



SOS VILLAGGI
DEI BAMBINI
ITALIA

EMERGENCY RESPONSE

SOS Villaggi dei Bambini e COVID-19

GUIDELINES FOR THE MANAGEMENT
OF PEOPLE IN ISOLATION

By SOS Children's Villages Italy

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EMERGENCY RESPONSE

Contents

1. General recommendations	3
2. Identifying an area dedicated to the assistant.....	5
3. Characteristics of the area dedicated to the sick person	6
4. Useful information for the assistant	7
5. Useful information on maintaining hygiene for the assistant	8
6. Useful information on maintaining hygiene in the sick person's area	8
7. Useful information for those who live in the same accommodation.....	9
8. If the beneficiary has to be transferred to a hospital	9
9. How to wash hands with water and soap	11
10. Operational instructions on cleaning and disinfection	12
11. How to disinfect hands with an alcohol solution.....	13
12. How to don and remove disposable gloves	14
13. How to wear an FFP2 mask	15
14. How to wear a surgical mask	16
15. Other instructions and useful posters	17
16. Main references	20
17. Useful links	20

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.

EMERGENCY RESPONSE

1. General recommendations

For the **correct management of a possible isolation** it is necessary to take the following steps as a preventive measure:

- Identify people willing to perform the role of **assistant**.
- Foresee the availability of **space and accommodation**.
 - It would be preferable to identify **dedicated accommodation** for the sick person and an assistant.
 - Where this is not possible, it is essential that the **area dedicated to them** is separate and ideally not accessible to other people.
- Provide all the **necessary materials**:
 - disinfectants
 - disposable tissues
 - a laundry basket with a foot pedal (no touch)
 - a waste bin with a foot pedal (no touch)
 - rubbish bags
 - laundry bags
 - a washing machine and, if possible, a dryer
 - anything else that may be necessary
- Provide personal protective equipment and/or adequate clothing:
 - disposable surgical masks for the sick person
 - FFP2 masks for the assistant
 - disposable suits or a gym suit (easily washable and dryable) for the assistant
 - disposable overshoes or disposable paper slippers (alternatively, use plastic bags that will then be thrown in the waste bin)

EMERGENCY RESPONSE



Furthermore:

- Assess with a **doctor/paediatrician** the need for any medicines for sick people and/or for other specific internal needs, such as essential medicines necessary for at least two weeks' isolation or those that may be specifically required by people in isolation.
- With the **doctor/paediatrician**, prepare a list for each person (the assistant, the sick person and family members) containing any reports of drug or food intolerances/allergies.
- Assess the need for remote **psychological support** for sick people, caregivers, beneficiaries and family members
- A **dedicated car** should be available in case transportation to the hospital becomes necessary (see section 8).
- Prepare a **bag containing clothes and personal hygiene products for the assistant** to use after attending to the sick person or in case the assistant's clothing becomes contaminated. The bag must be placed in a separate location to avoid contamination.

The **dedicated accommodation** for the sick person and the assistant must be sanitised in advance (see section 10) and equipped with what is necessary.

USE OF MASKS

Given the difficulty in finding masks, it is recommended to use them according to these priorities:

	FFP2 mask	Assistant
	Surgical mask	Sick person

EMERGENCY RESPONSE

ATTENTION

A person with confirmed COVID-19 infection must:

- **stay away** from other people
- if possible, stay in a separate, well-ventilated room without receiving visits
- **avoid sharing anything** with other people that could cause contagion
- **always use a disposable surgical mask** in the presence of other people

2. Identifying an area dedicated to the assistant

The area dedicated to the **ASSISTANT** must:

- have a room and possibly a dedicated adjacent bathroom
- be close to the sick person's room (ideally directly communicating with it)
- have enough space for the assistant to get dressed/undressed
- be cleared of unnecessary and difficult-to-sanitise furnishings (curtains, rugs, paintings and other unnecessary items)
- be sanitised before use and periodically during use, at least two times a day
- have plates, glasses, napkins, a placemat and disposable cutlery

