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WHAT TO DO IF YOU HAVE A COVID-19 CASE OR CLUSTER AT THE OFFICE

STEP BY STEP SUGGESTED GUIDELINES



Thread Advisory

INTRODUCTION

This document intends to provide guidelines for employees and management in the event that an employee is declared Covid-19 positive.

This is a living document and in consideration that we are learning about the behaviour of the pandemic on an ongoing basis, the information contained in this document will be regularly updated to comply with the best practices and latest information distributed by the relevant health authorities.

AN EMPLOYEE IS SHOWING COVID-19 SYMPTOMS

If you have persistent symptoms (i.e. flu-like, dry cough, sore throat, tight chest, difficulty in breathing, body ache, loss of smell, loss of taste) please:

- Contact HR and fill up the symptoms form
- Proceed to take the Covid-19 test
- Isolate yourself from others living with you as a preventive measure
- If you can't fully isolate yourself, ensure you practice social distancing, wear a mask, wash your hands frequently, disinfect common areas frequently, don't share eating utensils or food
- Wait for your covid-19 test results
- Inform of your results to HR immediately once you receive them

CATEGORIZATION AND ACTIONS TO BE TAKEN AFTER SOMEONE IS DECLARED COVID-19 POSITIVE

This chart is useful to guide the recommended actions by individuals in contact with anyone declared Covid-19 positive

Infection generation	layer 1	layer 2	layer 3	layer 4	no risk / normal
level of relationship for each category	patients who have been confirmed positive for covid-19	close contact with individual from category A	close contact with individual from category B	close contact with individual from category C	unrelated to category A,B,C or D
Category	A	B	C	D	E
What do you have to do	you need to be treated at the hospital	Take the covid 19 test. Home surveillance instructions issued	continue to stay at home and wait for the results of the covid 19 test of category B	Can go out to work and other matters. Find out the status of C as your close contact.	No special prohibitions. You can go out to work and to other places subject to the mco restrictions.
category change based on covid 19 test	you are a positive case	If you are positive go to hospital If you are negative do home surveillance for 14 days	If your close contact is declared covid positive, take a test in the clinic and you have become category B. If your close contact is declared covid negative, you can go out as normal to work.	If follow up covid19 test is negative you can go out as normal. If B is positive, C becomes B and you become C.	you have nothing to do with the covid 19 epidemic chain

The meaning of close contact is:

1. family members or members of a small group eating together, living together with layer 1 / Category A;
2. face to face for more than 15 minutes in an enclosed space at distance lower than 1 meter with layer 1 category A;
3. no face to face interaction but are in the same closed room with aircond with a layer 1 category A;
4. ride the same vehicle without much distance between seats for more than 2 hours with layer 1 category A

AN EMPLOYEE IS DECLARED POSITIVE FOR COVID-19

If your Covid-19 test results indicate you are POSITIVE, please:

- Inform HR immediately and submit a copy of your test results
- Update your status in MySejahtera
- Provide to HR a full list of people with whom you may have been in close contact during the last 10 days from when you observed your first symptoms.
- From the day you are confirmed positive, you will be included in a Covid-19 support whatsapp group in order to enable the organization to monitor your progress and provide you with relevant support
- Follow the instructions given by the medical practitioners managing your case and all the relevant SOPs applicable at the time.
- If at any point in time your health situation deteriorates and you feel that you are not able to manage yourself at home, please inform HR and call an ambulance immediately so that you are transported to a healthcare facility.

AN EMPLOYEE IS DECLARED POSITIVE FOR COVID-19

Once an employee is declared POSITIVE for Covid-19, the HR Administrator will do the following:

- Include the employee in a Covid-19 support whatsapp group
- Include the employee's name in a Covid-19 tracker with the following details: full name, date test was taken, date of positive results, health status (i.e. no symptoms, same symptoms, getting better, getting worst), location (i.e. home quarantine, quarantine centre, hospital)
- Collect information on family members living with them and their symptoms to ascertain course of action (test or confinement).
- Collect information on close contacts i.e. name, date of contact, type of contact (i.e. meeting, lunch session, prayer room, working by each other's side), estimated length of contact (i.e. less than 15 minutes, more than 15 minutes).
- Contact all close contacts to ascertain their symptoms. If no symptoms, close contacts should isolate themselves at home for 10 days. If they have symptoms, to test them for covid-19.
- Close contacts will also be contacted by the authorities and should observe the instructions given.
- The identity of the Covid-19 positive employee will not be disclosed to anyone within the organization except those belonging to the Covid-19 Committee. However, the impacted employee is at liberty to inform his / her colleagues of the test results.

