



**Ministry of Health and Indigenous Medical Services**

**Workplace guidelines on prevention of COVID-19  
in workplaces**

**20<sup>th</sup> May 2020**

**Directorate of Environmental Health, Occupational Health and Food Safety**

# Contents

1. Government and Private Officers
2. Manufacturing Industry
3. Building and Construction Industry
4. Government and Private Banks
5. Postal services
6. Public Transport – Buses and Trains
7. Public Transport – Taxi and Three Wheelers
8. Economic Centers
9. Universities
10. Hospitality Industry (Hotels and resorts)
11. Restaurants and eateries
12. Supermarkets
13. Barber salons and Beauty Salons
14. Shops (Textile)
15. Communication Shops and Book Shops
16. Open markets
17. Garage and Vehicle Service Centers
18. Tailor Shops
19. Groceries and Small Boutiques
20. Poultry farms/piggeries
21. Street Venders
22. Mobile Food Venders
23. Events (Weddings funerals etc.)
24. Solid waste Handlers
25. Betting centers

## 2. Possible methods of transmission in work settings

The transmission of the disease could happen by the following 3 ways.

**Droplets** – The virus can be transmitted by breathing infected droplets. Droplets can be produced during coughing or sneezing or even by exhales from infected persons. These droplets can travel up to a distance of 1m.

**Direct** – Person to person transmission by direct contact with an infected person. (Eg: hugging, shaking hands). The virus can enter the body through nose, mouth or eyes.

**Indirect** – When an infected person coughs, sneezes or exhales, droplets of infected fluid may get released and contaminate nearby surfaces and objects, such as desks, tables, telephones, computers etc. An uninfected person may come in contact with the virus by touching these surfaces and then touching their eyes, nose or mouth.

## 3. General Preventive Measures

Measures in this section apply to most work settings. All workers and employers need to adhere to these recommendations in order to arrest any possible transmission of COVID-19 infection

### 3.1 Workplace COVID-19 preparedness and response plan

All employers are advised to develop a COVID-19 Preparedness plan; considering the level of occupational exposure of employees, the individual risk factors and other recommended good practices mentioned in this guideline. This will not only enable the prevention/ control of the spread of infection but will also prevent panic situations in the event of detecting a suspected case.

Plan should consider and address the level of risk associated with the worksites and job tasks workers perform at those sites. Such considerations may include:

- Where, how, and to what sources of COVID-19 might workers be exposed such as the general public, customers, and coworkers sick individuals or those at particularly high risk of infection (e.g., international travellers who have visited locations with widespread sustained (ongoing) COVID-19 transmission.
- Non-occupational risk factors at home and in community settings
- Workers' individual risk factors (e.g., older age, presence of chronic medical conditions, immune compromised conditions, pregnancy, smokers)
- Controls necessary to address those risks.

All workplaces should identify a suitable focal point (a nursing officer, a safety officer, Human Resource Manager or any officer found to be suitable and responsible for the position) to monitor the control activities implemented against COVID-19 infection and to provide necessary guidance in case of queries.

A specific isolation room preferably with an attached bathroom/toilet has to be identified in the workplace in advance, to transfer workers suspected of having COVID-19 infection. It should be one that can be disinfected when necessary.

### **3.2 Following categories of workers should not report for work.**

- Those having fever, with or without acute onset respiratory symptoms such as cough, runny nose, sore throat and/or shortness of breath.
- Those who have had contact with suspected or confirmed case of COVID-19 for the last 14 days.
- Those who are quarantined for COVID-19.

The employer should ensure that if a sick person reports for work, he/she is sent back home immediately. Follow the steps mentioned in section 3.8 below if that individual is suspected of having COVID-19 infection.

### **3.3 Respiratory Etiquette & other health measures**

#### **Hand Hygiene**

Anyone entering the premises (both visitors and staff) should wash their hands with soap and water before entering. (Foot operated tap is the best for the wash basin).

Alternatively hand rubbing with alcohol based hand rub (minimum 70% v/v Alcohol) can be adopted. Practice hand sanitizing frequently while working.

Disinfecting chambers are not recommended. Use the hand sanitizer after using the finger print scanner. Finger print scanner shall be disinfected before and after each shift.

Additional optional measures are to have a foot bath (with 0.1% Sodium hypochlorite solution) at the entrance or remove shoes at the entrance and provide a separate set of shoes to be used inside the premises.

#### **Checking the body temperature**

Conduct temperature screening of all the staff/supporting staff/clients/visitors at the time of entrance to the premises. Any person recording a temperature above 98.40F or 370C should be re-checked after 10-15minutes of rest. If positive for second time sent him/her back and advised to seek medical advice. A non-contact medical grade thermal scanner is preferred. Keep a daily record of such workers.

#### **Keeping Distance**

Keep a distance of one meter between everyone at all times (while working, meetings, canteens etc.)

#### **Wearing face masks**

All workers shall wear masks properly while on duty. They should refrain from touching the mask or their faces, while wearing it. After removing the mask, it has to be discarded into a pedal operated closed bin and hands should be washed subsequently. There should be minimal handling of the mask when removing. Avoid touching the face at all times.

#### **Covering coughs and sneezes**

Encourage respiratory etiquette, including covering coughs and sneezes. Coughs and

sneezes have to be covered by the inner side of elbow or sleeve. In a situation where this is not possible a tissue can be used to cover the nose/ mouth, provided the tissue is discarded into a closed bin and hands washed thereafter.

### **Reduce direct and indirect contacts with people**

- Discourage workers from using other workers' mobile phones, pens and other common telephones, fax machines, desks, or other work tools and equipment, whenever possible. If any object has been shared it must be cleaned with soap and water or with minimum 70% v/v alcohol based sanitizer.
- Advise staff to minimize direct verbal communication between co-workers and use alternative methods (Public address system, intercom etc.) to provide instructions to workers and staff members. Discourage workers from shaking hands/hugging and adopt other non-touch techniques of greeting.
- Use the hand sanitizer after using the finger print scanner. Finger print scanner shall be disinfected before and after each shift. If possible revert to non-touch methods such as Near Field Communication (NFC) for recording of attendance of staff.
- Doors should be kept open between sections to reduce unnecessary handling by the workers.

### **Encourage workers to maintain good personal health and hygiene by practicing the following.**

A balanced diet

Drinking adequate amounts of clean water

Regular physical exercise

Abstain from unhealthy habits such as smoking and consuming alcohol

### 3.4 Cleaning and disinfecting surfaces

Maintain regular housekeeping practices, including routine wiping/cleaning and disinfecting of frequently touched surfaces, equipment, and other items in the work environment.

After cleaning by damp dusting/wet mopping or washing with soap and water or a general-purpose detergent,

All metal surfaces shall be disinfected with minimum of 70% v/v alcohol solution.

All non-metal surfaces be disinfected with 0.1% sodium hypochlorite solution.

The door knobs/handles shall be cleaned and disinfected before every shift and every three hours. Floors, office equipment and furniture shall be cleaned with disinfectant a minimum of twice a day. (Or after every shift in places where there are shift duties.)

Strip door curtains should be avoided and if they are absolutely necessary they should be cleaned and disinfected 3 times a day as described above.

### 3.5 Instructions for the staff at any service counter

- Always wear a mask. (Mask should be worn securely and properly and should not be touched thereafter until it is removed)
- Keep a minimum distance of one meter from the customer **or alternatively** have a blind/glass/plastic shield in front of the counter leaving a space at the bottom to carry out transactions.
- There shall be minimum handling of cash. (Ask for a credit/debit card). When using the credit/debit card ask the customer to insert it and also to remove it from the machine.
- The officer in the counter should not share the pen used to sign the documents (The customer should use his/her own pen). In case the customer does not carry a pen he may use the pen of the cashier but it should be disinfected immediately afterwards (Please

refer section 3.4).

- Keep an alcohol based hand sanitizer by the side (one per each person in the counter) and use it as frequently as possible or alternatively wear gloves (Gloves should never be re- used and must be disposed into a closed bin when the duty shift is over).
- Avoid sharing documents, pens, stapler machines etc. between officers in the counters. If shared disinfect the before and after sharing.
- Disinfect all equipment like pens, stapler machines and punctures before starting the shift if they had been used by another officer in the previous session.

### **3.6 Guide for meal rooms and canteens**

- Lunch breaks and tea breaks to be given in batch-wise manner to prevent crowding the canteen.
- The minimum distance of one meter is to be maintained among persons in the canteen and the furniture should be arranged to encourage this.
- Avoid sharing glasses, plates and other utensils during meals.
- Meals/food/ beverages served in buffet style must be served by dedicated person(s). Customers should not be allowed to serve themselves as it leads to cross contamination.



### **3.7 Transport of workers**

**If workers are provided with transport the following special precautions are to be taken.**

Vehicles should be cleaned and disinfected (the seats, all handles, Interior door panel, windows, locks, exterior door handles, poles, etc.) before transport of passengers to prevent possible cross contamination.

Arrange a vehicle with an appropriate seating capacity according to the number of workers to enable them to maintain the at least 1 meter distance inside the vehicle, once seated.

A designated officer must be present to open and close doors of the vehicle for passengers.

The passengers must refrain from handling the doors.

All workers must wear masks while being transported.

