



THE INCLen TRUST INTERNATIONAL

RESEARCH AND TRAINING FOR IMPROVING
EQUITY, EFFICIENCY AND QUALITY IN HEALTH CARE

**Guidelines for prevention of COVID-19 among the workforce of the INCLen Trust International
(INCLen Executive Office, New Delhi and SOMAARTH- Palwal, Bareilly and Shillong)**

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1. Introduction

There is a need to prevent importation of infection in workplace settings and to respond in a timely and effective manner in case suspect case of COVID-19 is detected in these settings, so as to limit the spread of infection.

2. Purpose

This document outlines the preventive and response measures to be observed to contain the spread of COVID-19 among employees of The INCLen Trust International.

3. Scope

These guidelines apply to all employees of The INCLen Trust International stationed at INCLen Executive Office (IEO), New Delhi or SOMAARTH- Palwal, Bareilly and Shillong. Unless otherwise specified, the guidelines apply uniformly to all the offices.

In view of the rapidly evolving understanding of COVID-19, these guidelines shall also be revised from time to time to reflect the current best practices.

4. Roles and responsibilities

1. Executive Director (ED):
 - a. Review and approve the SOP and ensure that it is updated as and when required
 - b. Actively seek and provide feedback regarding the implementation of this SOP during review meetings
2. Chief Operations Officer (COO): Takes overall responsibility of implementation and monitoring adherence to guidelines
3. The specific roles and responsibilities are specified against activities in the subsequent sections

5. Preventive measures

5.1. Housekeeping practices

1. Procure and maintain supplies: Ensure adequate stock of disinfectant solution, hand sanitizer (70% alcohol based), hand wash, cleaning supplies is available at all offices.
2. The office will be cleaned thoroughly on a daily basis. Floors and all high-touch surfaces (railings, handles, knobs, light switches, desks, tables) and objects (e.g. door handles, telephones, keyboards) shall be wiped with disinfectant regularly (Annexure 1).
3. Hand sanitizer dispensers will be kept at the office entrance and near high contact surfaces (near photocopier machines, reception desk). These dispensers should be regularly refilled.
4. Hand wash will be made available at all washrooms and pantry areas.
5. Air conditioning:
 - 5a. No AC at IEO (except server room) shall be switched on. In case the office temperature becomes uncomfortable, pedestal fans/wall mounted fans are to be used. Server ACs shall be kept on and the reception area main door shall be kept open and shall have two fans operating so that fresh air is circulated at all times. For the technical staff entering the Server room, the staff shall



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wear mask at all time of operation inside the server room. Before entering the server room, the concerned staff shall use sanitisers on the hands and shall sanitise the outer surface touched with sanitised cloth.

5b. For SOMAARTH offices, no ACs shall be switched on except that of deep freezers rooms and Micro-biology lab, no one is allowed to enter the deep freezer room or the lab except the admin to record the temperature and lab staff to put or remove the samples. These persons shall sanitise their hands before entering the room and shall sanitise the outer surfaces and handles touched by them with a sanitised cloth. No sanitiser spray shall be used on the machine kept in the server room or the deep freezers rooms or micro-biology lab.

6. All inside surfaces of vehicles will be cleaned thoroughly every day with chlorine solution (1%). Drivers will be in possession of hand sanitizer which shall be used every time a person boards the vehicle.
7. Provision of tea, coffee and water
 - a. IEO, Delhi: Coffee machine will be operational during breaks. However, staff shall have to bring their own cups/glasses and are discouraged from sharing it with colleagues or visitors.
 - b. IEO water dispenser shall be operational. The staff is to bring their own water bottles and are discouraged from sharing it with colleagues or visitors.
 - c. SOMAARTH Offices: Tea will be prepared and served in disposable cups. To reduce the amount of waste generated at the office, employees are encouraged to bring their own cups and have tea served in them.
 - d. SOMAARTH Offices. Water cooler will be operational. However, staff shall have to bring their own water bottles and are discouraged from sharing it with colleagues or visitors.
8. Responsibility:
 - i. IEO: Shri Chandan and in his absence Shri Gaurav Banyal
 - ii. SOMAARTH Palwal : Shri Rakesh Singh and in his absence Shri Virender Singh
 - iii. SOMAARTH Bareilly: Shri Mrityunjay Pandey
 - iv. SOMAARTH Shillong: Shri Sathish Madhav and in his absence Dr Sidharth Biswal

