

Domestic Help

- Teach your house help about COVID 19: What the virus is, how it spreads and the precaution to be taken.
- Check with your local authorities/RWA if domestic help is allowed in your area. If not, you cannot engage them. But even if you don't take their services, it is advised that their wage should not be deducted for this period.
- S/he should sanitise properly before entering the house. Keep soap and water handy at the entrance.
- S/he should wear face mask at all times.
- Ask him/her to wash their hand / sanitise every time you send them out for essential items.
- When they are sent to buy essential items they should wear proper masks, plastic washable slippers, and a sanitizer (to use in case if she/he touches anything suspicious in the market/shop).
- Instruct the house help to maintain a safe physical distance of 6 feet from others.
- Try to keep away the material from your body when carrying from market. It is better to have a plastic basket/bucket with you when going to the market. Put the material in bucket and carry it to your home.
- Tender exact money for the products purchased. In case you pay more and remaining is returned by the shop keeper, currency notes/coins given by shopkeepers/vendors.
- If you have a full-time house help, ask him/her to wash her/his hand thoroughly and frequently with soap and running water throughout the day.
- Maintain physical distancing (6 feet) with domestic help. Don't stay close to him/her at the time for giving instructions.
- If s/he shows any symptom(s) of COVID-19, s/he should be asked to isolate/home quarantine.
- If s/he shows any symptom of COVID-19, s/he should be taken for testing and medical check-up immediately. Provide him/her with necessary support for getting medical help immediately.

Employees / Officers / Support Staff in offices providing essential services

- Educate your workforce and communicate regularly with employees.
- Know about the latest instructions/advisories/ orders/ directives issued by government on a daily basis.
- Appoint a COVID-19 emergency management team to handle any emergency situation.
- Reinforce good hygiene practices and take related safety precautions.
- Frequently wash your hands thoroughly with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer.

- Avoid touching your eyes, nose and mouth.
- Always wear a face mask in your workplace and in public spaces.
- Cover sneezes or coughs with tissues, if possible, or else with a sleeve or shoulder.
- Avoid close contact with people who are sick.
- Stay home when sick.
- Clean and disinfect frequently touched surfaces and objects.
- Maintain good hygiene and cleanliness of the workplace.
- Implement physical distancing (6 feet) – keep everyone at the workplace physically apart. Make seating arrangements accordingly.
- Actively consider the context of your business, that is, the workplace, the work carried out there, your workers and others who come into the workplace.
- Take precautions to eliminate or minimise the risk of the people at your workplace contracting COVID-19.
- Limit contact with others, including through shaking hands, meeting in person, group lunches, etc. Encourage online meetings.
- As far as possible, ask employers to work from home.
- Use technology to enable efficient work from home.
- Avoid crowding in common spaces, such as the reception, canteens, tea/coffee point, bathrooms, etc.
- Employers must try to reduce the psychological risks to workers and others at the workplace, periodical psychological counselling for vulnerable employees.
- Be updated with information from official sources.
- Provide workers with a point of contact to discuss their concerns and to find workplace information in a central place.

Bus Drivers / Cab Drivers (permitted public transport)

- Should wear a face mask at all times ensuring that there are no gaps on either side of the mask. Also wear gloves, especially while tending to a sick passenger. It is also advised to use eye protection preferably goggles encasing the eyes as the virus has a possibility of entering through the eyes also.
- Should get their vehicle sanitised/disinfected after each trip with special reference to door handles (inside and outside) and window knobs.
- Driver should not allow anyone to sit close/next to them.
- Authorised cab drivers should not allow any passenger to sit on the front seat, rather diagonally opposite in the rear seat (if only one passenger). If possible, only rear door boarding and de-boarding should be allowed.
- Sanitise the hands of passengers before and after entering the vehicle.

- Make seating arrangements to maintain optimum physical distance.
- If driver/helper opens the door for passenger or handles their luggage, they should immediately sanitise their hands.
- Follow the instructions of police personnel on the route.
- Stop the vehicle only at specified destination(s).
- Driver/helper should wash their hands/take bath and wash their clothes thoroughly and separately at the end of the day.
- Follow government directives to know the latest advisory/guidelines.
- Driver/Conductor/helper to download the Aarogya Setu app. Encourage passengers to download the Aarogya Setu app as per the latest Government instructions on the subject.

What should you do if your neighbour gets infected with COVID-19?

- Do not visit each other's houses; encourage everyone to maintain physical distancing of 6 feet from each other.
- Keep a check on each other's well-being by talking over phone or messenger applications.
- Encourage everyone in the neighbourhood to install the Aarogya Setu App. RWAs and local groups should take the lead.
- In case someone reports symptoms:
 - Be compassionate; do not panic.
 - Have compassionate dialogue with the family; Assure them of help and give necessary assistance without physical contact and while maintaining physical distancing.
 - Do not stigmatise the family - it can happen to anybody and in any case, a majority of people do get cured.
 - Encourage the person / family to call the local COVID-19 Helpline or the National Helpline - 11-23978046/1075 (toll-free).
 - Call the helpline in case the neighbour is unable to or refuses to call.
 - Inform the local housing society or Resident Welfare Association, if any.
 - Advise the patient to be in isolation from other members of the family.