### **3.8 Special advice in case of detecting a suspected case at the workplace**

In the event of detecting a suspected case in the workplace, seek assistance from hotline 1390 and follow the instructions given or alternatively transfer the worker to the nearest government hospital, by ambulance. *Suwasariya* ambulance service can be contacted by dialing 1990.

The suspected worker should continue to wear a mask and kept in isolation and all relevant precautions should be taken to limit the spread of the disease, until transfer to hospital. If this person tests as positive the health authorities will visit the facility and will instruct on further preventive measures.

### **3.9 What needs to be done on returning home from workplace.**

Upon returning home before entering the house,

Wash your hands thoroughly with soap and water.

Remove the clothing and shoes/slippers and leave them outside, and wash them

before taking inside or wearing them again.

Leave all your belongings outside. If any item is taken inside the house, either wash it with soap and water or disinfect with alcohol sanitizer. (This applies to your mobile phone, spectacles, wrist-watch etc.)

Enter the house only after a bath.

### **3.10 Safety of cleaning staff**

While on cleaning duty all staff shall wear the appropriate protective gear. (Face masks, impermeable aprons, gloves etc.)

They should wash or sanitize their hands thoroughly after each encounter (after cleaning each room, wash room, front desk, sales counter etc.)

Those who handle waste of suspected or confirmed case of COVID-19 should wear the full protective gear.

They also should maintain one meter distance with each other at all times and the management need to look into this as the resting places of this category of staff are usually congested.

After each cleaning session all cleaning utensils and cloths shall be thoroughly washed and disinfected as per section 3.3 above and dried in the dryer or under hot sun for about 30minutes.

Washing and bathing facilities shall be provided to the cleaning staff.

They should be regularly educated and updated of the importance of their duty, the new guides and protocols and their safety as well.

Cleaning staff should be regularly educated and updated of the importance of their duty, the new guides and protocols and their safety

Instruction to be followed by cleaning staff should be clearly displayed in languages they understand.

### **3.11 Responsibilities of the Management**

Depending on the requirement, personal protective equipment (PPE) such as gloves, goggles, face masks, gowns or aprons (when appropriate), must be provided to the employees and they should be encouraged to wear them, according to recommendations.

All workers in the facility have to be permanent or traceable staff of the factory. Their names and addresses must be documented in a register. Refrain from employing temporary workers during this period.

Improve ventilation in workplaces and where feasible install air filters. Where air conditioners are not used leave the doors open.

Restrict large gatherings. Avoid in-person meetings as much as possible. Alternative methods of communications like video conferencing are recommended.

If an in-person meeting is essential, minimize the number of attendees. Pre-order sufficient supplies and materials, including tissues and hand sanitizer for all participants.

Different modes of working (through e-mails, teleconferencing etc) to be employed to minimize physical contacts.

Ensure that all masks, gloves head covers etc. shall not be re-used and shall be securely disposed.

Disposal of waste shall be carried out as per the guidelines routinely followed except for the waste of suspected persons which has to be managed in accordance with the guidelines on waste management (Interim guideline for management of solid waste generated by households and places under self-quarantine due to COVID-19 outbreak), issued by the Ministry of Health. All cleaning staff should be given training on the correct procedure of waste management. They should be provided with suitable PPE, including industrial gloves and provided with adequate facilities for hand washing with soap and water.

All toilets have to be maintained in a hygienic manner. Where feasible the main entrance to the toilet unit can be kept open. Hand washing facilities with soap and water is to be provided outside the toilets, to wash hands after leaving the toilet. It must be noted that the door handles of toilets are to be cleaned and disinfected as mentioned in section 3.3.

Educate and train all workers on COVID-19 infection, risk factors and protective behaviors (e.g., cough etiquette and care of PPE and to follow the instructions in section 3.2 of this document).

Posters and health education messages to be displayed to encourage workers to comply with given instructions.

## 4. Guidelines for Specific Settings

### 4.1 Government and Private Offices

**Following measures are to be adopted in addition to the general measures described in section 3 above.**

- Head of the institution shall develop a COVID– 19 preparedness plan for the office based on this guideline.
- Should appoint a responsible worker as the focal point to monitor the implementation of the plan
- Reorganization of the workplace physically and administratively in order to maintain physical distancing (re-arrange the furniture/equipment, flexible working hours, alternate days, teleconferencing, work from home etc)
- Appropriate measures should be taken to improve the ventilation inside the office. Where feasible leave entrance and exit doors and doors between sections open.
- All workers have to be traceable and their names, addresses, telephone numbers and ID card numbers must be documented in a register
- Provide welfare facilities for all workers (Eg. clean toilets, meal room, pedal operated closed waste bins)
- Provide adequate Personal Protective Equipment (face masks, gloves, etc.) for the employees.
- Hand washing facilities with soap and water must be available at the entrance preferably a pedal operated tap and a sink. Ensure provision of adequate hand washing and hand sanitizing facilities at other appropriate places
- Avoid in-person meetings and non-essential trainings as much as possible. Use digital platforms as much as possible.
- Ensure cleaning and disinfecting of frequently touched surfaces (Eg. door knobs/handles, photocopy machines) before starting work and every three hours. Floors, office equipment and furniture shall be cleaned and disinfected before starting work. (or after every shift in places where there are shift duties)
- Discourage sharing personal and official equipment (Pens, Stapler machines, Punctures etc.) between staff and provide adequate amounts of such office equipment.
- Avoid using common telephones, fax machines, desks or other work tools and equipment whenever possible. Avoid touching frequently touched surfaces by others.
- Do not wear non-essential personal accessories/ornaments (such as wrist watch, bracelets, jewelry, etc.) during working hours.
-

- All cleaning staff should be given training on the correct procedure of waste management and provided with necessary Personal Protective Equipment (face masks, gloves, impermeable apron etc.)
- Ensure proper and safe waste management in the work place.
- Announce health education messages and instructions through public addressing system and displaying of posters/ notices/ videos on electronic screens.
- Supervision and monitoring of adherence to COVID-19 preventive measures at the work place.

## 4.2 Manufacturing Industries (Factories)

**Following measures are to be adopted in addition to the general measures described in section 3 above.**

- Management shall develop a COVID-19 preparedness plan for the workplace.
- Shall appoint a responsible worker as the focal point to monitor the implementation of the plan.
- Reorganization of the workplace physically and administratively in order to prepare for COVID-19 (e.g.: Minimum essential number of staff should be used, limiting operations to essential processes, implementing flexible work hours, changing office arrangements to maintain the required physical distance at the workplace).
- Improve ventilation in workplaces and where feasible install air filters.
- Where air conditioners are not used leave the doors open. Appoint a designated person to open and close entrance/exit doors (if not left open).
- All workers on duty must be traceable staff.
- A register /registers should be maintained for workers and their names, addresses, contact details and ID card number must be documented.
- Provision of welfare facilities for all workers (e.g.: adequate facilities at meal rooms, toilets, changing rooms, provision of pedal operated closed bins etc.).
- Ensure adequate supply of personal protective equipment (mask, gloves, etc.) and other supplies.
- Hand washing facilities with soap and water must be available at the entrance preferably with a pedal operated tap and sink. Ensure facilities for hand washing and hand sanitizing at other appropriate places within the workplace.
- Screening for respiratory symptoms and thermal screening (with a non-contact medical grade thermal scanner) of all the workers at the time of entrance to the workplace. Any person recording a temperature above 98.4 °F or 37 °C or respiratory symptoms should be sent back to seek medical advice.

- Avoid in-person meetings and non-essential training. Use methods of communications like video conferencing.
- Ensure raising awareness on COVID-19 prevention among all workers. Consider using public addressing system/ posters/ notices/ videos on electronic screens etc. for the purpose.
- Prevent queues at entrances, meal rooms and lifts.
- Ensure cleaning and disinfection of all surfaces.
  - The door knobs/handles shall be cleaned and disinfected before every shift and every three hours.
  - Floors, office equipment and furniture/ work stations shall be cleaned and disinfected a minimum of twice a day. (Or after every shift in places where there are shift duties).
  - Disinfect all contact points of workers in all service areas as frequently as possible (At least 4 times a day). E.g. Door handles and knobs, etc.
- Ensure safe and proper waste management and cleaning.
- All cleaning staff should be given training on the correct procedure of waste management and provided with necessary personal protective equipment.
- Monitoring and evaluation of all activities to ensure the adherence to COVID-19 preparedness.

**Employees shall follow instructions in section 3.3 above**

**For counters please follow instruction in section 3.5 above**

## **3 Building and Construction Industry**

**Following measures are to be adopted in addition to the general measures described in section 3 above.**

- Limit physical interactions between workers, staff and any other persons at the site (e.g. deliveries). Use other methods of communication such as mobile phone or radio transmitters.
- Limit the number of workers to the minimum required as much as possible.
- Arrange shifts to reduce the number of workers onsite at any given time.
- Establish specific walkways through the construction site to maintain physical separation.
- Lunch breaks and tea breaks to be given in a batch-wise manner to prevent overcrowding in the canteen/meal room.
- Avoid sharing glasses, plates and other utensils during meals.
- Meals/food/ beverages served in buffet style must be served by dedicated person(s).

