



SOS VILLAGGI  
DEI BAMBINI  
ITALIA

EMERGENCY RESPONSE

# SOS Villaggi dei Bambini e COVID-19

GUIDELINES FOR COVID-19  
CONTAINMENT AND RISK MITIGATION

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### Introduction

This document is addressed to all people involved in coronavirus (COVID-19) emergency management and in particular to those who are responsible for risk management (managers). It was prepared on the basis of Italian experience and the information released by the Italian Ministry of Health to date.

**In each country, laws, regulations and ordinances have been issued by different competent authorities and must be followed.**

Therefore, given the continuous development of the health and regulatory environment, it is necessary to **keep yourself constantly updated** on the guidance and laws issued by the competent authorities in your country, and it is mandatory to comply with what is contained therein even if it contradicts the guidance provided in this document.

The goal of these guidelines is to provide an operational tool that can serve as a starting point for procedures to be adopted within SOS Children's Villages.

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### 1. General information

The coronavirus (COVID-19) outbreak has been declared a **pandemic** by the World Health Organization. Therefore, this document is based on the logic of precaution to protect staff, caregivers, administrative workers, volunteers, and all those who visit SOS Children's Villages from a generic biological risk (equal for the whole population); these guidelines are precautionary measures as suggested by health authorities.

Below are some guidelines based on the current epidemiological framework, consistent with guidelines of the World Health Organization and the Ministry of Health, which should be referred to for further details.

### 2. The most common symptoms

The most common symptoms are **fever, fatigue and dry cough**. Some patients may experience muscle soreness and muscle pain, nasal congestion, runny nose, sore throat or diarrhoea. These symptoms are generally mild and begin gradually.

**In the most severe cases**, the infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

**The most significant symptom is shortness of breath and difficulty breathing.**

Some people become infected but **do not develop any symptoms**. Generally the symptoms are mild, especially in children and young adults, and start slowly. About 1 in 5 people with COVID-19 become seriously ill and have breathing difficulties, requiring hospitalisation.

### 3. Incubation period

The incubation period is the time between infection and the development of clinical symptoms. It is **estimated** that it varies **between 2 and 11 days**, up to a maximum of 14 days.

### 4. Categories of people most at risk

The **people most at risk** are the following:

- the immunosuppressed
- cancer patients
- people with heart conditions
- diabetics
- transplant patients
- people with hypertension
- senior citizens
- pregnant women

### 5. How the novel coronavirus is transmitted from person to person

The novel coronavirus is a respiratory virus that mainly spreads through **close contact** with a sick person. The primary way is through airborne droplets from infected people, for example spread through:

- **saliva, coughing and sneezing**

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- **direct personal contact**
- **hands, for example through touches to the mouth, nose or eyes with contaminated (unwashed) hands**

In rare cases, infection can occur through faecal contamination.

Normally, respiratory diseases are not transmitted through food, but in any case food must be handled according to good hygiene practices, avoiding contact between raw and cooked food.

Studies are underway to better understand how the virus is transmitted.

### 6. Definition of “close contact”

The European Centre for Disease Prevention and Control defines close contact as follows:

- a person **living in the same household** as a COVID-19 case
- a person who has had **direct physical contact** with a COVID-19 case (e.g. a handshake)
- a person who has had **unprotected direct contact** with the secretions of a COVID-19 case (for example, has touched used paper tissues with bare hands)
- a person who has had **direct (face-to-face) contact** with a COVID-19 case, at a distance of **less than two metres** and lasting **longer than 15 minutes**
- a person who has been in a **closed environment** (for example, a classroom, a meeting room, or a hospital waiting room) with a COVID-19 case **for at least 15 minutes, at a distance of less than two metres**
- a **healthcare professional or another person** who provides **direct care** to a COVID-19 case, or laboratory staff handling samples of a COVID-19 case without recommended personal protective equipment (PPE) or using unsuitable PPE
- a person who has **travelled by plane seated within two adjacent seats**, in any direction, of a COVID-19 case; travel companions or persons providing care; and crew members assigned to the section of the aircraft where the infected person was seated (if the person shows severe symptoms or has moved within the plane, causing greater passenger exposure, all passengers seated in the same section of the plane or all passengers on the plane are considered close contacts)

The **epidemiological link** may have occurred within a **period of 14 days before** the onset of disease in the case with which the contact occurred.

