



## Guidance for Integrated Management of State Quarantine Facilities

Ministry of Public Health

3 June 2020

According to the instructions issued by the Center for COVID-19 Situation Administration (CCSA) dated April 2, 2020, which requires that all individuals arriving from foreign countries be subject to mandatory screening, quarantine or isolation as part of disease surveillance, prevention and control efforts targeting travelers arriving from countries or territories outside of the kingdom in the face of COVID-19 pandemic, the following key measures and procedures are to be implemented in compliance with the CCSA's instructions.

### 1. Measures to be taken outside of the kingdom (country of origin)

#### 1.1. Measures prior to arrival into the kingdom

1.1.1. Travelers who are Thai nationals must have the following documents in order to be allowed into the kingdom:

(1) Fit to Fly Health Certificate or Fit to Travel Health Certificate indicating the individual is in good health, free of underlying health conditions; or if they do have underlying health conditions, such conditions are not expected to flare up while traveling, or is not at risk of getting sick while traveling.

(2) Repatriation certificate issued by Thai embassy or consulate in the country or territory where the travelers are residing.

1.1.2 Travelers who are not Thai nationals must be exempt from entry ban and allowed under special circumstances to enter the kingdom according to the provisions issued by virtue of Section 9 of the Emergency Decree B.E. 2558 (2005) and must have the following travel documents.

(1) Fit to Fly Health Certificate or Fit to Travel Health Certificate indicating the individual is in good health, free of underlying health conditions; or if they do have

underlying health conditions, such conditions are not expected to flare up while traveling, or is not at risk of getting sick while traveling.

(2) Medical certificate with laboratory results indicating that COVID-19 is not detected, which is issued by a medical doctor within 72 hours prior to flight departure. This requirement shall become effective from June 1, 2020 at 00.00 hrs. [midnight] Thailand local time.

(3) Travel insurance with medical coverage including COVID-19 treatment and care during the entire period of stay in Thailand.

(4) Document indicating a current place of residence in Thailand with street address and contact information that will make it possible for the authorities to locate the individual at all times. The carrier issuing air tickets should inform their passengers on all Thailand-bound flights of the measures to be observed upon arrival in the kingdom, reminding the passengers that they will be placed in one of the state quarantine facilities.

1.1.3 The airlines must provide in advance the number of passengers on both commercial and chartered flights to the Port of Entry (POE) Quarantine Station under the Department of Disease Control (DDC) so that state quarantine facilities can be arranged to accommodate those incoming travelers.

1.1.4 Prior to departure, the airlines must explain to passengers on all Thailand-bound flights about the measures they are required to strictly comply with upon arrival in Thailand.

## **1.2. Exit screening and measures while onboard the flight**

1.2.1 Travelers will be informed of the measures put in place by Thailand, which require all incoming travelers to strictly comply with COVID-19 screening, prevention and control measures, including mandatory quarantine for at least 14 days in the state quarantine facility as required by health authorities.

1.2.2 Exit screening for fever (body temperature  $\geq 37.3$  °C) along with any of the following symptoms, e.g. cough, runny nose, sore throat, shortness of breath.

1.2.3 If any incoming travelers have failed to produce the documents required according to 1.1, or if they develop any signs or symptoms according to 1.2.2, they will be denied entry into the kingdom or will not be allowed to enter Thailand.

1.2.4 Measures to be implemented onboard the flight

- 1) Reduce as many passenger-passenger/passenger-crew member contacts as possible, e.g. at least one-meter distance should be maintained between

passengers/crew members.

- 2) Passengers should be seated at least 1 meter apart (if possible).
- 3) All passengers and crew members will be asked to wear cloth face covering or face mask at all times.
- 4) Flight attendants ask the passengers to complete FORM TOR 8 (Health Questionnaire) and ensure that true statements are given.
- 5) While traveling, if any passengers are found to be sick or suspected of getting sick, e.g. having fever, cough, runny nose, sore throat, or shortness of breath, have them wear face mask and they should be seated at least 2 meters away from others.
- 6) Implement any other measures according to the standard requirements issued by the International Civil Aviation Organization (ICAO).

## **2. Measures to be implemented in the kingdom**

### **2.1. Entry screening at Ports of Entry (POEs)**

2.1.1. Entry screening will be performed in strict compliance with the criteria, methods, or guidelines issued by Department of Disease Control (DDC).

2.1.2. All incoming travelers will be asked to scan QR Code in order to download AOT application, or use any other methods that will enable the traveler's reporting and symptom monitoring system as required by Ministry of Public Health (MOPH) throughout the period specified by health authorities at POE quarantine station or local health authorities.

2.1.3. Health staff at POE quarantine station will verify whether incoming travelers have completed FORM TOR 8 (Health Questionnaire) before they are allowed to leave the screening station.

2.1.4. Incoming travelers will be divided into two different groups and managed as follows:

Group 1: Travelers whose symptoms meet the definition of patient under investigation (PUI) as defined by Department of Disease Control (DDC), who are considered probable or suspected cases of COVID-19, shall be referred to one of health facilities designated by Ministry of Public Health (MOPH) for diagnosis, treatment, medical examination, and isolation as deemed appropriate.

Group 2: As for travelers whose symptoms do not meet the definition of patient under investigation (PUI) as defined by Department of Disease Control (DDC), necessary steps should be taken according to 2.1.5 below.

2.1.5 If travelers in Group 2 are allowed to enter the kingdom by responsible health authorities, POE quarantine station health officials, or other competent authorities under the

immigration laws or other applicable legislations, an order shall be given to place these travelers in one of state-designated quarantine facilities or areas for observation for at least 14 days until the incubation period of the disease has lapsed or there is no longer suspicion of them being infected. During this quarantine period, these individuals will not be allowed to leave the quarantine facilities or areas, unless prior permission is granted by responsible health authorities or other competent authorities under the applicable laws. In addition, throughout the quarantine period, these individuals are required to strictly follow the instructions given by health officials or other competent authorities. Every effort should be made to closely monitor those under quarantine to prevent them escaping the quarantine facility or area, while their symptoms should also be closely monitored. If necessary, health officials or other competent authorities under the applicable laws may consider issuing a certificate authorizing an inter-provincial travel to individuals who have completed the quarantine period, as deemed appropriate.

## **2.2 Quarantine measures for travelers arriving from other countries**

2.2.1 Designation of quarantine facilities or areas and transfer of incoming travelers to those facilities or areas will be conducted through interagency efforts between Ministry of Defense (MOD), Ministry of Interior (MOI), Ministry of Transport (MOT), Ministry of Public Health (MOPH), and other relevant agencies.

2.2.2 All travelers arriving from other countries will be placed under state quarantine for observation of symptoms for at least 14 days from the date of arrival in Thailand.

2.2.3 Health authorities responsible for disease control or their designees, e.g. healthcare workers, community health volunteers (locally known as Or Sor Mor), will check and follow-up travelers' symptoms and enter the data into the traveler's reporting and symptom monitoring system on a daily basis, as well as reminding those under quarantine to strictly follow the instructions given by health authorities or their designees.

