Recommendations on addressing COVID-19 are rapidly changing across the country. This guide will remain fluid and be updated as necessary.
Contents

PREFACE ................................................................. 2

- Overview
- Personal PreparEdness: What You Should Do Now
- Take Care of Your Mental Health and Wellbeing

SECTION 1 GENERAL INFORMATION .......................................... 5

- What is a Pandemic?
- COVID-19
- What to Do If You Are Sick

SECTION 2 CLINICAL INFORMATION ........................................... 6

- Understanding Symptoms
- Universal Precautions

SECTION 3 MONITORING FOR SIGNS AND SYMPTOMS ......................... 8

- Outbreak Management
- Incubation Period
- Infectious Period
- Symptom Checklist
- Screening Visitors
- Signage
- Training and Other Events

SECTION 4 INFECTION CONTROL AND PREVENTION ......................... 10

- Key Elementa for Infection Control
- Social Distancing
- Hygiene
- Cleaning
- Isolation and Quarantine
- Travel

SECTION 5 COMMUNICATION PLAN ........................................... 11

SECTION 6 PROGRAM SPECIFIC INFORMATION .................................. 13

APPENDIX A What to do if you are sick with coronavirus disease 2019 (COVID-19)
APPENDIX B How to Handwash?
APPENDIX C How to Handrub?
APPENDIX D  Sequence for Putting On and Taking Off Personal Protection Equipment (PPE)

The content of this document are provided for reference and educational purposes only. The content is not meant to be complete or exhaustive or to be applicable to any specific individual’s medical condition. This document is not an attempt to practice medicine or provide specific medical advice, and it should not be used to make a diagnosis or to replace or overrule a qualified health care provider’s judgment. Users should not rely up this document for emergency medical treatment. The content on this document is not intended to be a substitute for professional medical advice, diagnosis, or treatment.
OVERVIEW
Preface  Community Services Group supports individuals who are vulnerable to respiratory illness due to mental illnesses, intellectual and developmental disabilities, co-morbidities, and the environment of communal living facilitates that can spread respiratory agents. Employees must prepare now, even if COVID-19 has not arrived in the communities where we operate. Through education and the implementation of best practice guidelines, we can already reduce working days lost due to illness and stop or slow the spread of COVID-19 if it arrives at one of our locations. An important thing to keep in perspective is coronaviruses are not uncommon. Our response follows guidance from the CDC, PA Department of Health, and the other agencies and payers involved in our services.

Personal Preparedness: What You Should Do Now

● **Make sure your contact information is correct** in iSolved. Contacting employees by text may become crucial.

● **Clean your hands often.** Use an alcohol-based hand sanitizer that contains at least 60% alcohol or wash your hands with soap and water for at least 20 seconds. Soap and water should be used preferentially if hands are visibly dirty.

● Use **ONLY your knuckle to touch light switches, payment systems (check out /ATM) buttons, touchscreens etc.** Lift the gasoline dispenser with a paper towel or use a disposable glove. Keep a bottle of sanitizer in your car for use after getting gas or touching other contaminated objects when you can’t immediately wash your hands.

● **Make sure you have all your medications stocked,** preferably a few months’ worth if you can. There is concern about the supply chain for medications, many of which are made in China, or from ingredients made in China.

● **Practice Social Distancing.** Keep a distance of **6 feet** from others when possible. Avoid public gatherings such as movies, concerts, and church or community meetings when possible. Current recommendations from the CDC are that public gatherings of more than 50 people should be cancelled for the next eight (8) weeks (through May 10, 2020). Isolation and quarantine are also part of social distancing. They are common healthcare practices used to control the spread of a contagious disease such as a pandemic coronavirus by limiting people’s exposure to it.

● **If you have not already done so, GET A FLU SHOT.** This year’s vaccine is about 50% effective against the flu, and while not perfect, confers some protection. You don’t need to be fighting a war on two fronts.

● **Stop smoking or vaping.** Reports seem to indicate the illness and mortality rate is much higher in smokers than non-smokers.