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### 7. General recommendations

#### It is important that:

- flexible **working methods** (teleworking) are used as much as possible for the activities that can be carried out from home or remotely
- **vacation and paid leave** for employees as well as other tools as foreseen in collective agreements are encouraged
- the **activities of non-essential departments are suspended**
- **anti-infection safety protocols** are adopted and, where it is not possible to respect an interpersonal distance of one metre as the main containment measure, individual protection tools are used
- **sanitisation of surfaces in the workplace** is encouraged
- for production activities only, it is also recommended that **movement within production areas be limited as much as possible, with limited access to common areas**

### 8. General measures

#### The following measures must be ensured at all times:

- Organise work in such a way that an **interpersonal distance of one metre** is always guaranteed.
- If the job requires working at an interpersonal distance of less than one metre and other organisational solutions are not possible, the **use of masks** and any **other protective equipment** (gloves, goggles, overalls, headphones, gowns, etc.) is required in compliance with the requirements of scientific and health authorities.
- Arrange **virtual meetings** as much as possible if it is not possible to ventilate the premises before and after meetings; if meetings are frequent (more than three per day in the same room), ensure that the room is sanitised.
- **Gatherings** around refreshment areas (even during breaks) **must be strictly prohibited**.
- Intensify **cleaning and disinfection of equipment and premises**, in particular of those in greater contact with the hands of beneficiaries and employees.
- Limit the entry of external individuals (customers, suppliers, etc.): only allow it in case of strict necessity and by appointment.
- If available, place **dispensers of alcohol-based gel** or antiseptic soaps with an alcohol concentration of 60–85% in entrance areas and in bathrooms.
- **Avoid taking an elevator with other people**; use the stairs instead.
- All training activities and gatherings must be suspended and postponed.
- All staff must follow the instructions provided.
- Order the closure of all non-essential activities and work remotely whenever possible.
- Ensure a **shift plan** for employees to minimise contact and create autonomous, distinct and recognisable groups.
- Suspend and cancel **all national and international business trips**, even if already agreed or organised.
- Where possible, designate **separate lavatories** for staff; caregivers and administrative workers; and visitors.

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All people must maintain appropriate behaviour even outside the workplace. It is advisable from a health point of view to have all caregivers tested, to have a zero starting point.

### 9. Personal hygiene precautions

It is necessary:

- for all people present to take all **hygienic precautions**, especially for their hands
- to provide suitable **hand-cleaning means**
- **to wash hands frequently** with soap and water (the optimal time is 60 seconds)

### 10. General guidelines to be applied in the workplace

It is important that those responsible (managers, directors, etc.) cooperate by simply ensuring internal **dissemination of information** and recommendations that are produced exclusively by the authorities, requesting compliance with the requirements of the competent authorities in order to encourage containment of the virus.

Furthermore, it is also important that those responsible (managers, directors, etc.) together with the occupational physician and, in general, the health and safety manager:

- recommend **avoiding close contact** with people who have respiratory symptoms, who should always be removed from the workplace
- raise awareness of the need to comply with the **appropriate guidelines** on hygiene when it comes to respiratory secretions: covering the mouth and nose with an elbow or a tissue when coughing or sneezing and then throwing the tissue away immediately
- raise awareness of the need to comply with the appropriate guidelines on **hand hygiene** by ensuring that at least soap and hand drying systems (disposable paper or hot air) are available at all times
- ensure adequate cleaning of premises and workplace areas most likely to be touched by staff and visitors. Such places and areas must be completely cleaned with water and common detergents before being used again, even where surfaces are potentially contaminated. For decontamination after cleaning, the use of 1% sodium hypochlorite (bleach) is recommended (for surfaces that can be damaged by sodium hypochlorite, use 75% ethyl alcohol after cleaning the surface with a neutral detergent).