2.2.4 All travelers arriving from other countries will have respiratory samples collected twice for SARS-CoV-2 testing. The first collection will take place around Days 3-5 (preferably within the first 5 days) and the second collection should be at the discretion of local health authorities. or when the individuals develop any of the following symptoms, e.g. fever, cough, runny nose, sore throat, or shortness of breath. *Specimen collection should follow the current version of Guidelines for Surveillance and Investigation of COVID-19 (Appendix A).*

2.2.5 For those who have failed to comply with or violated the laws, health authorities should consider enforcing the laws according to the provisions under the Communicable

Diseases Act B.E.2558 [2015] as deemed appropriate. Additionally, relevant measures or legislations should also be enforced to prevent the spread of COVID-19 locally. It is also important that each Provincial Communicable Disease Committee (PCDC) and Bangkok Metropolitan Administration Communicable Disease Committee (BMACDC) provide support and monitor the efforts being implemented so as to ensure strict enforcement of the applicable laws.

3. In the event of major obstacle or impediment to implementing the measures as mentioned above, or if implemented, such measures should potentially cause damages to the public or public security and safety may be compromised, a consultation letter should be submitted to Permanent Secretary for Public Health, or Director-General of Department of Disease Control (DDC), who is competent authority responsible for the execution of the Communicable Diseases Act so that instructions/orders may be issued as deemed appropriate.
4. Any existing measures, criteria, methods, or guidelines issued by the cabinet, Prime Minister, the Center for COVID-19 Situation Administration (CCSA), or Ministry of Public Health (MOPH) should be followed accordingly.

Attention: \_\_\_\_\_

Subject: Report on assessments and preparations for State Quarantine

Reference is made to the government instructions for Department of Disease Control (DDC), Department of Health Service Support (DHSS), and government agencies under Ministry of Defense (MOD) to jointly identify and develop state quarantine facilities to accommodate Thai nationals returning from other countries in the face of ongoing COVID-19 pandemic.

In this regard, relevant agencies have jointly performed site inspection and made preparations for the hotel selected as state quarantine facility as per details below:

**Hotel:** \_\_\_\_\_ **Operating License No.** \_\_\_\_\_ OR

- Hotel operator has completed a self-assessment form provided by Department of Health Service Support (DHSS).  

Passed	Did not pass
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- DHSS officials and engineers performed onsite inspection on (date) \_\_\_\_  

Passed	Did not pass
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- Department of Disease Control (DDC) and MOD Permanent Secretary Office performed feasibility of compliance with SOP for state quarantine operations and gap analysis on (date) \_\_\_\_\_
- Department of Disease Control (DDC) by ICN Team from Bamrasnaradura Infectious Diseases Institute (BIDI) has scheduled to provide training on necessary skills for hotel staff and operator on (date) \_\_\_\_\_

**Optional State Quarantine Project** \_\_\_\_\_

**Operating License No** \_\_\_\_\_ **partnering with** \_\_\_\_\_ **Hospital**

After considering the preparation works mentioned above it is determined that \_\_\_\_\_ Hotel is eligible to serve as State Quarantine Facility, with capacity of \_\_\_\_\_ rooms, and is ready for operations within 24 hours of being requested, or will be ready for operations on (date) \_\_\_\_\_.

Your kind consideration is highly appreciated.

( \_\_\_\_\_ )

Person responsible for  
preparation works

Date \_\_\_\_\_

## Guidance for Operations and Management of State Quarantine Facilities

### 1 Components

- 1) Bedroom options:
  - i. Single room (1 person per room) with private bathroom, e.g. hotel room, condominium room, accommodation room in state agencies, institutions
  - ii. Twin room (1-2 persons per room) with private bathroom
  - iii. Room should be equipped with adequate air ventilation system; floor should be carpet; and separate air-conditioning system should be installed for each room
- 2) Each room should have private bathroom
- 3) Kitchen or area for food preparation or distribution
- 4) Area for waste management purposes
- 5) Area is suitable for providing adequate security
- 6) Area for providing first aid
- 7) Area for administration and meeting purposes

### 2 **Delegation of duties and responsibilities** in establishing and operating state quarantine facilities, refer to the table provided in **Appendix B**.

### 3 **Procedure for registration to receive key room for check-in**

- 1) Registration area should be properly and safely provided and separate from that for staff operations.
- 2) As precaution, staff responsible for registration should wear gloves and face mask.
- 3) The path from parking lot to registration area and to the elevator should be as short and less contaminated as possible.

### 4 **Delegation of duties and responsibilities in quarantine facilities**

- 1) **Designate Incident Manager in frontline operations area in each state quarantine facility.**
- 2) **Operations and Administration Group**
  - i. Scope of responsibilities include registration, communication, provision of daily life necessities including foods, personal care items, as well as administrative issues, logistics, and accounting (if any).
  - ii. Operational guidelines as per **Appendix C**
    1. Registration to check into the hotel as per hotel's registration procedure, which is adjusted for this particular purpose and to ensure safety and security.
    2. Registration of travelers who have checked into the hotel used as state quarantine facility with Department of Disease Control (DDC) via this link:
- 3) **Security task group**
  - i. Scope of responsibilities include providing security to maintain order and security throughout the operations of the quarantine site both on its perimeter and inside the facility, if necessary.
  - ii. Ensure security and order inside the hotel and its perimeter during the travelers' check-in and stay by setting up a defense line, conducting security checks and monitoring the situations around the hotel in order to maintain around-the-clock security and order.
- 4) **Disease prevention and control task group**
  - i. Scope of responsibilities include screening for COVID-19 infection and daily symptom monitoring of quarantined travelers according to PUI criteria, providing counseling on infection prevention and control in support of activities in the quarantine site, as well as providing PPE for staff and swabs for specimen collection.
  - ii. Operational procedure
    1. Initial screening for symptoms suggestive of potential COVID-19 infection prior to check-in at state quarantine facility will take place on the first day upon travelers' arrival at the quarantine site.
    2. Daily screening will take place every day by taking body temperature of quarantined travelers and interviewing about symptoms they may experience during their stay in the facility.
    3. First collection of respiratory sample for COVID-19 testing in all



quarantined travelers will take place on Days 3-5 (preferably within the first 5 days of check-in). Specimen collection will be performed by local Healthcare workers and submitted for laboratory testing according to the guidelines for disease investigation and transported to the local laboratory approved by Department of Medical Sciences (DMSc), in the same manner as specimen collection and testing for close contacts.

4. Collect 2<sup>nd</sup> respiratory specimen for COVID-19 testing as per recommendation by the local disease investigation team. If lab results come back negative, travelers may be allowed to return home.

iii. Operational criteria

1. All travelers returning from other countries will have two respiratory samples collected for COVID-19 testing during their stay in state quarantine facility before they can be released. OR

2. In the event quarantined travelers develop any of the following symptoms, e.g. fever, cough, runny nose, sore throat, or shortness of breath, a medical unit stationed at the quarantine site should be notified immediately so that their symptoms can be evaluated.