● ** Routinely clean** all frequently touched surfaces in the workplace, such as reception areas, tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. Use the cleaning agents that are usually used in these areas and follow the directions on the label.

● **Stock up with some non-perishable foods,** such as canned soup, noodles, hydrating fluids, etc. in case the grocery stores are empty due to either panic buying or supply chain interruptions.

● **Follow universal precautions in your home as well as work.**

● **If you are sick,** please stay home. Avoid close contact with anyone showing symptoms of respiratory illness such as coughing and sneezing.

The purpose of this document: This guide is designed to provide resources and up to date information. It is to provide education and best practice guidelines for preparing, preventing, identifying and managing outbreaks of COVID-19 Virus as we better understand the virus.
Take Care of Your Mental Health and Wellbeing

During times of extreme stress and uncertainty, such as what we as a community are facing now with coronavirus (COVID-19), I believe it is of utmost importance to remind ourselves to attend to, and take care, of our mental health and wellbeing. Practicing self-care sustains our ability to care for those in need.

In support of this, I’d like to review some strategies for sustaining our own wellbeing:

- **Meet Basic Needs.** Be sure to eat, drink, and sleep regularly. Depriving ourselves of these needs puts us at risk and may also compromise our ability to care for the individuals in our services.
- **Take Breaks.** Whenever possible, we should allow ourselves to do something unrelated to work that we find comforting, fun, or relaxing. Taking a walk, listening to music, reading a book, or talking with a friend can help. Some people may feel guilty if they are not working full time or are taking time to enjoy themselves when so many others are suffering. Recognize that taking appropriate breaks improves our care of others.
- **Connect with Colleagues and Co-Workers.** Talk to and receive support from one another. Infectious outbreaks can isolate people in fear and anxiety. It helps to tell our story and listen to others’.
- **Communicate Constructively.** We should communicate with each other clearly and in an optimistic manner. We should identify mistakes or deficiencies in a constructive manner and correct them. Complement each other—compliments can be powerful motivators and stress moderators. We should share both our frustrations and our solutions. Problem solving is a skill that often provides a feeling of accomplishment, even for small problems.
- **Contact Family.** Contact loved ones, if possible. They are an anchor of support outside of work. Sharing and staying connected may help them better support us.
- **Respect Differences.** Some people need to talk while others need to be alone. We need to recognize and respect these differences in ourselves, the individuals we serve, and our colleagues and co-workers.
- **Stay Updated.** Rely on trusted sources of information. Participate in meetings to stay informed of the situation, plans, and events.
- **Limit Media Exposure.** Graphic imagery and worrisome messages will increase our stress and may reduce our effectiveness in our work and our overall wellbeing.
- **Self Check-Ins.** We should monitor ourselves over time for any symptoms of depression or a stress disorder: prolonged sadness, difficulty sleeping, intrusive memories, hopelessness. Talk to a peer, supervisor, or seek professional help if needed. Resources available to you at CSG include our Employee Assistance Program (EAP). If you feel you need EAP services, go to CSG Connect, click My Employee Center, and Employee Assistance Program. myStrength™ is also available and offers simple tools, trusted resources, daily motivational tips, and personalized eLearning programs to build and sustain mental wellness and learn and practice new ways of managing stress, depression, or anxiety.
- **Honor Your Service.** Remind yourself that despite obstacles or frustrations, we are working together to fulfill a noble calling—taking care of those most in need.

Adam Biuckians, MD
Medical Director
GENERAL INFORMATION

What is a Pandemic?
Pandemic refers to the occurrence, two to three times per century, of a novel coronavirus infection that circulates around the globe. In basic terms, that means a disease that has spread widely across geographic regions. It has nothing to do with how many people actually get sick, how severe their sicknesses are, or how many people die.

There have been three influenza pandemics in the 20th century, of varying degrees of severity – the Spanish Flu of 1918/1919, the Asian Flu of 1957/1958, and the Hong Kong Flu of 1968/1969. The 21st Century saw its first influenza pandemic in April 2009 (H1N1), originating in Mexico and spreading around the world a month later and in December 2019, COVID-19 originating in China.

