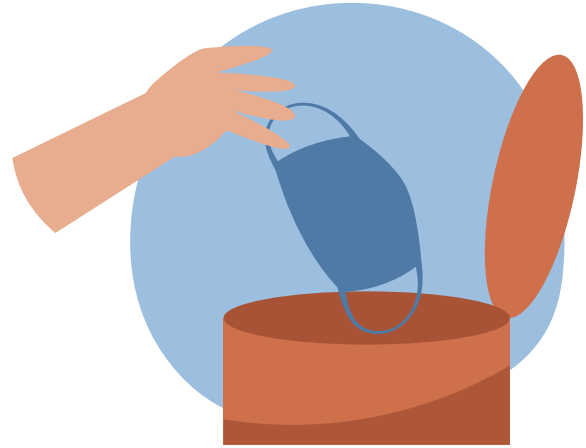
Starting from Home?

- ✓ Preferably use your own transport
- ✓ Wear a mask or facecover
- ✓ Sanitize your hands frequently & Carry a Sanitizer
- ✓ Carry your Office ID
- ✓ Please ensure that you have Arogya setu App on your mobile phone before leaving home for work
- ✓ Check your Temperature & Symptoms if you are not feeling well. If temperature is high- Stay at Home
- ✓ If you use your own car/two-wheeler, disinfect frequently touched surfaces like handles, steering wheels, seats etc.
- ✓ In case you use public transport such as cabs, ensure hygiene practices (as mentioned earlier). Sanitise your hands after touching any surface in the cab. Avoid using the air conditioner instead keep windows open.
- ✓ Check the guidelines issued by the States/UTs as well as with office administration/ supervisor from time-to-time.



- ✓ Prefer stairways instead of lift
- ✓ If using stairways, one person is allowed at a time
- ✓ Use elbows or arms to open doors wherever possible
- ✓ Ensure you sanitize your laptop/desktop and phones 2-3 times a day with a disinfectant
- ✓ Wear masks all the time except when alone in your room
- ✓ Greet other colleagues saying Namaste/Hello from a distance
- ✓ Practice Physical Distancing (at least 6 ft) all the time
- ✓ Wash hands frequently with soap and water or alcohol-based sanitizer
- ✓ Avoid touching your eyes, nose, and mouth with unwashed hands.
- ✓ Avoid touching surfaces if possible. Sanitize/wash your hands with soap and water after use of equipment like photocopier, refrigerator, water dispenser, lift buttons, door handles etc.
- ✓ Do not turn pages or count money, etc. with saliva-wet fingers.
- ✓ Avoid sharing office stationary; if possible carry your own stationary to work.
- ✓ Do not go to other floors unless unavoidable
- ✓ Prefer e-meetings. If at all, meet people in large room with proper physical distancing and minimum number of people.
- ✓ Bring lunch from home. While eating in the cafeteria, ensure physical distancing.
- ✓ Avoid going in and out of office premises unnecessarily. Enter and exit once.
- ✓ In case you experience any symptoms of cough, cold or fever, inform the management immediately & stay at home





- ✓ Follow the travel guidelines (as mentioned earlier) while commuting back to home from work.
- ✓ Ask family members to keep the door open.
- ✓ Footwear worn outside can be sprayed with a disinfectant such as Dettol or bleach, and kept separately from others or if possible outside the house.
- ✓ Dispose of masks, gloves properly in closed dustbin.
- ✓ Have a bath after reaching home. If not, wash your hands, feet & uncovered areas thoroughly with soap and water.
- ✓ Change your clothes. Either wash the removed clothes right away or put them away separately for laundry.