3. If it has been determined by the medical unit that:

1) Patient has severe symptoms and requires hospitalization, PUI referral should be initiated by **coordinating with the Hospital Bed Management Center for Bangkok and Greater Bangkok areas (Rajavithi Center) at phone number 066-1252226 in order to identify destination hospital to have PUI admitted (once the destination hospital has been identified Rajavithi Center will notify Erawan Medical Emergency Center [under BMA Medical Services Department] who will be responsible for patient transportation). As for state quarantine facilities on other provinces, follow the procedures put in place locally.** In case where the patient needs to be admitted, the destination hospital should also notify the referring state quarantine facility.

2) If PUI experiences only mild symptoms, local health officials should be notified so that specimens can be obtained at the quarantine site for COVID-19 testing and wait for lab results.

i. In case of positive test, the patient should be

referred to receive treatment at the hospital per SOP put in place by local health authorities when a confirmed case of COVID-19 is detected locally.

- ii. If lab results come back negative the patient will continue to complete a 14-day mandatory quarantine. It is important that the patient's symptoms are regularly evaluated, if symptoms have not improved, local health authorities should be informed for further actions.

## 5) Medical care task group

- i. Scope of responsibilities include providing general medical care services and mental support to quarantined individuals and staff on duty at the quarantine site, monitoring symptoms of those under quarantine on a daily basis according to PUI definition, as well as securing medical supplies and equipment necessary for providing medical care services.
- ii. Operational procedure
  1. Infirmary is set up and maintained throughout the quarantine period and it should have staff on duty at all times to provide basic medical care to quarantined individuals who experience mild symptoms.
  2. Daily screening is performed by taking body temperature and interviewing those under quarantine.
  3. If necessary, tele-medicine system may be used to support provision of first aid/basic medical care and medical counseling is provided systematically in order to ensure effective management of public health workforce.
  4. In the event of severe cases **requiring hospitalization, first aid team at the quarantine site should notify Erawan Medical Emergency Center at 1669 or 1646 for further coordination with the emergency medical services system for medical emergency cases other than PUI for COVID-19 infection.** In addition, patient status should also be communicated to Erawan Medical Emergency Center and other health agencies involved to ensure proper arrangement is made.
  5. If any quarantined travelers are found to have mental health

problem, e.g. stress, or under pressure, or any psychiatric signs and symptoms, quarantine site staff should contact the psychiatric care system at 1323 to request appropriate support, for instance, Mental Health Crisis Assessment and Treatment Team (MCATT) may be called in to provide overall assessment or other mental health emergency teams may be sent in to provide assistance.

#### 6) Quarantine site environment and sanitation management task group

- i. Scope of responsibilities include waste management, monitoring and counseling on sanitation management.
- ii. Operational procedure: Hotel should provide a completely enclosed, environmentally friendly temporary waste storage area; work with waste management unit of each district or BMA to request support with respect to waste collection and disposal in the same manner as waste management for medical clinics in Bangkok area as per details below.

1. Cleaning schedule for guest rooms and communal spaces is communicated to quarantined travelers.
2. Clean the areas where there is frequent people traffic and frequently touched surfaces by mopping and scrubbing.

**Use of spray disinfectants is not recommended** as spraying of disinfectants, if not done properly and without appropriate personal protective equipment (PPE), will put cleaning staff at risk for infection.

3. In guest rooms, quarantined travelers will be asked to sort waste materials by themselves using opaque, chemical-resistant, durable, waterproof, and leakproof garbage bags and no more than two-thirds of its capacity should be used. Garbage bags must be tied using rubber bands which will be made available to quarantined travelers before collection and disposal. Waste materials should be sorted and disposed of as follows:

- 1) Potentially infectious waste (e.g. used tissue paper, sanitary napkins, spoon and fork, leftover food and its container) should be contained in a red garbage bag.
- 2) Other general, dry waste (e.g. snack bags, paper, coffee packets) should be discarded in a black garbage bag.
4. Collect and move waste material every day using a trash cart and using the path designated separately from other areas. Always

clean the cart after use.

5. As for black garbage bags, they should be dried in the sun and kept at the hotel's existing waste storage (of each hotel) and handled as per standard procedures.
6. Red garbage bags should be kept in the area designated specifically for infectious waste pending collection and disposal in the same manner as those from health facilities.

## **5 Preparations of facilities and equipment**

- 1) Responsible health authorities or local health officials prepare a registration book.
- 2) Certain hotel buildings or floors should be designated exclusively for quarantined travelers and each guest room must have a private bathroom. In addition, quarantined travelers will not be allowed to use other communal spaces of the hotel, except when registering for check-in, or when it is necessary. These communal spaces must be cleaned every 1-2 hours.
- 3) Travelers must self-quarantine themselves inside their room at all times during the quarantine period. If they want to leave the room for any reason, responsible health authorities or local health officials must be notified in advance.
- 4) Thermometers for taking body temperature, e.g. hand-held thermometers, non-contact infrared thermometers) should be made readily available and screening stations should be set up taking body temperature of quarantined travelers.
- 5) Station for cleaning and disinfecting luggage and personal items of travelers should be set up before entering the quarantine facility, using bleaching agent and water (ratio of bleaching agent to clean water 1:99).
- 6) Cloth face coverings or face masks and alcohol-based hand sanitizers should be made readily available at communal areas (e.g. main entrance, lobby, registration counter, in front of elevators, restaurants, stairs) and in front of guest rooms. These will be used by quarantined travelers, health officials and authorities from other agencies involved in the operations of state quarantine, as well as hotel staff, in order to reduce the risk of person-to-person transmission.
- 7) In each guest room, quarantined travelers will be provided with information brochure to keep them informed about recommended health practices, room cleaning schedule and procedure, and laundry and food services to be provided by the quarantine facility.
- 8) Adequate trash bags and rubber bands should be provided in each guest room so that guests can seal full trash bags using rubber bands. Each day guests will take

out sealed trash bags and leave them in front of their room at a scheduled time pending collection and disposal by cleaning staff.

- 9) Communications channel with local health authorities should be set up, e.g. by compiling a list of responsible health officials, contact number, so that necessary actions can be taken immediately in the following cases:
- i. In the event there is an urgent need for quarantined travelers to leave the quarantine site early;
  - ii. Quarantined travelers become ill or have medical emergency;
  - iii. In case quarantined travelers will need to be referred to receive medical care at health facility;
  - iv. In case of deaths;
  - v. In the event of suspected outbreak within the quarantine facility, or when health officials or authorities from other agencies working at the quarantine site, hotel staff, other hotel guests become ill.
- 10) **More details about operational procedures at lodging place or hotel, refer to Appendix C and guidance for cleaning and disinfecting non-health facilities, refer to Appendix D**, based on the guidelines issued by Department of Disease Control (DDC).

#### **6 Recommended practices for authorities working at the quarantine site and hotel staff**

- 1) Site authorities and hotel staff should always wear PPE while on duty. If they get sick, stay home and seek medical care at a local health facility. Inform healthcare provider of history of exposure to quarantined travelers to ensure proper diagnosis and treatment.
- 2) While on duty avoid coming into close contact with quarantined travelers by staying at least 1 meter apart from them.