COVID-19
Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV). Coronavirus disease (COVID-19) is a new strain that was discovered in 2019 and has not been previously identified in humans.

Coronaviruses are zoonotic, meaning they are transmitted between animals and people. Detailed investigations found that SARS-CoV was transmitted from civet cats to humans and MERS-CoV from dromedary camels to humans. Several known coronaviruses are circulating in animals that have not yet infected humans.

Common signs of infection include respiratory symptoms, fever, cough, shortness of breath and breathing difficulties. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

What to Do if You Are Sick
The Centers for Disease Control and Prevention (CDC) has provided guidance for those who are sick. A comprehensive document can be found in this guide as Appendix A. Additional information about recommended precautions for household members, intimate partners, and caregivers in a non-healthcare setting are available from this link.
CLINICAL INFORMATION

Understanding Symptoms

It can be difficult to determine if a person may have been exposed to or developed COVID-19 or whether symptoms are from a cold, flu, or allergies. The following chart provides assistance. The CDC notes that the three significant symptoms one should be aware of are fever, cough, and shortness of breath. Symptoms may appear 2 – 14 days after exposure.
## Flu or COVID-19, can you tell from the symptoms?

<table>
<thead>
<tr>
<th></th>
<th>COVID-19</th>
<th>Cold</th>
<th>Flu</th>
<th>Allergies</th>
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</thead>
<tbody>
<tr>
<td>Fever</td>
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<tr>
<td>Fatigue</td>
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<tr>
<td>Dry cough</td>
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<tr>
<td>Shortness of breath</td>
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<tr>
<td>Cough</td>
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<tr>
<td>Soreness</td>
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<tr>
<td>Sneezing</td>
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<tr>
<td>Runny nose</td>
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<tr>
<td>Stuffy nose</td>
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<tr>
<td>Watery eyes</td>
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<tr>
<td>Sore throat</td>
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<tr>
<td>Diarrhea</td>
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</tbody>
</table>

*Legend:*
- **Severe**
- **Often**
- **Sometimes**
- **Rare**
People with COVID-19 generally develop signs and symptoms, including mild respiratory symptoms and fever, on an average of 5 – 6 days after infection, although the range can be from 2 – 14 days. The CDC also notes emergency warning signs for COVID-19 and recommends immediate medical attention if any of the following are noted:

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

**Universal Precautions**

All guidance is that universal precautions are the best way to protect yourself, your family, co-workers and the individuals we serve. These include (see the CDC’s everyday preventive actions):

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, throw the tissue in the trash, then immediately wash your hands.
- Clean AND disinfect frequently touched surfaces **daily**. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- Follow the CDC’s recommendations for using a face-mask.
  - CDC does not recommend that people who are well wear a face-mask to protect themselves from respiratory diseases, including coronavirus.
  - Face-masks should be used by people who show symptoms to help prevent the spread of the disease.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. Appendix B is an infographic from the World Health Organization about handwashing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty. Appendix C is an infographic from WHO about handrubbing.

CDC and PA Department of Health continue to be key resources for coronavirus information. We strongly recommend going to their websites if you want to learn more. National Council, ANCOR, and RCPA have also provided valuable guidance on program specific issues.

_CDC – Coronavirus Overview_
_PA Department of Health – Coronavirus_
MONITORING FOR SIGNS AND SYMPTOMS
Outbreak Management

Effective outbreak management has four phases:

- Preparation: plan is in place
- Response: to activate the outbreak management plan
- Monitor outbreak progress: assess and report outbreak control activities
- Conclusion: declare the outbreak over, review events and lessons learned for future outbreaks

Coronaviruses spread person to person primarily through droplet transmission (e.g. when an infected person coughs or sneezes in close proximity to an uninfected person). In the COVID-19 transmission, the CDC has indicated that the distance for droplet transmission can be up to six (6) feet. Efforts to keep distance between individuals, including in residential situations, especially if symptoms appear is essential.

Incubation Period
2 – 14 days, with the average period lasting 2 days. It may be two weeks after an individual has been exposed that symptoms appear.

