

# UNHCR Back To Office Guidelines **Geneva HQ**



An interactive guide to prepare offices as part of COVID-19 response.

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4 May 2020



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## 1. Executive Summary

The following Safe Office Guidelines, developed by the Division of Financial & Administrative Management and the Division of Human Resources, with inputs from relevant divisions and entities, will help UNHCR facilities as they prepare to transition from an office-wide teleworking arrangement to a gradual return to the office. The guidance outlines suggested approaches to ensure safety in the workplace for all UNHCR personnel, in the context of the global COVID-19 pandemic. This is a living document, which will be continuously reviewed and updated as the situation evolves and more information becomes available, in alignment with the WHO, Swiss Authorities and other relevant stakeholders.

To the extent possible, this document follows all WHO recommendations and guidance.

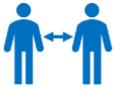
**HQ Geneva:** The Swiss Authorities have indicated that offices may re-open on **11 May 2020**. During the first phase, which will span approximately 90 days, UNHCR will aim to significantly limit physical presence in the building. Colleagues will be encouraged to continue teleworking where possible.

## 2. Guiding Principles

The following core guiding principles have guided the planning and decision-making process for UNHCR's return to office:

- **Safety and health:** Protecting the health and safety of our personnel is our highest priority. The most important safety aspect continues to be social distancing – even at the office.
- **WHO and Host Country:** We will – to the best of our abilities and where applicable – respect guidance coming from the World Health Organization and the respective Host Country authorities as we plan and execute our return to office.
- **Gradual/phased approach:** We will take a phased approach and reassess after each phase. As we learn from others and gather more information, we may need to adjust our plans. Flexibility and adaptability will be great assets in this period.
- **Business Continuity Planning (BCP):** returns to office should be in accordance with the BCP. For more questions on the BCP of your office, please liaise with the head of your Division/team.
- **Voluntary return in the interim:** To the extent possible and in line with the specific needs of your team – including location-specific tasks – returning to the office will be accomplished on a voluntary basis in the interim period. We need to recognize that individual circumstances may vary, and return may not be possible for everyone at the same time.
- **Flexibility and communication:** Throughout the various phases of implementation, managers are asked to exercise flexibility with their team and to continue to communicate effectively and find ways to solicit feedback.
- **Discipline to limit the spread of the virus:** Social distancing will continue to dictate the way we work, and colleagues are strongly reminded to follow the recommended measures to prevent the spread of disease. Colleagues should remain at home if they are sick or have been in close contact with a suspect/confirmed case.

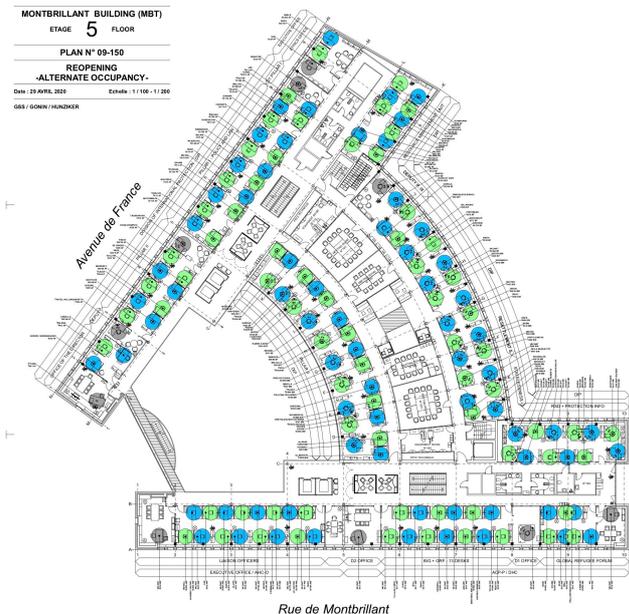
### 3. Social Distancing



Social distancing is a simple, yet very effective, mechanism to prevent the potential transmission of COVID-19. In practice, social distancing means:

- Staying 2 meters away from others at all times.
- Establishing 2 meters of free space between each workstation.
- Eliminating physical contact with others, including handshakes and hugs.
- Largely avoiding touching items and surfaces that have been touched by others.
- Avoiding people who appear physically ill and those who are coughing or sneezing.
- Colleagues coming in on alternate days to reduce the number of people in the office.
- All colleagues taking their laptop/essential files home on a daily basis so they can telework if attendance in the office is not required.

**HQ Geneva:** For the foreseeable future, everyone will be encouraged to continue to telework as much as possible. To reduce density in the UNHCR Geneva building on the Rue de Montbrillant, we have organized workstations in alternating blue and green categories, effectively dividing the workforce into two teams. The current plan is to have the “green team” report to the office on even days and the “blue team” on odd days. Divisions, bureaus and offices will be given some discretion to determine prioritization within teams and make arrangements for colleagues whose daily presence in the office is essential.