#### **7 Travelers under quarantine shall strictly observe the following instructions:**

- 1) Mandatory 14-day quarantine for observation of symptoms starting from date of arrival in Thailand as Day 0 and the following day as Day 1 and until 14-day period is completed. Quarantined travelers will then be allowed to return home the following day.
- 2) Travelers under state quarantine will not be allowed to leave the quarantine site. In case where it is necessary for them to leave the place, quarantine site authorities should be informed.

- 3) Never spit (saliva, sputum, mucus) on the floor.
  - 4) Travelers under state quarantine are required to take their body temperature in the room by themselves, take a photo of temperature reading, and report it to health authorities via, for instance, LINE group or any other communications channels established during the registration process.
  - 5) When those under state quarantine experience one or more of the following symptoms -- e.g. fever, cough, sneeze, runny nose, sore throat -- health authorities at the quarantine site should be informed immediately.
  - 6) Always wash hands with running water and soap or rubbing hands with alcohol gel after coughing, sneezing, before meals, and after going to the toilet.
  - 7) Wash their clothing by hand every day or leave their used clothing in a container provided in front of their room so that they can be collected by hotel staff for laundry service (depending on whether or not laundry service is available at the quarantine facility).
  - 8) Dispose of trash in a trash can for infectious waste provided in front of their room.
  - 9) Please clean your room by yourself and discard waste materials in a trash can for infectious waste provided in front of their room. Additionally, hotel staff should also be assigned to periodically clean common spaces (e.g. 2-3 times a day).
  - 10) The authorities reserve the right not allow a face-to-face visit from relatives during the entire 14-day quarantine period. However, relatives will be allowed to leave personal items for those under quarantine. Relatives are requested not to bring foods and beverages for the quarantined travelers as foods and drinks will be prepared and served by the quarantine facility to ensure those under quarantine eat healthy, freshly cooked food.
  - 11) Relatives may bring personal/basic necessity items for those under quarantine only once a day. Appropriate time will be scheduled by the owner of the facility.
  - 12) Consumption of alcoholic drinks/beverages is not permitted at the quarantine site.
  - 13) Once travelers have completed a 14-day quarantine period, a certificate will be issued for them to present to relevant authorities when requested (**Appendix E**).
- 8 Operational procedure for health authorities and competent authorities from relevant agencies in the event close contacts attempt to leave the quarantine facility without permission**
- 1) Authorities should explain to close contacts by giving the reason and need for their being quarantined, including for the safety of their own and their loved ones.
  - 2) Work with security personnel at the quarantine site to prevent them leaving.
  - 3) Explain to them about applicable laws being enforced at that time and it is important that they comply with those laws.

- 4) Security personnel working at the quarantine site should wear appropriate PPE and deal with defiant close contacts in an appropriate manner depending on the level of defiance and resistance, following appropriate guidelines of security agencies involved.
- 5) Authorities at the quarantine site should explain to defiant close contacts according to mental support plan (**Appendix F**).

## 9 Mental support plans

According to standard operating procedure of Department of Mental Health (DMH), which is designed to provide mental support in state quarantine facilities, mental support and care will be provided to two different groups including a) quarantined individuals and b) authorities involved in the operations of state quarantine facilities. Following procedures will be followed.

### a. Quarantined individuals

1. Mental health support team reports to Incident Manager (IM) and IM is briefed on the task of the team.
2. Provide to quarantined travelers an initial screening for mental health problems (**Appendix F**) as follows: (Hotel staff responsible for maintaining LINE group communications will work with those under quarantine to schedule screening session)
  - High-Risk Population Identification Tool (BS4)
  - Stress Assessment Questionnaire (ST-5)
  - Depression Assessment Questionnaire (2Q)
  - Depression Screening Questionnaire (9Q)
  - Suicidal Ideation Assessment Questionnaire (8Q)

From Days 5 to 7 following check-in, mental health support team will provide necessary support and assistance depending on the severity of mental problems of each quarantine individual. Subsequently from Days 11 to 13, counseling will be provided to those under quarantine to prepare them to return to their family and community.

3. On Day 2 following check-in, mental health support team will send out communication materials about how to take care of mental health in the form of brochures, infographic recommendations, or video clips on how to deal with stress (hotel staff responsible for maintaining LINE group communications will work directly with those under quarantine).

4. Keep quarantined travelers informed of available communications channels so that they can use to voice their needs and request counseling on how to deal with stress via hotel staff responsible for maintaining LINE group communications so that mental health support team can provide help and support to individual travelers as appropriate.

5. Maintain 24/7 mental health support Hotline 1323 in case quarantined travelers/authorities need counseling on mental health.

**6. During their stay, if any quarantined individuals are found to have severe stress, increased risk for depression or suicide, or history of psychiatric disorder characterized by excessive crying, or violent, uncontrolled behaviors, and may potentially pose danger to others, in this case health personnel on duty should perform initial assessment by talking with them and documenting the incident before working with the MCATT Coordinating Center, Department of Mental Health (DMH), at phone number 081-8605943 so that further assistance can be provided.**

7. Upon being notified, the MCATT Coordinating Center, Department of Mental Health (DMH) will dispatch its mental health support team to the quarantine site in order to assess the individual. If it is determined that the individual with known/suspected psychiatric disorder needs immediate medical attention at a psychiatry hospital, the site Incident Manager should be informed accordingly and health personnel on duty/members of MCATT will proceed with case referral procedures via the emergency medical services hotline 1669. All actions taken should be properly documented.

**b. Health personnel/hotel staff on duty at the quarantine site**

1. Hotel staff members are provided with information and counseling on how to take care of their mental health.

2. Ensure that health personnel and hotel staff at the quarantine site stay informed about counseling services/hotlines available regarding mental health support.

3. Assess mental health status of health personnel and hotel staff working at the quarantine site in order to provide mental support, reduce stress and fatigue. If any of them is determined to be at risk of developing mental problem the mental health support team will initially provide counseling or provide assessment results to a psychiatrist of the team so that further assessment, diagnosis and treatment can be provided.