AN EMPLOYEE IS IDENTIFIED AS A CLOSE CONTACT OF A COVID-19 POSITIVE EMPLOYEE

Once an employee is identified as a close contact of a Covid-19 POSITIVE employee, to do the following:

- Ascertain if you or those living with you have any covid-19 symptom.
- If no symptom, to isolate for the next 10 days.
- If no symptoms but you want to undertake the covid-19 test, you need to fill up the symptoms form, submit it to HR and undertake the Covid-19 test at your own expense. If the results of the test are positive, you will be reimbursed for the cost of the test.
- If the employee is showing symptoms, to fill up the symptoms form and undertake a covid-19 test.
- If anyone living with the employee is showing symptoms, to undertake a covid-19 test.
- If you or those living with you have taken the covid-19 test, to wait for the results and remain under confinement.
- If your results or the results of those living with you are negative, to remain under confinement for 10 days. After which you or those living with you can go back to work and go out normally.
- If your results or the results of anyone living with you are positive, you will be managed as a Covid-19 patient.

AN EMPLOYEE IS IDENTIFIED AS A CLOSE CONTACT OF A COVID-19 POSITIVE EMPLOYEE

- If your results or the results of anyone living with you are negative, but you or them develop symptoms afterwards, please proceed to inform HR immediately and isolate yourself as much as possible while at the same time checking on your symptoms. Please note that the fact that you have symptoms does not necessarily mean that you have Covid-19. There are other illnesses which manifest themselves with similar symptoms like a severe flu or influenza. As such, it is best to monitor the symptoms for a few days to ascertain what are the right next steps. If the symptoms persist or get worst, proceed to inform HR.

AN EMPLOYEE IS NOT IDENTIFIED AS A CLOSE CONTACT OF A COVID-19 POSITIVE EMPLOYEE

If you are not identified as a close contact of a Covid-19 positive employee, but you develop symptoms:

- Please fill up the symptoms form and inform HR immediately.
- HR will touch base with the Covi-19 positive employees to confirm if you may have been overlooked as a potential close contact.
- Upon confirming if you can be considered a close contact or otherwise, HR will advice you on the required next step.
- If HR does not consider that a covid-19 test is necessary to confirm if you have Covid-19 in consideration that you may have not been exposed to the virus through contact with the infected employees, you are at liberty to take the Covid-19 test at your own expense.
- In the event that you test positive, the organization will reimburse the cost of the test.

FAMILY MEMBERS OF COVID-19 POSITIVE EMPLOYEES

- If an employee becomes Covid-19 positive, their family members will be considered as closed contact. Their information will be recorded in the Covid-19 tracker and they will be required to undergo the Covid-19 test if they are showing symptoms or if required by the Health Authorities.
- If the family members are not contacted by the Health Authorities and require assistance, the organization will endeavor to provide the required assistance as required, and will attempt to establish contact with the Health Authorities to seek their support and advice.
- The cost of the test for family members of employees (i.e. spouse and children for married employees, parents for single employees) who are tested positive for Covid-19 and who live with the employee will be covered by the organization. The organization may consider covering the cost of the test for other family members different from those identified above, who live with the employee at the time he/she is declared Covid-19 positive.
- The organization will not pay for the test of family members that are considered close contact of the employee, but who don't permanently live with him/her.

TRANSITIONING FROM BEING POSITIVE TO HAVING A CLEAN BILL OF HEALTH

- In most cases the symptoms of Covid-19 will be manageable and will decrease within 10 to 14 days.
- As employees go through the illness and experience a reduction of symptoms, they will need to be examined by a medical practitioner to ascertain their status. They will be contacted directly by the authorities and an appointment day and time will be given.
- Employees should make themselves available to attend the appointment as instructed.
- The medical practitioner will issue a certificate indicating the instructions to follow:
 - Remain under home confinement for a particular amount of time
 - Declared Covid-19 free and able to return to normal activities and movement
 - Referred to medical facility for further observation and treatment
- Employees may be given a band to wear in their wrist which has different colors to indicate different status. They will be informed of this by the medical practitioner.
- If employees are given a wrist band, they must ensure they wear it at all times. The band can only be removed by the medical practitioners. Employees should at no time attempt to remove the wrist band, or will risk legal and disciplinary consequences.
- There is no need to repeat the Covid-19 test after the employee is free of symptoms.

