

# CORONAVIRUS(COVID-19) HELP GUIDE

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The COVID pandemic is a global black swan event not witnessed in half a century. It has disrupted life on planted earth massively. As employers, while you try to protect yourself and your family, there is an imperative to sustain your business and protect your employees.

This information guide, produced by business owners and medical professional is to support your dual goals of employee protection and business continuity. It details a high-level action plan to achieve both.

If there is opportunity in every adversity, in this pandemic, the opportunity lies in cementing the loyalty of your employees, while bolstering the integrity of your brand; both, as a result of demonstrating and sticking to core values during and through adversity. No one will forget 2020



# • WHAT IS CORONAVIRUS COVID-19?



SARA Coronavirus 2 which causes Coronavirus disease, or COVID-19, emerged in Wuhan, China in late 2019. It comes from a family of viruses which cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV).

*Coronavirus is a contagious respiratory disease; it can easily spread from one person to another through respiratory droplets.*

# COMMON SYMPTOMS

The common symptoms of the infection include:



## In severe cases

- Shortness of breath
- COVID leads to pneumonia, severe acute respiratory syndrome, kidney failure and even death. About 15%-20% of cases are severe, requiring hospitalization.

# BASIC PREVENTIVE MEASURES

Protecting yourself requires maintaining a hygienic environment, practicing personal respiratory hygiene, and implementing social distancing. Below are the following steps to protect oneself and others:

## **Wash Your Hands Frequently**

Clean your hands thoroughly with soap and water or an alcohol-based hand sanitizer. Washing your hands in regular intervals help remove dirt, and efficiently kill viruses.

## **Avoid Touching Eyes, Nose and Mouth**

We constantly use our hands to touch different surfaces, which makes them prone to get in contact with various viruses. We also touch our faces 90 times a day (eyes, nose and mouth), giving the virus a path to enter your body and make you sick.

## **Keep your surfaces clean**

If the surface is not infected, then touching the surface will not transfer an infection. The SARS-CoV-2 is a potent virus but not a very resilient one. Alcohol (70% ethanol or isopropanol), bleach or hydrogen peroxide will kill the virus, provided they are not wiped off within 10 minutes. Use these products in cleaning and allow them to air dry.

## **Social Distancing**

Since, this is a communicable disease, it is advisable to maintain a distance of at least 3 feet/1 meter (ideally 6 ft) from anyone who is unwell, coughing or sneezing. The size of the virus makes it heavy enough to prevent airborne contamination (as per the current understanding), so it requires the force of a cough or sneeze to travel.

If you are very close to an infected person, you might breathe in the droplets along with the COVID-19 virus, if the infected person happens to have the disease.

## **Cover your mouth and nose while sneezing and coughing**

If you are sneezing and coughing, it is advisable to cover your mouth using a disposable tissue to safeguard the health of the people around you, because the droplets of your flu are might help in spreading the virus.

## **Immediately throw away the used tissue.**

If a tissue is unavailable, sneeze into your inner elbow to avoid contaminating your hands



## **Seek Medical Counseling**

If you have fever or a dry cough, it is advisable to seek medical counseling immediately. Do not go to a healthcare facility. Call your doctor, or the national / state helpline numbers. This will help prevent transmission into or from medical facilities.

## **Stay Informed**

The WHO has said that along with the pandemic, the world is fighting an infodemic. It is necessary to monitor emerging developments and advisories from the Ministry of Health and Family Welfare and to follow advisory measures to protect yourself and others from COVID-19. It is also to check for reliably sourced information such as that on COVIDIndia.org . Being prepared prevents panic. Staying informed allows for preparation.

# WORKPLACE READINESS

It is the duty of the employers to roll out policies to protect their employees and customers.

## Employee Safety Measures:

### Follow the government authorities' protocols

- . Follow regular updates from WHO or Ministry of Health and Family Welfare.

### Ensure that the office facilities have undergone thorough deep cleaning and sanitization

- . Increase the frequency of sanitization of the workspace including floors and all high-touch surfaces - railings, handles, knobs, light switches etc.