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In addition, staff must comply with the following:

- Ensure **frequent ventilation** of rooms throughout the day and during cleaning.
- **Avoid travel by public transport** (trains, buses, subway or planes) and preferably use private vehicles.
- Immediately report any contact with people in quarantine or with those who have come in contact with people in quarantine and, if necessary, consider and opt for voluntary quarantine, requesting sick leave after contacting a doctor or the hotlines specified by the authorities.
- Avoid visits by **external persons unless strictly necessary**. In case of a visit, receive one person at a time and keep a distance of at least one metre.
- Regardless of the coronavirus, keep in mind that it is a good rule **not to go to work** in case of flu-like symptoms with a **body temperature above 37.5 °C**.
- Minimise clutter by putting all materials away in cabinets to allow better cleaning of surfaces with suitable products (based on chlorine or ethyl alcohol). In addition to tools and work surfaces, keyboards and mice should also be periodically cleaned.
- If possible, make available hand-sanitising **hydroalcoholic solutions** at the entrance.

Finally, to inform all people present on the behaviours to be respected, it is necessary to display:

- **in bathrooms**, a sign showing the **procedure for washing hands**
- on the door of each individual office or building, signs with the **behaviours recommended** by the Ministry of Health
- on the **entrance door of each individual office**, a sign with information in order to **limit access**

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### 11. Behaviours recommended by the Italian Ministry of Health

The World Health Organization recommends **wearing a mask only if you suspect that you have contracted the novel coronavirus and are experiencing symptoms such as coughing or sneezing (to avoid infecting others), or if you are caring for a person with a suspected coronavirus infection.** The use of masks helps to limit the spread of the virus but must be adopted in addition to other measures of respiratory and hand hygiene.

Here is a link to questions and answers (FAQ) on the novel coronavirus (COVID-19) by the Italian Ministry of Health:

<http://www.salute.gov.it/portale/malattieInfettive/dettaglioFaqMalattieInfettive.jsp?lingua=italiano&id=228>

It is important that, in the current emergency scenario, the responsible person (manager, director, etc.) identifies, in collaboration with the health and safety manager and with the occupational physician, guidelines for the organisational/management level, appropriate for the type of activity, the staff members' risk profiles, and the context of exposure, in order to ensure the adoption of surveillance measures described in the next section.

Furthermore, it is important for health protection that those who have had close contact with a confirmed case of COVID-19 communicate this information to the responsible person (manager, director, etc.) and the occupational physician.

**It is recommended to stay constantly updated on the guidance and laws issued by the competent authorities of your country, given the continuous development of the health and regulatory environment.**

#### **Suspension of a member of staff from work**

It is important that a member of staff with respiratory symptoms, even mild ones, or an asymptomatic member of staff who reports having been in close contact with a case of COVID-19 in the last 14 days is suspended from work and that the procedure prescribed by the competent health authorities is implemented.



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### 12. Prevention and protection measures to be adopted to protect beneficiaries and staff

Given that it is necessary to avoid contacts between different services and programmes as much as possible, below are the main operational measures to be taken.

#### Entry rules

- All individuals who come to a village must be authorised in advance by the responsible person, the service coordinator or a person delegated by them.
- All individuals who come to a village (staff, beneficiaries, administrative employees, volunteers and others) must measure their temperature upon entry; their temperature must be below 37.5 °C.
- All individuals who come to a village (staff, beneficiaries, administrative employees, volunteers and others) must, upon entry, wash their hands as well as use a 60% alcohol-based hand sanitising solution, and wear a surgical mask, if available.