(Appendix A)  
Guidelines for Specimen Collection  
from Travelers under State Quarantine

**Preparation works**

- 1) Local health agencies where the quarantine facility is located will be responsible for the operations of quarantine site and specimen collection.
- 2) Develop information booklets intended for incoming travelers who will check into the state quarantine facility. The booklets, along with other documents, will be provided to incoming travelers on the date of arrival at the quarantine facility. The contents of the booklet are concerned with the reason and the need for specimen collection and the procedure to do so. Travelers should be informed that they will have respiratory specimens collected for COVID-19 testing and although test results come back negative, they are still required to complete a 14-day quarantine period at the state quarantine facility.
- 3) The 1<sup>st</sup> respiratory sample will be obtained from all quarantined travelers for COVID-19 testing around Days 3-5 following check-in (within the first 5 days) and the 2<sup>nd</sup> sample will be collected at the discretion of the local disease investigation team.
- 4) Preparation of necessary equipment and supplies including:
  - I. Appropriate personal protective equipment (PPE) needed for health personnel performing specimen collection and other relevant staff working at the quarantine site.
  - II. Swabs and VTMs/UTMs
  - III. Other materials and supplies, e.g. traveler ID/name stickers, zip lock bags, parafilm sheets, indelible marker pens, garbage bags
  - IV. Supplies for specimen shipments, e.g. Styrofoam boxes, ice packs, adhesive tapes for sealing the boxes
  - V. Specimen delivery form and a list of laboratory assessments requested (indicating Traveler ID issued by COVID-19 reporting system maintained by Department of Disease Control (DDC), specimen type, date of collection, list of tests, staff delivering specimen, and contact number)
  - VI. As of April 11, 2020, materials and supplies for specimen collection (swabs and VTMs/UTMs) will be dispensed to health agencies by either regional Offices of Disease Prevention and Control (ODPC) [in case of provinces] or Institute for Urban Disease Control (IUDC) [in case of Bangkok], while ODPC and IUDC will obtain those supplies

for the Logistics Task Group, Department of Disease Control (DDC). This procedure will remain effective until further notice.

#### 5) Specimen collection station

- Local health officials will make a decision on the area selected to serve as specimen collection point within the state quarantine facility by considering the number of staff who will perform specimen collection, infrastructure of the quarantine site, convenience to provide services, while taking into account the safety of staff and travelers who will have samples collected.
- ✓ Well-ventilated, open, indoor space with partitions to ensure privacy may be used as specimen collection station. Hand washing station with liquid soap should also be made available. At collection point, a transparent plastic partition with two holes for staff to perform the procedure should be erected in order to minimize contact between staff doing specimen collection and traveler having specimen collected.
- ✓ Positive-pressure specimen collection booth may also be used (if available).

#### **Specimen collection and shipment for laboratory testing and lab results follow-up**

- 1) Specimens should be collected following the guidelines for specimen collection implemented by Department of Disease Control (DDC).
- 2) Specimens should be shipped to the local laboratory approved and designated by Department of Medical Sciences (DMSc).
- 3) Enter the information of traveler from whom specimen has been obtained into the DDC COVID-19 reporting system. Quarantined Traveler ID will be issued and labelled on specimens submitted for laboratory testing.
- 4) Provincial Health Office (PHO) with jurisdiction over the quarantine site issue a specimen delivery letter and lab testing request to the laboratory performing the tests on the specimens. PHO will get reimbursed for lab testing fees from MOPH Permanent Secretary Office.
- 5) Responsible staff follow-up on laboratory results.
- 6) Upon request, health agency performing specimen collection may provide a copy of COVID-19 lab results to individual travelers, without disclosing lab results of other travelers.

Note: Specimen collection should be performed in compliance with the current version of the Guidelines for Surveillance and Investigation of COVID-19.

## (Appendix B)

## Delegation of duties and responsibilities in state quarantine site

Task	State Quarantine	POC (indicate name and contact number)
<ul style="list-style-type: none"> <li>▪ Frontline Incident Manager at State Quarantine Site</li> </ul>	Appointed by Ministry of Defense (MOD)	
<ul style="list-style-type: none"> <li>▪ TASK GROUP 1: Operations and Administration</li> </ul>	Hotel and MOD	
Registration and administration		
Communications within quarantine site		
Provision of basic items for daily activities		
Food and water for consumption		
Logistics and accounting (if any)		
<ul style="list-style-type: none"> <li>▪ TASK GROUP 2: Quarantine site security</li> </ul>	Armed Forces/security agencies	
<ul style="list-style-type: none"> <li>▪ TASK GROUP 3: Disease prevention and control</li> </ul>	BMA Health Department/IUDC/ODPC/PHO	
Screening/daily symptom monitoring	(Depending on agreement with local health authorities)	
Confirmatory laboratory testing		
<ul style="list-style-type: none"> <li>▪ TASK GROUP 4: Medical care and case referral</li> </ul>	Military medical units/local health agencies (May depend on agreement with local health authorities)	
Medical care for non-emergency cases		
Screening/daily symptom monitoring	(Depending on agreement with local health authorities)	
Coordination with local referral hospitals		
<ul style="list-style-type: none"> <li>▪ Coordination with referral hospitals in Bangkok and Greater Bangkok areas</li> </ul>	BKK hospital bed management center (Rajavithi Center)	
<ul style="list-style-type: none"> <li>▪ Case referral coordination</li> </ul>	1669 or PHOs	
<ul style="list-style-type: none"> <li>▪ TASK GROUP 5: Environmental management</li> </ul>	BMA/local administration organizations in each province	
Waste/wastewater management		
Pest control		
<ul style="list-style-type: none"> <li>▪ TASK GROUP 6: Mental support</li> </ul>	BMA/local health agencies	

## Appendix C

## Operational Guidelines for Staff Members of the Hotel Serving as State Quarantine Facility

Activities	Operational Procedures	Personal Protective Equipment (PPE)/Supplies	Responsible Staff
<ul style="list-style-type: none"> <li>- Registration</li> <li>- Room key distribution</li> <li>- Communications of health practices (video clips sent via LINE App)</li> </ul>	<ul style="list-style-type: none"> <li>- During registration, hotel staff will take photo of traveler's passport and national ID card and they will be kept as record. Registration documents will be handed to travelers upon arrival at the airport.</li> <li>- Key rooms are distributed to travelers. They will be also provided with health practices materials and instructions to follow during the quarantine period.</li> <li>- QR code for LINE group is posted at the registration desk for download by travelers. This LINE group will be used as communications channel between hotel and guests (travelers).</li> <li>- Guests will be asked to wear face mask at all times, except when eating or resting. They will be reminded to stay at least one meter part from others.</li> </ul>	<ul style="list-style-type: none"> <li>- Hand sanitizer</li> <li>- Face masks</li> </ul>	Receptionists
<p>Provision of meals (breakfast, lunch, dinner) and personal care items to quarantined travelers. Room services and collection of personal items and food left by relatives will be communicated online.</p>	<ul style="list-style-type: none"> <li>- Table will be placed in front of each guest room. Meal or personal items set will be put in the guest room prior to guest arrival.</li> <li>- Each day, meals will be placed on the table in front of each guest room and guests (quarantined travelers) will be contacted via internal phone to pick up the meals. The same procedure applies to room services delivery and personal items or foods from relatives or visitors.</li> <li>- After meals or personal items have been picked up by guests, hotel staff will clean and disinfect the table or that service area using a mixture of water and detergent or 70% alcohol.</li> </ul>	Cloth face coverings or face masks for hotel guests (quarantined travelers)	Hotel staff