Infectious Period
People are thought to be the most contagious when they are the most symptomatic (the sickest). Some spread might be possible before people show symptoms; there have been reports of this occurring with this COVID-19, but this is not thought to be the main way the virus spreads. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes. The virus is primarily spread person to person. The CDC recommends that a person who shows symptoms should isolate for a period of 14-days.

Symptom Checklist

- Fever
- Cough
- Shortness of breath
- Fatigue
- Soreness
- Runny Nose
- Sore throat

If a staff member or individual is symptomatic, calls should be made to the person’s primary care physician, the PA Department of Health, and efforts should be made to isolate the individual. How that isolation occurs will vary from program to program.

Screening Visitors
Staff should screen incoming individuals and visitors for the following:

- International travel within the last 14 days to restricted countries. For updated information on restricted countries visit: https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html.
- Signs or symptoms of a respiratory infection, such as a fever, cough, and sore throat.
- Has had contact with someone with or under investigation for COVID-19.
If individuals and visitors meet any of the above criteria, sites may restrict their entry to the facility. Encourage them to contact their primary care physician (PCP) and the PA Department of Health (PA DOH) for guidance on next steps.

All visitors to group homes, residences, and day programs are being restricted at this time with one exception – visitors for those experiencing significant health issues or end-of-life situations. Those visitors should still be screened following the information above.

**Signage**
Signs encouraging universal precautions and awareness about coronavirus should be posted where staff, individuals, and visitors can easily see them. Use the signs posted on CSG Connect in the Covid-19 page.

**Training and Other Events**
Any training that can be done virtually should proceed. Trainings that require face-to-face interactions should be discontinued until April 17. Special circumstances may require some trainings to be held per license requirements. Specific instances will be determined by the Executive Leadership Team and information will be disseminated to all staff. Determinations regarding Orientation training are being made and will be communicated to each service line and/or program as necessary.

*Following the lifting of restriction on face-to-face trainings*, if your site is hosting an event the event organizer should contact attendees and remind them to stay home if sick, use universal precautions during the event, and provide hand sanitizer and hand washing stations. If the meeting or training will be 10 or more people, please offer the option to join remotely whenever possible. It is appropriate to screen attendees at check in for:

- International travel within the last 14 days to restricted countries. For updated information on restricted countries visit: https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html.
- Signs or symptoms of a respiratory infection, such as a fever, cough, and sore throat.
- Has had contact with someone with or under investigation for COVID-19.

If anyone meets any of the above criteria, you may restrict entry to the meeting or training site. Encourage the individual to contact their PCP and PA DOH for guidance on next steps.
INFECTION CONTROL AND PREVENTION

Key Elements for Infection Control

- Social Distancing
- Develop harm-reduction habits like pushing buttons with a knuckle and not touching face
- Hand hygiene Before and After Personal Care Activities
- Use of Appropriate Personal Protective Equipment (PPE)
- Regular Cleaning
- Increased Cleaning of Shared Equipment
- Infected Person Supported Placement - Isolation and Quarantine

The strategies for slowing down transmission include quarantine and isolation of known or highly suspected cases, social distancing (cancelling gatherings such as meetings, concerts, schools, etc.) and good hygiene (covering your cough by coughing into your elbow, hand washing, etc.). Wearing a mask (which the CDC recommends only by those who are symptomatic) will limit droplet spread from the wearer to other people.

Social distancing is a strategy where you try to avoid crowded places, large gatherings of people or close contact with a group of people. In these situations, viruses can easily spread from person to person. In general, a distance of one to two meters (6 feet) will slow the spread of a disease, but more distance is more effective.

Hygiene Practice no-touch greetings instead of handshakes, hugs, and kisses.

The CDC recommends cleaning of all common areas and surfaces on a regular basis. In waiting areas remove toys and magazines to make cleaning easier.