TRANSITIONING FROM BEING POSITIVE TO HAVING A CLEAN BILL OF HEALTH

- In the event that employees are not contacted by a medical practitioner to check on their health status or to undertake the health screening prior to being declared Covid-19 free, the organization will facilitate the process by contacting the authorities to ascertain the required next steps.
- Upon being cleared from Covid-19 by the health authorities and upon the employees return to work, it is expected that the employee should apply for medical leave for the total number of days that the employee was under confinement while recovering from the illness.
- Employees who have been declared free of Covid-19 can resume their normal life as usual. They are not at risk and don't present a risk to the health of others. However, as usual everyone must observe all protocols to protect themselves from being infected, i.e. observe social distance, wear a mask, wash hands frequently or use hand sanitizer, avoid enclosed spaces, avoid crowded places, avoid close conversation, practice health hygiene when sneezing or coughing by doing it in the inside of your arm.
- People who has close contact with a Covid-19 positive employee who has had the illness within the last 3 months and who has fully recovered and who does not show any recurring symptoms are free to go out and resume their normal activities.

MANAGEMENT OF COVID-19 POSITIVE EMPLOYEES

A covid-19 Committee will be set up to manage the needs of any Covid-19 positive employee. The committee will be comprised of:

- General Manager
- Assistant General Manager
- HOD – HR and Administration
- Head – Services
- HR Team Member (administrator)

The Committee will meet (in person / via phone as appropriate and based on relevant SOPS at the time) twice a day at 9.30am and 5.30pm to discuss the situation and the progress of any employee or family member impacted.

The following will be discussed during the meeting:

- Physical and mental health situation of each covid-19 positive employee and close contacts
- If symptoms are improving or getting worst
- If they have been contacted by the authorities
- If they need any financial or any other type of assistance (i.e. food, child care, medicines etc.)

MANAGEMENT OF COVID-19 POSITIVE EMPLOYEES

The Head - Services will be responsible for the following:

- Get in touch with each Covid-19 positive employee and enquire on the following:
 - How they are doing in general.
 - If they need any specific support.
 - Ascertain what is their mental / emotional status.
- Update the Covid-19 Committee during the morning and evening calls of the status of each employee.

MANAGEMENT OF COVID-19 POSITIVE EMPLOYEES

The HR Administrator will be responsible for the following:

- Send a whatsapp message to the Covid-19 support group members in the morning at 9am and in the evening at 5pm asking for them to report on the following:
 - their health status: no symptoms, same symptoms, getting better, getting worst.
 - the health status of their family members
 - If they have been contacted by the authorities
 - The status of activities they are required to do as instructed by the health authorities
- Compile the information received from the employees and the Head - Services in the covid-19 tracker.
- Report status of every employee during the morning and evening calls.

MANAGEMENT OF COVID-19 POSITIVE EMPLOYEES

The Covid-19 Support Group will be managed and maintained operational until the last employee from the cluster is declared fit to resume normal activities by the health authorities.

The following are the overall rules of interaction for the support group:

- Only Covid-19 related information to be shared.
- Only Covid-19 positive employees, the Covid-19 Committee members will be accepted in the group.
- Employees to provide required updates on a timely manner at 9am and 5pm daily.
- Employees can share information on their health and emotional progress, the experience with the authorities, ask questions if in doubt, give each other moral and emotional support.
- If employees are in need of special attention or feel emotionally disturbed, it is best that they contact directly the HR department to ensure they are provided with the right support without impacting the emotional well being of the other patients in the whatsapp group.
- If any employee experiences any negative treatment by the health authorities, or wants to provide feedback for improvement on the way they have been managed by the organization, they should contact directly the HR department so that immediate action is taken to resolve the situation.

OFFICE DESINFECTION AFTER A POSITIVE COVID-19 CASE

- If an employee or any visitor to the office is identified as covid-19 positive, and the individual has been in the office in the preceding 10 days from the day of the test results, the office will be immediately closed for disinfection.
- The HR Administrator will contact the building's management office and inform of the situation and provide the necessary data to them.
- The HR Administrator will coordinate the immediate disinfection of the office.
- Employees will not be allowed to go to the office until it is fully disinfected.
- Upon the return to the office, employees are required to adhere to the prevailing SOPs to ensure they are safe and protected from risk of infection or contamination.

PROVIDING INFORMATION TO ALL EMPLOYEES

Whenever a Covid-19 case is detected in the office the following communication should be given to all employees by HR or GM:

- Information of the presence of a Covid-19 positive case at the office
- The date in which the test results were communicated to the impacted employee
- Confirmation that close contact employees have been identified and contacted to undertake test
- Information on office closure and disinfection schedule
- Information on mode of work (i.e. WFH) and timelines
- Reminder to observe SOPs

If any employee is concerned about the situation, the following should be done:

- Understand the reasons for the concern
- Work with the employee in ascertaining if he/she was in close contact with the impacted employee (s)
- Reassure the employee on steps being taken to protect the health of all in the office
- If employee is not considered a close contact but wants to undergo a test, to facilitate the process, and highlight¹⁸ that the organization will cover the cost of testing only if the results are positive in consideration that the employee is not considered a close contact.