## 4. Masks and thermal screening



According to current guidelines from the World Health Organization, protective masks are only recommended for and should be reserved for healthcare workers while giving care to patients, people who are sick and exhibiting symptoms of COVID-19, or anyone taking care of an infected person.

Furthermore, Swiss authorities announced on 22 April that it would not be implementing a general obligation or advice to wear masks as the country eases restrictions on movement. We therefore will not be distributing masks to personnel at the office facilities in Geneva.

Colleagues may voluntarily wear non-medical masks on their way to work or in the office. Guidance on how to make, put on, wear and dispose of facemasks can be found on the [intranet](#).

Please note that the wearing of non-medical masks at your duty station should be in line with your host country recommendations. Please consult your respective host country guidelines for information about requirements to wear masks and other protective measures in your duty station.

**Temperature screening** is a low-effective measure, as people may carry the virus before showing symptoms, including fever. Social distancing – at least 2 meters – is more effective against the spread of COVID-19. Therefore, UNHCR will not be doing thermal screening at the entrance of buildings for employees and visitors.

**Serology Tests:** Medical authorities around the world are considering and testing the effectiveness of implementing serological tests – blood tests that look for COVID-19 antibodies - to identify people who have already been exposed to the virus. At the moment, however, there is not enough clear scientific guidance for UNHCR to begin serological testing on personnel.

## 5. Office Traffic



To facilitate social distancing in the office, each office should review foot traffic patterns to and from the workspace and common – shared – facilities. Traffic flow should be directed to ensure maximum social distancing. This may mean designating a specific stairwell for going up and another one for going down to prevent people from having to cross each other in a tight space. Thought should also be given to elevators, which may need to be restricted to one or a small number of passengers at a time. Signage should be posted throughout the office to guide the flow of foot traffic, especially in congested points like entrance/exit, printer rooms, communal spaces, small corridors, corridors within open spaces, etc.

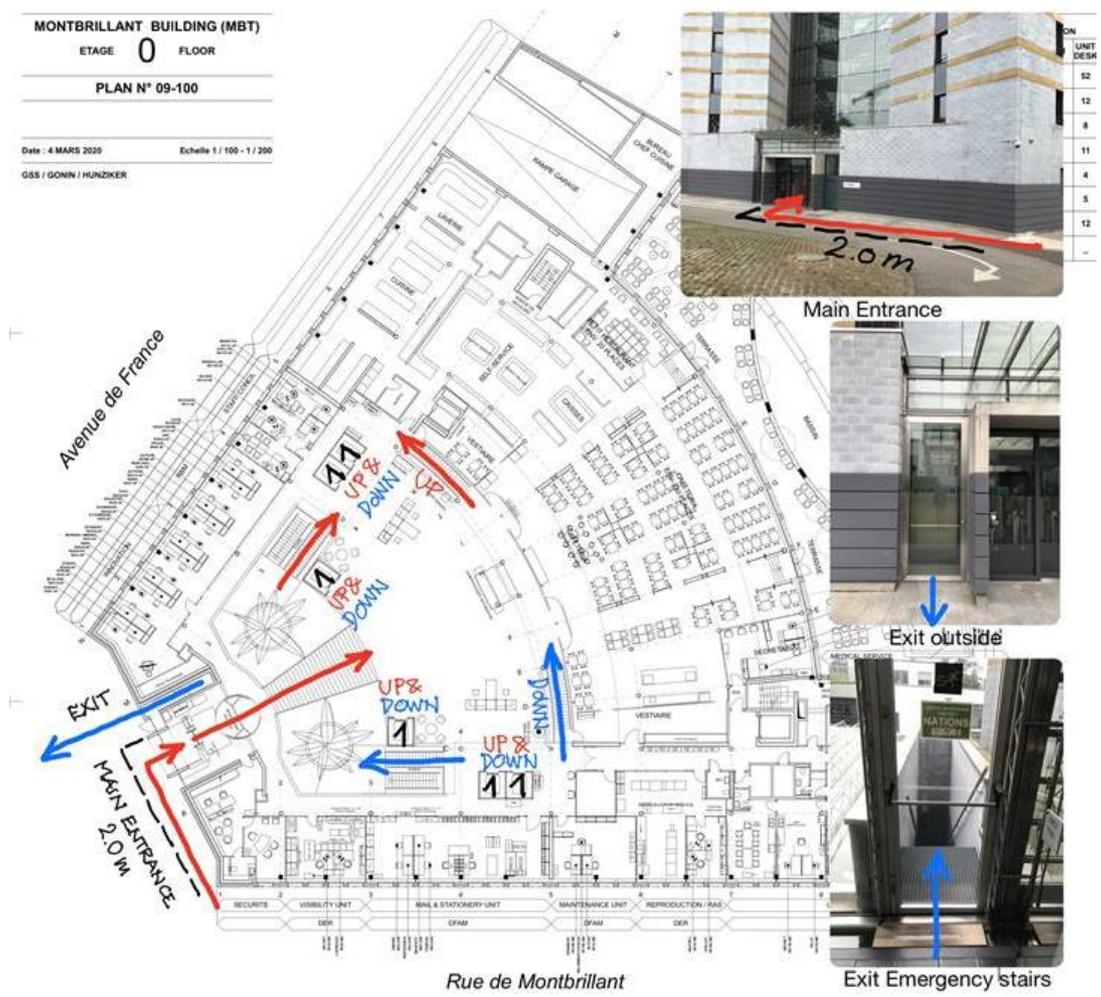
**HQ Geneva:** Signs have been placed throughout the Geneva office facilities to guide colleagues on the new traffic patterns, designed to facilitate social distancing.