Activities	Operational Procedures	Personal Protective Equipment (PPE)/Supplies	Responsible Staff
Food prepared and served following food hygiene practices	<ul style="list-style-type: none"> <li>- Ensure single-use food containers are used.</li> <li>- Guests must eat in their room only. Restaurant, fitness, and swimming pool will not be available during the quarantine period to prevent a large gathering of people.</li> <li>- Electric water boiler should be provided in guest rooms for tea and coffee making.</li> </ul>	<ul style="list-style-type: none"> <li>- Head cap</li> <li>- Apron</li> <li>- Gloves (if available)</li> <li>* Taking into account food hygiene practices</li> </ul>	Food preparers
Room cleaning service	<ul style="list-style-type: none"> <li>- Bed linen (sheets and pillowcases) will be provided in guest rooms for guests to change by themselves. This procedure will be communicated to guests upon check-in (video presentation on how to change bed linen will be given).</li> <li>- When the room is cleaned by housekeeper, the following procedures must be followed:               <ol style="list-style-type: none"> <li>1) Housekeeper should wear appropriate PPE.</li> <li>2) Housekeeper opens the doors and windows.</li> <li>3) Flush the toilet with toilet lid closed and then pour toilet cleaner into the toilet bowl and <b>turn on ventilation fan.</b></li> <li>4) Clean and scrub closet, desk, minibar or other in-room amenities and appliances using 70% alcohol.</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>- Face masks</li> <li>- Head cap</li> <li>- Waterproof gown</li> <li>- gloves</li> <li>- Cleaning agent (5,000 ppm bleaching agent)</li> <li>- Trash bags</li> <li>- New bed linen</li> <li>- New personal item set</li> </ul>	Housekeeper <b>Note:</b> Hotel should work with waste collection company to schedule time for collection of infectious waste.

Activities	Operational Procedures	Personal Protective Equipment (PPE)/Supplies	Responsible Staff
	<p>5) Remove bed sheets by folding away from housekeeper. Do not flap or shake off dust from bedsheets as it can potentially disperse microorganisms or dust.</p> <p>6) Put used bed sheets/linen in a container and send it to laundry service company. Washing and cleaning process must use detergent and subject to temperature of 71 °C for 25 minutes.</p> <p>7) <b>Turn off ventilation fan</b> and clean the bathroom.</p> <p>8) Collect trash by folding the mouth of trash bag away from housekeeper. General waste, e.g. plastic bags, food containers, should be placed in black trash bag. Used face masks or tissue paper contaminated with mucus, saliva, respiratory secretions, must be contained in red garbage bag for infectious waste.</p> <p>9) In case where technician or housekeeper needs to provide in-room services, guests will be informed in advance. They will be asked to maintain as much distance as possible when technician or housekeeper is in the room.</p>		
Cleaning of air-conditioners in guest room	<p>- Air filters should be replaced as per following steps:</p> <p>1) Technician start removing air filters from inside A/C, maintaining removed air filters in an upright position.</p> <p>2) Soak air filters in a basin containing water and detergent. Thoroughly clean the filters while keeping them under water.</p> <p>3) Cleaned air filters are placed in direct sunlight.</p>	<ul style="list-style-type: none"> <li>- Face masks</li> <li>- Gloves</li> <li>- Coverall</li> <li>- Goggles/face shield</li> <li>- Basin containing water and detergent</li> </ul>	<p>A/C technician</p> <p><b>Note:</b> In case guest in the room is referred to hospital as he/she has met COVID-19 PUI definition, no new guest should be allowed to stay in the room for one day until it is cleaned and disinfected on the following</p>

Activities	Operational Procedures	Personal Protective Equipment (PPE)/Supplies	Responsible Staff
			day.
Providing security to guests and directing traffic	<ul style="list-style-type: none"> <li>- Provide security to guests (quarantined travelers). No visitors/outsideers will be allowed in the quarantine facility.</li> <li>- If necessary, make sure visitors always rub their hands with hand sanitizer and properly wear face mask before entering the quarantine facility.</li> </ul>	Face masks	Security guards
Service counter staffed by medical and healthcare personnel	<ul style="list-style-type: none"> <li>- Desk/counter for quarantined travelers to report their daily body temperature or symptoms. Alternatively, online reporting system may also made available for quarantined travelers to report their temperature and symptoms.</li> <li>- Station for specimen collection and providing basic medical care.</li> <li>- Avoid performing aerosol-generating procedures.</li> </ul>	<ul style="list-style-type: none"> <li>- Hand sanitizer</li> <li>- Face masks/N95 respirator</li> <li>- Isolation gown</li> <li>- Goggles</li> <li>- Face shield</li> <li>- Head cap</li> </ul>	Medical and healthcare personnel

## Appendix D

### Guidelines for Cleaning and Disinfecting Non-Health Facilities during COVID-19 Pandemic

Department of Disease Control  
27 February 2020

#### 1. Cleaning agents and disinfectants

As viruses can linger on environmental surfaces for 1-3 days it is therefore important that surfaces potentially contaminated with novel coronavirus 2019 (COVID-19) be cleaned and disinfected using effective commercially available disinfectants as follows:

- 1) Bleaching agent that can be used for cleaning surfaces with the mixture proportion as follows:
  - a. Surfaces in general, proportion of diluted bleach to water is 1:99 (0.05% concentration or equivalent to 500 ppm)
  - b. Surfaces contaminated with patient's mucus, saliva, secretions, e.g. bathroom, toilet, use a mixture of 1 part of diluted bleach and parts of water (0.5% concentration). Contaminated surfaces should be soaked with the mixture and left for at least 15 minutes.
- 2) Steel surfaces can be cleaned and disinfected using 70% alcohol.
- 3) Fabric surfaces potentially contaminated with novel coronavirus 2019 (COVID-19), e.g. clothing, curtains, bed linen, should be properly cleaned before reuse. These fabrics should be cleaned using household detergent and 70 °C water.

#### 2. Procedure for cleaning surfaces potentially contaminated with COVID-19 in non-health facilities

- 1) Before cleaning and disinfecting, the area should be sealed off to prevent other people from being exposed to the contaminated surfaces.
- 2) Cleaning staff should wear appropriate personal protective equipment (PPE) while cleaning and disinfecting contaminated surfaces. If gloves are damaged or leaked replace them with new ones immediately. Dispose of disposable PPE immediately after cleaning is done. Goggles should always be disinfected after use. Properly wash hands with soap and running water after removing PPE.
- 3) Cleaning equipment with handle should preferably be used in order to minimize direct contact with the surfaces.
- 4) Keep the doors and windows open to improve ventilation when disinfectant or bleach is being used.
- 5) Clean and disinfect the floor using disinfectant or bleaching agent.
- 6) Clean and scrub frequently touched surfaces (e.g. buttons, stair handrails, doorknobs, hand rests, back rests, desks, remote controls, keyboards, light switches, etc.) and keep doors and windows open to improve ventilation.