- Conduct toolbox and other meetings online if possible. If not, conduct such meetings in wide open spaces to enable workers to keep the required physical distance of at least one meter.
- Limit the number of workers in the hoist/lift at any given time. Promote the use of stairs.
- Postpone non-essential training.
- Place signage about physical distancing and other special measures in place around the worksite.
- Ensure strict supervision and monitoring of adherence to physical distancing and other special measures at the worksite.

### **Cleaning and disinfecting surfaces**

- Maintain regular housekeeping practices, including routine wiping/cleaning and disinfecting of surfaces, equipment, and other items in the work environment. After cleaning by damp dusting/wet mopping or washing with soap and water or a general-purpose detergent,
  - metal surfaces shall be disinfected with minimum of 70% v/v alcohol solution
  - non-metal surfaces be disinfected with 0.1% sodium hypochlorite solution
- Frequently touched surfaces on a construction site, including any plant, equipment, lifts, hoists, handrails and doors, should be cleaned and disinfected regularly using appropriate disinfectant.
- Worker's tools, shall be disinfected using isopropyl alcohol solution before the day/shift begins and each time they are shared between workers.
- Ensure that site amenities, including meal rooms, site offices, changing rooms, toilets, wash rooms be cleaned as per routine schedule (Please ref to the main guideline).
- The door knobs/handles shall be cleaned and disinfected before every shift and every three hours. Floors, office equipment and furniture shall be cleaned with disinfectant a minimum of twice a day. (Or after every shift in places where there are shift duties.)
- Leave access doors open so that contact surfaces are minimized.
- Provide workers with cleaning agents. They should be trained to clean and disinfect contact surfaces of the plant or equipment immediately after use. Each worker should be provided with their own equipment whenever possible to prevent cross contamination.
- Cleaning staff should wear gloves and wash their hands with soap and water or use alcohol based hand sanitizer before wearing gloves. Washing points, gloves and alcohol-based hand sanitizers should be made available throughout the construction site.
- The worksite should be provided with closed bins for workers where appropriate to hygienically dispose of waste such as used tissues. They need to be educated to wash their hands properly. \

### **Adequate and accessible facilities**

- Washroom facilities must be provided with adequate supplies of soap, water and hand sanitizers. Washrooms must be kept clean and in good working order. Number of



washrooms should be adequate (at least one for 20 workers) and separate toilets for males and females. Ensure an adequate number of hand washing stations.

- If creating a new eating or common area to enable physical distancing, ensure these areas are adequately equipped (Eg: drinking water, waste bins),
- Ensure maintaining meal rooms and changing rooms in hygienic manner (Refer to relevant sections in the general guidelines).
- Ensure proper and safe waste disposal in the worksite.

#### **Deliveries and visitors attending the workplace**

- Non-essential visits to the workplace should be prevented or postponed.
- Deliveries and visitors who need to come to the worksite should be given clear instructions of the health requirements while they are in the site and monitor them.
- Minimize the number of workers attending to deliveries and sub-contractors as much as possible.
- Visiting truck drivers and cleaners shall not be allowed to freely roam in the site and restrict them only to the vehicle as much as possible. Use contactless methods such as mobile phones to communicate with them wherever possible.

## **4 Government and Private Banks**

**Following measures are to be adopted in addition to the general measures described in section 3 above.**

- All banks are advised to develop a COVID-19 preparedness plan specific to their setting based on these guidelines.
- All departments, branches and offices shall identify a suitable focal point to monitor the control activities implemented against COVID-19 outbreak in their respective places of work
- Implement a COVID-19 incident reporting system in house to ensure smooth operations in the bank.
- All workers in the facility have to be permanent or traceable staff. Care should be taken when getting the services of cleaning and security staff. Provide them with training on COVID-19 prevention since they too are an important group of workers in smooth functioning. Their names, addresses, contact details and identity numbers must be documented in a register.
- Washroom facilities must be provided with adequate supplies of soap, water and hand sanitizers. Washrooms must be kept clean and in good working order. Ensure an adequate number of hand washing stations to sustain the increase in workers practicing good hygiene.

- Ensure proper and safe waste disposal in the workplace.

### **Important operational arrangements**

- Banks should limit the number of customers attending the premises by encouraging only essential transactions during this period. Introduce/ promote the use of automated teller machines, cash deposit machines, drive through facilities, digital banking and by providing more access to online banking systems such as internet banking and telebanking etc.
- Establish client / staff friendly policies and practices, such as limiting operations to essential processes and flexible working hours (Eg. staggered shifts) and working from home.
- It is recommended to split officers performing the same critical job functions into smaller teams. Position them in different locations to maintain business continuity whenever possible. This will help to continue critical services in case some of them are quarantined.
- Work stations should be arranged in order to keep a distance of at least one meter between workers.
- Limit the number of clients/visitors to maintain at least one meter distance inside the bank. Arrange them in a queue at least one meter apart.
- Limit the number of passengers in a lift to maintain adequate space among each other. If possible, mark the floor of lifts indicating where people should stand. Promote the use of stairs. Prevent queues at lifts.
- Postpone non-essential trainings. Use digital platforms for trainings as much as possible.
- Consider conducting management and board meetings using digital platforms as much as possible. Place signage about physical distancing around the branch/department

### **Health and safety of workers, clients, visitors & supporting staff**

- Educate and train all staff on COVID-19 risk factors and protective behaviors. Posters and health education messages shall be displayed.
- Staff members handling currency notes and coins and in sections where customers are encountered shall wear disposable gloves. After removing the gloves it has to be discarded into a garbage bag inside a pedal operated closed bin. Hands should be washed with soap and water immediately thereafter.
- Encourage customers to register for electronic payment slips/receipts instead of paper receipt, if such facility can be provided by the bank.
- Entrance and exit doors and doors between sections should be kept open or keep dedicated persons to open and close the doors to reduce unnecessary handling by the staff/customers.
- Provide a brief and regular forum to allow workers to express their concerns and ask questions and encourage peer-support amongst colleagues.

- **Special instructions for customers and visitors**
- All customers using ATM machines and other facilities should be advised to wear face masks and maintain a distance of 1m from other customers/ staff in queuing.
- Customers should wash the hands with soap and water or use 70% (v/v) alcohol based hand sanitizer before entering and after completion of the transaction/work.
- Instructions to customers should be clearly displayed at or before the entrance as well as within the premises.

## 5 Postal Services

**Following measures are to be adopted in addition to the general measures described in section 3 above.**

- Management shall develop a COVID-19 preparedness plan for the workplace.
- Shall appoint a responsible worker as the focal point to monitor the implementation of the plan.
- Reorganization of the workplace physically and administratively in order to prepare for COVID-19 (e.g.: Minimum essential number of staff should be used, limiting operations to essential processes and implementing flexible work hours, changing office arrangements to maintain the required physical distance at the workplace, etc.).
- Improve ventilation in work settings with exhaust fans specially where large numbers of staff is accommodated (Eg. Central mail exchange) .
- Where air conditioners are not used leave the doors open. Appoint a designated person to open and close entrance & exit doors if not left open.
- All workers on duty must be traceable staff.
- A register should be maintained for all staff and their names, addresses, contact details and ID card numbers must be documented.
- Provide adequate welfare facilities for all staff to prevent overcrowding (Eg: adequate facilities at meal rooms, toilets, changing rooms, provision of pedal operated closed bins etc.).
- Ensure adequate supply of personal protective equipment (mask, gloves, etc.)
- Avoid in-person meetings and non-essential training. Use methods of communications like video conferencing.
- Ensure raising awareness on COVID-19 prevention among all staff members. Consider using public address system/ posters/ notices/ videos on electronic screens etc. for the purpose.

For health measures at counters please refer to **section**

### **Ensure and facilitate the following measures for customers at post offices**

- All customers should wear face masks and wash hands at the entrance.
- All customers should maintain a distance of 1m from other persons.
- Encourage cashless transactions.
- Appoint dedicated persons for particular tasks to avoid sharing of equipment as much as possible
- Ensure Cleaning and disinfection of all surfaces and equipment
- The door knobs/handles shall be cleaned and disinfected before every shift and every three hours.
- Floors, office equipment, seals, furniture and work stations shall be cleaned with disinfectant a minimum of twice a day. (Or after every shift in places where there are shift duties).

- Disinfect all contact points of workers in all service areas as frequently as possible (At least 4 times a day). Eg. Door handles and knobs, etc.
- Ensure monitoring and evaluation of all activities to ensure the adherence to COVID-19 preparedness
- Staff working in service counters need to adhere to instructions given in the general guidelines on service counters described in section 3.5

#### **Additional instructions for postmen**

- Wear a mask and gloves on postal deliveries.
- Postmen not wearing gloves can carry a hand sanitizer and sanitize hands frequently.
- Maintain physical distance of 1m with all persons.
- Avoid touching doorbells, instead use your bicycle/bike/vehicle bell/horn.
- If a signature is not required, make use of postbox.
- If a signature is required, encourage customers to use their own pen. If you give the client your pen, disinfect it immediately afterwards with hand sanitizer.

