

WHO during COVID-19



World Health
Organization

Returning to Work on Premises

May 2020



This presentation covers:

- Overarching principles of returning to campus
- Return to WHO – a phased approach
- The new normal – we must continue to be vigilant
- Protecting yourself and others – a reminder



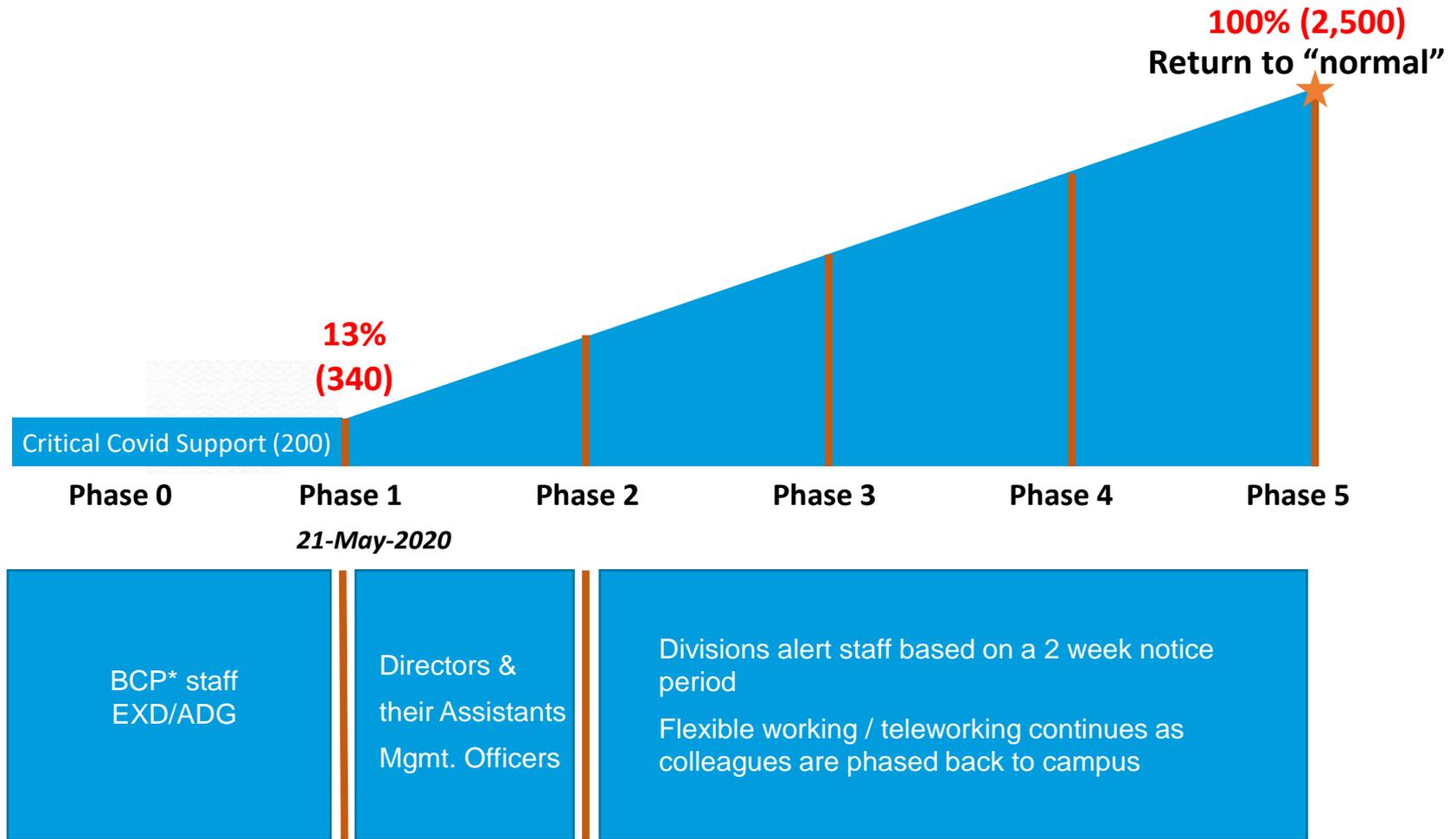
Return to campus - guiding principles



- WHO ensures access to a safe & healthy work environment for everyone
- A phased approach is being taken to return to campus
- Be ready to adjust if changes are required to comply with national authorities or our experience
- Everyone is accountable to follow all guidance, protection and prevention measures appropriately, despite the inconvenience
- A mix of different working modalities as appropriate are given for colleagues who have vulnerabilities, childcare challenges, care for a vulnerable person etc.
- No stigma against those who have contracted Covid-19 and/or who continue to telework