### Equip employees with personal protection products like sanitizers, masks, gloves, disinfectants etc.

- . Hand sanitizers with more than 70% alcohol content are recommended, preferably ethyl alcohol based. Some of the recommended products include- Dettol, Savlon, Lifebouy and Buzil Rossari . For a full list, see COVIDIndia.org
- . Disinfectants like Virex and Buzil Rossari's Infektocide are considered hygienic and safe for use. For a full list, see COVIDIndia.org

### Advise employees about the importance of staying home, especially, if they are feeling unwell

- . Follow work from home (WFH) tips in the section below

### Screen body temperatures of employees using infrared thermometers for their safety and protection.

- . Make a screening booth outside the office premises to ensure only fit people are walking into the premises. According to WHO, the ideal body temperature for adults is 96F to 99F.

### Eliminate non-essential travel

- . Conduct virtual meetings and teleconference and eliminate face-to-face meetings.

### Introduce alternate work arrangements and policies to safeguard everyone's interests

- Use shift systems, or separate desks to maintain social distance even in the office
- Educate and encourage employees to not share personal items such as food, phones and pens and to maintain social distance even during breaks and lunch.

## Customer Safety Measures

- Follow Ministry of Health and Family Welfare & WHO guidelines for preventive measures.
- Issue regular advisories to the customers to share awareness regarding the situation



# SOCIAL DISTANCING AND WORK FROM HOME

COVID 19 has all of us thinking about our social priorities and the experts say that the solution (some of it) for prevention lies in social distancing. Within this new economy where Coworking model is extremely popular and in demand, social distancing is much to ask from organizations.

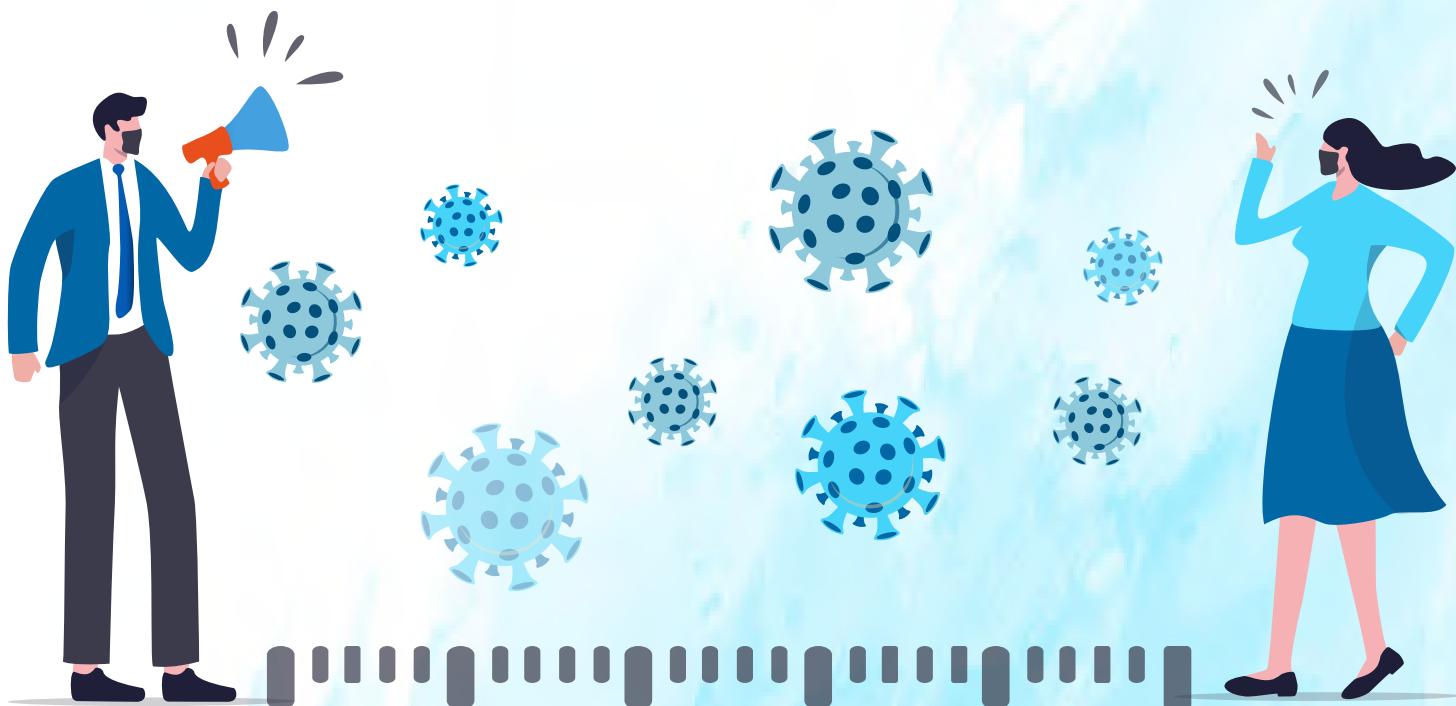
The one factor that can help a lot to maintain distancing is a concept of Work From Home. Although work from home gives a certain freedom to the worker, it is surprisingly hard to be productive. Let us look at some of the tools to have to work from home productively –