5.2. Arogya Setu App

1. It is compulsory for all staff of INCLEN to download Arogya Setu app in their mobile, if the employees is having a compatible device; and in case they do not have a compatible device, they are to use the government's Arogya Setu Interactive Voice Response System service (which works in a similar fashion as the app) through their mobile number. The details whether they are in high risk category or low risk category is shown in Arogya Setu App.
2. For the existing employees all line managers shall physically ensure that the staff under them have downloaded the app and is active. For the employees who join INCLEN, the HR or the Station Managers shall physically check the app for the employee joining the organisation. Every employee will sign an undertaking stating that the App would be active on their phones, with verification by the supervisor. This will be deposited with COO.



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5.3. Personal Protection

1. All staff will wash their hands with soap and water which shall be provided near entrance. The soap shall be liquid soap to be kept in soap dispenser.
2. Additionally, staff shall use hand sanitizer to sanitize their hands before entering the office or when entering a vehicle.
3. All staff, if traveling to the field, must carry and use hand sanitizers regularly (including before entering and leaving the community, etc.).
4. Masks:
 - a. All employees must wear a face mask at all times. The masks should fit snugly and cover nose, mouth and chin.
 - b. SOMAARTH field staff: All field staff shall be provided with two ASTM verified triple layered reusable masks at the time of initiation of field activity. A fresh pair of masks will be issued at 6 monthly intervals.
5. Employees should follow proper respiratory etiquette, including covering coughs and sneezes.
6. Employees are encouraged not to share personal items such as food, cutlery, phones and pens.
7. Depending on the level of exposure in different project related activities, appropriate personal protective equipment shall be made available for project staff.
8. The following shall be responsible for maintaining an inventory of masks and distribution logs (Annexure 2), inventory of sanitisation supplies and reporting any non-compliance with personal protective measures to the Line managers of the staff and COO (via email):
 - i. IEO: Shri Safdar
 - ii. SOMAARTH Palwal: Shri Virender
 - iii. SOMAARTH Bareilly: Shri Mrityunjay
 - iv. SOMAARTH Shillong: Shri Sathish

5.4. Screening Identification and Isolation of Sick People

1. The following protocol will be followed for all personnel and visitors entering office premises on a daily basis:
 - a. Screen body temperatures of employees using infrared thermometers
 - b. A daily log shall be maintained at the reception table for each person to declare presence or absence of symptoms. (Annexure 3)
 - c. Responsibility:
 - i. IEO: Office attendant staff at reception
 - ii. SOMAARTH Palwal: office attendant Staff as per duty roster
 - iii. SOMAARTH Bareilly: As detailed by the Officiating Station Manager
 - iv. SOMAARTH Mawphlang : As detailed by Station Manager
2. All employees are encouraged to self-monitor for signs and symptoms of COVID-19 if they suspect possible exposure, and report any symptoms to their line managers immediately.



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5.5. Social distancing

1. Work from home guidelines for IEO staff:
 - a. Staff who are able to work effectively from home will be allowed to do so with visits to the office as required. This shall be decided by the Executive Director for senior staff and the line managers shall decide on the staff under them.
2. No visitors shall be allowed into office premises unless prior permission has been obtained from the COO/ Station Manager.
3. Seating at the offices are planned so as to ensure a 1 metre distance between two work stations. Employees should seat themselves at their designated work stations in chairs allotted to them.
4. Common areas like pantries should not be overcrowded. Shift system shall be followed to maintain social distance even during breaks and lunch.
5. In case gatherings of more than 15 people is anticipated for an unavoidable reason (interviews, training programs, team meetings etc), the following steps should be taken:
 - a. Line manager should inform the office administration via email in advance so that they are able to make arrangements so that multiple gatherings are not planned at the same time and venue.
 - b. The seating arrangements will be made in advance and adhered to ensure social distancing.
 - c. Screening of all participants will be done as per procedure described earlier prior to the meeting.
 - d. All participants should wear masks without fail.
 - e. During the meeting, if anyone starts feeling unwell, the concerned person shall be isolated immediately (preferably a separate room) and arrange transport to nearest health facility.
 - f. After the meeting:
 - i. Retain the names and contact details of all participants for at least one month.
 - ii. If someone at the meeting was isolated as a suspected COVID-19 case, the organizer should let all participants know this. They should be advised to monitor themselves for symptoms for 14 days and take their temperature twice a day.
 - iii. If they develop even a mild cough or low-grade fever (i.e. a temperature of 38 C or more) they should stay at home, get themselves tested for COVID-19 without delay and self-isolate till laboratory result is available..