- ✓ Open up every area of the building and ensure a proper disinfection is done
- ✓ Every desk space, corners, lifts, staircase handles, door knobs, chair handles, electrical switch points, washrooms etc to be cleaned/ disinfected 2-3 times in a day
- ✓ Washrooms to have liquid soap and hand dryers/ tissue papers
- ✓ Hand sanitizers placed at appropriate locations
- ✓ Re-organize office spaces in order to ensure proper physical distancing
- ✓ Staff to be screened at the entry gate, if anybody's temperature exceeds above 98.6 degree Fahrenheit, should not be allowed to enter
- ✓ Restrict the entry of visitors unless absolutely necessary.
- ✓ Dustbins should be closed/covered especially in lunch areas, washrooms etc
- ✓ All double doors should be kept open to avoid touching surfaces frequently
- ✓ Avoid big meetings, smaller meetings with appropriate seating spaces can be conducted



2 meters



2 meters



Staff should sign an online declaration (daily basis), where they should confirm the following:

- ✓ Do you have fever, cough, cold, body pains etc.?
- ✓ Does any of your family members have any of the above symptoms?
- ✓ Were you in-person contact with suspected or confirmed case of Covid-19?
- ✓ Did you/ close family member participate in any meeting/ gathering where more than 15 people were involved.
- ✓ Please specify if your place of residence is in safe zone as indicated by Aarogya Setu app.



Office Compliance:

Employees' non-adherence with social distancing and hygiene practices when in office and repeated indiscipline, substantiated by the evidence of other employees, will result in strict disciplinary action against such employee. It is our prime duty to ensure the safety for all at the workplace. Request all of you to strictly follow the guidelines shared with you



Quarantine is used to keep someone who might have been exposed to COVID-19 away from others. Quarantine helps prevent spread of disease that can occur before a person knows they are sick or if they are infected with the virus without feeling symptoms. People in quarantine should stay home, separate themselves from others, monitor their health, and follow directions from the health department. The guidelines for home quarantine are as follows:



- ✓ Stay in a well-ventilated single-room preferably with an attached/separate toilet. If another family member needs to stay in the same room, it is advisable to maintain a distance of at least 1 meter between the two.
- ✓ The person should stay away from elderly people, pregnant women, children and persons with co-morbidities within the household.
- ✓ Restrict his/her movement within the house.
- ✓ Under no circumstances attend any social/religious gathering e.g. wedding, condolences, etc.
- ✓ Avoid sharing household items like dishes, drinking glasses, cups, eating utensils, towels, bedding with the person. Throw used tissues in a lined closed trash bin.
- ✓ Wash and disinfect linen in warm water and soap, dry in sun.
- ✓ Wash hand as often thoroughly with soap and water or with alcohol-based hand sanitizer.
- ✓ Wear a surgical mask all the time. The mask should be changed every 6-8 hours and disposed off. Disposable masks are never to be reused.
- ✓ Place all used tissues, disposable gloves, facemasks, and other contaminated items in a lined container before disposing them of with other household waste.
- ✓ If symptoms appear (cough/fever/difficulty in breathing), he/she should immediately inform the nearest health centre.
- ✓ The home quarantine period is for 14 days from contact with a confirmed case or earlier if a suspect case turns out negative on laboratory testing.



- ✓ Amid the COVID 19 pandemic, we hear about its spread from all over the world, through television, social media, newspapers, family and friends and other sources. The most common emotion faced by all is Fear. But, there are ways we can control the anxiety and panic by staying positive.
- ✓ Make sure to access and believe only the reliable sources of information for self-protection.
- ✓ Do not follow sensational news or social media posts, which may impact your mental state. Do not spread or share any unverified news or information further.
- ✓ Do not keep discussing all the time about who got sick and how. Instead learn about who got well and recovered.
- ✓ Stick to the known advice-hand hygiene and keeping a physical distance from others. It is being careful about you, and also about others.
- ✓ At times of anxiety, practice deep breathing or meditation for a few minutes. Try and distance the thoughts that are making you anxious.
- ✓ Stay connected with others.