**Entrance and Exits:** Colleagues should enter the building from the main entrance on the intersection of Rue de Montbrillant and Avenue de France as usual. To reduce congestion at the main entrance, colleagues will be using the **emergency exit** on the first floor to leave the building. The exit is accessed through the stairwell in the glass façade of the office building, and will lead to the square in front of the main entrance, right next to – but separate from – the security gates.

**Personnel with limited mobility can continue to enter and exit the building from the main entrance as usual.**

- Metal barriers are placed around the perimeter of the main entrance, to create a dedicated pathway for queuing and observing social distancing guidelines.
- The external glass sliding doors and the revolving door leading from the main entrance to the atrium will remain open.

MONTBRILLANT BUILDING (MBT)  
 ETAGE 0 FLOOR  
 PLAN N° 09-100  
 Date : 4 MARS 2020 Echelle 1/100 - 1/200  
 GSS / GONIN / HUNZIKER



Main Entrance



Exit outside



Exit Emergency stairs

MONTBRILLANT BUILDING (MBT)  
 ETAGE 1 FLOOR  
 PLAN N° 09-110  
 Date : 4 MARS 2020 Echelle : 1/100 - 1/200  
 GSS / GONIN / HUNZIKER



Stairs UP

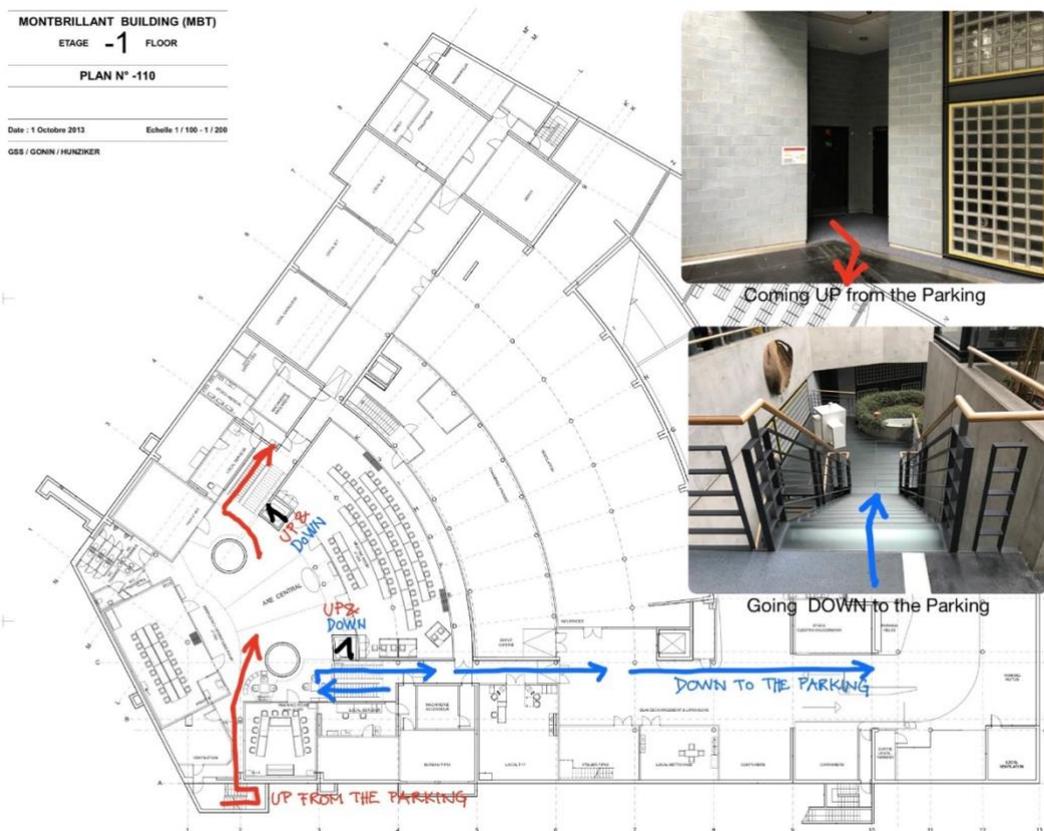


Stairs DOWN



Emergency stairs DOWN

- On every floor, the doors connecting the building's front glass façade and stairway to the corridors will remain open at all times. The small horizontal glass windowpanes embedded in the front glass façade of the building will remain open for additional ventilation.
- **All stairs** will be single-directional (i.e. one set of stairs going up and one down). The stairs from the atrium to the 1st floor facing the Avenue de France-side of the building (on the left when facing the security desk in the atrium) is going up, while the Montbrillant side is used to go down.
- The emergency staircase on each side of the outer banana can be used for going up and down between floors (single-direction). There will be signs to clarify.



- **Access to and from MBT Parking:** For accessing or leaving the parking space underneath the building, colleagues are asked to use the emergency stairs on Montbrillant-side to go up to level -1. As the stairs from the level -1 to the atrium is single-directional, **colleagues going up** will be directed to cross the space between the lower-level meeting rooms (MTB 02 and MBT04) to take the stairs to up to the atrium on the side of Av. de France.

- **To go down** from the atrium to the parking, colleagues can use the glass stairs on the Montbrillant side to level -1, from where they can access the parking garage on the same side.

**Both elevators to the parking garage can be used by one person at a time for going up and down. Priority should be given to colleagues with limited mobility.**

- Signs will be posted around the building to clarify these measures further.