5.6. Organisational policies regarding staff who report symptoms and their contacts

1. If any employee develops cough or fever (i.e. a temperature of 38 C or more) they should inform their line manager. They should get tested for COVID-19 at their nearest health facility.
 - a. In case the test report is positive, the employee should inform the line manager. They should self-isolate at their homes/ health facility for a period as advised by the health facility from the date of testing.



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- i. Salaried personnel: For this period of isolation/quarantine, the concerned staff shall be granted paid leave. No leaves shall be deducted for this period.
 - ii. Personnel on task based remuneration contracts: Shall be paid remuneration on the daily rate mentioned in their contracts for the first 6 days of isolation. Beyond six days of absence from work, no remuneration will be provided.
 - b. In case the test report is negative, the employee may return to work. If required, they may apply for leave.
 - c. If any employee has any of the symptoms but does not get tested, the period of absence will be treated as leave. The employee shall be allowed to resume work only if they become asymptomatic (test using thermometer on date of joining).
 - d. Detailed flow chart is given in Figure 1.
2. If household contact of an employee is diagnosed with COVID-19, the employee shall submit the test report to the line manager and self-isolate for a period of 5 days from the date of testing of contact person. During this period, the employee shall immediately get his/her COVID-19 test done
3. In case an employee is diagnosed to have COVID-19, the following steps will be taken:
 - a. The office premises shall be thoroughly sanitised, in particular the work station of the diagnosed case (Details in Figure 2).
 - b. Decision on the need to close the office will be taken depending on the number of cases, by the COO in consultation with Executive Director.
 - c. In case of a positive case at the office, the employer is required to inform the nearest medical facility (hospital / clinic) or call the relevant state / district helpline (according to the guidelines). Further risk assessment and course of action, including the manner of contact tracing, would be decided by the designated public health authority.
 - d. In case contact tracing by authorities is not implemented, the line managers shall list down all members of their team who may have come in contact with the diagnosed case and categorise them as at risk contacts (Annexure 4).
 - i. At risk contacts will be quarantined for 5 days and tested for COVID-19. No leaves shall be deducted for this period.
4. In case an employee with suspected symptoms comes to office, the line manager should bring this to the notice of the COO for appropriate action.

5.7. Insurance

All employees are covered under Group Medical Insurance covering COVID-19 and Employees State Insurance Corporation scheme.

5.8. Monitoring and Corrective action

If an employee violates any of the provisions contained in this SOP, the matter shall be brought to the notice of COO/Station Manager/ Project Officer/Line manager.



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The concerned employee shall immediately be asked to leave the office premises. He may be issued a show cause notice to explain his conduct. On receipt of the reply, he shall be warned for the first time violation but disciplinary action including termination from job shall be initiated for repeat offenders.

5.9. Requirements at the time of joining

1. All new joiners should furnish a negative report for COVID RT-PCR performed within 48 hours of the date of joining till the end of the COVID-19 pandemic is officially declared. For prospective employees who are found to be COVID-19 positive during this test, the date of joining will be deferred by two weeks. The cost of the RT-PCR test shall be borne by the prospective employee.
2. The HR team shall collect the names of individuals who share their residence with the employee.
3. The employees will be oriented to and provided with a copy of this SOP.

5.10. Awareness regarding prevailing guidelines/best practices

1. The staff are expected to keep themselves apprised of any new guidelines or protocols issued by the government authorities.
 - a. COO shall ensure that safety measures and the do's and don't's are prominently displayed on the notice boards and prominently displayed in the respective offices and a copy of these do's and don'ts are issued to all staff in the offices. These do's and don'ts shall include updates if any from Ministry of Health and Family welfare (MOHFW)
2. Orientation sessions will be conducted at all offices once in two months to reinforce preventive measures among employees and to apprise them of any relevant updates, and to ensure that there is no sense of panic or fear among the employees.