Equipment in the bathroom dedicated to the ASSISTANT (the bathroom must have a lock):

- instructions on and products for handwashing
- disposable towels to dry the hands
- personal hygiene products
- products for room sanitising
- a laundry basket with a foot pedal (no touch)
- a waste bin with a foot pedal (no touch)
- rubbish bags
- laundry bags

EMERGENCY RESPONSE

Equipment for the ASSISTANT

Personal protective equipment and adequate clothing:

- FFP2 masks
- disposable suits or a gym suit (easily washable and dryable)
- disposable overshoes or disposable paper slippers (alternatively, use plastic bags that will then be thrown in the waste bin)

3. Characteristics of the area dedicated to the sick person

The area dedicated to the SICK PERSON must:

- have a room and ideally a dedicated adjacent bathroom
- be prepared before the arrival of the infected person or on suspicion of infection
- be as isolated as possible from common spaces and other houses
- be equipped with a separate bathroom
- be cleared of unnecessary and difficult-to-sanitise furnishings (curtains, rugs, paintings and other unnecessary items)
- be sanitised before use and periodically during use, at least two times a day (see section 10)

The room for the SICK PERSON must be equipped with:

- a thermometer
- a telephone, a PC and/or other tools to communicate remotely
- hand sanitiser
- disposable tissues
- a waste bin with a foot pedal (no touch)

Bathroom equipment for the SICK PERSON:

- instructions on and products for handwashing
- disposable towels to dry the hands

EMERGENCY RESPONSE

- personal hygiene products
- products for room sanitising
- a laundry basket with a foot pedal (no touch)
- a waste bin with a foot pedal (no touch)

There should be a **WASHING MACHINE** and, if possible, a **DRYER** for the clothes and linen of the sick person and the assistant.

4. Useful information for the assistant

Contacts with the sick person and entrances to and exits from the room or area must be limited to what is strictly necessary.

The assistant must:

- be in good health
- not fall into the categories of people most at risk (the immunosuppressed, cancer patients, people with heart conditions, diabetics, transplant patients, people with hypertension, the elderly, and pregnant women) or have diseases that could put the assistant at risk

The person who provides care to the sick person must:

- wear an FFP2 mask carefully positioned on the face when in the same room as the sick person and/or in contact with potentially contaminated materials
- put on disposable gloves before entering the infected person's room and whenever in contact with potentially contaminated materials
- use a disposable gown or a gym suit (easily washable and dryable), which must be changed every time the assistant enters the infected person's room/area and/or comes into contact with potentially contaminated materials
- use disposable overshoes or disposable paper slippers (alternatively, use plastic bags that will then be thrown in the waste bin)

ATTENTION: If the **FFP2 mask** is wet or dirty due to secretions, it is necessary to replace it immediately and wash the hands after removing it.

Avoid sharing the following with the sick person:

- kitchen utensils

EMERGENCY RESPONSE

- plates, drinking glasses, etc.
- towels
- bed linen
- clothes and personal belongings
- etc.

5. Useful information on maintaining hygiene for the assistant

Hands should be thoroughly washed with soap and water or sanitised with a hydroalcoholic solution:

- after every contact with the sick person and his or her surrounding environment
- before and after preparing food
- **before eating**
- after using the bathroom
- whenever hands are dirty

Hands should be dried using **disposable paper towels**. If this is not possible, use dedicated towels and replace them when they are wet.

Those who care for the sick person **must use an FFP2 mask** or, if one is unavailable, a surgical mask, and keep a distance of at least one metre.

Disposable gloves must be used to avoid direct contact with body fluids, in particular oral or respiratory secretions, faeces and urine.