**Colleagues are asked to respect the need for social distancing** and minimize their movement through interior corridors within open-space areas. They are also strongly urged to minimize standing or sitting in places where social distancing cannot be maintained.

Passages in the “bananas” (the long, slightly bent corridors that run along the long side of the atrium on every floor, connecting the office on the Rue De Montbrillant side

with those on the Avenue de France side) are single-directional. The circulation along the outer banana (on the side of Coop) flows from Montbrillant to Av.France-side; The circulation along the inner banana (on the side of the atrium) flows from Av.France to Montbrillant side.

- The mid-way bridge connecting the inner and outer banana remains two-directional. All other corridors, including those leading to and from offices, the elevators, printers, restrooms and meeting rooms are single-directional.
- Signs are placed on the one-way corridors and hallways to clarify the direction.
- Doors between the corridors and offices are kept open at all times to ensure air circulation, avoid the need for using door handles, and create better visibility on people entering or leaving office spaces.
- All items that limit the circulation in corridors will be removed, including tables, fridges, coffee machines, microwaves, printers, plants, clothes hangers, pigeonholes, and boxes.
- Hand sanitizer dispensers will be made available on every floor.

**Elevators:** All elevators from the atrium to the floors above and parking can be used by individual passengers only. Colleagues on lower floors will be encouraged to take the stairs. Colleagues going down should also take the stairs if possible.

**Colleagues with limited mobility can continue using the elevators as usual.**

**Smoking:** The patio next to the cafeteria will remain closed for smoking until further notice, more information about accomodation for smokers will be shared as soon as it becomes available.

## 6. Restrooms

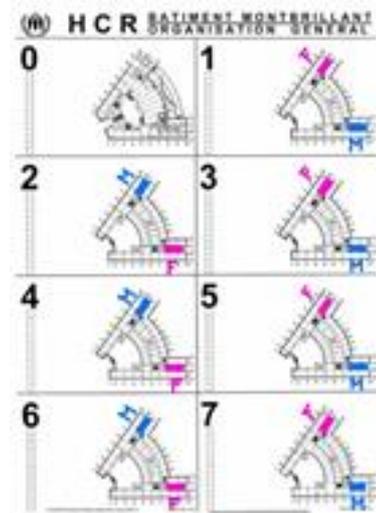


**HQ Geneva:** Previously, each floor had one restroom designated to each gender on both sides of the building. These restrooms were positioned opposite each other at the end of a narrow passage leading to the main corridor.

To facilitate social distancing, the restrooms have now been reallocated, whereby both restrooms on each side of the building are dedicated to the same gender (alternating sides on each floor).

This allows for the main doors at the end of the narrow passage (to the handwashing/sink space) to be left open – providing a better view of how many people are already inside the room and to avoid the use of door handles. The doors to the individual bathroom stalls will provide sufficient privacy.