6. References

1. Guidelines on preventive measures to contain spread of COVID-19 in workplace settings. Directorate General of Health Services (EMR Division). Ministry of Health & Family Welfare. Government of India. (Issued on 18 May 2020)
2. Preventive measures to be taken to contain the spread of Novel Coronavirus (COVID-19). Ministry of Personnel, Public Grievances and Pensions. Government of India. (Issued on 17 March 2020)
3. Advisory on Strategy for COVID-19 Testing in India (Version VI). Indian Council for Medical Research. (Dated 4th September 2020).
4. Coronavirus disease (COVID-19): Health and safety in the workplace . WHO (Dated 26 June 2020)
5. Guidelines for running of air circulation, air cooling and air condition equipment during COVID-19. Central Public Works Department. Government of India. (Issued on 13 May 2020)



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7. Annexures

Annexure 1: Guidelines on disinfection of office spaces

Office spaces, including conference rooms should be cleaned every evening after office hours or early in the morning before the rooms are occupied. If contact surface is visibly dirty, it should be cleaned with soap and water prior to disinfection. Prior to cleaning, the worker should wear covered foot wear, gloves (heavy duty), and a triple layer mask.

1. Start cleaning from cleaner areas and proceed towards dirtier areas.
2. All indoor areas such as entrance lobbies, corridors and staircases, office rooms, meeting rooms, pantry should be mopped with a disinfectant with 1% sodium hypochlorite or phenolic disinfectants.
3. High contact surfaces such handrails / handles and call buttons, intercom systems, equipment like telephone, printers/scanners, and other office machines should be cleaned twice daily by mopping with a linen/absorbable cloth soaked in 1% sodium hypochlorite. Frequently touched areas like table tops, chair handles, pens, diary files, keyboards, mouse, mouse pad, tea/coffee dispensing machines etc. should specially be cleaned.
4. For metallic surfaces like door handles, security locks, keys etc. 70% alcohol can be used to wipe down surfaces where the use of bleach is not suitable.
5. Hand sanitizing stations should be installed in office premises (especially at the entry) and near high contact surfaces.
6. Carefully clean the equipment used in cleaning at the end of the cleaning process.
7. In addition, all employees can consider cleaning the work area in front of them with a disinfecting wipe prior to use for their own safety. Sanitary workers must use separate set of cleaning equipment for toilets (mops, nylon scrubber) and separate set for sink and commode). They should always wear disposable protective gloves while cleaning a toilet.
8. 70% Alcohol can be used to wipe down surfaces where the use of bleach is not suitable, e.g. metal surfaces. (Chloroxylenol (4.5-5.5%)/ Benzalkonium Chloride or any other disinfectants found to be effective against coronavirus may be used as per manufacturer's instructions)
9. Always use freshly prepared 1% sodium hypochlorite.
10. Do not use disinfectants spray on potentially highly contaminated areas (such as toilet bowl or surrounding surfaces) as it may create splashes which can further spread the virus.
11. Guidelines for Preparation of 1% sodium hypochlorite solution
 - a. Sodium hypochlorite – liquid bleach with 3.5% available chlorine → Mix 1 part bleach to 2.5 parts water
 - b. Sodium hypochlorite – liquid bleach with 5% available chlorine → Mix 1 part bleach to 4 parts water
 - c. NaDCC (sodium dichloro- isocyanurate powder) 60% available chlorine → Mix 17 grams to 1 litre water
 - d. NaDCC (1.5 g/ tablet) tablets with 60% available chlorine → Mix 11 tablets to 1 litre water
 - e. Chloramine powder with 25% available chlorine → Mix 80 g to 1 litre water



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- f. Bleaching powder with 70% available chlorine → Mix 7g to 1 litre water

Annexure 2: Face mask distribution log sheet

Sno	Name of employee	Employee code	Date of issue	Type of PPE issued	Number/ Quantity issued	Due date for reissue (if applicable)	Issued by (Signature with date)	Received by (Signature with date)