#### Internal rules

- All beneficiaries must measure their body temperature in the morning and in the evening (between 8 and 10 p.m.); in the event of a fever higher than 37.5 °C, a supplementary temperature measurement must be carried out between 1 and 3 p.m. (all beneficiary values must be recorded).
- In the event of a fever higher than 37.5 °C and severe flu-like symptoms, the beneficiary must wear a mask, eat at dedicated times, abstain from participating in groups and sleep in a separate room; at the same time, the beneficiary's name must be reported to a general practitioner, who will indicate what further measures to take.
- As far as possible, meals should be prepared only by one person so that at least a one-metre distance could be maintained between individuals.
- Whenever possible, use a dishwasher at high temperatures instead of handwashing dishes.
- After using dishes, glasses, cutlery and other items, put them in the dishwasher immediately.
- Avoid hugs, physical contact and handshakes (keep a distance of one metre).
- Wash your hands frequently, following WHO recommendations, and dry them with disposable paper towels.
- Ensure frequent ventilation of rooms throughout the day and during cleaning.
- Bathrooms, kitchens and dining rooms must be cleaned carefully.
- The most frequently touched surfaces, such as handles, switches, sanitary ware, remote controls, etc., are subject to additional cleaning.
- Places and areas must be completely cleaned with water and detergents before being used again, even where surfaces are potentially contaminated. For decontamination after cleaning, it is recommended to use 1% sodium hypochlorite – bleach (for surfaces that can be damaged by sodium hypochlorite, use 75% ethyl alcohol after cleaning with a neutral detergent).
- When cleaning, use disposable gloves, which must then be thrown away.
- Minimise clutter by putting all materials away in cupboards to allow better cleaning of surfaces.

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In addition, staff must comply with the following:

- **Measure body temperature** before starting shifts and, after a night shift, in the morning immediately after getting up: in case of temperatures above 37.5 °C, staff members must stay away from work.
- **Avoid public transport** (trains, buses, subway and planes) and preferably use private vehicles.
- Immediately report any contact with people in quarantine or with those who have come in contact with people in quarantine and, if necessary, consider and opt for voluntary quarantine, requesting sick leave after contacting a doctor or the numbers specified by the authorities.
- If a vehicle needs to be used, the driver can be accompanied by only one person sitting in the rear seat opposite from the driver (maximum possible distance).

**For children and young people:**

- Sensitise them using age-appropriate materials.
- Use videos to teach them proper behaviours.

### 13. Procedures to be adopted for exits and entries

Those using the premises may leave the premises only for work reasons, for serious health reasons or for penal reasons that cannot be postponed.

Upon return, the rules listed above must be followed (see the entry rules above).

### 14. Procedures to be adopted for meetings with external visitors (family members, competent authorities and others)

All meetings, whether with beneficiaries' relatives, competent authorities or others, must be carried out by telephone or using **videoconferencing** systems, except in cases specifically authorised by the director.

In the event that a meeting with **physical presence is required**, the following mandatory precautions must be adopted:

- 1) Before the beneficiary meets his or her relatives, request **authorisation from the competent authority**.
- 2) Sensitise and inform the beneficiary's parents, social workers and other staff who may be present at the meeting that they should not attend if they have flu-like symptoms and/or a body temperature greater than 37.5 °C. Furthermore, before each meeting, all the individuals listed above must inform the management if they have had close contacts with suspected or confirmed cases of coronavirus infection in the last 14 days.
- 3) Before the meeting, all attendees (parents, children, educators, social workers and others) must sanitise their hands with a hydroalcoholic solution and put on a surgical mask, if available.
- 4) When possible, hold meetings in isolated rooms, with separate, wide entrances in order to guarantee the greatest possible distance between individuals.
- 5) Limit the number of people present to what is strictly necessary (ideally one person at a time).

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- 6) Respect a minimum distance of one metre.
- 7) Once the meeting is over, wipe the surfaces with disinfectants containing 75% alcohol (ethanol) or 1% chlorine-based solutions (bleach).
- 8) At the end of the meeting, all the people present (parents, children, educators, social workers and others) must sanitise their hands with a hydro alcoholic solution.

### 15. Procedures to be adopted with symptomatic staff

(Guidelines valid for the Italian healthcare system)

With symptomatic members of staff who do not have not been in contact with people who may be infected (those who have had close contacts are already known and placed in isolation), the correct procedure is as follows:

- Instruct that the person go home and contact a general practitioner by phone, who will assess the case and, if necessary, report the case to the health authority according to the established regulations.
- The general practitioner will issue a medical certificate stating whether mandatory or voluntary quarantine, voluntary isolation, or active observation is required.
- If the health authority deems it necessary to carry out diagnostic tests and place the patient under active observation, those who have come in close contact with the person will also be contacted.
- There are no special protection measures for other individuals who have stayed and shared common spaces with people who are asymptomatic or have non-COVID-19 infections.