**For office settings within the postal services please refer to section 4.1**

## **6 Public Transport (Buses and Trains)**

**Following measures are to be adopted in addition to the general measures described in section 3 above.**

- Appoint a responsible officer as the focal point for implementation of COVID-19 prevention activities in railway stations and major bus stands.
- Reorganize the station/stand physically and administratively (work shifts, work station arrangements) in order to adhere to this guideline
- All workers have to be traceable staff and their names, addresses, telephone numbers and ID card number must be documented in a register.
- Interior of buses and trains (the seats, all handles, Interior door panel, windows, locks, exterior door handles, poles, etc.) including entry points should be disinfected before starting each trip to minimize cross contamination.
- Ensure and encourage workers and passengers on wearing Personal Protective Equipment such as face masks and gloves.
- Screen all workers for respiratory symptoms at the entrance of the bus stand/railway station
- Establish facilities to book the travel time beforehand (online booking/call center)
- Establish new rules such as loading passengers through one identified door.
- Hand washing facilities with soap and water/hand sanitizers must be established at the entrance of the bus stand/railway station (preferably with a pedal operated tap and a sink) and at other appropriate places. Hand sanitizer should be fixed at the entry point of the bus/train to sanitize the hands of passengers while entering.

- Make arrangements to clean and disinfect frequently touched surfaces regularly.
- The door knobs/handles shall be cleaned and disinfected before starting work and every three hours. Clean the floors regularly.
- Ensure proper and safe waste management in the bus stand/railway station.(keep a waste bag inside the bus/train)
- Cleaning staff should be provided with appropriate personal protective equipment. Train them how to be safe at work.
- Give adequate time for passengers to get in and sit and get down from the bus/train to avoid unnecessary contacts.
- Provide appropriate welfare services for all workers (Eg. Adequate toilets, closed bins etc.)

**The following instructions for the passengers to be displayed at the bus stand/railway station**

- Keep a minimum distance of at least one meter from the passengers.
- Practice hand washing with soap and water for at least 20 seconds or use 70% (v/v) alcohol based hand sanitizer to disinfect the hands before entering the vehicle.
- Wear masks properly.
- Refrain from touching the mask or face.
- Bring the exact amount of fare in order to minimize the handling of cash.
- Ensure strict supervision and monitoring of adherence to COVID-19 preventive measures at the station/stand

**For health measures at ticket counters please refer to section 3.5 above**

## 7 Public Transport (Taxi and Three-Wheelers)

**Following measures are to be adopted in addition to the general measures described in section 3 above.**

**Management of taxi services and drivers shall adhere to the following**

- Establish facilities to book the pickup beforehand (online booking/call center) whenever possible.
- Limit the number of passengers to two for three wheelers and 3 for cars. Avoid carrying passengers in the front seat of the taxi as much as possible. This rule does not apply to family members living together.
- Hand sanitizer should be fixed inside the vehicle to sanitize the hands of passengers.
- Clean and disinfect frequently touched interior surfaces (the seats, all handles, Interior door panel, windows, locks, exterior door handles, etc.) before starting each trip to minimize the cross contamination
- Provide services only for the customers wearing masks
- Encourage passengers for online payments
- With the consent of the passenger, windows of the taxi can be kept open

**The following instructions for the passengers to be displayed inside the vehicle**

- Use hand sanitizer to disinfect hands.
- Always wear masks properly.
- Bring the exact amount for the fair in order to minimize the handling of cash

## **4.8 Economic Centers**

**Following measures are to be adopted in addition to the general measures described in section 3 above.**

- Clean the floor of the market prior to starting daily business
- Wear gloves when handling, loading and unloading of goods.
- Hand washing facilities with soap and water must be available at the entrance preferably with a pedal operated tap and sink. Ensure facilities for hand washing and hand sanitizing at appropriate places in the market.
- Arrange the floor plan in order to limit the cross movements of people and vehicles.
- Minimize verbal communication with customers by displaying price tags.
- Advise all individuals to avoid spitting, betel chewing and smoking at the premises.
- Use public address system/audio recording to provide instructions on site plan, health messages and recommended practices at the facility.
- Identify a suitable responsible worker as the focal point, to monitor the control of COVID-19
- Improve ventilation in the market. Roofed or open market trading areas should be spacious and well ventilated; indoor markets should open windows to facilitate air flow or assist ventilation with exhaust fans.
- All vendors doing sales must be traceable. A register /registers should be maintained for vendors doing sales in the market and their names, addresses, contact details and ID card number must be documented.
- Educate the vendors by using posters, banners, the public display screens or loud speakers at the center/ market.
- Designate entrances and exits for each area in the market.
- Dedicate a separate parking area for vehicles.
- Manage the loading and unloading bays by designating a specific time and entrance for vehicles.

- Ensure that the pathways and selling areas between vendors have sufficient distance to allow sales and movement while maintaining at least 1 meter, physical distancing between persons.
- Restrict the number of customers within the market for a given time in order to maintain 1 meter distance.
- Employers should ensure the customers adhere to the following,
  - Wear a mask and wash hands before entering the market.
  - When standing in queue and within the market, ensure you maintain a distance of 1m with persons around.
  - If there are public toilets, ensure that they are cleaned and disinfected, and provided with hand washing facilities and soap.
  - Facilitate safe and proper waste management and cleaning daily.
  - Ensure monitoring and evaluation of all activities under COVID-19 preparedness plan.

### **For vendors**

#### **Physical distancing**

Maintain at least 1 meter distance with persons at all times.

#### **Hand hygiene**

All vendors and customers should wash hands with soap and water for at least 20 seconds before entering the premises, when leaving the premises and as frequently as possible.

All vendors handling goods, money, items brought from outside should wear gloves or wash hands after each encounter.

Wear gloves when handling, loading and unloading goods.

Mobile phones, pens etc. should not be shared.

Vendors should not touch frequently touched surfaces.

#### **Respiratory etiquette**

Wear a face mask properly when on duty.

When not wearing a face mask (during meals etc.) cover coughs and sneezes with a tissue,

Avoid touching face (especially eyes, nose, and mouth) and/or face mask at all times.

After removal of face mask safely dispose it to a pedal operated closed bin lined with a garbage bag and wash hands with soap and water.

#### **Others**

Anyone entering the premises (visitors and staff) should wear a facemask and wash their hands before entering.

Minimize verbal communication with customers by displaying price tags.

Advise vendors to avoid wearing non-essential accessories such as wrist-watches, bracelets, jewelry.

Inform vendors not to share food or water and beverages and utensils used for food consumption.

## **4.9 Universities**

**Following measures are to be adopted in addition to the general measures described in section 3 above.**

Consider distance/online teaching methods to ensure physical distancing.

Anyone entering the premises (students, staff members and visitors) should wash their hands with soap and water before entering the premises or alternatively use the hand sanitizer.

Check the temperature of all persons at the entrance to the university and any person recording a temperature above 98.4 °F or 37 °C should not be allowed inside.

All students, staff members and visitors should wear face masks inside the university.

Maintain 1 meter distance between students as well as academic and non-academic staff members inside the university at all times in all settings .(Lecture halls, practical sessions, assignments, cafeterias, etc.). Avoid any teaching/learning/ group activity requiring close proximity.

All students and staff should be made aware of correct methods of using and discarding face masks and respiratory etiquettes. (Please refer section 3.2)

Avoid sharing belongings such as books, stationery items, laboratory equipment, by students as well as staff.

Maintain regular housekeeping practices. Disinfect all the surfaces of tables/chairs after use. (Please refer to section 3.3)

All students and staff should wash hands with soap and water before meals and should use separate water bottles, glasses, cutlery and food items or drinks.

Adequate hand washing facilities/hand sanitizers should be made available at the entrance and inside hostel premises.

Avoid giving lunch break to all students at the same time so that overcrowding can be avoided in canteens.

Prompt action should be taken when any medical condition or symptom is noted among the university community to isolate the person and safeguard the others. (Please refer section 3.7)



**Employees shall follow instructions in section 3.3 above**

**For counters please follow instruction in section 3.5 above**

## **4.10 Hospitality Industry**

**Following measures are to be adopted in addition to the general measures described in section 3 above.**

### **4.3.1. General measures**

Use the traditional greeting of Sri Lanka, “*Ayubowan*” at all times in place of shaking hands.

All staff shall wear face masks while on duty.

Disinfect all furniture in all service areas after each encounter with guests. Eg, tables chairs service counter tops etc. in addition to the routine cleaning. (Please refer section 3.3)

Disinfect all contact points of guests in all service areas as frequently as possible (At least 4times a day). Eg. Door handles and knobs, telephone receivers, elevator key pad etc. in addition to the routine cleaning. (Please refer to section 3.3)

### **4.3.2. Guest services**

Check the temperature of all the guests at the time of check-in. If the temperature is above 37<sup>0</sup> C or 98.4<sup>0</sup> (Please refer section 3.2)

Obtain additional information in a form filled with the registration card with information such as country of origin, which flight, seat number, date of arrival in SL, whether they have visited any of the infected countries over the past 3 weeks and next destination.

Advice guests to report to the front desk if they develop fever (with or without respiratory symptoms) and the front desk shall follow the instructions in section 3.7 above.

All specific instructions/information with regards to Covid-19 control measures shall be made available in each room in the form of a leaflet or a special information sheet.

Hand contact points in public areas in the hotel shall be disinfected every 4-hour. i.e: Guests elevator buttons, public toilet door knobs, faucets, soap dispensers etc. (Please refer section 3.3).