Isolation is defined as the separation or restriction of activities of an ill person with a contagious disease from those who are well. Quarantine is defined as the separation of people who have been exposed to a contagious disease from those not exposed. Policies and procedures for isolation and quarantine will vary by CSG location. Specific information will be shared with all staff from the Virus Response Team as prepared. All such policies, including this plan, are subject to change and update on a regular basis.

Travel
All nonessential travel should be discontinued. Talk to your supervisor if there is a question if travel is essential or not. Consider if teleconferencing can achieve the same result as traveling for a face to face meeting.

Testing
Employees will notify CSG if they are tested for the COVID-19 and test results (positive and negative). Positive test results will be shared with co-workers, etc. per PA Department of Health guidelines.
COMMUNICATION PLAN

Community Services Group continues to actively monitor the spread of the Coronavirus (COVID-19) in Pennsylvania. This Communication Plan was developed as a guide and will be updated as the need arises.

If you have a question or concern, please discuss with your program manager or program director. Centers of Excellence and programs will have specific practices.

CSG has created a COVID-19 Response Team. The Team and ELT are meeting daily to develop our response to the pandemic. Information about reporting to work, remote work opportunities, etc. will be shared as they are available and are subject to change as the situation continues to unfold. Information will be posted on CSG Connect and/or shared with Center of Excellence leadership.

COVID-19 Response Team

<table>
<thead>
<tr>
<th>Contact</th>
<th>Role</th>
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<tbody>
<tr>
<td>Adam Biuckians, MD</td>
<td>Medical Director</td>
</tr>
<tr>
<td></td>
<td>Co-Lead, Virus Response Team</td>
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<tr>
<td>Bruce Cohen</td>
<td>VP, Chief Strategy and Innovation Officer</td>
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<tr>
<td></td>
<td>Co-lead, Virus Response Team</td>
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<tr>
<td>Peg Van Schaick</td>
<td>VP, IDD Services</td>
</tr>
<tr>
<td>Julie Weaver</td>
<td>VP Mental Health Services</td>
</tr>
<tr>
<td>Susan Blue</td>
<td>President and CEO</td>
</tr>
<tr>
<td>Jan Hartle</td>
<td>VP Human Resources</td>
</tr>
</tbody>
</table>

Employees are expected to be aware of and comply with all health and safety standards outlined in this plan. The following precautions should be taken to minimize your risk of exposure and prevent the spread of the virus to others:

- Post this information so it is visible for staff and inform staff of its presence. It will also be posted to CSG Connect. This plan will be updated by the CSG Virus Response Team, who will monitor public health advisories and alert staff of changes that should be communicated in a cascading fashion to all staff as they develop.
- If an individual or employee has come into contact with someone that has COVID-19, report this to your supervisor and the Co-leads of the Virus Response Team immediately.
- Report all incidents of suspected/confirmed COVID-19 or positive influenza testing to your supervisor and the Co-leads of the Virus Response Team as well.
- All individuals and employees must wash hands on a regular basis (always after sneezing, coughing, using the bathroom, before and after providing direct care to each individual).
- Limit unnecessary physical contact such as handshakes. Take proactive personal strategies such as to avoid touching your own face; use your sleeve or a napkin when touching door knobs.
- Ensure hand soap/paper towels and/or hand sanitizer is readily available at all work sites. Follow guidelines for proper hand hygiene. (See Appendices B and C)
- Regularly sanitize phones, keyboards, light switches, door knobs, countertops, faucets, adaptive equipment, wheelchairs, television remotes, keys, and any other surface that you touch or is used by individuals in our services.
● If any site is in need of cleaning supplies, they should contact their supervisor and/or program manager.
● Post visual alerts reminding staff of infection control procedures and the current precautions in effect.
● Limit group/face-to-face meetings including staff meetings, business meetings, ISPs, and county meetings. Instead, use conference calls or Google conferencing whenever possible.
● Immediately report to your supervisor any individual who may exhibit flu like or respiratory symptoms such as fever, shortness of breath, or a cough. Specific actions for service lines will be distributed through the Executive Leadership Team.
● Employees are required to report to work as scheduled and expected to work with individuals known or suspected to have communicable disease.
● Employees may be required to work overtime hours due to shortage of staff. This will be communicated to employees as far in advance as possible.
● Employees may be reassigned to other program sites to assist in the care of the individuals.
● Employees who are unable to report to work are required to follow proper procedures for leave time and calling in ill as outlined in the Employee Handbook.
● If an employee becomes ill with respiratory symptoms, (fever, cough, shortness of breath) they are to notify their supervisor immediately. COVID-19 diagnostic testing will be covered in full with no member copay or coinsurance through Capital Blue Cross for Capital Blue Cross members. For those with other insurance coverage, please contact your payer for their specific policies related to COVID-19.

