



OPERATIONAL GUIDELINES ON PREPAREDNESS AND RESPONSE FOR COVID-19 OUTBREAK FOR WORK SETTINGS

Interim Guidance

17th April 2020



Directorate of Environmental Health, Occupational Health and Food Safety
MINISTRY OF HEALTH AND INDIGENOUS MEDICAL SERVICES



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PREFACE



At present the entire world is affected by the pandemic caused by the novel coronavirus, commonly known as COVID-19. As the name implies the virus is new to the world and what is known about it is based on current research and experience. However, it is known to be highly contagious with a mortality rate of about 3%, which has led to the closure or complete lockdown of not only entire cities but also entire countries.

Sri Lanka too, is currently experiencing a similar situation with island-wide curfew having been imposed since mid-March. However, due to extremely stern and rigorous actions taken in a timely manner by the authorities in the country, for nearly a month, the case load of COVID-19 infected patients appear to be within the limits of control.

It is evident that the COVID-19 pandemic would create a significant economic impact globally and Sri Lanka is no exception. This will certainly create health, social and economic adverse outcomes not only in the short term but in the medium and long term as well.

However, we need to attempt to strengthen the economy in order to fight the COVID outbreak situation as well as to mitigate long and medium term social and economic

adverse effects in Sri Lanka. In such a situation, there is hope for closed workplaces, to start functioning once again, in a phased out manner with caution.

Sri Lanka is well known globally for its strong, efficient and effective health system which has eliminated many communicable diseases in the past. Therefore, I am confident that we can successfully face this challenge of COVID 19- and ensure health and safety of our people.

In the present context, workplaces need to modify work practices and the work environments to prevent any possible transmission of COVID-19 infection at workplaces with the commencement of the operations. Therefore, with the experience of the health sector together with all other experts and stakeholders, Ministry of health has developed these guidelines to be adopted in all workplaces.

Therefore, I request all concerned organizations to strictly adhere to these guidelines in order to achieve our objective of eliminating this disease from our country.

Dr. Anil Jasinghe

Director General of Health services.

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1. INTRODUCTION



COVID-19 is a respiratory disease which has been declared as a pandemic by the World Health Organization.

Although, initially only a few cases were reported in Sri Lanka, over the past month more than 200 cases have been reported. The situation is well under control now and the authorities are planning an exit strategy. Hence there is hope for reopening of workplaces, in the near future. In the background, reopening workplaces and other public facilities require special precautions.

This document provides guidelines to be followed at workplaces and other public and private entities to prevent/control the spread of possible COVID-19 infection. Further, it provides additional precautions to be adhered to considering the different categories of workplaces and settings. The measures are simple to follow and can be adopted easily. However, it must be noted that the current scientific evidence on COVID-19 infection is limited as it is novel to the world. This document was prepared considering the current known evidence and is subject to change when new knowledge is made available.

As workplaces are frequented by a large number of people, it is a collective responsibility of all to keep workplaces safe.

The responsibility of implementation of this guide is with the management of each organization and technical guidance will be provided by the DDG (Env. Occupational Health & food safety) unit of the Ministry

of Health at the center and all the Medical officers of health at peripheral level. Contact details of all these officers are provided at the end of this document.

The authors have made every effort to include all common work settings in this document but it is not possible to include every work setting and every activity in selected settings. Hence readers are advised to grasp the cardinal messages in this document and apply them accordingly to suit their work settings.

As the transmission of COVID-19 occurs only in 3 ways as described in the next paragraph individual workplaces could adopt best practices to avoid such transmissions through the concepts described herein. Individual behavior is also important in arresting transmission of this disease. Two simple measures adopted in public namely wearing face masks and not touching the face could protect any individual from getting this disease.

2. POSSIBLE METHODS OF TRANSMISSION AT 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 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 occupational exposure level 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 including,
 - The general public, customers, and coworkers; and
 - 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 3.6 below if that individual is suspected of having COVID-19 infection.

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. 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.**

Check temperatures of all the staff at the time of entrance to the workplace and any person recording a temperature above 98.4 0 F or 37 0 C should be re-checked after 10-15minutes of rest and if positive for second time sent him/her back. Thermal scanner has to be of Medical grade.