In addition to the cloth towels, paper towels are available for hand drying. The shower facilities and changing rooms will remain closed for the time being.



## 7. Parking



**HQ Geneva:** Parking spaces are available at the MBT building. Personnel requiring a parking space should contact GSS at [HQGSS@unhcr.org](mailto:HQGSS@unhcr.org).

## 8. Disinfection Measures



The adequate cleaning of exposed surfaces remains a crucial measure to prevent the spread of COVID-19. The cleaning protocols that have been put in place or have been strengthened to protect UNHCR colleagues as they return to the office facilities include:

- Regular cleaning and disinfecting plans have been put in place.
- Extra disinfection measures for exposed surfaces in common areas, such as printers, door handles, telephones, elevators buttons, coffee machines, fridges, microwaves, etc.
- The replacement of air filters throughout the facilities.
- A deep-cleaning and disinfection protocol is triggered when an active employee is tested positive for COVID-19.
- Hand sanitizers have been made available on every floor.
- Alcohol-based disinfectant and wipes are provided in every office for additional self-cleaning of desks and equipment.

## 9. External Visitors



As UNHCR colleagues start to return to their office buildings, all offices are requested to limit external visitors to the facilities as much as possible.

Before scheduling an in-person meeting, options for meeting virtually or at an off-site location should be thoroughly explored. For urgent on-site visits, the standard procedures should be followed to provide visitor accreditation through Security.

Visitors should be reminded of the standard measures to prevent the spread of COVID-19, and social distancing rules should be strictly followed during meetings.

**HQ Geneva:** External visitors are limited to official business only, and are required to check in at the visitors' center for the issuance of temporary badges. While the **Visitors Center** will remain closed to groups until at least mid-June 2020, there will be a security booth for the processing of individual badges.

The decision to re-open the Visitors Center will be reviewed in May 2020.

The **Visibility Shop** will remain open to online sales, with reduced opening hours in its physical location in the Geneva office for UNHCR employees only. The opening hours will be determined in the coming days. The decision to re-open the visibility shop to visitors from outside MBT will be reviewed in May 2020.

No visitors are allowed to enter the building to use the cafeteria until further notice.

## 10. Meeting Rooms



Meetings and gatherings in the office can only take place when social distancing rules are strictly followed. All colleagues are strongly encouraged to conduct virtual meetings for the foreseeable future.

Colleagues are reminded to avoid lengthy face-to-face meetings and workshops in closed meeting rooms.

**For tracking purposes**, all meetings – and all individual invitees – are to be recorded in Outlook. This practice may be reviewed if a mobile contact-tracing app is developed and becomes available.

Additionally, a written sign-in record should be produced for every meeting, listing the name, email, and mobile phone number of each participant. This document should be scanned and shared with [MedicalOutbreak@unhcr.org](mailto:MedicalOutbreak@unhcr.org) within an hour after the meeting ends. Please provide the name, location and date of the meeting in the subject line.

**HQ Geneva:** During the initial phase of "Back to Office" planning, **we strongly urge meetings of any size to continue to take place virtually** through Teams, Webex or other online platforms. In-person meetings should strictly be limited to a **maximum of 5 people**. Meetings involving more than 5 people will have to be virtual.

The meeting rooms at -1 and 7th floor will be open, but with limited capacity for external visitors.

The capacity of the meeting rooms has been adjusted to allow strict adherence to social distancing norms. The maximum capacity of every room will be posted on the doors of the room. Extra chairs and tables have been removed where appropriate, and signs are placed on tables that should not be used.

Small cubicles on each floor and the “phone booths” on the 5th floor will remain closed.

Cleaning materials are available in every meeting room.

## 11. IT Equipment and Support



**HQ Geneva:**

**IT Equipment:** The organization aims to support colleagues with their IT equipment needs for accommodating colleagues to comply with the building instructions. For any specific questions, please write to [hqussd@unhcr.org](mailto:hqussd@unhcr.org).

- **Personal equipment:** Colleagues are required to bring their laptop and its charger to and from the office daily. Users should ensure that they use their own personal accessories (e.g. mouse, headset, keyboard) at all times and refrain from sharing these items with colleagues.
- **Users who were initially not allocated a laptop** should contact their Senior Resource Manager (SRM) to request one. The SRM remains close contact with DIST for the coordination and scheduling of laptop deployments.
- **Monitors:** Desks are equipped with at least one monitor, which should stay in the office. Users who have brought more than one monitor to their home for teleworking are kindly requested to bring one back to the office so that they can easily alternate between the office and their teleworking space.