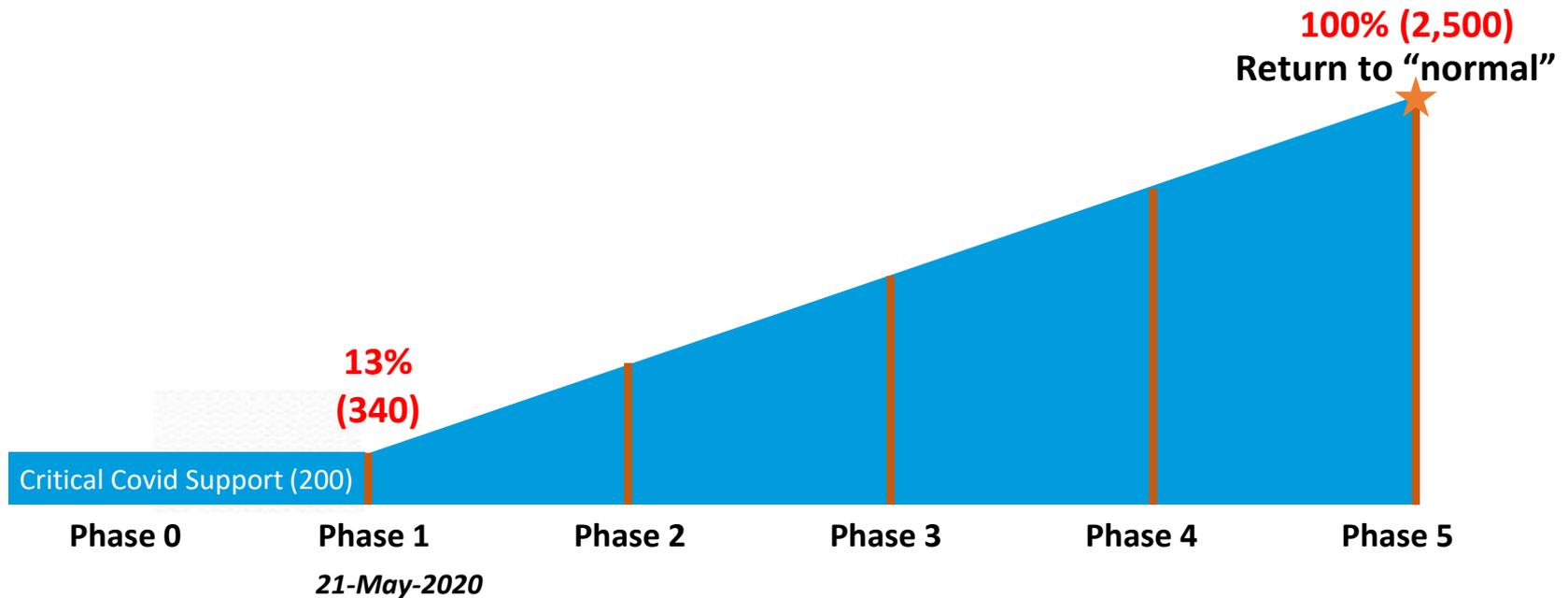
Return to WHO: a phased approach

Phased return of colleagues



* BCP = a small on-site business continuity team continues to come into the office, both for the COVID-19 response and for keeping our operational services up and running

Phased return – increasing occupancy over time



- Phase 1 – limited return on 21 May, then assess epidemiologic situation before moving to next phase
- Phases 2 – 5:
 - A set number of colleagues will return to premises during each phase
 - Return will be approved on phase by phase basis based on epidemiological situation
 - Two weeks advanced notice given to staff prior return*
 - Must be in compliance with host government regulations

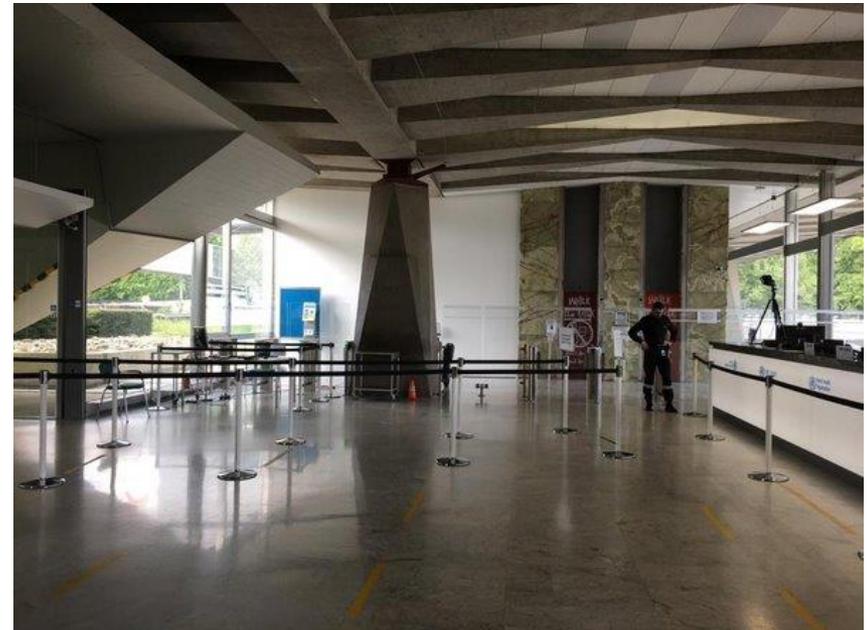
*Phase I may require a shorter notice period