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

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.

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.

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.

Doors should be kept open between sections to reduce unnecessary handling by the workers.

Discourage workers from shaking hands/ hugging and adopt other non-touch techniques of greeting.

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

3.3 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,

- 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.

3.4 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 3.3).

Keep an alcohol rub/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).

3.5 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.

3.6 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.

3.7 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.

3.8 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.

3.9 Hostels, Barracks, dormitory and lodges

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 3.7).

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.

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.

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 behaviours (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 Manufacturing Industries

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

This part of the document outlines the measures to be followed at factories, to prevent/ control the spread of COVID-19 infection and to promote the health of the public.

Restructuring the workplace

1. Management should review policies and practices, such as limiting operations to essential processes and flexible work hours and office arrangements to maintain the required physical distance at the factory.
2. Establish alternate days or extra shifts that reduce the total number of employees in a work place at a given time, allowing them to maintain distance from one another.
3. Work settings should be arranged in such a way to keep a distance of one meter between workers.

4.2 Government and Private Offices

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

Restructuring the workplace

Employers should establish policies and practices, such as limiting operations to essential processes and flexible work hours (e.g., staggered shifts) to increase the physical distance as social distancing strategy.

Establish alternate days or extra shifts that reduce the total number of employees in a work place at a given time, allowing them to maintain distance from one another.

Work stations should be arranged in such a way to keep a distance of one meter between workers.

At the entrance of the workplace

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

Check the temperature of all the staff at the time of entrance to the workplace and any person recording a temperature above 98.4 0F or 37 0C should be re checked in 10-15minutes and if positive for second time the person be sent back.

Maintain one meter distance between workers when queuing up at the entrance.

Inside the workplace

All workers shall wear masks while on duty and should maintain a distance of at least 1m between persons, staff and customers.

Discourage workers from using other workers desks / work stations, common telephones, fax machines or other work tools and equipment, whenever possible.

Advise staff to minimize verbal and written communication between co-workers and use alternative methods (Public address system, intercom etc.) for internal communication

Doors should be kept open between sections to reduce unnecessary handling by the workers.

Maintain regular housekeeping practices, including routine wiping/ cleaning and disinfecting of surfaces, equipment, and other items in the work environment (Refer to section 3.2 above)

Lunch breaks and tea breaks should be given in batch-wise to prevent crowding the meal room (Please refer the general guideline for the recommended practices to be followed at the dining room/canteen).

Instructions for Customers/Visitors

All customers visiting government or private offices should wear face masks and maintain a distance of 1m from other customers/ staff. Staff shall use soap and water for hand washing or an alcohol rub for disinfection of hands after completion of work with each visitor. These facilities for hand disinfection are to be provided by the employer.

The customers shall be made aware of the control measures in place within the office through print, digital or video messages.

4.3 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 0 C or 98.4 0 (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.

4.3.7. Service counters Refer to section 3.4

4.3.8. Staff dormitory Refer to section 3.9

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.

4.4 Restaurants and Eateries

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

Should disinfect all the surfaces of chairs and tables after each use (Please refer section 3.3).

All workers and customers should maintain at least 1 meter distance inside the restaurants and eateries. Furniture should be arranged accordingly.

All workers should wear face masks. .

Display the menu either by TV screen, display board or under the glass pad of the table.

Places where buffets are available, there should be dedicated staff member(s) to serve the food for to avoid many customers handling spoons and other utensils in the buffet.

Customers shall not share crockery and culinary equipment.

All cleaning staff should wear gloves and masks.

Waiters shall wash their hands frequently to prevent any cross contamination.

Culinary equipment and crockery should be thoroughly washed with soap and water.

For Payment counter guide please refer section 3.4 above.

