ICSC Operations Guidelines in the Time of COVID-19

This Guidance is to cover office operational preparations in relation to the current COVID 19 emergency period. The guidelines will be reviewed and may be amended on a day-to-day basis until the situation stabilizes and the Unit Heads decide to lift the emergency mode.

Consideration for any changes in the guide are the following:

- Number of cases related to the Covid-19
- Geographical spread of the health event
- Advisory and pronouncement by authorized agencies, namely: DOH, city LGUs, Office of the President, WHO.
- Lockdown scenarios and related political unrest

A. **Non-work matters**: For non-work matters, all ICSC staff are to avoid commuting or riding in fully-packed transportation and avoid commuting during rush hours; traffic is usually at its worst from 7:00 am to 9:00 am and 5:00 pm to 9:00 pm. ICSC are advised to stay at home and at best keep to within their respective blocks or neighborhoods.

Movement of all ICSC staff outside their neighborhoods and further travel for non-work matters is strongly discouraged. If they have to move out of their neighborhoods for brief trips, staff are to notify their UH immediately. This is both for ICSC staff and for the families of ICSC staff. In the event a lockdown is declared we need means to track where everyone is. In this light, in case of unforeseen emergencies, please ensure the following mobile numbers are visible in your household and in the possession of a responsible family member, so they may contact any and help in coordination if a certain staff can’t be located: the mobile number of your respective UH, Annie’s number, and Red’s mobile.

B. **Work Scheme**

- **Work from home**: All ICSC staff are to go on indefinite work-at-home-mode by close of business today, March 12. UH will communicate to team members when changes to this mode are warranted.
- **Work hours**: Regular.
- **Coordination**: thanks to feedback from staff, ICSC is reverting to Whatsapp coordination. Annie will set-up the Whatsapp UH and Whatsapp Moot lists.
- **Meetings**:
  - Until otherwise advised, all ICSC staff to avoid all face-to-face meetings during this emergency period. There may be exceptional, unforeseen situations: prior notice to and authorization by UH is required. Any slightest doubt means UH sends question to ED who will make final decision.
  - Optimize the use of Go-To-Meetings account. Kairos has already circulated guidelines to Unit Heads for the reservation and scheduling of Go-To-Meetings.
C. **Emergency Medical Cash Fund**

The office, specifically the AFT, is authorized to have in its care a medical cash fund to be used in case of emergency involving staff. Use of this fund is under the supervision of the AFT manager and the ED. The emergency medical cash fund is intended for:

- Procurement of medicines in the event that staff is confined to a hospital and no provisions for medicines are provided by the hospital;
- Ambulance fee in the event affected staff needs to be transported to a medical facility and if there is a need to avail a private provider;
- Lockdown support fund if NCR is ordered to apply this to avoid further spread of the virus.

D. **Office upkeep**

- In line with DOH and WHO guidance regarding proper hygiene, the office will be secured during this period. Staff will be assigned to check on the status of the Lazcano office periodically. Said staff will also ensure office premises are clean. More frequent cleaning than the usual once a week routine.
- Proper garbage disposal observance.
- Hygiene supplies made available at all times, in particular:
  - Paper towels
  - Germicidal soap
  - Cleaning agents that are safe and effective
  - Alcohol disinfectants (preferably in spray bottles or pump containers; empty hand soap bottles and alcohol bottle sprays can be refilled.)
  - Masks (enough supply should staff need more)

E. **What to do when one experiences known COVID-19 symptoms** (dry throat, cough, fever, shortness of breath)

- Call your doctor for medical advice ASAP.
- Call a hospital ASAP if you do not have a personal physician.
- **Only upon the advice of a medical practitioner should you bring yourself to the hospital.**
- Call ahead: If you have a medical appointment, call the healthcare provider and tell them 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.
- When all of the above prove unsuccessful, call your UH or Annie or the ED ASAP.

F. **Where to go**

- Go to your nearest government hospital for testing. **Only government hospitals are conducting COVID-19 tests at this time, for free.**
- Staff is responsible for getting proper telephone numbers and addresses of hospitals near their residence or their preferred government hospital/s.
• Staff is requested to share the location and contact number of government hospitals to AFT (Dianne is the lead in consolidating the directory).

G. Communications Protocol

• Activate ICSC’s Daily Check-in Protocols and Communication Tree to monitor status of all staff in the event of a lockdown. We will however undertake Communication Tree drills periodically. Monitor your phones and keep them charged at all times. You may receive an alert over the weekend or starting March 16.
• DOH Hotlines: 8651 7800 locals 1149 and 1150
• Medicard Junior Customer Care Officer: Aleja Librando: 8867 8865 / 0998 842 2067

H. Staff Health Concern

• When feeling unwell, staff is urged to see a doctor and file a sick leave.
• A medical certificate will be required from all staff who file a sick leave during this period.

The operations guidelines issued this 12th day of March, 2020 is effective immediately.

Signed,

[Signature]
Renato Redentor B. Constantino
Executive Director