#### **4.3.3. Guest rooms**

TV remote controls in all guest rooms should be covered with a polythene covers so that they could easily be disinfected.

Disinfect tables chairs and other contact points like door knobs, telephone receivers, faucets etc in addition to the routine cleaning. (Please refer section 3.3)

All guest key cards shall be disinfected before issuing.

#### **4.3.4. Offices within the hotel (Please refer section 3)**

#### **4.3.5. Kitchen and food service**

All chefs and other supportive staff should wash their hands before handling foods

Thoroughly wash all raw fruits and vegetables before preparing

Use gloves, or tongs when handling ready to eat foods.

Disinfect all direct food contact surfaces such as preparation tables, cutting boards, knives, tongs etc. before each encounter (Please refer section 3.3)

Cover & seal all foods during storage, temporary storage & transport.

All foods in the buffet shall be closed to avoid contaminations by guests.

Allocate adequate persons to serve food in the buffet and do not allow for the same utensils to be used by all guests (Spoons, forks, etc) as this will lead to cross contamination.

Alternatively ensure that all the guests either wash or sanitize hands before serving

themselves at the buffet and intermittently change the serving utensils in the buffet. All cutlery need to be inserted in the napkin cutlery pocket.

Ensure strict implementation of using face masks, gloves and other personal protective equipment specially by the cleaning staff and housekeeping attendants.

#### **4.3.6. For the Management**

Promote hand hygiene awareness among staff through daily briefing, posters and digital displays.

Arrange daily briefing on the importance of food safety & hygiene practices to minimize cross contaminations during food preparation. Hand washing facilities or sanitizers to be available in all areas for staff use.

Arrange print and video messages on special COVID-19 prevention measures adopted in your organization in all relevant places to ensure cooperation and compliance from guests.

#### **Disposal of Waste from a person suspected of COVID-19 infection**

All general and other waste from a suspected or confirmed case shall be incinerated or follow please follow the guidelines for waste management issued by the Ministry of Health (Interim guideline for management of solid waste generated by households and places under self quarantine due to COVID-19 outbreak),.

#### **Treatment of linen from a person suspected of COVID-19 infection**

All linen used by of suspected person as Covid-19 shall be collected separately and kept in a sealed bag and keep for 72 hour and if the test result of the person is negative sent the linen for washing in the normal line. If the case is positive for COVID-19 all linen should be incinerated. All persons handling these materials should wear N95 masks, eye shields, overall and gloves which should also be incinerated after use.

**For counters please follow instruction in section 3.5 above**

#### **4.3.9. Others**

Concierge team shall sanitize their hands immediately after handling guest luggage. Swimming pools and spa services are not recommended as it is not possible to implement control measures in these settings. Gym may be kept open adhering to the basic guidelines above but all equipment need to be disinfected between users.

Note: Any area which is not listed here should adhere to the general guideline described in section 3.

## **4.11 Restaurants and Eateries**

**Following measures are to be adopted in addition to the general measures described in section 3 above.**

- Management shall develop a COVID-19 Preparedness plan for the workplace.
- Use non-touch techniques of greeting, such as saying ‘Ayubowan’.
- Shall appoint a responsible worker as the focal point to monitor the implementation of the plan.
- Reorganization of the workplace physically and administratively in order to prepare for COVID-19 (e.g.: Minimum essential number of staff should be used, limiting operations to essential processes and implementing flexible work hours, changing office arrangements to maintain the required physical distance at the workplace, etc.).
- Improve ventilation in workplaces.
- Where air conditioners are not used leave the doors open. Appoint a designated person to open and close entrance/exit doors (if not left open).
- All workers on duty must be traceable staff. A register /registers should be maintained for workers and their names, addresses, contact details and ID card number must be documented.
- Provide welfare facilities for all workers (e.g.: adequate facilities at meal rooms, toilets, changing rooms, provision of pedal operated closed bins etc.).

- Ensure adequate supply of personal protective equipment (mask, gloves, etc.) and other supplies.
- Hand washing facilities with soap and water must be available at the entrance preferably with a pedal operated tap and sink. Ensure facilities for hand washing and hand sanitizing at other appropriate places within the workplace.
- Ensure raising awareness on COVID-19 prevention among all staff and customers. Consider using public addressing system/ posters/ notices/ videos on electronic screens etc. for the purpose.
- Display the following at the entrance and where necessary to educate customers
  - Maintain 1m distance with other persons
  - Shall not share crockery and culinary equipment and food items
  - Payments can be made preferably by card or by paying the exact amount
  - Avoid touching face (mouth, nose, eyes)
- Display the menu either by TV screen, display board or under the glass pad of the table.
- Encourage cashless transactions.
- Ensure cleaning and disinfection of surfaces.
- The door knobs/handles shall be cleaned and disinfected before every shift and every three hours
- Floors, office equipment and furniture shall be cleaned with disinfectant a minimum of twice a day. (Or after every shift in places where there are shift duties)
- Disinfect all furniture in all service areas after each encounter with guests. (e.g. tables chairs service counter tops etc.) in addition to the routine cleaning
- Disinfect all contact points of guests in all service areas as frequently as possible (At least 4 times a day). E.g. Door handles and knobs, telephone receivers, elevator key pad, etc.
- Ensure safe and proper waste management.
- All cleaning staff should be given training on the correct procedure of waste management and provided with necessary personal protective equipment.
- Monitor and evaluate of all special activities to ensure the adherence to COVID-19 preparedness.

#### **Kitchen and food service**

- All chefs and other support staff should wash their hands before handling foods
- Use gloves, or tongs when handling ready to eat foods.
- Disinfect all direct food contact surfaces such as preparation tables, cutting boards, knives, tongs etc. before each encounter.
- Cover & seal all foods during storage & transport.
- All foods in the buffet shall be closed to avoid contaminations.

- Allocate adequate number of (designated) persons to serve food in the buffet.

#### **For Employee**

- All workers should wash hands with soap and water for at least 20 seconds before entering the premises, when leaving the premises and as frequently as possible.
- All staff should wash hands after handling items such as money or any item received from outside if not wearing gloves.
- Mobile phones, pens etc. should not be shared. Avoid using common telephones, fax machines, desks, or other work tools and equipment, whenever possible.
- Refrain from touching frequently touched surfaces as much as possible.
- Waiters shall wash their hands frequently to prevent any cross contamination.

For Payment counter guide please refer section 3.5 above.

## **4.12 Supermarkets**

**Following measures are to be adopted in addition to the general measures described in section 3 above.**

- Management shall develop a COVID-19 preparedness plan for the supermarket.
- Should appoint a responsible worker as the focal point to monitor the implementation of the plan.
- Reorganization of the workplace physically and administratively in order to prepare for COVID-19 (e.g.: Minimum essential number of staff should be used, limiting operations to essential processes and implementing flexible work hours, changing office arrangements to maintain the required physical distance).
- Improve ventilation and where feasible install air filters.
- Where air conditioners are not used leave the doors open. Keep the entrance and exit doors open or appoint a designated person to open and close doors.
- All workers on duty must be traceable staff. A register /registers should be maintained for workers and their names, addresses, contact details and ID card number must be documented.

- Provision of welfare facilities for all workers (e.g.: Adequate facilities at meal rooms, toilets, changing rooms, provision of pedal operated closed bins etc.).
- Ensure adequate supply of personal protective equipment (mask, gloves, etc.) and other supplies
- Staff should not to wear nonessential accessories/ornaments (such as wrist watch, bracelets, jewelry, etc.) during working hours.
- Minimize verbal communication.
- Counter staff shall wear gloves and eye shields in addition to masks.
- Customer shall insert and remove the credit/debit cards in the payment machine to avoid contact.
- Hand washing facilities with soap and water must be available at the entrance preferably with a pedal operated tap and sink. Ensure facilities for hand washing and hand sanitizing at other appropriate places within the workplace.
- Utilize online shopping and online fund transfers as much as possible.
- Take only a designated number of customers inside in order to maintain 1 meter distance between persons. Maintain 1 meter distance while standing in the queue.
- Pre-pack the common retail items (rice, dhal, etc.) and keep them ready.
- Arrange separate small stalls outside the main market for commonly sold items such as rice, coconut, potatoes onions etc.
- Wear gloves when weighing items.
- Maintain express counters for less than 5 items.
- Utility bill payments through supermarket counters shall be suspended during this period.
- Remove all customer operated devices (E.g. touch screens at the cashier).
- Operating of weighing machines should be done by dedicated staff members, only.
- Before opening the supermarket, clean and disinfect the floor, counter tops, weighing scales and all common contact surfaces and repeat it at least 4times daily.
- The handles of the carts and baskets should be disinfected after each use.
- The door knobs/handles shall be cleaned and disinfected before every shift and every three hours.
- Ensure proper waste management.
- All cleaning staff should be given training on the correct procedure of waste management and provided with necessary personal protective equipment.
- Ensure raising awareness on COVID-19 prevention among all staff members and customers. Consider using public addressing system/ posters/ notices/ videos on electronic screens etc. for the purpose.
- Display through print, digital or audio media the following at the entrances and where necessary to educate customers.