### 16. Procedures to be adopted with symptomatic and asymptomatic beneficiaries

(Guidelines valid for the Italian healthcare system)

With symptomatic beneficiaries who do not have any links to people at risk COVID-19, the correct procedure is as follows:

- Contact a general practitioner, who will assess the case and, if necessary, report the case to the health authority according to the established regulations.
- **Inform the management immediately, who will right away notify the competent authority that referred the beneficiary to SOS.**
- Limit contacts with other beneficiaries and caregivers.
- Do not transport the affected beneficiary using the organisation's vehicles.
- The general practitioner will issue a medical certificate stating whether mandatory or voluntary quarantine, voluntary isolation, active observation, etc. is required.
- If the health authority deems it necessary to carry out diagnostic tests and place the patient under active observation, those who have come in close contact with the person will also be contacted.
- There are no special protection measures for other individuals who have stayed and shared common spaces with people who are asymptomatic or have non-COVID-19 infections.

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Since an SOS Children's Village IS NOT A HEALTHCARE ENVIRONMENT but a social environment, a table of suggested steps to be taken in case of symptoms in beneficiaries is included for reference. This information is taken from the "Interim Guidelines for the Rational Use of Protections against SARS-CoV-2 Infection in Healthcare and Health and Social Care Activities (Assistance for People with COVID-19) in the Current SARS-CoV-2 Emergency Scenario". Therefore, the guidelines below (the Protection Measures and Personal Protective Equipment column) must be implemented for beneficiaries who are in situations described in the Beneficiary Type and Activity columns.

TABELLA 1 POSSIBILI SCENARI E MISURE DI PRECAUZIONI DA ADOTTARE

TIPOLOGIA ASSISTITO	ATTIVITÀ	MISURE DI PROTEZIONE E DPI
<b>Paziente asintomatico</b>	Prestazioni che NON comportano manovre associate alle vie respiratorie	<ul style="list-style-type: none"> <li>• Precauzioni standard (lavaggio mani, uso gel/ uso guanti)</li> <li>• Nessuna mascherina</li> </ul>
<b>Paziente asintomatico</b>	Prestazioni che comportano manovre associate alle vie respiratorie	<ul style="list-style-type: none"> <li>• Precauzioni standard (lavaggio mani, uso gel/ uso guanti)</li> <li>• Mascherina chirurgica</li> </ul>
<b>Paziente sintomatico (febbre, tosse, dispnea, congiuntivite)</b>	Prestazioni che NON comportano manovre associate alle vie respiratorie	<ul style="list-style-type: none"> <li>• Precauzioni standard (lavaggio mani, uso gel/ uso guanti)</li> <li>• Mascherina chirurgica</li> </ul>
<b>Paziente sintomatico (febbre, tosse, dispnea, congiuntivite)</b>	Prestazioni che comportano manovre associate alle vie respiratorie	<ul style="list-style-type: none"> <li>• Precauzioni standard (lavaggio mani, uso gel/ uso guanti)</li> <li>• Mascherina chirurgica</li> <li>• Camice monouso</li> <li>• Occhiali/visiera</li> </ul>
<b>Paziente risultato positivo a COVID asintomatico</b>	Prestazioni che NON comportano manovre associate alle vie respiratorie	<ul style="list-style-type: none"> <li>• Precauzioni standard (lavaggio mani, uso gel/ uso guanti)</li> <li>• Mascherina chirurgica</li> <li>• Camice monouso idrorepellente</li> <li>• Occhiali/visiera</li> </ul>
<b>Paziente risultato positivo a COVID sintomatico</b>	Prestazioni che comportano manovre associate alle vie respiratorie	<ul style="list-style-type: none"> <li>• Precauzioni standard (lavaggio mani, uso gel/ uso guanti)</li> <li>• Mascherina FFP2/FFP3</li> <li>• Camice monouso idrorepellente</li> <li>• Occhiali/visiera Guanti monouso</li> </ul>

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If a beneficiary tests positive for the coronavirus (COVID-19), it is necessary to

- implement all the measures indicated by the health authority,
- who will right away notify both the competent authority that referred the beneficiary to SOS and the competent authorities that referred other beneficiaries who have had close contacts with the infected individual, in order to agree on the measures to be implemented.