We ask that all staff remain calm during this time. Continue to get your information from reliable sources such as the Centers for Disease Control and the Department of Health and through CSG Connect. Our focus is to keep you informed and prepared so that everyone remains as healthy as possible.

Separate communications will be sent to our vendors and families to communicate what precautionary measures CSG is taking to keep our individuals safe.
**PROGRAM SPECIFIC INFORMATION**

With the breadth of service lines and programs supported by CSG, decisions about activities, closures, restrictions, work opportunities, etc. will be made specific to different departments and program lines. Policies and procedures governing these steps during a pandemic will be communicated through the Centers of Excellence, Virus Response Team, and Executive Leadership Team.

Decisions are fluid. Staff must keep up-to-date with decisions made (and changed) and follow all guidelines provided. Questions should be directed to supervisors who will address them with the Centers of Excellence, Virus Response Team, and Executive Leadership Team.
What to do if you are sick with coronavirus disease 2019 (COVID-19)

If you are sick with COVID-19 or suspect you are infected with the virus that causes COVID-19, follow the steps below to help prevent the disease from spreading to people in your home and community.

Stay home except to get medical care
You should restrict activities outside your home, except for getting medical care. Do not go to work, school, or public areas. Avoid using public transportation, ride-sharing, or taxis.

Separate yourself from other people and animals in your home

People: As much as possible, you should stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if available.

Animals: Do not handle pets or other animals while sick. See COVID-19 and Animals for more information.

Call ahead before visiting your doctor
If you have a medical appointment, call the healthcare provider and tell them that you have or may have COVID-19. This will help the healthcare provider’s office take steps to keep other people from getting infected or exposed.

Wear a facemask
You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) or pets and before you enter a healthcare provider’s office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then people who live with you should not stay in the same room with you, or they should wear a facemask if they enter your room.

Cover your coughs and sneezes
Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately wash your hands with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60 to 95% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty.

Avoid sharing personal household items
You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.

Clean your hands often
Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty. Avoid touching your eyes, nose, and mouth with unwashed hands.

Clean all “high-touch” surfaces every day
High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

Monitor your symptoms
Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). Before seeking care, call your healthcare provider and tell them that you have, or are being evaluated for, COVID-19. Put on a facemask before you enter the facility. These steps will help the healthcare provider’s office to keep other people in the office or waiting room from getting infected or exposed.

Ask your healthcare provider to call the local or state health department. Persons who are placed under active monitoring or facilitated self-monitoring should follow instructions provided by their local health department or occupational health professionals, as appropriate.

If you have a medical emergency and need to call 911, notify the dispatch personnel that you have, or are being evaluated for COVID-19. If possible, put on a facemask before emergency medical services arrive.

Discontinuing home isolation
Patients with confirmed COVID-19 should remain under home isolation precautions until the risk of secondary transmission to others is thought to be low. The decision to discontinue home isolation precautions should be made on a case-by-case basis, in consultation with healthcare providers and state and local health departments.

For more information: www.cdc.gov/COVID19
How to handwash?

WASH HANDS ONLY WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB!

Duration of the entire procedure: **40-60 sec.**

1. Wet hands with water
2. Rub hands palm to palm
3. Right palm over left dorsum with interlaced fingers and vice versa
4. Palm to palm with fingers interlaced
5. Backs of fingers to opposing palms with fingers interlocked
6. Rotational rubbing of left thumb clasped in right palm and vice versa
7. Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.
8. Rinse hands with water
9. Dry thoroughly with a single use towel
10. Use towel to turn off faucet
11. ...and your hands are safe.