- Wear a mask and wash hands/ sanitize hands before entering the supermarket.
- When standing in queue and within the supermarket, ensure to maintain a distance of 1 m with other persons.
- Plan the shopping in advance so that less time can be spent in the supermarket.
- Visit the supermarket nearest the home where possible and avoid crowded areas.
- Minimize handling of cash. Try to give exact amount.
- Minimize touching common surfaces – door handles, displays/counters, pens used to sign.
- Ensure monitoring and evaluation of all special activities.
- For special measures in the checkout counter please refer to section 3.5 above

## 13 Barber salons and Beauty Salons

**Following measures are to be adopted in addition to the general measures described in section 3 above.**

**Important:** Prior permission is needed from the area MOH to start a barber or beauty salon please refer to the health Ministry circular No. 02-27/2020 issued on 09.05.2020 which can be downloaded from the following link  
[http://www.health.gov.lk/moh\\_final/english/article\\_read\\_more.php?id=861](http://www.health.gov.lk/moh_final/english/article_read_more.php?id=861)

### **Workforce arrangements**

- Larger institutions shall have a written COVID-19 preparedness and a response plan including human resource plan and a dedicated focal point to ensure proper implementation and supervision of the said plan.
- Management should ensure that only the permanent or traceable staff is called for duty. The details of the staff such as addresses, national identity card numbers, telephone numbers, and details of closest relatives should be maintained by the owner/manager and a copy of such a document should be provided to the PHI/MOH of the area.
- The employer should ensure that if a sick person reports for work, he/she is sent back home immediately.



- Anyone entering the premises (both visitors and workers) should wash their hands with soap and water before entering. (Foot operated tap is the best for the wash basin). Alternatively hand rubbing with alcohol based hand rub (minimum 70% v/v Alcohol) can be adopted. Disinfecting chambers are not recommended. Use the hand sanitizer after using the fingerprint scanner if available. Fingerprint scanner shall be disinfected before and after each shift.
- Additional optional measures may be to remove shoes at the entrance and provide a separate set of shoes to be used inside the premises.
- Check temperatures of all the staff and customers at the entrance. Any person recording a temperature above 98.4 ° F or 37 ° C should be rechecked after 10-15minutes of rest and if positive for the second time sent him/her back. Thermal scanner has to be of medical grade.

### **Specific measures**

- Barber/dresser shall wear a surgical mask and a goggle/face shield throughout when attending to customers.
- A foot operated bin for discarding used masks and tissues should be provided.
- Ensure keeping everyone (barber/dresser and customers) at the barber or beauty salon at least 1 meter physically apart except during the procedure. Number of customers entering the barber or beauty salon should be limited according to the space available in order to maintain distance of 1 meter. An appointment system is recommended.
- Furniture should be rearranged to ensure physical distancing.
- Limit the number of persons in the waiting area. It is recommended that clients wait outside the barber or beauty salon in their vehicles until the barber/dresser is ready to serve them.
- Limit physical interactions between workers, workers and staff.
- Remove all unnecessary items such as magazines, newspapers, service menus, other unnecessary paper products and decor.
- Every barber/dresser should wash his/her hands thoroughly with soap and water between each customer served.
- Barber/dresser should always attend to the customer from behind and sides only and should never encounter face-to face.
- Avoid sharing equipment and tools between barbers/dressers.
- The service has to be performed in the minimum required time to limit exposure.
- All linen (towels & capes) used should be washed after each use and should never be used on another customer without washing. The barber or beauty salon should have adequate amounts of linen at least for 2 days.
- Shaving beards/mustache is not recommended.
- Razor blades should be disposed of immediately after use and should never be reused.
- Barber should never touch the lips of the customer and also should avoid cutting the hair inside the nose.
- Air conditioners with re-circulation of air are not recommended.
- Leave the doors open as much as possible to avoid contact. If kept closed the door knobs/handles shall be cleaned and disinfected every three hours. Alternatively a separate employer can be kept to open and close the door for customers.
- All the services provided in the institution and all the special measures taken at the barber or beauty salon shall be displaced both inside and outside the barber or beauty salon prominently for the customers to read and also be explained.
- Ensure the strict supervision and monitoring of adherence to above measures through monitoring.

**Cleaning and disinfecting surfaces.**

In addition to the regular housekeeping practices, floor, equipment, and furniture should be sanitized every day before commencing work. Disinfect all furniture tops including the reception counter and chairs in waiting areas before starting the day. (Refer to disinfection in section 3.4 above)

Disinfect the chair, the worktop and all the equipment and tools including combs and hair brushes after been used for one customer before they are used on another customer as per section 3.3 of the main guideline.

**Waste disposal**

Cut hair, nail shall be collected in to a waste collection bag after serving each customer. Once the bag is full, tie it properly and store safely and should be disposed of only after 3days. There should be another bag to collect used disposable personal items like masks, tissues and wipes. This bag also needs to be disposed of as mentioned above.

## 14 Textile Shops

**Following measures are to be adopted in addition to the general measures described in section 3 above.**

- Management shall develop a COVID–19 preparedness plan for the shop based on this guideline
- Should appoint a responsible staff member as the focal point to monitor the implementation of the plan.
- Reorganize the shop physically and administratively in order to maintain physical distancing (rearrange the furniture, flexible working hours, etc)
- Appropriate measures should be taken to improve the ventilation inside the shop.
- All workers have to be traceable and their names, addresses, contact details and ID card number must be documented.
- Hand washing facilities with soap and water must be available at the entrance preferably a pedal operated tap and a sink. Ensure provision of adequate hand washing and hand sanitizing facilities at other appropriate places.
- Conduct thermal screening and screening for respiratory symptoms of all the staff/customers at the time of entrance to the shop if possible. Any worker/customer having fever or respiratory symptoms should not be allowed in.
- Provide adequate welfare facilities for all workers as appropriate (eg. toilets, meal rooms, changing rooms, pedal operated closed waste bins)
- Provide adequate Personal Protective Equipment (face masks, gloves, etc.) for the employees
- Ensure cleaning and disinfecting of frequently touched surfaces (eg. door knobs/handles) before the opening of the shop and every three hours. Floors and furniture shall be cleaned with a disinfectant before starting daily business.
- All cleaning staff should be given training on the correct procedure of waste management. They should be provided with necessary Personal Protective Equipment (face mask, gloves, impermeable apron etc)
- Ensure proper and safe waste management in the shop.
- Limit the number of customers entering the shop at one time to prevent over crowding
- Maintain a queue one meter apart between each person at the entrance and at the cashier.

- Maintenance of the bag handling counter should be discouraged as much as possible. If a bag handling counter is maintained, appoint a dedicated person wearing gloves and a mask. Sanitize the locker after each use
- Fit on of clothes, unnecessary handling of clothes, idling inside the shop and exchanging of clothes should be prohibited.
- Health education messages and instructions to be displayed through posters/notices/time to time announcements.

**Display the following at the entrance and announce through PA system to educate the customers;**

- Always wear a face mask inside the shop.
- Should not enter the shop if you have any respiratory symptom.
- Wash hands before entering the shop.
- Always maintain 1 meter physical distance at all times inside the shop and,
- Other special measures adopted

Maintain a distance with persons inside a lift and avoid facing them. Promote the use of stairs

Checkout Counters shall follow the instructions in section 3.5 above

## 15 Communication Shops/ Book Shops

**Following measures are to be adopted in addition to the general measures described in section 3 above.**

- Management shall identify a responsible worker as the focal point for implementation of COVID-19 prevention activities.
- All workers have to be traceable staff. Their names, addresses, contact details and identity numbers must be documented in a register and update it regularly.
- Make arrangements to do screening of respiratory symptoms at the entrance of the shop for workers.
- Hand washing facilities with soap and water/hand sanitizers must be established at the entrance (preferably with a pedal operated tap, sink) of the shop and in other appropriate places.
- Ensure provision of adequate personal protective equipment (face mask and gloves) to workers.
- Ensure the reorganization of the work place physically and administratively (work shifts, work station arrangements) in order to maintain physical distance.
- Limit the number of customers inside the shop to maintain physical distancing.
- Workers should each be assigned for specific tasks (operating the common telephone, packing goods for customers, store management, cashier, providing services such as photocopy, printout, laminating) as much as possible to prevent cross contamination.
- Make sure to disinfect the phones after each use by customers.
- Improve ventilation in the shop and where air conditioners are not used leave the doors open.
- Make arrangements to clean and disinfect frequently touched surfaces (shelves, work tables, common telephone, re-load machines, photocopy machine, computer mouse and keyboard etc.) frequently.
- The door knobs/handles shall be cleaned and disinfected before the shop is opened and every three hours. Floors and furniture shall be cleaned and disinfected on at least daily basis before opening the shop.

- Workers who engage in cleaning activities should be provided with appropriate personal protective equipment, training and updated information on the new guides and protocols on their safety.
- Ensure proper and safe waste disposal in the workplace.
- Display the following instructions for the customers at the entrance of the shop
  - Wait in a queue with one meter distance between each other at the entrance
  - Wash hands with soap and water or use alcohol based hand sanitizer before entering.
  - Always wear a face mask
  - Minimize handling of cash. Try to give exact amount where possible.