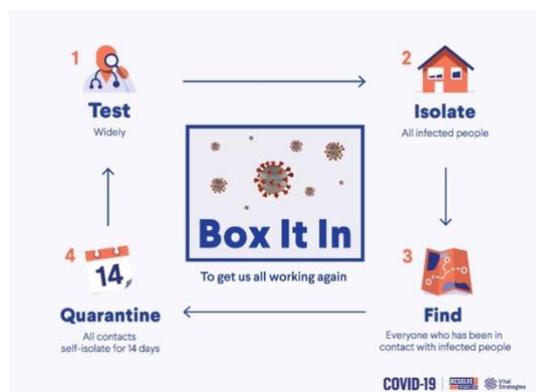
**IT support and Tech Café:** The Tech Café space on the first floor remains closed due to social distancing requirements.

- Requesting support: Users can contact the Global Service Desk for IT Support, by phone (tel: +41 22 739 8888; ext.: 8888) or email (hqussd@unhcr.org).
- Remote support: In most cases, technical/IT support is provided remotely; a technician contacts the user and takes control of the user's PC through the remote support tools, and solves the problem remotely.
- Desk support: If on-site technical assistance is required, a technician contacts the user to schedule an appointment.

## 12. Protocol in case of illness



While the Swiss Federal Council and several other Member States are slowly beginning to ease certain measures against the spread of COVID-19, the Coronavirus is still circulating within communities and might continue to do so for the foreseeable future. Only by continuing to follow the basic rules of hygiene and social distancing can we reduce the risk of re-accelerating the spread of COVID-19.



A key measure to control the spread of the virus is to identifying people who are sick, isolating and testing them, and following up with everyone who may have been in close contact with them.

COVID-19 presents very mild symptoms for some people but can cause severe complications in others. Colleagues are strongly urged to stay

home if feeling unwell, regardless of whether the symptoms resemble COVID-19 or not, to prevent new clusters of infection within the workplace.

The most common symptoms of COVID-19 are:

- Cough (usually dry)
- Sore throat
- Shortness of breath
- High temperature, fever
- Muscle aches
- A sudden loss of sense of smell and/or taste

More rarely, patients have reported to experience:

- Headache
- Gastrointestinal symptoms
- Conjunctivitis
- A runny or congested nose.

If you have one or more of the symptoms mentioned above, you may have contracted COVID-19. You are strongly urged to:

- Stay at home.
- Call the UNHCR hotline on +41 22 739 7399
- You can also self evaluate your need for testing on line set up by the [University Hospital of Geneva](#).
- Inform your supervisor of your absence and record your Uncertified Sick Leave in MSRP, indicating COVID-19 and specifying, "not working."

## **Testing**

**Polymerase chain reaction (or PRC) tests** are commonly done to determine whether someone is currently infected with a virus. PCR testing for COVID-19 is now widely available in Geneva and can be facilitated by the UNHCR Medical Section. Swiss authorities encourage everyone who fits the case definition of COVID-19 to make themselves available for testing. PRC testing can be facilitated at one of the following locations:

- Hôpital de la Tour  
Avenue J.-D.-Maillard 3, 1217 Meyrin
- Clinique des Grangettes  
Chemin des Grangettes 7, 1224 Chêne-Bougeries
- Cité génération  
Route de Chancy 98, 1213 Onex
- HUG - Hôpitaux Universitaires de Genève: These testing facilities are reserved for those with severe breathing difficulties or people above 75 years of age

**Serology (blood) testing** to know whether someone has been infected with COVID-19 in the past is currently is not available in Geneva unless one is part of a population research study in collaboration with public health authorities.

## **Contact tracing**

Contact tracing is one of the most important and effective instruments in containing the epidemic. Ideally, every new case of infection should be identified and isolated to prevent new outbreaks. Therefore, anyone with symptoms (however mild) should be tested and isolated if positive. People living in the same household or who have otherwise been in close contact will be placed in quarantine.

When the number of infections is high, it is difficult to trace the connections of every confirmed case. However, as the number of COVID-19 cases continues to fall, each new case will once again be traced. Anyone who has come into close contact (less than 2 meters for longer than 15 minutes) during the infectious period with a person who has tested positive will be placed in quarantine.

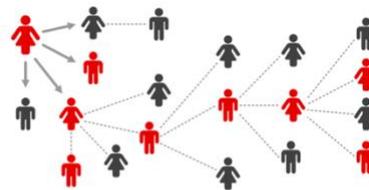
If you are experiencing symptoms or otherwise suspect to be exposed to COVID-19 and are waiting for test results or have already tested positive, UNHCR Medical Section will ask you for your recent close contacts within the building. This includes all people you have been in contact with closer

than two meters for more than 15 minutes. The Medical Section will alert them that they might have been exposed to COVID-19 should go home and isolate themselves immediately, until test results are available.