## 1. Internet

For most of us, the internet is key to getting things done. Whether you're a blogger, an entrepreneur, a consultant, or (pretty much) anything else, you need good, reliable internet service. Make sure you've got a consistent, decent speed connection to boost your productivity. Nothing is worse than not getting things done because your internet went out.

## 2. Dedicated Space for your office at home

You need to ensure you have one place that you consider your workspace. It does not have to be an entire room, but make sure you're not confusing your office with your leisure space. Simply putting a desk in a corner of your bedroom will suffice.



# SOCIAL DISTANCING AND WORK FROM HOME

## 3. Use meeting & collaboration tools

Virtual meetings and collaboration tools can achieve pretty much the same effect as a physical meeting. Use some of these tools like Microsoft teams, Zoom meetings, Google Hangouts, Slack & Skype to attend your meetings.

## 4. Fight the feeling of isolation

While you want to minimize distraction from your family members or roommates, you also want to avoid feeling like you are completely alone all day. Maintaining social connection is tricky while trying to create social distance to stave off the virus. But there are ways to maintain your mental health: Call people on the phone or video chat and break up the day with some exercise. Some employers have also begun offering online resilience training to address the challenges of working from home during the outbreak.

## 5. Make a strict schedule & stick to it

The knowledge that you can work whenever will tempt you, but in the long run, you will be much more productive if you follow the schedule you set for yourself. In my experience, this means keeping the same hours every day. This is work, after all. Your hours should correspond with others in your industry. Don't vary them.

## 6. Be in constant touch with your team

Use phone to have a conversation or simply contact them through any of the collaboration tools to ensure they get through their day with your support, as they would have done on any normal workday.



# WHY SELF-ISOLATION?

Self-isolation is a precautionary measure of avoiding close contact with anyone in order to protect your near and dear ones (family, friends and colleagues) and the society at large from contracting COVID-19.

Apart from limiting close contact, you should avoid sharing dishes, drinking glasses, cups, eating utensils, towels, pillows or other items with other people in your home. It is advised to sanitize and clean your surroundings and pay close attention to personal hygiene.

However, this self-isolation and the stay-at-home order should be viewed as an opportunity to indulge in self-care, spend more time with family, take up a new course or hobby.

Here is a list of things you can do while you enjoy staying at home:

## Things to do with family:

- Spend time with your family
- Play board games
- Spend some time with your pet
- Cook together
- Share stories and experiences
- Teach life skills to your children

## Pursue Your Hobbies:

- Indulge in gardening
- Learn to play a new instrument
- Read a new book
- Try out a new recipe
- Dance off to your favorite beat
- Learn magic tricks

## Self-care:

- Learn how to meditate
- Start a new blog
- Try new beauty routines
- Exercise
- Do a movie marathon
- Treat yourself to new things

## Career:

- Take up an online course
- Write your own book
- Attend virtual classes
- Learn a new skill
- Make your own business plans
- Make new contacts



# WHY SELF-ISOLATION?

## Coping with stress in self-isolation

Self-isolation can be a difficult situation as it might take a serious toll on your mind and body. Don't ignore these feelings, instead, divert your mind with these simple tips:

- Eat a balanced diet
- Listen to motivational talks from thought leaders
- Think positive
- Try aromatherapy
- Practice breathing exercises

## How to keep children engaged during self-isolation

Children are always full of life and energy. In such trying times, it is important that their childhood memories reflect on this phase in a positive manner. Here are some tips to help you along:

- Explain to them the facts about Coronavirus
- Learn origami with them
- Read them a storybook
- Help them with studies
- Teach them fireless cooking
- Play board games
- Teach them science experiments



# RECOMMENDED COURSES

To manage change, working remotely and successfully go through these tough times, LinkedIn is offering a few courses that learners can leverage to help them in this “climate of change”. Here are some of the recommended courses by LinkedIn to train employees on maximizing productivity while working remotely

1. Working Remotely – 1 hr
2. Time Management: Working From Home – 1 hr 25 min
3. Being an effective Team Member – 31 min
4. Productivity Tips: Finding Your Productive Mindset – 59 min
5. Leading at a Distance – 36 min
6. Balancing Work and Life – 28 min
7. Thriving @ Work: the Connection between Well-being and Productivity – 41 min
8. Managing Stress for Positive Change – 57 min
9. Building Resilience – 34 min
10. Developing Resourcefulness – 18 min



# FREQUENTLY ASKED QUESTIONS

## How does the Coronavirus Disease spread?

It is a communicable disease; it can spread from one person to another.