4.5 Supermarkets

Following measures are to be adopted in addition to the general measures described in section 3 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.
- Before opening the supermarket, clean and disinfect the floor, counter tops and all common contact surfaces. (Please refer to section 3.3)
- Keep the entrance and exit doors open or keep dedicated persons to open and close the doors.
- Take only a designated number of customers inside in order to maintain 1 meter distance between two persons including the queue.
- Customers without masks shall not be allowed in.
- Advise the staff not to wear nonessential accessories/ornaments (such as wrist watch, bracelets, jewelries, etc) during working hours.
- The handles of the carts and baskets should be disinfected after each use.
- Operating of weighing machines should only be done by the dedicated staff members.
- Avoid selling unpacked common retail items (Rice dhal etc) and prepack them and keep ready.
- Cashier be advised to sanitize hands with each encounter with customers.
- Please follow the counter guide described in section 3.4.
- Customers be given the option whether to issue a paper invoice or arrange the invoice to be sent electronically to the mobile phone.
- Maintain express counters (less than 5 items).
- Utility bill payments through supermarket counters shall be suspended during this disease transmission period.
- Remove all customer operated devices (E.g. touch screens at the cashier).
- Make customers aware of the measures and health messages through print, digital and audio media.
- It is recommended to arrange separate small stalls outside the main market for commonly sold items such as rice, coconut, potatoes onions etc. This measure could reduce the overcrowding inside the main hall.

4.6 Public transport

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

These measures apply to all public transports including trains.

Before commencement of the trip

- Vehicle interior including entry points should be disinfected before starting each trip (Please refer section 3.3)
- Driver, conductor/helper/ all train station staff and all the passengers should wear face masks.
- Keep one meter distance between the passengers and limit the number of passengers to 50% of the seating capacity. Taxi service motor cars and three-wheelers should carry maximum of 2 passengers.
- Minimize the handling of cash and encourage passengers to bring the exact amount for the fare.
- Hand sanitizer/alcohol rub can be fixed at the entry point of the vehicle /bus stand /railway station to sanitize the hands of passengers during the entry to the transport.
- All passenger contact points in train stations should be disinfected daily.
- Instructions in chapter 3 shall apply to office environment and section on service counters to ticket counters.

During Travel

- Provide adequate time to get in to the vehicle and get down from it in order to practice non touch technique inside the vehicle/during the travel.

- One identified door should be used for loading passengers.
- Health promotional messages and recommended behavior should be transmitted through the public address system inside the vehicle.

4.7 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 3.3).

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 are encouraged to 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 3.3)

Visitors after returning home should follow the instructions in section 3.8.

4.8 Economic Centers

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

- Arrange the floor plan in order to limit the cross movements of people and vehicles.
- Dedicate a separate parking area for vehicles.
- Establish facilities for hand washing at the entrance and other appropriate locations of the economic center.
- Hand washing shall be made mandatory for customers and workers on arriving at the center.
- Arrange the area in such a way to keep the required distance between vendors.
- Restrict the number of customers for a given time in order to maintain 1 meter distance. Ask customers to wait in a queue until their turn.
- All vendors, staff and visitors shall wear face masks.
- Advise staff to avoid wearing nonessential accessories such as wrist-watches, bracelets, jewelry.
- Wear gloves when handling, loading and unloading of goods.
- 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.

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 0F or 37 0C 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)

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.

1. Large gatherings in enclosed spaces
Eg: cinema, private tuition classes
conventions etc.
2. Adventure parks for children.
3. Night clubs, casinos and betting centers
4. Gatherings in religious places

For further information

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

ANNEX 01

How to prepare hand sanitizer solution

Raw Materials required

1. Ethyl Alcohol >90% or Isopropyl Alcohol >90%
2. Hydrogen peroxide 3%
3. Glycerol 98%
4. Food coloring (blue or green)
5. Water (Properly boiled and cooled up to room temperature)

Method of preparation

In order to prepare 100 milliliters of the hand sanitizer,

1. 85 milliliters of Ethyl Alcohol or Isopropyl Alcohol,
2. 4 milliliters of Hydrogen peroxide,
3. Few drops of food coloring and
4. 1.5 milliliters of Glycerol, is required.

Add any one kind of alcohol mentioned above into an adequately large bottle (150 milliliters or more). Then add Hydrogen peroxide to the bottle. Mix it and add Glycerol to the mixture. Then add water to the mixture until total volume of the mixture becomes 100 milliliters. Finally, the bottle with the mixture should be closed and mix thoroughly. The solution made can be used as an alcohol based hand rub.