- Encourage the patient or family to follow the Home Quarantine Guidelines of Ministry of Health & Family Welfare, Government of India.
- Inform and encourage the families living next door to also Home Quarantine themselves and keep a check on any symptoms of COVID-19.

Banks / Insurance Offices / ATMs – staff and visitors

- Encourage everyone to install the Aarogya Setu app. Insist customers on showing their status on the app.
- Everyone should wear a mask at all times. Staff manning the entrance, ATMs, cash counter, etc. should also wear gloves.
- Keep sufficient cash in ATMs.
- Office premises and ATMs should be sanitised frequently.
- All staff and visitor entering Banks / Insurance offices should first undergo thermal scanning, then sanitise their hands with 70% alcohol based sanitizer while entering and going out and also wash their hands frequently with soap and water for 20 seconds during the day.
- Person dealing with cash should sanitise with 70% alcohol based sanitizer after every transaction. Likewise, personnel handling bank pass books and other bank related documents should sanitize their hands after each handling.
- Banks/Insurance offices should make arrangements for customers to stand at 6 feet distance from counters.
- Provision should be made that only one customer comes to the counter at a time and others to wait inside or outside but maintaining a distance of 6 feet.
- ATM guards should be provided with sanitizers and they should ask every customer to sanitize while coming and going out.
- Only one person to be allowed to enter per ATM at a time. Person waiting outside the ATM should stand 6 feet away from the ATM door. Further, under no circumstances should the ATM guard be inside the ATM when a customer is inside.
- The ATM machine screen and buttons should also be sanitized after every use.

- Banks / Insurance offices should place their check drop box outside the bank so that those coming only for dropping of check need not enter the bank.
- Person attending to enquiries should sit near entry point so that customer need not go unnecessarily from one counter to other.
- Encourage customers to go digital, i.e. use mobile banking/e-banking, etc.
- Should disinfect currency notes following scientific methods and protocols.

Guidelines for Employer and Employees

- Request the Administration or Owner to prepare a COVID-19 Resilience Plan.
- Encourage everyone to install the Aarogya Setu app.
- The Resilience Plan should have the following :
 - Formulate a team of individuals as Task Force for handling COVID-19 situation.
 - Guidelines to reduce the risk of infection such as Thermal scanning of all worker and visitors on entry, no Biometric attendance or signing in an Attendance Register/Sheet.
 - In washrooms, it is preferable to have sensor activated or foot operated taps with running water. Soap /disinfectant soap should be provisioned to wash hands thoroughly for 20 seconds.
 - Refer to authentic sources such as Ministry of Health& Family Welfare or WHO.
 - Keep a List of Local Helpline numbers and National Helpline No. 011-23978046/1075 (toll-free).
 - List of local nearby hospitals or laboratory testing centres.
 - Deep cleaning and sanitation schedule especially of the floors. To prevent cross-infection, the staff should be encouraged to clean their table, computers and telephones with 70% alcohol based sanitizer every morning before commencing work.
 - Seating arrangements such that workstations are at least 6 feet apart or enclosed cabins. Similar seating arrangements at common places such as the reception, tea/coffee point, cafeteria, etc.
 - No spiting, chewing pan/tobacco inside or outside the workplace premises.

- The Task Force should sensitize managers and employees on the importance of reporting symptoms of COVID-19 and confirmations, if any.
- The Task Force should strictly implement Physical Distancing of 6 feet within the premise.
- Encourage each other to follow necessary precautions by wearing a face mask properly with no gaps, washing hands with soap and water for 20 seconds and maintain a physical distance of 6 feet from others.
- Encourage co-workers to report their travel and contact history to the Administration - If anyone has travelled to a location/Hotspot with confirmed COVID-19 cases or has met a COVID-19 suspect or confirmed case.
- Do not crowd lifts; maintain a queue for maintaining physical distance inside the lift preferably facing the wall. Ensure that people wash their hands with soap and water for 20 seconds or use a 70% alcohol based sanitizer immediately after.
- You may use a toothpick/matchstick to punch lift buttons and ATM keys. The toothpick/matchstick should be discarded safely in a bin after one use. In case Pen/keys are used for this purpose, the same need to be sanitized with a 70% alcohol based sanitizer immediately.
- If the employee is feeling unwell or showing symptoms:
 - Be compassionate; do not panic.
 - Do not stigmatise the person - it can happen to anybody and in any case, a majority of the people do get cured.
 - Report to the local helpline or National Helpline 011-23978046/1075 (toll-free).
 - Inform the Task Force.
 - Persons in close contact with the employee should be put under Home Quarantine for 14 days and encouraged to observe symptoms, if any.
 - Deep cleaning and sanitization of the work stations of the employee and of persons with close contact to be taken up immediately.
 - Task force to internally communicate about the case so that everyone is aware.
- If the employee is feeling well and not showing any symptoms:
 - Employee should be put in Home Quarantine for 14 days and encouraged to observe symptoms, if any.