6. Useful information on maintaining hygiene in the sick person's area

1. Use containers with foot pedals, lined with two bags and positioned inside the sick person's room, to throw away gloves, tissues, surgical masks and other waste.
2. In the case of home isolation, differentiated waste collection must be suspended to avoid accumulation of potentially dangerous materials, which must instead be disposed of in a bin of unsorted waste.

EMERGENCY RESPONSE

3. **Wear gloves to put contaminated laundry** in a bag dedicated to dirty laundry. Do not shake dirty laundry and avoid direct contact with skin and clothing.
4. **Clean and disinfect** surfaces such as bedside tables, bed frames and other furniture in the sick person's room, as well as toilets and bathroom surfaces, **daily (twice a day)** (see section 10).
5. Ensure frequent ventilation of rooms throughout the day and during cleaning.
6. Use an FFP2 mask when changing the sick person's bedding.
7. Wash your own and the sick person's clothes, sheets, towels, etc. in the washing machine at 60–90 °C using a normal detergent, and dry them thoroughly.

7. Useful information for those who live in the same accommodation

The people living in the same accommodation must:

- stay in other rooms
- **not share anything with the sick person**
- reduce contacts also with each other

If a person living in the same accommodation shows the first symptoms of an acute respiratory infection (fever, cough, sore throat and breathing difficulties), immediately contact a doctor/paediatrician, a doctor on call or the emergency numbers.

8. If the beneficiary has to be transferred to a hospital

1. **Avoid using public transportation** to reach the designated health facility; if possible, **call an ambulance**.
2. If ambulance transport is not possible, use the vehicle previously identified and equipped with the items listed below.
3. **The vehicle must be equipped with:**
 - disposable surgical masks
 - FFP2 masks
 - disposable gloves



SOS VILLAGGI
DEI BAMBINI
ITALIA

EMERGENCY RESPONSE

- plastic sheeting to cover the seats
 - sanitising products
4. The driver must leave the windows down for more vehicle ventilation.
 5. The **sick person** must wear a surgical mask to go to the hospital and must sit in the rear seat on the opposite side of the driver, to keep as much distance as possible from the driver (try to keep a distance of at least one metre from other people).
 6. The patient must have a **document with a list medicines taken so far and any drug intolerances or allergies**. Useful contacts for medical personnel must also be listed in the document.

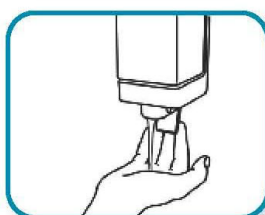
9. How to wash hands with water and soap



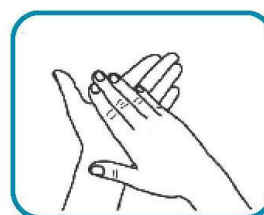
Duration of the entire procedure: **40–60 secs.**



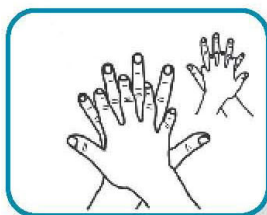
Wet hands with water



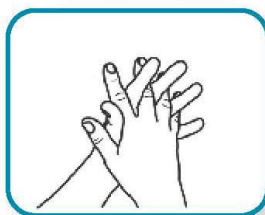
apply enough soap to
all hand surfaces



rub hands
palm to palm



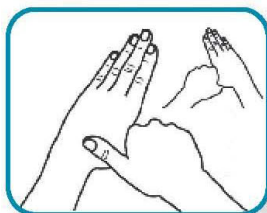
right palm over left
dorsum with interlaced
fingers and vice versa



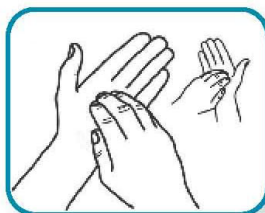
palm to palm with
fingers interlaced



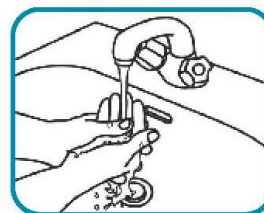
backs of fingers to
opposing palms with
fingers interlocked