ANNEX 02

List of Medical officers of health with their respective District and provincial level supervising officers.

Provincial Director		Regional Director		MOH		
				Area	Tel. No.	E-Mail
Central PDHS Dr. H.M. Arjuna Thilakarathna 081 2224336 071 4427094 arjunatilak@yahoo.com pdhscentral@health.gov.lk	Kandy RDHS Dr. P. Nithershini 081 2233061 071 4474071 nithershini2791@gmail.com rdhskandynew@gmail.com rdhskandy@health.gov.lk	MOH - Akurana	0662244054	akurana66@gmail.com		
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		MOH - Doluwa	0812415220	mohdoluwa@gmail.com		
		MOH - Galagedara	0812461368	mohgalagedara@gmail.com		
		MOH - Galaha (Delthota)	0812467601	mohgalaha@gmail.com		
		MOH - Gampola (Udupalatha)	0812352278	mohudapalatha@gmail.com		
		MOH-Ganga Ihala (Kurunduwatta)	0812352803	mohgangaihala@gmail.com		
		MOH - Gangawatakorele	0812240047	mohgangawata@yahoo.com		
		MOH - Hasalaka	0552257078	mohhasalaka@gmail.com		
		MOH - Hatharaliyadda	0812464181	mohhatharaliyadda@gmail.com		
		MOH - Kandy MC	0812500340	smooffice15@yahoo.com		
		MOH - Kundasale	0812374012	mohkundasale@gmail.com		
		MOH - Medadumbara (Medamaha)	0812402457	medadumbara@gmail.com		
		MOH - Menikhinna	0812376860	menikmoh@gmail.com		
		MOH - Panvila	0812472031	mohofficepanwila@gmail.com		
		MOH - Pasbage (Nawalapitiya)	0542222278	mohnvp@gmail.com		
MOH - Poojapitiya	0812307018	mohpoojapitiya@gmail.com				
MOH - Thalathuoya (Pathahewahe)	0812404278	mohthalathuoya@yahoo.com				

Provincial Director	Regional Director	MOH		
		Area	Tel. No.	E-Mail
	<p>Matale RDHS Dr. M.S.K. Wickramathilaka (DRD) 066 2222483 0715348796 sepaliccp@yahoo.com rdhsmatale@health.gov.lk</p>	MOH - Udadumbara	0812402381	mohudadumbara@gmail.com
		MOH - Udunuwara	0812315732	mohudunuwara@yahoo.com
		MOH - Wartegama (Pathadumbara)	0812476262	mohwartegam@gmail.com
		MOH - Werellagama (Harispattuwa)	0812499317	haarismoh@gmail.com
		MOH - Yatinuwara (Kudagannawa)	0812571252	mohrhtckadu@yahoo.com
		MOH - Ambanganga Korale	0662255278	mohrtamb@gmail.com
		MOH - Dambulla	0662284778	mohdambulla@gmail.com
		MOH - Dambulla MC	0663062174	dambullamunicipal@gmail.com
		MOH - Galewela	0662289264	mohgalewela@gmail.com
		MOH - Laggala-pallegama	0662275025	laggalamoh@gmail.com
		MOH - Matale	0662231520	matalemoh@gmail.com
		MOH - Matale MC	0662224927	matalemhealth@gmail.com
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		MOH - Pallepola	0662247341	mohpallepola24@gmail.com
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		MOH - Wilgamuwa	0662250060	mohwilgamuwa@gmail.com
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MOH - Hanguranketha	0812365292	moh.hangu.@gmail.com		
MOH - Kotagala	0512244439	kotagalamoh123@gmail.com		
MOH - Kothmale	0522259627	mohkothmale01@gmail.com		
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MOH - Mathurata	0523527830	mathurataa@gmail.com		
MOH - Nawathispane	0542050045	mohnawathispane@gmail.com		
	<p>NuwaraEliya RDHS Dr. S. Talagala 052 2223413 0703722177 thalagalassenaka@gmail.com rdhsnuwaraeliya@health.gov.lk</p>			