## Is the virus transmitted through air?

Prominent studies suggest that the virus generally transmits through contact.

## Is the virus deadly?

The virus has low mortality but high infectivity.

## Why is there so much stress and panic?

The lack of evidence and literature available with medical professionals on how the virus would affect the human body led to the initial panic situation, which, was fed by rumors and fake news doing rounds in social media.

## How likely are children to get the virus?

Children are most unlikely to get infected by Coronavirus. There were only 2% of total cases where children were tested positive.

## Can the virus spread through food?

No, there is no such statement to support that it does.

## Can a person recover from coronavirus?

Yes, about 80% cases have recovered from the disease

## Should I get tested for coronavirus if I have fever, cold or cough?

No, unless your doctor recommends the same.

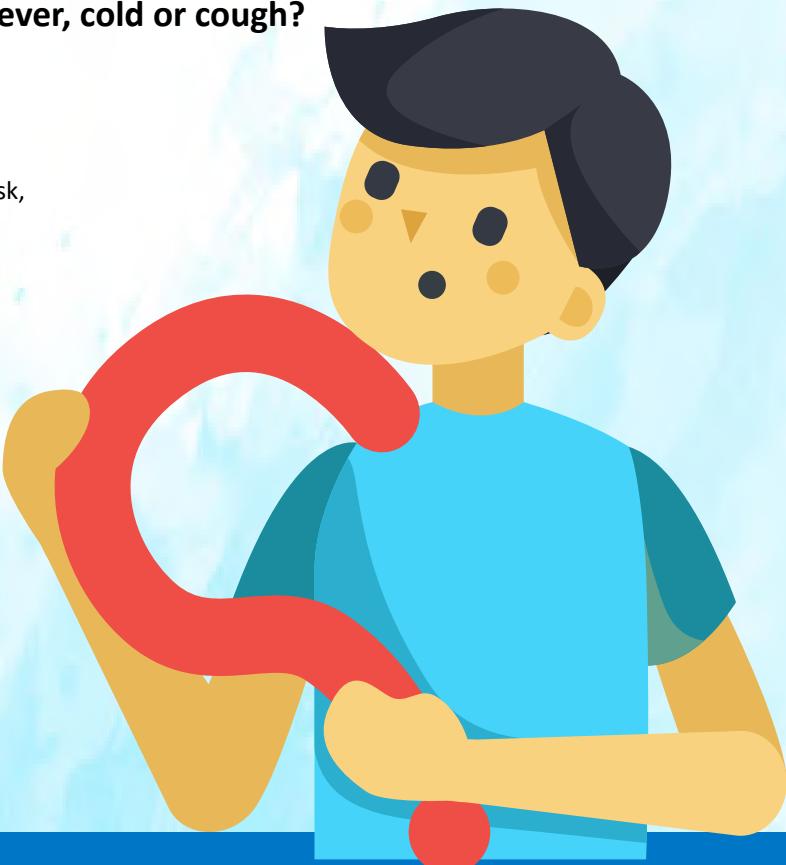
## Should I always wear a mask?

No. You should only wear a mask if you are coughing or sneezing to protect the ones around you. Do not re-use the mask, dispose it after use.

## What is the length of the incubation period?

The incubation period ranges between 1-14 days.

For more details and FAQs,  
visit the WHO website



Amidst all the information and fake news doing rounds,  
it is advisable to trust credible sources for relevant information.

Please refer to the following sources for real-time updates:

**WHO:** <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

**Ministry of Health & Family Welfare website:** <https://www.mohfw.gov.in/>

**MyGov Corona Helpdesk Whatsapp Number:** +91-90131 51515

**Some popular dashboards (Not from government of India but private organizations)**

COVIDIndia.org: <https://covidindia.org/>

Global dashboard by John Hopkins University: <https://coronavirus.jhu.edu/map.html>



With You At Every Step