It is recommended to follow general principles when speaking to children:

- Remain calm and reassuring, as children have their own reactions to what you say and, above all, how you say it.
- It is important that adults are readily available to children for discussion and questions about COVID-19.

**It is important to provide a dedicated, well-ventilated space with its own bathroom inside the village.**

Please note: The child might have been infected in the environment in which he or she lives (all checks should be carried out to identify any coronavirus-positive family members or family members with a history of contact with an infected person) or by a care professional.

If so, the entire house must go into quarantine.

With asymptomatic infections or mild symptoms (flu-like symptoms, a temperature of 37.5 °C, cough):

- Monitor the patient for at least 14 days.
- Contact a paediatrician to determine how to proceed.
- Call the local health authority daily to decide whether hospitalisation might be necessary in case of worsening clinical conditions.

Furthermore:

- Measure the patient's temperature every morning and evening.
- **Dedicate a member of staff, who must be equipped with a mask, gloves, a disposable overcoat or a dedicated lab coat, and an alcoholic solution.**
- Handle bed linen with the PPE mentioned above and always wash clothes in a washing machine at 90 °C (or at 60 °C at a minimum).
- Do not allow other children to come into contact with the infected child during this time of observation.
- **Ensure daily sanitisation of surfaces using the products specified in the general guidelines.**
- Manage external communication using remote means such as video calls, the internet, etc.

### 17. How to wash hands

(To be displayed in bathrooms)



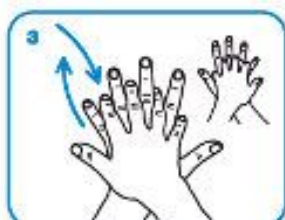
Wet hands with water



apply enough soap to cover all hand surfaces.



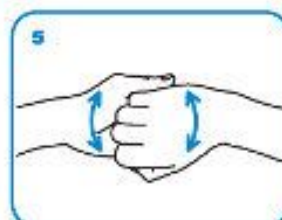
Rub hands palm to palm



right palm over left dorsum  
with interlaced fingers  
and vice versa



palm to palm with fingers  
interlaced



backs of fingers to opposing  
palms with fingers interlocked



rotational rubbing of left thumb  
clasped in right palm  
and vice versa



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



Rinse hands with water



dry thoroughly with a single  
use towel



use towel to turn off faucet



...and your hands are safe.



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### 18. Instructions for cleaning and disinfection

(To be shared with caregivers)

Please remember that ensuring a high level of hygiene and cleanliness is essential to cope with the current health emergency in our country.

Please note that there are companies operating in the area (also on weekends) that are specialised in cleaning and sanitising work environments and equipment.

To enhance cleaning and sanitising of rooms and equipment, surfaces must be completely cleaned with water and detergent and then with:



- 1% sodium hypochlorite (bleach), or
- 75% ethanol (for the most delicate surfaces).



When cleaning with chemical products, ensure room ventilation.

Special care and attention is required (also from external cleaning companies) in sanitising:



- handles
- light switches
- chairs
- remote controllers
- handrails
- tables, desks and workbenches
- keyboards and mice
- telephones, cordless phones, mobile phones and intercoms
- keys, latches and various closures
- taps (for example sinks, bidets, etc.)
- dispensers
- push-button panels (for example automatic snack dispensers, coffee machines, printer buttons, or the buttons of control machines / work stations)

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### 19. The rules to follow

(To be displayed in rooms)  
(Issued by the Italian Ministry of Health)