Interim Operational Guidelines on Preparedness and Response for Covid-19 Outbreak for Work Settings

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		MOH - NuwaraEliya MC	0522235042	mohnuwaraeliyamc@gmail.com
		MOH - Ragala	0522265416	ragalamoh123@gmail.com
		MOH - Walapane	0522279136	mwalapane@gmail.com
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		MOH - Damana	0632240420	mohdamana420@gmail.com
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		MOH - Mahaoya	0632244098	mohmahaoya@gmail.com
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	MOH - Koralaipattu Central	0652258184	kpcmh@gmail.com	
	MOH - Oddamavadi	0652258104	oddmoh@gmail.com	
	MOH - Paddipalai	0652056960	moh.paddipalai@gmail.com	
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	MOH - Valaichenai	0652257260	valaichenaimohoffice@gmail.com	
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	MOH - Vellaveli	0652056107	mohvellavely@gmail.com	

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		MOH - Akkaraipattu	0672277431	mohakp@gmail.com
		MOH - Alayadivembu	0672277528	MohAlayadivembu@gmail.com
		MOH - Irakkamam	0632050147	info.moh.Irakkamam@gmai.com
		MOH - Kalmunai South (Muslim Div)	0672223266	mohkalsouth@gmail.com
		MOH - Kalnumai North (Tamil Div)	0672229278	info.moh.drganesh62@yahoo.com
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		MOH - Kanthale	0262234265	kantalemoh@gmail.com
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		MOH - Kuchchaveli	0262232464	sgaja24@gmail.com
		MOH - Kurinchakkerny	0772071404	mohkurinchakkerny@gmail.com
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Interim Operational Guidelines on Preparedness and Response for Covid-19 Outbreak for Work Settings

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Municipal council Anuradhapura	0710554224	chanmira77@gmail.com		

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		MOH - Elahera	0662256624	mohelaherapln@gmail.com
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MOH - Kurunegala MC	0372222275	mohmck@gmail.com		
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MOH - Mallawapitiya	0372056298	mallawapitiyamoh@gmail.com		
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Interim Operational Guidelines on Preparedness and Response for Covid-19 Outbreak for Work Settings

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		MOH - Pannala	0372246063	pannalamoh@gmail.com
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		MOH - Rideegama	0372252321	mohrideegama@gmail.com
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		MOH - Anamaduwa	0322263447	moh.anamaduwapu@gmail.com
		MOH - Arachchikattuwa	0322259350	moh.arachchikattuwapu@gmail.com
		MOH - Chilaw	0322222278	moh.chilawpu@gmail.com
		MOH - Dankotuwa	0312258178	moh.dankotuwapu@gmail.com
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		MOH - Karuwalagaswewa	0323323634	mohkaruwalagaswewa@gmail.com
		MOH - Madampe	0322249500	madampemoh@gmail.com
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		MOH - Mundalama	0322052278	mohmundel.pu@gmail.com
		MOH - Nattandiya	0322254278	moh.nattandiyapu@gmail.com
		MOH - Pallama	0322051551	moh.pallamapu@gmail.com
		MOH - Puttalam	0322265201	moh.puttalampu@gmail.com
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		MOH - Chavakachcheri	0212270014	mohchava@gmail.com
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		MOH - Karaveddy	0212261006	mohkvd@gmail.com
		MOH - Kayts	0212211660	mohkayts18@yahoo.com
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Provincial Director	Regional Director	MOH		
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		MOH - Sandilipay	0212255248	mohsandilipay@gmail.com
		MOH - Tellipalai	0212241182	mohtelle@gmail.com
		MOH - Uduvil	0212241183	mohuduvil@gmail.com
		MOH - Velanai	0212211555	mohvelanai@gmail.com
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		MOH - Kandawalai	0212060415	mohofficekandawalai@gmail.com
		MOH - Kilinochchi	0212283823	mohkaraichchi@gmail.com
		MOH - Palai	0212050024	mohpallai@gmail.com
		MOH - Poonakary	0212060822	mohofficepoonakary@gmail.com
		MOH - Madhu	0232051567	mohmadhu92@gmail.com
		MOH - Mannar Town	0232222278	mohmannar@gmail.com
		MOH - Manthai West	0232050868	mohadampan@yahoo.com
		MOH - Musalai	0232328281	mohmusali@gmail.com
		MOH - Nanattan	0232050389	mohnanattan@gmail.com
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		MOH - Mullaitivu	0212061005	mohmtv@gmail.com
		MOH - Oddusuddan	0212061705	mohoddusuddan@gmail.com
		MOH - Puthukkudiyiruppu	0212061588	mohptkmtv@gmail.com
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Interim Operational Guidelines on Preparedness and Response for Covid-19 Outbreak for Work Settings