To facilitate contact tracing as we start our phased return to office, the names and contact details of all meeting participants will be required to be recorded in Outlook and on a written sign-in record.

The Swiss government is currently planning to implement a mobile app to quickly identify sources of infection and the possible spread of the virus. [More information.](#)

### **What is contact tracing?**



Contact tracing aims to identify and alert people who have come into contact with a person infected with coronavirus.



Smartphones can be used to quickly and automatically determine whether somebody has been in contact with an infected person.

BBC

### **Non-COVID related medical assistance:**

Non-urgent care facilities, including clinics, dentists and physiotherapists have been allowed to re-open their doors for medical consultation as of 27 April 2020. If you need medical assistance, please call in advance to book an appointment to avoid overcrowding in the facilities. Do not wait too long to seek medical care if you need it.

The Walk-In Clinic at the Geneva office will remain closed for the foreseeable future. However, the medical service is still operating. Dr. Pierre Chatelanat [can be reached by email](#), and he will get in touch with you as soon as possible. If the matter cannot be resolved over the phone or by teleconference, appointments at his office in Rue du Prieuré can be arranged. Prescriptions can be sent by email.

We remind you that free telemedicine service is available to all UNHCR personnel and their families worldwide – including Geneva – through the [International SOS app](#).

### **Sick members in the household**

If you share a home with someone experiencing one or more symptoms of COVID-19, or if you had intimate contact (for example, hugging or kissing) with someone who started displaying symptoms in the following 24-hour period, you might have become infected.

Make sure you follow the basic infection prevention methods to contain further spread of the virus:

- Please stay at home until the test result of this member of your household or someone you have had close physical contact with is known. If their test is negative, you can come back to the office.
- If they test positive for the virus, isolate yourself at home for fourteen (14) days as per WHO recommendations. If, during that time, you get symptoms of COVID-19, please call the UNHCR Medical Section hotline **+41 22 739 7399** and get tested.

## **If you test positive**

If you test positive for the virus, all members of your household should stay at home for fourteen days, as well as anyone you've been in close contact with. Please inform Medical Section who you have been in contact with at the office in the 48 hours before you got symptoms. The medical staff will contact and guide them on what to do.

Inform yourself on the do's and don't of quarantine with these [informational guides on self-quarantine](#) in several languages, as well as [guidance on home care](#).

In case your health situation becomes worse, and you develop severe symptoms, contact our hotline **+41 22 739 7399**, or the emergency number in Geneva: **144**

### **For more information:**

If you are looking for more information about COVID-19, [start by visiting the intranet](#). We are continually updating the information available there. Alternatively, you may call the information hotline in Geneva on **0800 909 400** (free call, available 7/7 from 9:00 to 21:00) or the information service provided by the Swiss Federal Office of Public Health on **058 463 00 00**.

## **Employees with underlying illness**

Colleagues with an underlying medical condition or over the age of 65 are at greater risk of developing severe complications from COVID-19.

The continued wellbeing of our entire workforce is important to us. At this time, we therefore strongly recommend everyone who falls within these categories to continue working from home for the foreseeable future.

The UNHCR Medical Section will contact colleagues with a pre-existing medical condition based on their medical records. A list of what is considered an underlying medical condition that may make you more vulnerable to complications from COVID-19 can be found on the [intranet](#). It is updated regularly in line with new scientific evidence.

If you have a recent diagnosis that the Medical Section may not be aware of, please write to the [Medical Section](#) for advice.

If you are interested in extending your teleworking arrangement, please contact the [Medical Section](#) with **Request for Teleworking** in the subject line. In your email, specify your condition, any treatment you are receiving, your job title and location of work, and the contact details of your supervisor. You will then receive a formal letter indicating you are fit to work with workplace accommodation in the form of teleworking.

### **Employees with vulnerable household members**

UNHCR personnel living in the same household as a person over the age of 70 or people with a serious underlying medical condition continue to telework at this time to protect their household members. Please write to your supervisor, copying in your HR officer, to inform them of your wish to continue teleworking at this time.

### **Sick leave**

As you are aware, the COVID-19 outbreak is heavily burdening doctors and health systems worldwide. Therefore, in line with requests from the Swiss authorities, colleagues can take up to fourteen (14) consecutive days of uncertified sick leave without requiring certification. The MSRP system has been adjusted accordingly.

As medical clinics have begun to re-open their doors for non-urgent cases again, you might get a sick leave certificate if you consult a doctor. The Swiss Authorities have also indicated that if you or a close family member receives a positive test for COVID-19, you will be able to get a medical sick leave certificate for the period of confinement. If you do have a medical certificate – COVID-19 or otherwise – please [share it with us](#).