For more information on COVID-19 updates, please visit the following websites

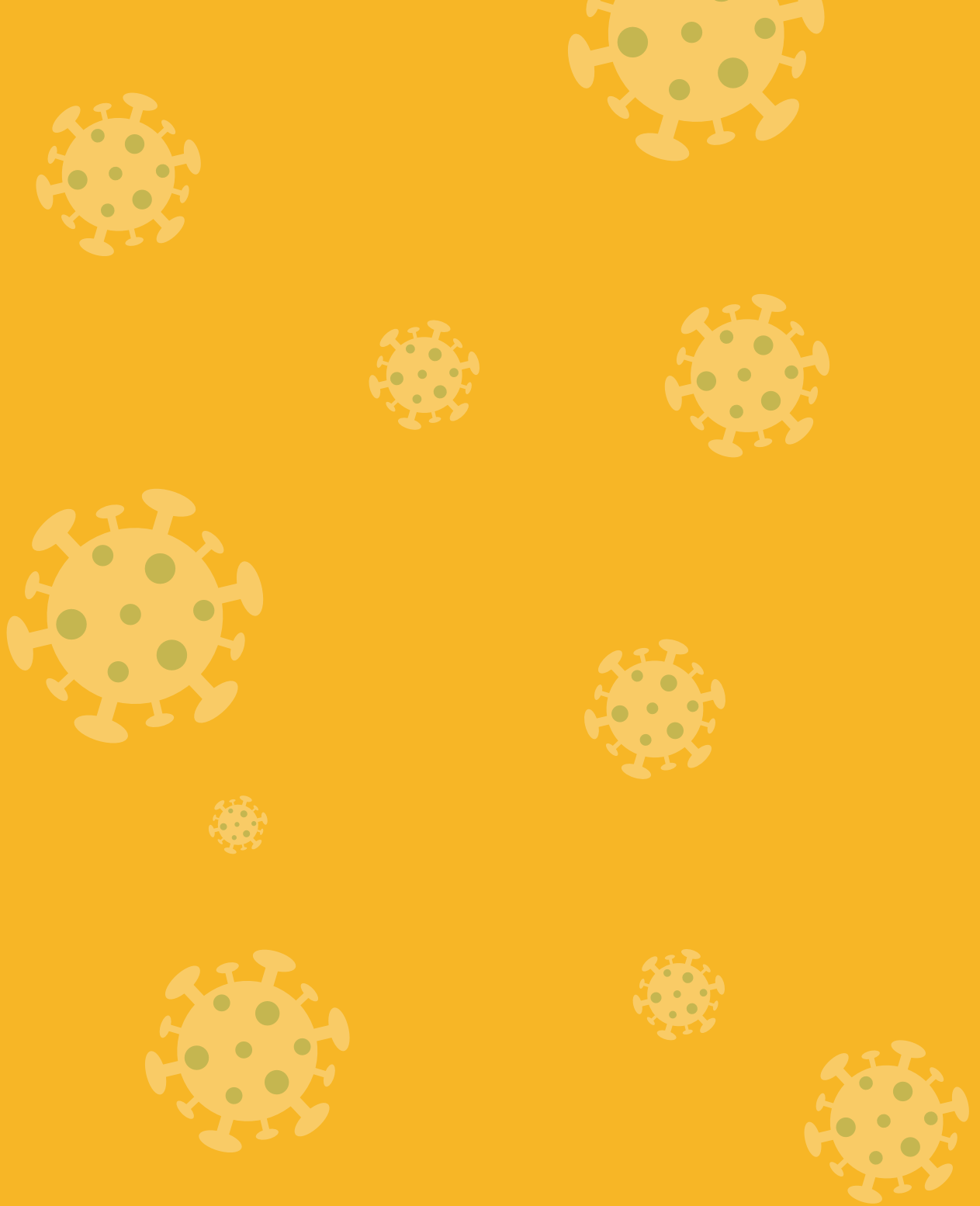
- Ministry of Health and Family Welfare, Government of India, <https://www.mohfw.gov.in/>
- MgGOV, Government of India, <https://www.mygov.in/covid-19>
- Ministry of Home Affairs, Government of India, <https://www.mha.gov.in/>
- COVID-19 Updates, Ministry of External Affairs, Government of India, <https://mea.gov.in/covid-19-updates.htm>
- COVID-19, Indian Council of Medical Research, <https://main.icmr.nic.in/content/covid-19>

Help Line numbers for Coronavirus:



Central Helpline Number:	+91-11-23978046 or 1075
Delhi:	011-22307145
Haryana:	8558893911
Uttar Pradesh:	18001805145
Assam:	6913347770
Odisha:	9439994859
Telangana:	104

In case of any queries or clarifications, please feel free to contact Mr. Sushil Vasan, Senior Manager, VHA
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