- 7) Clean the bathroom and sanitary ware and bathroom surfaces by soaking them with bleaching agent and leave it for 15 minutes. Then clean the color one more time using detergent or bathroom cleaner.
- 8) Depending on the material of the surfaces, clean and rub potentially contaminated surfaces using bleach or 70% alcohol.
- 9) Wash curtains/blankets in hot water using detergent and 70 °C water for at least 25 minutes.
- 10) Dispose of cleaning tools made from fabrics and absorbents, e.g. mops, cleaning cloths, after use. Always wear rubber gloves while disinfecting each area. Discard used cleaning tools in a trash bag for infectious waste and properly seal the bag.
- 11) Disinfect reusable cleaning tools by soaking them in bleaching agent solution.
- 12) Clean buckets by soaking them in bleaching agent solution or hot water.
- 13) Use damp cloth to clean the surfaces. Do not spray the surfaces as it will cause aerosols of sputum, mucus, and saliva left on the surfaces. Avoid causing aerosols when cleaning and it is recommended that the floor or other horizontal surfaces be cleaned by continuously mopping or scrubbing.
- 14) Once the cleaning is done, avoid using the cleaned area for one day on the following day.
- 15) Ensure that infectious waste materials are disposed of properly.

### **3. Personal protective equipment (PPE) for cleaning staff**

1. Cleaning staff should wear disposable rubber gloves, disposable, long-sleeve plastic gown, goggles or face shield, and surgical mask.
2. While cleaning, avoid touching the eyes, nose and mouth.
3. If the gloves are damaged or leaked, immediately remove and replace them with new ones.
4. After cleaning is completed and after removal of each PPE, immediately wash hands with running water and soap.

### **References:**

- <https://www.ecdc.europa.eu/sites/default/files/documents/coronavirus-SARS-CoV-2-guidance-environmental-cleaning-non-healthcare-facilities.pdf>
- <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines-fro-environmental-cleaning-and-disinfection>

Appendix E



Sample Inter-provincial Approval Letter

Prepared at..... Date.....Month.....Year .....

This is to certify that (full name)..... Personal ID No/Passport No..... Age.....years Nationality.....Residing at House No.....Village Group No.....Alley..... Road.....Sub-district..... District..... Province ..... will have to make an essential travel from.....province to.....province. as [ ] the individual has completed a quarantine/isolation period as required by health authorities and he/she would like to return to his/her permanent place of residence.

[ ] Other essential travel (specify)..... As determined by health officials/other relevant competent authorities as essential travel and the individual has passed medical clearance and test results has indicated that he/she is free of COVID-19 infection and is therefore fit for travel.

Authorities assigned by MOD/RTP/MOI, e.g. district chief, kamnan, village head/local administration organization officials, e.g. from TAO, Municipality, BMA district director

Signature..... (.....)

Title .....

Signature..... (.....)

MOPH-affiliated officials, e.g. from health promotion center, community/general/regional hospital, DHO, PHO, ODPC, IUDC

Title .....

Conditions:

- 1. This certificate is intended to be presented to competent authorities/security officials at road checkpoints, bus terminals, and train stations, solely for the purpose of inter-provincial travel. 2. This individual should wear cloth face covering or face mask at all times during his/her travel. 3. Upon arrival at destination province, the individual is required to comply with screening, disease prevention and control measures put in place by the province.



Sample  
Certificate for presenting  
to employer/parties concerned

Prepared at.....  
Date.....Month.....Year .....

This is to certify that (full name).....  
Personal ID No/Passport No..... Age..... Years  
Nationality.....Residing at House No.....Village Group No.....Alley.....  
Road..... Sub-district..... District..... Province.....,  
who was required by disease control officials to be Quarantined Isolated Kept for observation  
according to the Order No.....dated.....  
from (dd/mm/yyyy) ..... to (dd/mm/yyyy) .....  
for the duration of ..... days.

As the individual has completed the quarantine/isolation/observation period as required by the officials and medical assessments performed on the individual indicates that he/she is healthy and has tested negative for COVID-19, the individual will therefore be able to resume his/her routine work, activities or perform his/her duties as usual.

Authorities assigned by MOD/RTP/MOI, e.g.  
district chief, kamnan, village head/local  
administration organization officials, e.g. from  
TAO, Municipality, BMA district director



Signature.....  
(.....)

Title.....

MOPH-affiliated officials, e.g. from health  
promotion center, community/general/regional  
hospital, DHO, PHO, ODPC, IUDC



Signature.....  
(.....)

Title .....

Conditions:

1. This certificate is intended to be presented to employer/parties concerned to indicate that the individual has complied with the quarantine order given by disease control officials and he/she has completed the quarantine period.

2. This certificate may not be used to confirm that the individual is free of COVID-19 infection or not at risk of contracting COVID-19, or for any other purposes, after the individual is no longer under the quarantine.

**Note:** Certificate is available for download at the link provided below for those who have complied with quarantine, isolation, observation order given by disease control officials and completed the quarantine, isolation, or observation period. This certificate is intended to be presented by the individual to parties concerned and for the purposes of essential inter-provincial travel.

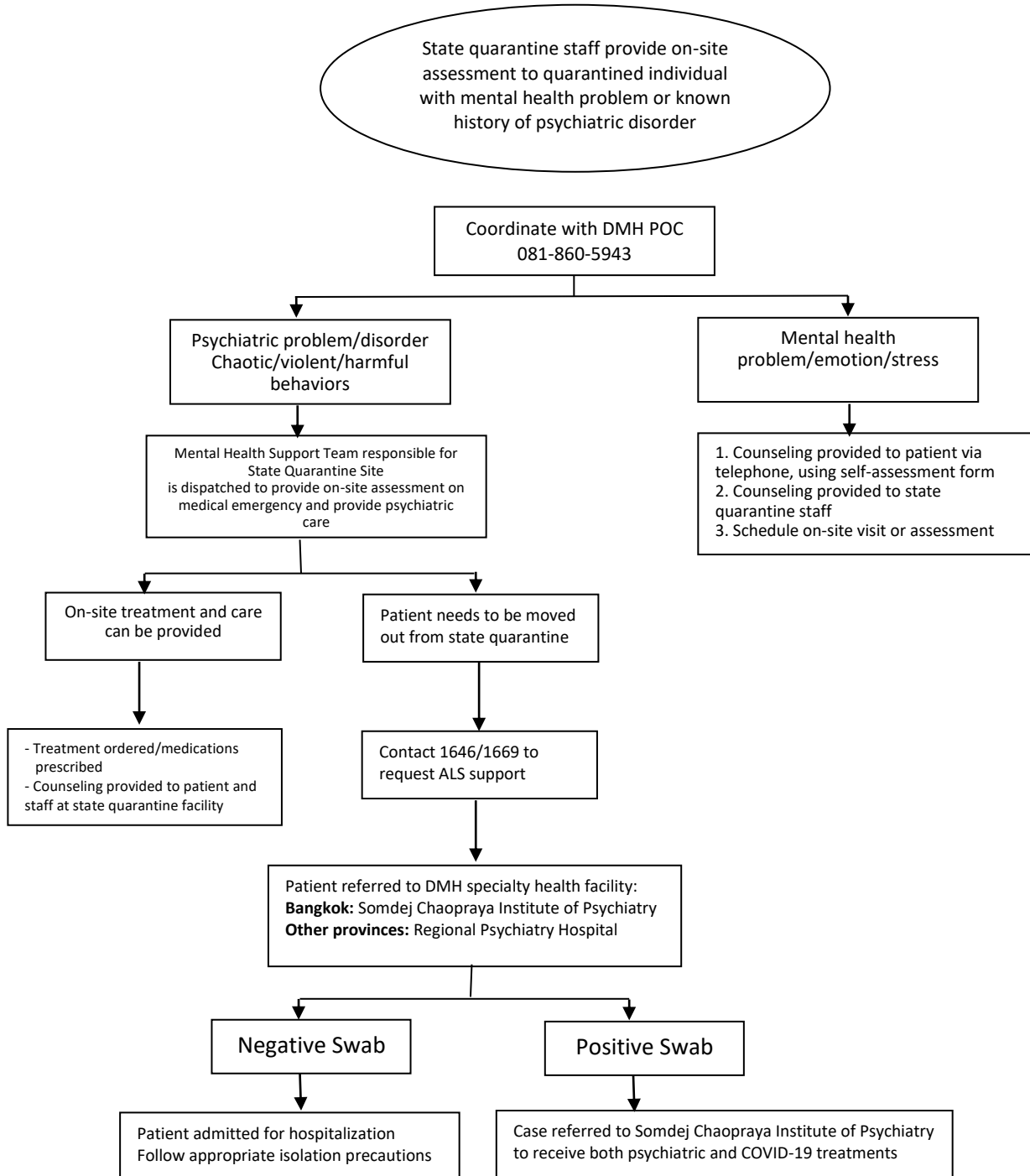
<https://drive.google.com/drive/folders/1zufz514kx7gFQZm6kXe0MgZ7kLTLkyuh?usp=sharing>