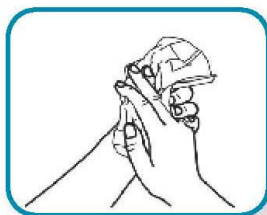
rotational rubbing of
left thumb clasped in
right palm and vice versa



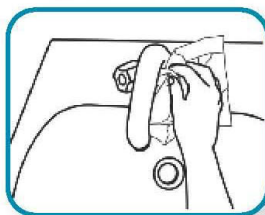
rotational rubbing, backwards
and forwards with clasped
fingers of right hand in
palm and vice versa



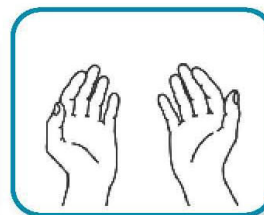
rinse hands with water



dry thoroughly with
single use towel



use towel to turn off faucet



...and your hands
are safe.

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10. Operational instructions on cleaning and disinfection

(To hand to the **ASSISTANT**)

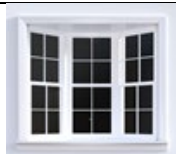
Please remember that ensuring a high level of hygiene and cleanliness is essential to cope with the current health emergency in our country.

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



Products containing (do not dilute):

- 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)

For **deep cleaning and sanitising** of working environments and equipment, you can refer to specialised companies.

11. How to disinfect hands with an alcohol solution



World Health
Organization

Patient Safety

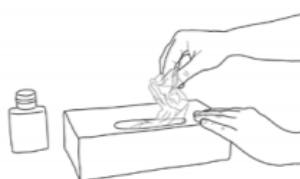
A World Alliance for Safer Health Care

SAVE LIVES

Clean Your Hands

12. How to don and remove disposable gloves

How to don gloves



1. Take out a glove from its original box



2. Touch only a restricted surface of the glove corresponding to the wrist (at the top edge of the cuff)



3. Don the first glove



4. Take the second glove with the bare hand and touch only a restricted surface of glove corresponding to the wrist



5. To avoid touching the skin of the forearm with the gloved hand, turn the external surface of the glove to be donned on the folded fingers of the gloved hand, thus permitting to glove the second hand

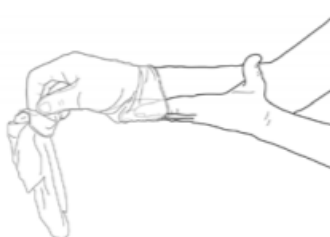


6. Once gloved, hands should not touch anything else that is not defined by indications and conditions for glove use

How to remove gloves



1. Pinch one glove at the wrist level to remove it, without touching the skin of the forearm, and peel away from the hand, thus allowing the glove to turn inside out



2. Hold the removed glove in the gloved hand and slide the fingers of the ungloved hand inside between the glove and the wrist. Remove the second glove by rolling it down the hand and fold into the first glove



3. Discard the removed gloves

4. Then, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water

13. How to wear an FFP2 mask

COME INDOSSARE UN FACCIALE FILTRANTE FFP1, FFP2, FFP3

MODALITÀ D'INDOSSAMENTO ED UTILIZZO GENERICHE

NOTA: fare riferimento alle specifiche istruzioni fornite con i prodotti per maggiori dettagli

UNA VALIDA PROTEZIONE SI OTTIENE SOLO SE IL DISPOSITIVO È INDOSSATO CORRETTAMENTE.
SEGUIRE ATTENTAMENTE LE MODALITÀ D'INDOSSAMENTO E VERIFICARE LA TENUTA AL VOLTO DEL DISPOSITIVO COME ILLUSTRATO.



Tenere il respiratore in mano con lo stringinaso verso le dita lasciando gli elastici liberi sotto la mano.



Posizionare il respiratore sul volto con la conchiglia sotto il mento e lo stringinaso verso l'alto.