As usual, all colleagues are required to record all their absences from the office in MSRP through the Self-Service absence management module.

## 13. Returning to office after home isolation or quarantine



If you have been sick with COVID-19, you cannot return to the office until fourteen (14) days after all your symptoms have disappeared. While the Canton of Geneva advises a shorter period before ending quarantine, UNHCR follows the WHO guidance of 14 days.

The Canton of Geneva does not currently practice Polymerase Chain Reaction (PCR) testing to know if a person has recovered from COVID-19, only to determine if they are currently infected. Serology tests are also not recommended for assessing fitness to return to the office at this time.

As mentioned previously, if someone in your household has COVID-19 or you have been in close contact with a positive case, you must self-isolate for 14 days before coming back into the office. Only come back if you have no symptoms

## 14. COVID-19 and mental wellbeing.

Experiencing stress and anxiety about the outbreak of COVID-19 is something that many people are dealing with during the pandemic. For many of us, life has drastically changed over the past few weeks. We may be working from home, alone or with family members – including children – confined to our houses. Or we might live in places where daily life still resembles normality. Still, the news cycle, social media and interpersonal conversation remind us that the world is experiencing an unusual situation.

Colleagues working in refugee camps and informal settlements might find themselves burdened with the insecurity of what will happen when the virus fully reaches these communities. In deep field locations, COVID-19 might be added to a long list of daily challenges to deal with.

Your R&R or other travel might have been disrupted, and you may be living and working far away from your family and other loved ones.

**World Health Organization**  
Coping with stress during the 2019-nCoV outbreak

It is normal to feel sad, stressed, confused, scared or angry during a crisis.  
Talking to people you trust can help. Contact your friends and family.

If you must stay at home, maintain a healthy lifestyle - including proper diet, sleep, exercise and social contacts with loved ones at home and by email and phone with other family and friends.

Don't use smoking, alcohol or other drugs to deal with your emotions.  
If you feel overwhelmed, talk to a health worker or counsellor. Have a plan, where to go to and how to seek help for physical and mental health needs if required.

Get the facts. Gather information that will help you accurately determine your risk so that you can take reasonable precautions. Find a credible source you can trust such as WHO website or, a local or state public health agency.

Limit worry and agitation by lessening the time you and your family spend watching or listening to media coverage that you perceive as upsetting.

Draw on skills you have used in the past that have helped you to manage previous life's adversities and use those skills to help you manage your emotions during the challenging time of this outbreak.

Whatever the situation, the virus is uprooting our lives in an unprecedented way, as we don't know exactly what will be coming next and how we will be able to continue to deliver.

UNHCR has [several resources](#) available on the intranet to help you cope with the psychosocial impact of the COVID pandemic, including how to reach out if you want one-on-one psychosocial support from our UNHCR mental health professionals in Geneva or the field.

## 15. Signage

To regularly remind and inform colleagues of the most effective ways to protect themselves in the office, their homes and in public spaces, WHO signage will be posted throughout the facilities, including on [handwashing](#) and [using hand sanitizer](#).

### How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED  
Duration of the entire procedure: 20-30 seconds



### How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB  
Duration of the entire procedure: 40-60 seconds



More downloadable posters, leaflets and signs are available on the [WHO website](http://www.who.int).

<h3>Wash your hands</h3> <p>Wash your hands with soap and running water when <b>hands are visibly dirty</b></p>  <p>If your <b>hands are not visibly dirty</b>, frequently clean them by using alcohol-based hand rub or soap and water</p>  <p> World Health Organization</p>	<h3>Protect yourself and others from getting sick</h3> <h4>Wash your hands</h4> <ul style="list-style-type: none"><li>• after coughing or sneezing</li><li>• when caring for the sick</li><li>• before, during and after you prepare food</li><li>• before eating</li><li>• after toilet use</li><li>• when hands are visibly dirty</li><li>• after handling animals or animal waste</li></ul>  <p> World Health Organization</p>
<h3>Protect others from getting sick</h3> <p>When coughing and sneezing <b>cover mouth and nose</b> with flexed elbow or tissue</p>  <p> <b>Throw tissue into closed bin immediately after use</b></p> <p><b>Clean hands</b> with alcohol-based hand rub or soap and water after coughing or sneezing and when caring for the sick</p>  <p> World Health Organization</p>	<h3>Protect others from getting sick</h3> <p><b>Avoid close contact</b> when you are experiencing cough and fever</p>  <p><b>Avoid spitting in public</b></p>  <p>If you have fever, cough and difficulty breathing <b>seek medical care early</b> and share previous travel history with your health care provider</p>  <p> World Health Organization</p>