## Appendix F

### Department of Mental Health (DMH)

#### State Quarantine Mental Health Support Task Group



### Appendix G

Media Contents	Description	Website/Date Shared
5 useful tips for stress-free self-quarantine	(video clip)	Video clip downloaded and shared on LINE group on Apr 13, 2020
Brochure on how to take care of mental health for those providing mental health support (Department of Mental Health)	Guidance and understanding of self-care	Submitted to state quarantine staff on Apr 13, 2020
Brochure on how to take care of mental health during COVID-19 crisis (Mental Health Center 13)	Guidance for taking care of your mental health	Submitted to state quarantine staff on Apr 14, 2020 for sharing with quarantined travelers on LINE group
5 five useful tips for taking care of yourself in the fight against COVID-19 (Department of Mental Health) (length 1.30 min)	(video clip)	Video clip downloaded and shared on LINE group on Apr 15, 2020
Three steps for practicing meditation to reduce stress and diseases	(infographic)	Shared on LINE group on Apr 16, 2020
Thailand can move forward if we are mentally sound.	(video clip giving moral support to one another to get through this crisis)	<a href="https://www.facebook.com/THAIDMH/videos/">https://www.facebook.com/THAIDMH/videos/</a> Video clip downloaded and shared on LINE group on Apr 17, 2020

Media Contents	Description	Website/Date Shared
Tips for happy home quarantine	(infographic)	Shared on LINE group on Apr 18, 2020
Don't give up!	(infographic)	Sent to Khun To on Apr 18, 2020
How to breathe to reduce stress! By Thai Health Promotion Foundation (length 5 min)	(video clip)	Video clip downloaded and shared on LINE group on Apr 19, 2020
Taking care of your mental health while working from home	(infographic)	Shared on LINE group on Apr 20, 2020
Practicing meditation to reduce stress and prevent diseases (Department of Mental Health; Length 2 min)	(video clip)	Video clip downloaded and shared on LINE group on Apr 21, 2020



Media Contents	Description	Website/Date Shared
Five useful tips for taking care of mental health of staff members	(infographic)	Sent to Khun To on Apr 21, 2020
Six useful tips to reduce stress before bedtime	(video clip)	Video clip downloaded and shared on LINE group on Apr 22, 2020
Useful tips for taking care of your mental health during home quarantine	(infographic)	Shared on LINE group on Apr 23, 2020
Useful tips to reduce muscle stress (Siriraj) (length 5 min)	(audio clip)	Audio clip downloaded and shared on LINE group on Apr 24, 2020
Useful tips for taking care of your mental health during COVID-19 crisis	(infographic)	Shared on LINE group on Apr 25, 2020
Music therapy techniques (Siriraj) (length 10 min)	(video clip)	Video clip downloaded and shared on LINE group on Apr 26, 2020

Stress self-assessment form is available for download from the link and QR code provided below.

แบบประเมิน

Link :

<https://docs.google.com/forms/d/e/1FAIpQLSdgKHx4kQhdXVBN8jKRPHUod03ETPCVKPtlI281J4bAk2tnAg/viewform>

QR code:



## Appendix H

Before being allowed to return home many may feel a bit relieved as the situation has now improved. But some may remain concerned whether they are still at risk of getting sick and it is likely to remain affected by the experiences during the quarantine period, e.g. feeling irritated, depressed, anxious, fearful, etc. And from now on, once you all are released from the quarantine site, most will be met with delight and jubilation from their friends and relatives. However, some will be subject to ridicule and discrimination due largely to concern that you may still carry the viruses. Please rest assured that the information provided by the Ministry of Public Health (MOPH) is reliable and disease surveillance and control measures put in place during the quarantine period at the state quarantine facility meet international standards.

The best way now is to carefully study COVID-19 from reliable sources so that you can tell your relatives and people around you that you have well passed an incubation period of the virus and remained healthy. So everyone can rest assured that you are carrying no viruses. If you are under stress, what would you do to deal with it? It is not unusual if you are experiencing stress after the crisis like this. Following are some useful tips to help reduce stress:

- Return to lead a normal life as much as you possibly can.
- Try to think positively and build mental strength in order to prove your resilience.
- Share your thoughts and opinions with people around you.
- Engage in fun or recreational activities in order to forget unpleasant experiences in the past. These include doing exercise, listening to music, playing musical instruments, enjoying hobbies, planting trees, saying prayers, practicing meditation, practicing breathing techniques to reduce stress, etc.

- If you are experiencing severe stress to the extent that your daily life activities have been affected, for instance, insomnia, irritability, altered appetite, inability to manage daily life activities, or increased alcohol or drug abuse, please contact your Healthcare provider, or call DMH Hotline 1323 for assistance.

### **How to respond to reactions from people around you who may be teasing and discriminating against you**

Having been through state quarantine may lead to some forms of social stigma. Despite being subject to any forms of bullying or discrimination, the key to getting through

this difficult situation is to refrain from violent reaction or confrontation. But it is important not to let this unpleasant incident to repeat by following these useful tips.

- Tell “them” to stop bullying behavior and let them know how bad you feel when getting bullied.
- Ignore those who like to bully or tease others. This is because these people essentially have the intention to draw some kinds of reaction of the bullied. But if we pay no attention to what they are doing or saying, they may eventually reduce or give up the behavior.
- Boost self-confidence by telling yourself that you have been through difficult situation during the state quarantine period and you have been determined to be disease/virus free. Self-confidence will help you feel more confident and make it less likely for you to fall victim to bullying.
- Never respond by use of force because this is going to escalate the situation even further.