WHO acknowledges the Hôpitaux Universitaires de Genève (HUG), in particular the members of the Infection Control Programme, for their active participation in developing this material.
How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED

Duration of the entire procedure: 20-30 seconds

1. Apply a palmful of the product in a cupped hand, covering all surfaces;

2. Rub hands palm to palm;

3. Right palm over left dorsum with interlaced fingers and vice versa;

4. Palm to palm with fingers interlaced;

5. Backs of fingers to opposing palms with fingers interlocked;

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

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

8. Once dry, your hands are safe.

World Health Organization
Patient Safety
SAVE LIVES
A World Alliance for Safer Health Care
Clean Your Hands

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WHO acknowledges the Hôpitaux Universitaires de Genève (HUG), in particular the members of the Infection Control Programme, for their active participation in developing this material.
SEQUENCE FOR PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE)

The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

1. GOWN
   • Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
   • Fasten in back of neck and waist

2. MASK OR RESPIRATOR
   • Secure ties or elastic bands at middle of head and neck
   • Fit flexible band to nose bridge
   • Fit snug to face and below chin
   • Fit-check respirator

3. GOGGLES OR FACE SHIELD
   • Place over face and eyes and adjust to fit

4. GLOVES
   • Extend to cover wrist of isolation gown

USE SAFE WORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION

• Keep hands away from face
• Limit surfaces touched
• Change gloves when torn or heavily contaminated
• Perform hand hygiene
HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE)
EXAMPLE 1

There are a variety of ways to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Here is one example. Remove all PPE before exiting the patient room except a respirator, if worn. Remove the respirator after leaving the patient room and closing the door. Remove PPE in the following sequence:

1. GLOVES
   - Outside of gloves are contaminated!
   - If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
   - Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove
   - Hold removed glove in gloved hand
   - Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove
   - Discard gloves in a waste container

2. GOGGLES OR FACE SHIELD
   - Outside of goggles or face shield are contaminated!
   - If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
   - Remove goggles or face shield from the back by lifting head band or ear pieces
   - If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container

3. GOWN
   - Gown front and sleeves are contaminated!
   - If your hands get contaminated during gown removal, immediately wash your hands or use an alcohol-based hand sanitizer
   - Unfasten gown ties, taking care that sleeves don’t contact your body when reaching for ties
   - Pull gown away from neck and shoulders, touching inside of gown only
   - Turn gown inside out
   - Fold or roll into a bundle and discard in a waste container

4. MASK OR RESPIRATOR
   - Front of mask/respirator is contaminated — DO NOT TOUCH!
   - If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
   - Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
   - Discard in a waste container

5. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE

PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS BECOME CONTAMINATED AND IMMEDIATELY AFTER REMOVING ALL PPE
Here is another way to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Remove all PPE before exiting the patient room except a respirator, if worn. Remove the respirator after leaving the patient room and closing the door. Remove PPE in the following sequence:

1. **GOWN AND GLOVES**
   - Gown front and sleeves and the outside of gloves are contaminated!
   - If your hands get contaminated during gown or glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
   - Grasp the gown in the front and pull away from your body so that the ties break, touching outside of gown only with gloved hands
   - While removing the gown, fold or roll the gown inside-out into a bundle
   - As you are removing the gown, peel off your gloves at the same time, only touching the inside of the gloves and gown with your bare hands. Place the gown and gloves into a waste container

2. **GOGGLES OR FACE SHIELD**
   - Outside of goggles or face shield are contaminated!
   - If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
   - Remove goggles or face shield from the back by lifting head band and without touching the front of the goggles or face shield
   - If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container

3. **MASK OR RESPIRATOR**
   - Front of mask/respirator is contaminated — DO NOT TOUCH!
   - If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
   - Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
   - Discard in a waste container

4. **WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE**

PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS BECOME CONTAMINATED AND IMMEDIATELY AFTER REMOVING ALL PPE