Annexure 3: Screening log sheet

Date	Name	Category (Staff/visitor)	Declaration of symptoms (Mark ✓ or ×)			Contact number	Aarogya Setu App risk status	Temperature recording	Signature
			Fever	Cough	Breathlessness				

Annexure 4: Risk profiling of contacts

Contacts are persons who have been exposed to a confirmed case anytime between 2 days prior to onset of symptoms (in the positive case) and the date of isolation (or maximum 14 days after the symptom onset in the case). The following categories have been adapted from the guidelines issued by the MoHFW.

At-risk contact:

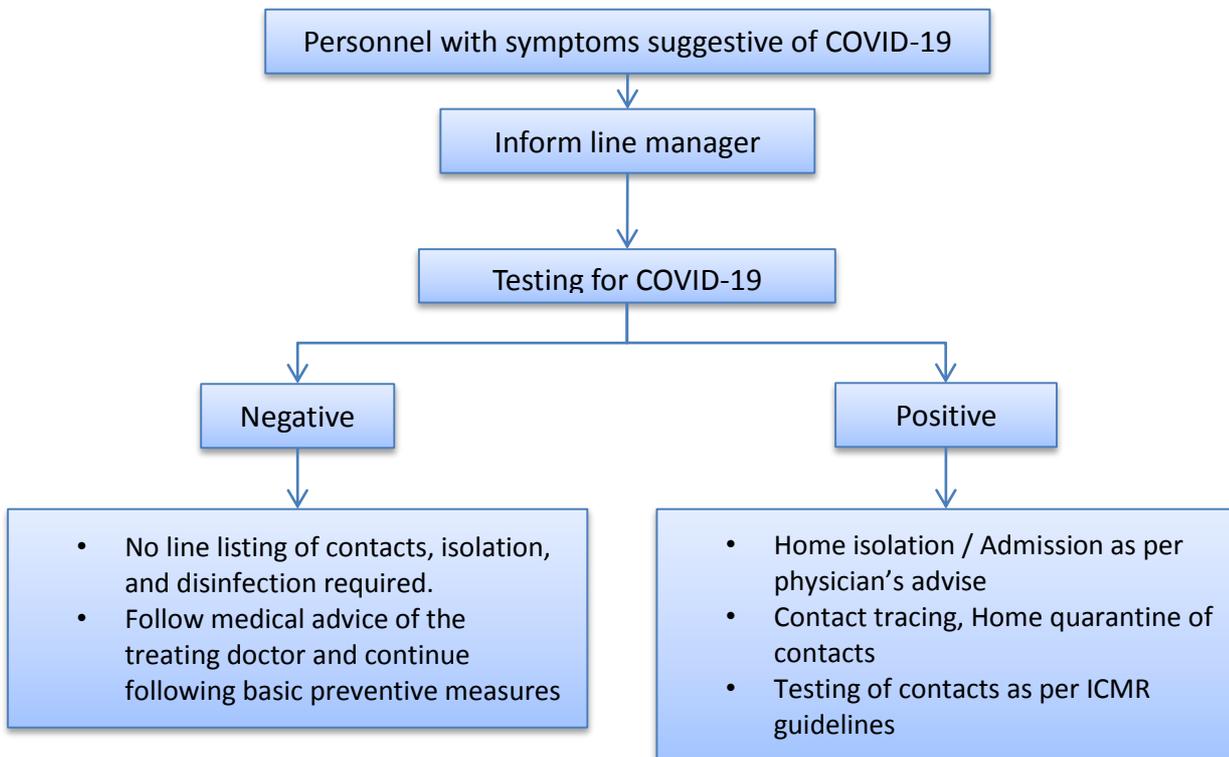
1. Touched body fluids of the confirmed case (respiratory tract secretions, blood, vomit, saliva, urine, faeces; e.g. being coughed on, touching used paper tissues with a bare hand)
2. Touched or cleaned the linens, clothes, dishes, shared tablets etc of the confirmed case.
3. Lives in the same household/room as the patient.
4. Anyone in close proximity (within 1 meter) of the confirmed case without precautions, eg, same office room/cubicle, same field work group.
5. Workers who travelled in close proximity (within 1 meter) in a vehicle for more than 6 hours with a symptomatic person who later tested positive for COVID-19