**Employees shall follow instructions in section 3.3**

**For counters please follow instruction in section 3.5**

## 16 Open Markets

**Following measures are to be adopted in addition to the appropriate general measures described in section 3 above.**

### **Responsibilities of the Local authority**

- Identify a responsible officer at the local authority as a focal point to monitor the implementation of control activities against COVID-19 at open markets.
- Ensure cleaning the floor of the market prior to starting business.
- All vendors have to be traceable. Their names, addresses, contact details and identity numbers must be documented in a register.
- The entrance and exit paths including the flow of movement in the market premises need to be clearly identified. Display this site plan at the entrance and the exits of the open market. If the market area is too large, divide the venue to sub areas and designate entrances and exits for each area.
- Dedicate separate parking area for vehicles.
- Restrict the number of customers for a given time in order to maintain 1 meter distance and prevent overcrowding. Ask customers to wait in a queue until their turn.
- Provide hand washing facilities with soap and water or hand sanitizers at the entrance (preferably with a pedal operated tap, sink).

- Ensure that the public toilets are cleaned and disinfected, and provided with hand washing facilities.
- Cleaning staff should be provided with appropriate personal protective equipment and training on their safety.
- Ensure proper and safe waste disposal at the market.
- Posters / signage to be placed at the site for physical distancing, wearing of mask and hand washing. Use public address system/audio recording to provide instructions on site plan, health promotional messages and recommended practices at the facility.
- Following instructions for the customers to be displayed at the entrance of the market
  - Keep one meter distance between other customers and the vendor
  - Refrain from touching weighing scale, shelves and goods unnecessary
  - Wash hands with soap and water properly or use alcohol based hand sanitizer to clean hands
  - Always wear a face mask
  - Do not touch face, mouth and nose while marketing
  - Minimize handling of cash. Try to give exact amount where possible
  - Bring your own bag to collect the goods. Not to touch goods unnecessarily
  - Do not bring children to the open market

## **17 Garage and Vehicle Service Centers**

**Following measures are to be adopted in addition to the general measures described in section 3 above.**

- Management shall develop a COVID–19 preparedness plan for the workplace.
- Should appoint a responsible worker as the focal point to monitor the implementation of the plan
- Ensure reorganization of the workplace physically and administratively in order to prepare and respond for COVID-19 (rearrange the furniture/equipment, flexible working hours, removal of reading material and papers in the customer waiting area etc)
- Improve the ventilation inside the office and customer waiting areas of the service centers
- All workers have to be traceable and their names, addresses, ID numbers and contact details must be documented in a register.
- Make arrangements for thermal screening and screening for respiratory symptoms of all the staff at the time of entrance to the workplace. Any worker with fever or respiratory symptoms should be sent back to seek medical advice.

- Ensure provision of adequate Personal Protective Equipment (masks, gloves, impermeable aprons etc.) for the employees
- Ensure provision of adequate hand washing /or hand sanitizing facilities at the appropriate places. Hand washing facilities with soap and water must be available at the entrance preferably a pedal operated tap and sink. Before entering the premises, all should wash their hands properly.
- Ensure provision of welfare facilities such as toilets, meal room, changing rooms and bathing facilities
- Ensure cleaning and disinfecting of frequently touched surfaces (eg. door knobs/handles) before every shift and every three hours. Floors, office equipment and furniture shall be cleaned with a disinfectant on daily basis (Or after every shift in places where there are shift duties)
- Promote scheduling of appointments for servicing via the phone or online. Inform them the collection time of the vehicle when they hand over the vehicle to the service centre
- Ensure strict supervision and monitoring of adherence to COVID-19 preventive measures at work
- Educate and train all workers on prevention and control of COVID-19
- Health messages to be displayed through public addressing system/ posters/notices/videos on electronic screens to encourage workers to comply with given instructions.
- Display the following at the entrance and where necessary to educate the customers;
  - Always wear a face mask in the garage/vehicle service center
  - Should not enter the garage even if you have minor respiratory symptoms
  - Wash hands before entering the garage
  - Always maintain one meter physical distance at all times inside the premises

**Employees shall follow instructions in section 3.3 above**

**For counters please follow instruction in section 3.5 above**

## 18 Tailor Shops

**Following measures are to be adopted in addition to the appropriate general measures described in section 3 above.**

- Appoint a responsible worker as the focal point for implementation of COVID-19 prevention activities
- Reorganization of the work place physically and administratively in order to maintain physical distancing (work shifts, work station arrangements/furniture/sewing machines)
- Improve ventilation inside the shop and where air conditioners are not used leave the doors open
- All workers have to be traceable staff and their names, addresses, telephone numbers and ID card number must be documented in a register
- Provision of welfare services for all workers (eg. adequate toilets, meal room, and pedal operated closed waste bins)
- Provision of adequate personal protective equipment (face mask and gloves) to workers

- Hand washing facilities with soap and water must be established at the entrance (preferably with a pedal operated tap and a sink). Ensure provision of adequate hand washing and hand sanitizing facilities at other appropriate places
- Make arrangements to do thermal screening and screening of respiratory symptoms of all workers and clients at the entrance of the shop. Any worker/client having fever or any respiratory symptom should be sent back to seek medical advice
- Health education messages and instructions to be displayed through public addressing system/ time to time announcements/posters/ notices/ videos on electronic screens
- Workers who engage in cleaning activities should be provided with appropriate Personal Protective Equipment and training about their safety.
- Ensure cleaning and disinfecting of frequently touched surfaces (eg. door knobs/handles/work tables/common equipment) before opening the shop and every three hours. Floors, equipment and furniture shall be disinfected daily before starting business
- Ensure proper and safe waste management in the shop
- Appoint a welcoming/order receiving person to handle customers/ take measurements at the front desk. Measurement tapes and hands should be cleaned and disinfected after each customer
- Develop a system so that customers could make an appointment prior to their visit if possible
- Make sure following instructions for the customers to be displayed at the entrance of shop
  - Maintain one meter distance between each other at the entrance and inside the shop
  - Wash hands properly with soap and water or use alcohol based hand sanitizer before entering the shop
  - Always wear a face mask
  - Minimize handling of cash. Try to give exact amount wherever possible

**Employees shall follow instructions in section 3.3 above**

**For counters please follow instruction in section 3.5 above**

## 19 Groceries and Small Boutiques

**Following measures are to be adopted in addition to the appropriate general measures described in section 3 above.**

- Employ traceable workers and their names, addresses and contact details must be documented.
- Ensure reorganization of the shop physically and administratively to facilitate one meter physical distancing between workers and customers and between customers.
- Improve the ventilation inside the shop by opening windows and doors.
- Ensure provision of adequate Personal Protective Equipment (face masks, gloves, etc.) for the employees.
- Hand washing facilities with soap and water must be established at the entrance preferably a pedal operated tap and sink. Ensure provision of adequate hand washing or hand sanitizing facilities at the appropriate places.

- Provide pedal operated closed waste bins.
- Educate and train all workers on COVID-19, risk factors, prevention and control measures.
- Ensure cleaning and disinfecting of frequently touched surfaces (eg. door knobs/handles) every three hours. Floors and furniture shall be cleaned with a disinfectant at least daily.
- Limit the number of customers entering the shop at one time and maintain a queue outside the shop keeping one meter distance between each person.
- Arrange pre-packing commonly sold retail items like rice, dhal etc so that overcrowding can be avoided by readily dispensing them.
- Arrange home delivery service or develop a system to get customer requirements in advance (via call, text message etc)
- Display the price list.
- Display health education messages on COVID-19 prevention at the entrance and where necessary to educate the customers.

**Employees shall follow instructions in section 3.3 above**

**For counters please follow instruction in section 3.5 above**

## **20 Poultry farms/piggeries/cattle farms**

**Following measures are to be adopted in addition to the appropriate general measures described in section 3 above.**

- Management shall develop a COVID-19 preparedness plan for the large scale farms based on this guidelines.
- Should appoint a responsible worker as the focal point to monitor the implementation of the plan.
- Reorganization of the workplace physically and administratively in order to prepare for COVID-19 (e.g.: Minimum essential number of staff should be used, limiting operations to essential processes, implementing flexible work hours, changing arrangements to maintain the required physical distance at the workplace/ farm, etc.).
- Improve ventilation in the farm.
- All workers on duty must be traceable staff.
- A register /registers should be maintained for workers and their names, addresses, contact details and ID card number must be documented.
- Hand washing facilities with soap and water must be available at the entrance preferably with a pedal operated tap and sink. Ensure facilities for hand washing and hand sanitizing at other appropriate places within the farm.
- Screening for respiratory symptoms and thermal screening (with a non-contact medical grade thermal scanner where feasible) of all the workers at the time of entrance into the farm. Any person recording a temperature above 98.4<sup>0</sup> F or 37<sup>0</sup> C/ having fever or respiratory symptoms should be sent back to seek medical advice.
- Provision of adequate welfare facilities for all workers (e.g.: Adequate facilities at meal rooms, washing facilities, toilets, changing rooms, provision of pedal operated closed bins etc.).



- Arrange a separate locker for workers to keep their belongings and arrange for a separate pair of shoes/boot to be worn inside the farm.
- Ensure adequate supply of personal protective equipment (mask, gloves, aprons, boots, etc.) and other supplies.
- Ensure raising awareness on COVID-19 prevention among all workers. Consider using public addressing system/ posters/ notices, etc. for the purpose.
- Ensure Cleaning and disinfection of all surfaces
- Maintain regular housekeeping practices, including routine wiping/ cleaning and disinfecting of surfaces, equipment, and other items in the work environment.
- Ensure safe and proper waste disposal.
- All cleaning staff should be given training on the correct procedure of waste management and provided with necessary personal protective equipment.
- Monitor all the special activities to ensure the adherence to COVID-19 preparedness plan.