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		MOH - Vavuniya	0242222278	ssutharjan@yahoo.com
		MOH - Vavuniya North	0242051920	mohv02478@gmail.com
		MOH - Vavuniya South	0775432968	vmohoffice@gmail.com
		MOH - Aranayaka	0352258161	Moh_vavuniyasouth@yahoo.com
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MOH - Elapatha	0452222516	moheliheliyagoda1@gmail.com		
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MOH - Godakawela	0452240278	embilipitiyamoh@gmail.com		
MOH - Imbulpe	0452287046	godakawelamohoffice@gmail.com		
MOH - Kahawaththa	0452270161	imbulpemoh@gmail.com		
MOH - Kalawana	0452255260	kahawattamoh@mail.com		
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			mohkolonna@gmail.com	

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		MOH - Nivithigala	0452279844	nivitigalamoh@gmail.com	
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		MOH - Pelmadulla	0452274574	mohofficepelmadulla@gmail.com	
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		MOH - Ratnapura PS	0452222278	mohratnapura@gmail.com	
		MOH - Weligepola	0452227060	weligepolamoh@gmail.com	
		MOH - Udawalawe	0472232622		
		MOH - Akmeemana	0913922261	mohofficeakmeemana@gmail.com	
		MOH - Ambalangoda	0912258278	mohofficeambalangoda@gmail.com	
		MOH - Baddegama	0912292278	mohbaddegama@gmail.com	
		MOH - Balapitiya	0912264485	mohbalapitiya@gmail.com	
		MOH - Bope-poddala	0912222442	moh.bopepoddala@gmail.com	
		MOH - Elpitiya	0912291102	mohofficeelpitiya@gmail.com	
		MOH - Galle MC		mohmgalle@gmail.com	
		MOH - Gonapinuwala	0912276079	mohofficegonapinuwala@gmail.com	
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MOH - Neluwa	0718330939	mohofficeneluwa@gmail.com			
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		MOH - Angunukolapelassa	0472228261	mohofficeap@gmail.com
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		MOH - Hambantota	0472256561	mohhambantota@gmail.com
		MOH - Katuwana	0472247361	mohkatuwanasp@gmail.com
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		MOH - Hakmana	0714486750	lakmalranasinghe1@gmail.com
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		MOH - Kirinda Puhulwella	0412288261	mohkirinda.ms@gmail.com
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		MOH - Morawaka	0412282376	morawakamoh@gmail.com
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		MOH - Welimada	0572245178	mohofficewelimada@gmail.com		
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Interim Operational Guidelines on Preparedness and Response for Covid-19 Outbreak for Work Settings

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		Section - Kirula	0112586822	kirulamh@gmail.com
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		MOH - Nugegoda	0112645483	moh.moratuwa@healthdept.wp.gov.lk
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		MOH - Piliyandala	0112614489	
		MOH - Pitakotte	0112862973	moh.pitakotte@healthdept.wp.gov.lk
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Interim Operational Guidelines on Preparedness and Response for Covid-19 Outbreak for Work Settings

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		MOH - Mathugama	0342247278	mohmathugama@gmail.com
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		MOH - Palindanuwara	0342244478	mohpalindanuwara@yahoo.com
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		MOH - Walallawita	0342284456	mohwallalwita@gmail.com
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MINISTRY OF HEALTH AND INDIGENOUS MEDICAL SERVICES

17th April 2020

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