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Figure 1: Management of the case(s) and contacts



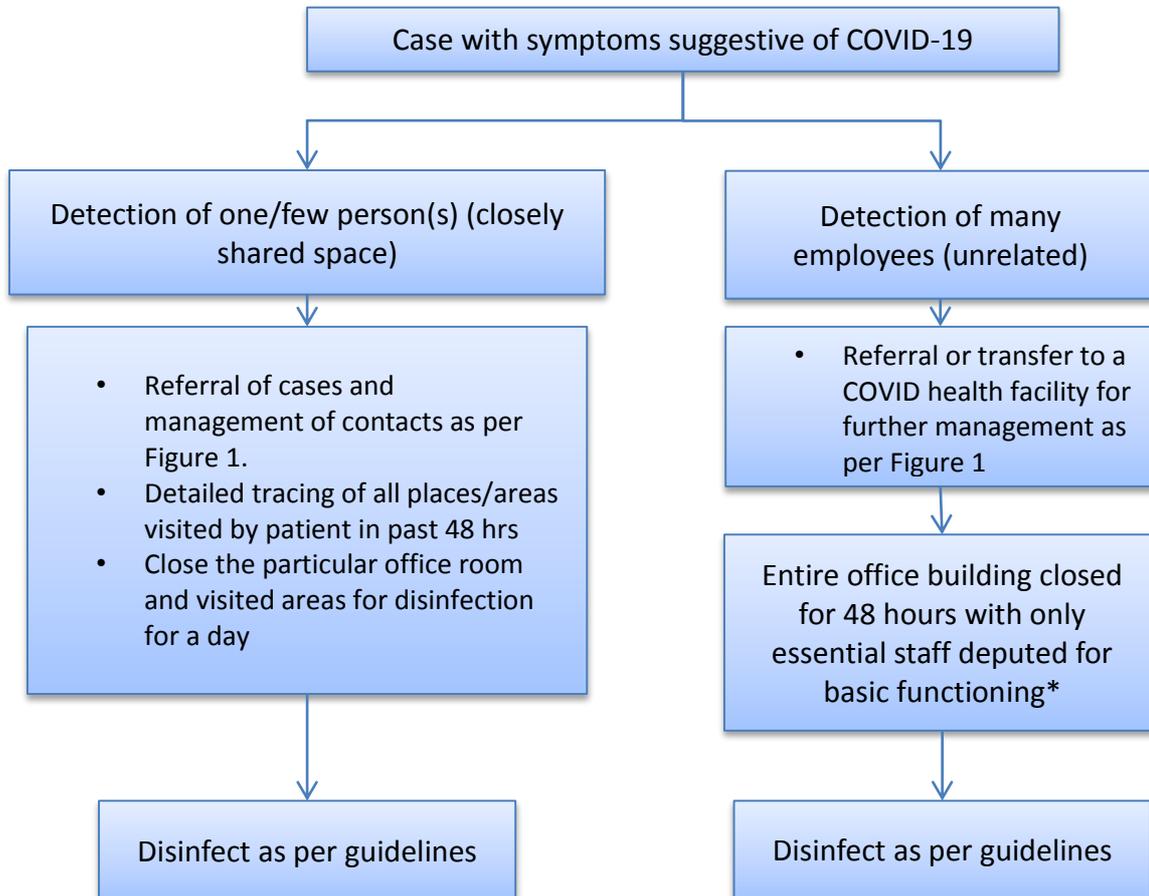
(Adapted from Guidelines on preventive measures to contain spread of COVID-19 in workplace settings. Directorate General of Health Services (EMR Division). Ministry of Health & Family Welfare. Government of India. (Issued on 18 May 2020)



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Figure 2: Disinfection of workplace



*Sanitisation, Temperature logging of deep freezers, Generator maintenance etc
(Adapted from Guidelines on preventive measures to contain spread of COVID-19 in workplace settings.
Directorate General of Health Services (EMR Division). Ministry of Health & Family Welfare. Government
of India. (Issued on 18 May 2020)