#### NOVEL CORONAVIRUS

- 1) Wash your hands frequently with soap and water or use alcohol-based gel.  
It is recommended to provide hand-sanitising hydroalcoholic solutions at the entrance.
- 2) Avoid close contact with people suffering from acute respiratory infections.
- 3) Avoid hugs and handshakes.
- 4) When socialising, keep an interpersonal distance of at least one metre.
- 5) Cover your mouth and nose with disposable tissues when you sneeze or cough. If you do not have a disposable tissue, sneeze or cough into the crease of your elbow.
- 6) Avoid excessive use of bottles and glasses, especially during sports.
- 7) Do not touch your eyes, nose or mouth with your hands.
- 8) Cover your mouth and nose when you sneeze or cough.
- 9) Do not take antiviral drugs or antibiotics unless they are prescribed by your doctor.
- 10) Clean surfaces with chlorine- or alcohol-based disinfectants.
- 11) Use a mask only if you suspect you are sick or if you are assisting sick people.
- 12) When in doubt, do not go to the emergency department but call your family doctor and follow his or her instructions.



20. How to avoid infection

## Wash your hands

Wash your hands with soap and running water when **hands are visibly dirty**



If your **hands are not visibly dirty**, frequently clean them by using alcohol-based hand rub or soap and water



Protect yourself and others from getting sick

## Wash your hands



- after coughing or sneezing
- when caring for the sick
- before, during and after you prepare food
- before eating
- after toilet use
- when hands are visibly dirty
- after handling animals or animal waste



## Protect others from getting sick



Avoid **close contact** when you are experiencing cough and fever

Avoid spitting in public



If you have fever, cough and difficulty breathing **seek medical care early** and share previous travel history with your health care provider



## Protect others from getting sick

When coughing and sneezing **cover mouth and nose** with flexed elbow or tissue



Throw tissue into closed bin immediately after use








**Clean hands** with alcohol-based hand rub or soap and water after coughing or sneezing and when caring for the sick



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### 21. Measures for personnel

(To be displayed at the entrance)  
(To be updated based on national legislation)

	Did you measure your temperature before going to work? If your body temperature exceeds 37.5 °C or if you have other flu-like symptoms, call your doctor and stay home.
	The organisation has the right to measure your body temperature and, if it is higher than 37.5 °C, prevent you from accessing the premises. You will be provided with a mask and isolated until you have contacted your doctor.
	If you've been in contact with people who have tested positive for the coronavirus in the past 14 days, stay home and notify your doctor right away.
	If you experience any flu-like symptoms during your work shift, immediately leave the workplace and notify your line manager or contact person at the organisation, taking care to remain at an adequate distance from people.
	If you leave home to go to work or you are at work, you must commit to: <ul style="list-style-type: none"> <li>- keeping a safe distance</li> <li>- observing the rules of hand hygiene and maintaining proper hygiene practices</li> </ul>
	Be aware that you cannot enter or remain on the organisation's premises and must give prompt notice when there are dangerous circumstances (symptoms of flu, fever, return from at-risk areas or contact with people who have tested positive for the virus in the previous 14 days, etc.) in which the authorities require staying at home and informing the family doctor and the health authority.
	All personal hygiene precautions must be observed, in particular frequent handwashing with soap and water. <ul style="list-style-type: none"> <li>- Rooms must be aired at least every two hours.</li> <li>- Limit movement to a necessary minimum while also reducing stay times and keeping a safe distance of one metre.</li> <li>- Face-to-face meetings are not allowed. If a meeting is necessary and urgent and it is impossible to hold it remotely, participation must be minimised, and interpersonal distancing and adequate cleaning and ventilation of the premises must be guaranteed in all cases.</li> </ul>

## 22. Paediatric age and COVID-19 infection

Given that the paediatric age group presents — and it is good news — either no symptomatology (asymptomatic, healthy carriers) or mild symptoms (symptoms of a cold), with rare complications (pneumonia), which is due to children's very reactive immune system, contacts between children and adults should be avoided.

History teaches us that children are super-spreaders of respiratory diseases and can spread germs much more easily. The suspension of schools has made it possible to reduce contacts between children and thus to avoid the consequent spread of the virus, which is dangerous for adults and especially for the most vulnerable (the elderly, grandparents and people with pathologies).

## 23. Precautions to be taken by children

Here are some precautions that can be adopted.