- Encourage the employee to call COVID-19 helpline immediately in case any symptoms appear.
- Persons in close contact with the employee to be put under Home Quarantine for 14 days and encouraged to observe symptoms, if any.
- Deep cleaning and sanitization of the work stations of the employee and of persons with close contact to be taken up immediately.
- Task force to internally communicate about the case so that everyone is aware.
- Remain in touch with the employee and get regular report of his or her well-being.

Gated Housing Communities

- Encourage everyone to install the Aarogya Setu app.
- Keep a watch on news about containment areas in your district and government advisory/guidelines on mobility.
- Form a Task Force for your society to ensure smooth management of the COVID-19 situation.
- Go out of home only when absolutely necessary. Follow the instructions of the government and local authorities.
- Thermal screening of every one (residents/staff/visitors) on entering the community premises at the gate itself.
- No spitting or chewing pan or tobacco outside the Homes.
- Ensure that people maintain a physical distancing of 6 feet in common areas.
- Do not crowd lifts; maintain a queue for maintaining physical distance inside the lift preferably facing the wall. Ensure that people wash their hands with soap and water for 20 seconds or use a 70% alcohol based sanitizer immediately after.
- You may use a toothpick/matchstick to punch lift buttons and ATM keys. The toothpick/matchstick should be discarded safely in a bin after one use. In case Pen/keys are used for this purpose, the same need to be sanitized with a 70% alcohol based sanitizer immediately.
- Everyone, residents and staff alike, should wear a face mask properly with no gaps at all times whenever they step out of their homes.

- Ensure the well-being of your maintenance staff. If at all they are not able to travel back to their homes during the lockdown, ensure stay and food for them.
- Ensure that the housekeeping staff has the proper gear such as gloves, face mask to clean all common areas. They should regularly disinfect high contact surfaces such as staircase railings and lift buttons.
- Hand sanitising arrangements with 70% alcohol based sanitizer for security guards and other staff who have high exposure should be made.
- Maintenance services inside the house related to electricity or water supply may be limited unless an emergency.
- The watchmen may be instructed to keep a log of all visitors along with their phone numbers. They should also insist on showing the Aarogya Setu status of the visitors. Also, instruct them not to touch ID cards, letters, licenses, etc. while allowing people to enter the housing compounds. Common phones, desktop, pens, register, etc. kept at the gate/ reception must be cleaned regularly/ sanitized if feasible or one designated person may be assigned to attend to such duties.
- As far as possible, buy groceries/essentials from the shops located within your housing complex.
- If getting your groceries delivered from the nearest shop, leave a tray for collecting the delivery. If non-perishable and not of immediate requirement leave it in a place untouched. Perishable food like milk packets, fruits, and vegetables need to be thoroughly washed before use.
- Waste is generally collected, pooled and disposed at one point. In case infected, use multiple layers of packaging to dispose of masks, gloves, etc. preferably sanitized/washed to decontaminate them so that the sanitary workers handling the waste do not get the infection.
- Avoid going to common areas like clubhouse, gym, reception lounge, benches in the park, etc.
- Avoid the use of common taps/ bathrooms.
- Do not assemble in large groups, even for resident association meetings. Maintain physical distance of 6 feet from each other.
- Avoid visiting neighbours/relative's/ friend's houses.
- In case, a family/ elderly in the housing society needs your help, do so without entering their premises and maintaining a physical distance of 6 feet. Leave grocery, medicine, etc. in front of the door.

- Do not over-buy grocery or medicines. There are others who may also need it.
- Avoid going for walks, even within the housing compound. If you do, maintain physical distancing of 6 feet from others.
- Do not allow children to play together in parks/on terraces, etc.
- Do not organise group festivities, celebrations, etc.
- Do not ostracise an affected family. It is harassment and causes trauma to everyone in the family. Avoid stigmatising the affected person or family. Have compassion for the affected.
- Likewise, in case servants and other household help when working in your residence, they should have Aarogya Setu app. Due care of physical distancing of 6 feet to be ensured by being present in the other room when the room is being swept and mopped, but no dusting or making bed. In case the utensils have been washed by them, then rinse them again with water and then dry prior to use.
- In case your car is being cleaned by a car cleaner, then he should have Aarogya Setu app. Do not let him clean the inside of your car. Use a 70% alcohol based sanitizer to clean the door handles before opening.