Posizionare l'elastico superiore sulla nuca. Posizionare l'elastico inferiore attorno al collo al di sotto delle orecchie.

NOTA: Non utilizzare in presenza di barba o basette lunghe che non permettono il contatto diretto fra il volto e i bordi di tenuta del respiratore.



Posizionare le dita di entrambe le mani sulla parte superiore dello stringinaso. Premere lo stringinaso e modellarlo muovendosi verso le sue estremità. Evitare di modellare lo stringinaso con una sola mano poiché può causare una diminuzione della protezione respiratoria.



La tenuta del respiratore sul viso deve essere verificata prima di entrare nell'area di lavoro.

- Coprire con le due mani il respiratore evitando di muoverlo dalla propria posizione
- Espirare rapidamente. Una pressione positiva all'interno del respiratore dovrebbe essere percepita. Se viene avvertita una perdita, aggiustare la posizione del respiratore e/o la tensione degli elastici e ripetere la prova.
- Per respiratori con valvola: coprire il respiratore con le mani, inspirare rapidamente. Se si sentono perdite dai bordi riposizionare il facciale fino a ottenere una perfetta tenuta sul volto.

1. Cup the respirator in your hand with the nose piece at your fingertips, allowing for the headbands to hang freely below your hand.
2. Position the respirator under your chin with the nose piece up.
3. Pull the top strap over your head on the crown of your head. Pull the bottom strap over your head and place it on the back of your neck, below your ears.
4. Place your fingertips from both hands at the top of the metal nose clip. Slide fingertips down both sides of the metal strip to mould the nose area to the shape of your nose.
5. The seal of the mask on the face must be checked before entering the working area.

Place both hands on the mask and take a breath to make sure that it seals against your face. Then exhale rapidly, feeling for any leakage. If you feel air leaking, adjust the mask and/or the placement of the straps on the sides of your head and try again.

EMERGENCY RESPONSE

14. How to wear a surgical mask

Instructions

- Before putting on the mask, wash your hands with soap and water or use an alcohol-based hand rub (see instructions on how to wash hands).
- Cover your mouth and nose with the mask ensuring that it is intact and it fits snugly to your face.
- Avoid touching the mask while using it.



- When the mask becomes damp, replace it with a new one and do not reuse it, since disposable masks are to be used once only.
- Remove the mask by handling the elastic band only, without touching the front of the mask.
- Discard immediately in a closed bin and wash your hands.



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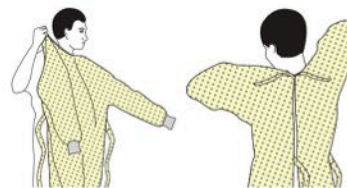
15. Other instructions and useful posters

SEQUENCE FOR PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE)

The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

1. GOWN

- Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
- Fasten in back of neck and waist



2. MASK OR RESPIRATOR

- Secure ties or elastic bands at middle of head and neck
- Fit flexible band to nose bridge
- Fit snug to face and below chin
- Fit-check respirator



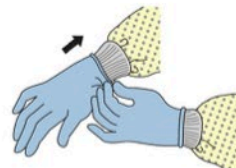
3. GOGGLES OR FACE SHIELD

- Place over face and eyes and adjust to fit



4. GLOVES

- Extend to cover wrist of isolation gown



USE SAFE WORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION

- Keep hands away from face
- Limit surfaces touched
- Change gloves when torn or heavily contaminated
- Perform hand hygiene



CS250672-E

Source: CDC



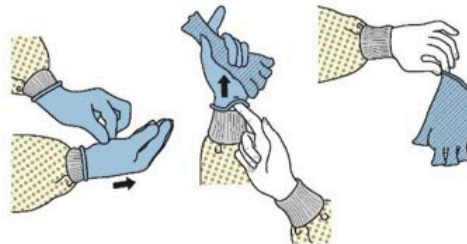
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HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE) EXAMPLE 1