- **Provide each child with disposable paper** tissues (if those are not available, children should not cough or sneeze into their hands but rather cover their nose and mouth with their elbow).
- **Using videos, remind** children that hands can often be dirty and can have germs. Do not put your hands in your mouth and do not touch your nose or eyes.
- **Encourage children to wash their hands frequently.** Before having a snack and after going to the bathroom, use soap and water and rub well for the time it takes to sing “Happy Birthday” twice (according to English-language guidance by the CDC); rinse your hands well with water and dry them with a clean dedicated towel or preferably with a disposable paper towel, or use a hot-air dryer when available. Alternatively, use alcoholic solutions in very small quantities, so as not to cause burn-like dermatitis.
- **Whenever possible, keep a distance of one metre between children, especially in case of even mild symptoms.**
- **Avoid hugs and kisses.**
- **Do not exchange games, school materials or snacks.**
- **Ventilate the house when the children are outdoors.**
-

## EMERGENCY RESPONSE

### 24. Recommendations on behaviours for managing the day

**In this time, it is important to maintain routines and habits.**

It is useful to have a defined programme for the day: wake up, have breakfast, wash and get dressed, do homework, participate in organised and free play, set the table, have lunch, etc.

It is necessary to involve children in planning activities such as:

- **the more intellectually demanding activities: homework, e-learning, coding games**
- **art activities:** drawing, painting, working with clay
- **cooking activities:** cooking together
- **leisure activities: physical exercise**
- **TV: no more than two hours a day, avoiding the stress of continuous pandemic coverage**

### 25. Recommendations on outdoor activities

It is important for children to spend some time outdoors if spaces permit.

Every house should plan to spend some time outdoors for 1–2 hours (morning and afternoon), with a maximum of 6–10 children accompanied by one or more care professionals, depending on the children's ages.

- Try to do activities while maintaining a safe distance (as all viruses are in the air, transmissible via the respiratory tract).
- Avoid kisses and hugs.
- **Once back at home, blow your nose well into a disposable tissue, then throw the tissue in a closed bin.**
- **Wash your hands as described previously.**
- **Leave coats and shoes outside for at least a few hours.**
- Also sanitise external surfaces: even if transmission in this way is rare, it can be considered an additional opportunity to maintain control over the infection.

## 26. Main references

### Main Italian legislative references

- Circular of the Ministry of Health of 03.02.2020 “Guidelines for Operators of Services/Exercises in Contact with the Public”
- Decree No. 498 of 24.02.2020 “Further Measures for the Implementation of the Ordinance of 23 February 2020”
- Ordinance of the Ministry of Health in agreement with the President of the Lombardy Region of 23.02.2020
- Decree of the President of the Council of Ministers of 13.02.2020
- Decree of the President of the Council of Ministers of 25.02.2020
- Decree of the President of the Council of Ministers of 01.03.2020
- Decree of the President of the Council of Ministers of 08.03.2020
- Decree of the President of the Council of Ministers of 11.03.2020
- Shared protocol regulating measures to combat and contain the spread of the COVID-19 virus in the workplace of 14.03.2020

### Main reference documentation

- Istituto Superiore di Sanità, “Interim Guidelines for the Rational use of Protections against SARS-CoV-2 Infection in Healthcare and Health and Social Care Activities (Assistance for People with COVID-19) in the Current SARS-CoV-2 Emergency Scenario”
- Confcooperative(sanità), “Guidelines for Cooperatives and Operators of Home, Ambulatory, Residential and Semi-Residential Healthcare and Health and Social Care Services”
- CDC (Centers for Disease Control and Prevention), “Coronavirus Disease 2019 (COVID-19) Preparedness Checklist for Nursing Homes and other Long-Term Care Settings”
- Lombardy Region, ATS Milano, “COVID-19 General Prevention Measures – Information for Companies”
- Lombardy Region, ATS Insubria, “FAQ – Companies and Workers”

### Main reference websites:

Italian Ministry of Health – [www.salute.gov.it](http://www.salute.gov.it)  
World Health Organization – [www.who.int](http://www.who.int)  
Bambin Gesù Hospital in Rome – [www.ospedalebambinogesu.it](http://www.ospedalebambinogesu.it)  
Federazione Italiana Medici Pediatri — [www.fimp.pro](http://www.fimp.pro)

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