**Employees shall follow instructions in section 3.3 above**

**For counters please follow instruction in section 3.5 above**

## **21 Mobile food vendors**

**Following measures are to be adopted in addition to the appropriate general measures described in section 3 above.**

**Vendor shall ensure the following**

- Operate in one designated route as much as possible. Get updated about the COVID-19 transmission status in the operating area from the area Public Health Inspector.
- Keep a record including names, addresses, contact details and identity numbers of all helpers. Always employ known persons as much as possible.
- Keep items weighed and packed prior to starting operations to minimize overcrowding.
- Display price tags for goods to minimize verbal communication with customers.
- Frequently touched surfaces including weighing scale, weights, cash box etc. should be cleaned and disinfected regularly at least once in 3 hours.
- Gloves should be worn at all times.
- Maintain minimum of one meter physical distance with customers at all times.
- Wash or sanitize your hands after handling cash or alternatively should wear gloves.

- Use tongs as much as possible to pack the food / putting into the bags.
- If there are two persons, dedicate one person to handle food while the other person handles cash
- Wear masks properly while doing business

## 22 Street Vendors

**Following measures are to be adopted in addition to the appropriate general measures described in section 3 above.**

- Public Health Inspector should inspect and list all the street vendors in his area and report to the Medical officer of health.
- The MOH shall keep a record of all street vendors in his area with permanent addresses and telephone numbers. This will ensure easy tracing in case of disease transmission.

### **Responsibilities of the owner/vendor**

- Always operate at one designated place whenever possible.
- Keep pre-packed prior to starting operations.
- Display price tags for goods to minimize verbal communication with customers.
- Use tongs to handle cooked foods.
- Frequently touched surfaces including weighing scale, cash box, shelves etc. should be cleaned and disinfected before starting day's business.

### **Physical distancing**

- Place should be arranged in such a way to maintain one meter physical distance with other vendors and customers.

### **Hand hygiene**

- Practice hand washing with soap and water for at least 20 seconds or use alcohol based hand sanitizer as frequently as possible.
- Wash or sanitize your hands after handling cash or alternatively should wear gloves.

### **Respiratory hygiene**

- Wear masks properly while doing business.
- Refrain from touching the mask or face.

## **4.23 Hosting Events (Weddings, funerals and parties)**

**Following measures are to be adopted in addition to the general measures described in section 3 above.**

**Whenever possible all planned events and gatherings must be avoided during this period.**

- Before the event the reception hall/parlor including all furniture has to be cleaned and disinfected (Please refer section 3.4 above).
- Provide hand washing facilities at the entrance preferably with a foot or elbow operated tap and make sure that each customer washes hands before entering.
- It is recommended to check the temperature of all guests entering the reception hall/parlor.
- Visitors shall maintain a minimum distance of 1m at all times.
- Ensure adequate ventilation in the hall/parlor. Open venue is preferred.
- COVID control messages and the expected etiquette of guests, while inside the reception hall/ parlor must be displayed, at the entrance.
- Hugging and handshaking must be discouraged and non-touch greetings must be adopted
- All guests/ visitors shall wear a face mask, in the correct method as described in the general guidelines.
- Guest must refrain from sharing glasses, plates, spoons etc. In buffet style servings or self-service a designated staff member must be appointed to serve food, to avoid guests handling common utensils.
- Taking group photos are discouraged.
- At the end of the event the reception hall/parlor must be cleaned and disinfected (Please refer section 3.4 above)
- Visitors after returning home should follow the instructions in section 3.9 above.

## **24 Hostels, Barracks, dormitory and lodges**

**Following measures are to be adopted in addition to the appropriate general measures described in section 3 above.**

Take all possible measures to avoid overcrowding in these accommodation facilities.

Everyone entering the premises shall wash hands with soap and water or use a hand sanitizer.

Slippers/shoes shall be kept outside the entrance or at least outside the rooms.

Meal times be allocated for different sections at different times so as to avoid overcrowding in meal rooms or canteens.

Ensure one meter distance among persons at all common places including meal rooms.

Anyone having fever with or without respiratory symptoms shall inform the management. Take appropriate measures in case of detecting any person being detected with fever (Please refer section 3.8).

There shall be a dedicated vacant room and any person with such symptoms be isolated in this room as soon as the symptoms are notified and seek medical attention promptly.

Display COVID-19 control measures adopted in the facility in notice boards and other relevant places and request all residents to adhere to them.

Visitors shall be restricted only to essential instances and when visited shall limit the contact time.

## **25 Solid Waste Handlers**

**Following measures are to be adopted in addition to the appropriate general measures described in section 3 above.**

### **Responsibilities of the Local Authority**

- All workers have to be traceable staff. Their names, addresses, contact details and identity card numbers must be documented in a register.
- Provision of welfare facilities such as meal room, toilets, bathing and washing facilities with soap and water, changing rooms/ rest rooms and pedal operated closed bins for waste disposal.
- Ensure adequate supply of suitable personal protective equipment, industrial gloves, masks and boots for workers.
- Hand washing facilities with soap and water must be established at the entrance of the Local Authority (preferably with a pedal operated tap, sink).
- Make arrangements to do screening for respiratory symptoms before starting each shift.
- Educate the workers regarding healthy behaviors including mask management, physical distancing, respiratory etiquette, not spitting on the ground, personal hygiene measures and to avoid touching eyes, nose and mouth. Workers must also be made aware of the risks involved when dealing with garbage.
- Always operate at one designated route if possible.
- Workers should be provided with proper training on waste handling and updated information on the new guides and protocols on their safety.
- Devise a mechanism to monitor the compliance to COVID-19 preventive measures by the workers.

### **For employees**

#### **Physical distancing**

Maintain minimum of one meter physical distance with persons at all times.

#### **Hand hygiene**

Worker should wash hands with soap and water for at least 20 seconds at the entrance of the Local Authority and at the beginning of the waste collection shift.

Should wear gloves during house to house waste collection.

#### **Respiratory etiquette**

Wear masks properly while working and should be discarded in to a pedal operated bin lined with a garbage bag at the end of the waste collection round.

Refrain from touching the mask or face (especially eyes, mouth, nose).

Do not spit on the ground.

## **26 Betting centers**

**Following measures are to be adopted in addition to the appropriate general measures described in section 3 above.**

Larger betting centers shall have a written COVID-19 preparedness and a response plan

including human resource plan and a dedicated focal point to ensure proper implementation and supervision of the said plan.

Management should ensure that only the permanent or traceable staff is called for duty. The details of the staff such as addresses, national identity card numbers, telephone numbers, and details of closest relatives should be maintained by the owner/manager and a copy of such a document should be provided to the PHI/MOH of the area.

## **1. Specific measures**

Furniture should be rearranged to ensure physical distancing.

Limit physical interactions between customers and staff. Remove all unnecessary items such as magazines, newspapers, service menus, other unnecessary paper products and decor.

Every staff should wash his hands thoroughly with soap and water or sanitize with 70% alcohol between each customer served.

Avoid sharing equipment and tools between staff.

The service has to be performed in the minimum required time to limit exposure.

Air conditioners with re-circulation of air are not recommended and improve ventilation.

All the special measures taken at the betting center shall be displayed both inside and outside the betting center prominently for the customers to read and also be explained.

Ensure the strict supervision and monitoring of adherence to above measures.

### **Waste disposal**

Discarded chits etc. shall be collected on to a waste collection bag. Once the bag is full tie it properly and store safely and should be disposed only after 3days. There should be another bag to collect used disposable personal disposable items like masks, tissues and wipes. This bag also need to be disposed as mentioned above.

**Employees shall follow instructions in section 3.3 above**

**For counters please follow instruction in section 3.5 above**

**Office environments follow the instructions in section in 4.1**

## 5. Public activities temporarily banned

Please note that the following places or situations are prohibited till COVID-19 outbreak is fully controlled as gathering of people/ children in close proximity to each other would promote spread of COVID -19 virus.

- Large gatherings in enclosed spaces. Eg: cinema, tuition classes conventions etc.
- Adventure parks for children.
- Night clubs

### **For further information**

For further information on this guideline please contact Dr. Lakshman Gamlath Dy. Director General (E,OH &FS) on 071-7723232 Email [ltgamlath@gmail.com](mailto:ltgamlath@gmail.com). or

Dr. Thilak Siriwardana, Director(E&OH) on 0714499222 Email [avissawella2003@gmail.com](mailto:avissawella2003@gmail.com) or

Dr. Inoka Sureweera Consultant community physician (E&OH), on 0710872322, Email [isuraweera@yahoo.com](mailto:isuraweera@yahoo.com)

### **For information regarding COVID-19 infection please contact;**

The Ministry of Health hotline, available 24 hours - 94 113 071 073

Website Ministry of health- [health.gov.lk](http://health.gov.lk)

The Government media unit hotline – 117

*Suwa Sariya* Health line – 94 710 107 107

Medical Officer of Health of the area (List attached)

Epidemiology unit, Ministry of Health <http://www.epid.gov.lk>