There are a variety of ways to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Here is one example. **Remove all PPE before exiting the patient room** except a respirator, if worn. Remove the respirator **after** leaving the patient room and closing the door. Remove PPE in the following sequence:

1. GLOVES

- Outside of gloves are contaminated!
- If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove
- Discard gloves in a waste container



2. GOGGLES OR FACE SHIELD

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band or ear pieces
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container



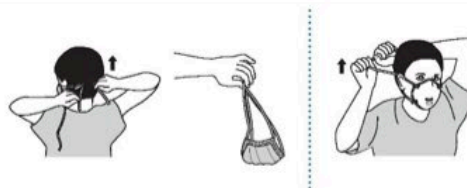
3. GOWN

- Gown front and sleeves are contaminated!
- If your hands get contaminated during gown removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Unfasten gown ties, taking care that sleeves don't contact your body when reaching for ties
- Pull gown away from neck and shoulders, touching inside of gown only
- Turn gown inside out
- Fold or roll into a bundle and discard in a waste container

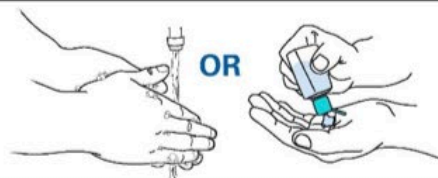


4. MASK OR RESPIRATOR

- Front of mask/respirator is contaminated — DO NOT TOUCH!
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container



5. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE



**PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS
BECOME CONTAMINATED AND IMMEDIATELY AFTER
REMOVING ALL PPE**




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 <p>The coronavirus can survive on surfaces for several hours.</p>	 <p>Clean surfaces with disinfectants containing 75% alcohol (ethanol) or 1% sodium hypochlorite (bleach)</p>	 <p>Disinfect the objects that you use often, such as your smartphone.</p>

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16. Main references

Main reference documentation

- Istituto Superiore di Sanità, “Indicazioni ad interim per un utilizzo razionale delle protezioni per infezione da SARS-COV-2 nella attività sanitarie e sociosanitarie (assistenza a soggetti affetti da Covid-19) nell’attuale scenario emergenziale SARS-COV-2”
- Confcooperative(sanità), “Indicazioni per le cooperative e gli operatori dei servizi sanitari e sociosanitari domiciliari, ambulatoriali, residenziali e semiresidenziali”
- CDC (Centers for Disease Control and Prevention), “Coronavirus Disease 2019 (COVID-19) Preparedness Checklist for Nursing Homes and other Long-Term Care Settings”
- Regione Lombardia, ATS Milano, “COVID 19 Misure generali di prevenzione – Informativa per le imprese”
- Regione Lombardia, ATS Insubria, “FAQ - AZIENDE E LAVORATORI”
- Regione Piemonte, ASL Alessandria, “Procedure rischio infettivo”

Main reference websites:

World Health Organization: www.who.int

Ministero della Salute: www.salute.gov.it

Inail: www.inail.it

Croce Rossa Italiana: www.cri.it

Ospedale Bambin Gesù: www.ospedalebambinogesu.it/home

Federazione Italiana Medici Pediatri: www.fimp.pro

17. Useful links

World Health Organization

Video: When and How to Use Masks

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>

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Lombardy Region:

Come si diffonde il nuovo coronavirus? [How does the novel coronavirus spread?]:

<https://www.facebook.com/Regione.Lombardia.official/videos/193273902088998/>

Cosa significa contatto stretto? [What is close contact?]:

<https://www.facebook.com/Regione.Lombardia.official/videos/504330033578895/>

Cosa significa essere asintomatico? [What does it mean to be asymptomatic?]:

<https://www.facebook.com/Regione.Lombardia.official/videos/518302075727464/>

Il lavaggio delle mani serve? [Why is it important to wash your hands?]:

<https://www.facebook.com/Regione.Lombardia.official/videos/518194088866558/>

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