**The new normal: we must
continue to be vigilant**

Access to WHO



- Entry via 2 main entrances (main and D building)
- Thermoscanners will test temperatures upon entry (needs to be 38C or below), & all are requested to use the available hand sanitizers to disinfect hands
- Exit via badge controlled doors in main building and L/M building and main D building entrance
- No exit via main entrance (main building)
- D-Building underground parking remains closed. If coming by car, please park in the outside parking areas or in underground parking P5/6.
- Staff return to their original office as far as possible, with some changes for physical distancing, especially for staff sharing office space
- Entire 1st floor & SHOC room area of main building is allocated to COVID-19 operations
- All external visitors are suspended until further notice



Commuting and flexible working hours



Use of flexible working hours, to travel outside of rush hour periods, is encouraged, especially for:

- Staff members using public transport, to reduce the risk of being exposed to COVID-19
- Staff who need to cross the border to come into the office, to reduce delay time

Staff are requested to inform managers, and managers are expected to be supportive of flexible working hours

Prevention and Control Measures

- Self-monitor your temperature and, in general, your health status (e.g. fever and cough)
- Complete the “SHW self-reporting form” sent daily to your email account
- Wash your hands often with soap and water (for 40-60 seconds) or using hydro-alcoholic hand-rub (for 20-30 seconds).
- When coughing and sneezing cover mouth and nose with flexed elbow or tissue – throw tissue away and wash hands
- Avoid touching your eyes, nose and mouth
- Practice physical distancing (i.e. 1 meter /3 feet) in meetings, in the cafeteria and in the lifts (restrict to 1/2 persons at a time)
- If you start to feel unwell with suspected COVID-19 symptoms e.g. fever/cough while in the office, stay in your office or isolate yourself and call Security at ext. 1114. Security and SHW will assist you with the next steps.



Cleaning protocol



- Allow cleaning staff to work in your office and if possible, please vacate the space. Additional cleaners are deployed on every floor
- For hygiene reasons, do not self-allocate office space or use unoccupied desks/offices. Keep desks as clear as possible to facilitate cleaning
- Conference rooms are being sanitized after every meeting according to a schedule. Unplanned use of conference rooms is not allowed and occupancy limits is indicated in the meeting room booking system and on conference room doors
- Additional hand sanitizers are installed in common areas and at high touch points. High-touch surfaces are sanitized several times a day
- Air conditioning units are providing increased volume of external air. Ventilation of rooms commences earlier and runs for longer periods. Air is not being recycled in the buildings

Physical distancing



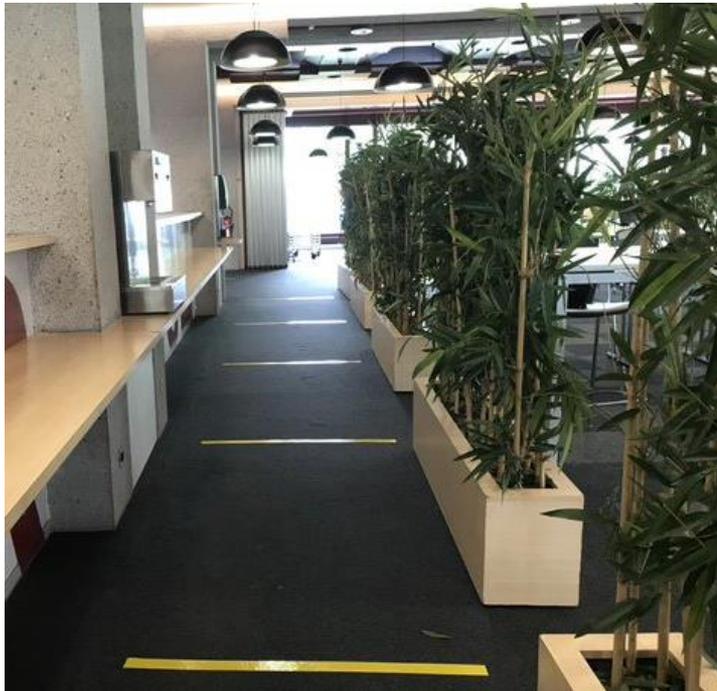
- 1 person per enclosed office, and open spaces (33%-50%) reduced occupancy
- Sitting in public areas is discouraged, some areas will be closed (café seating area)
- Limited use of elevators, 1 or 2 pers per lift. Use the stairs if possible
- Limited numbers in toilets at the same time
- Floor line markers indicate circulation and queuing; one-way circulation to minimize two-way face-to-face traffic
- Main building cafeteria is open, physical distancing enforced (during early phases)
- Gym remains closed, but locker rooms are open for limited number of staff at one time

Catering and other services

- Coffee shop opening hours: from 8h00 - 11h30 and 14h00 -16h00. Sitting inside/outside for a coffee is suspended for the time being.
- D & M Building cafeterias are closed
- The main cafeteria opens 11h30 to 14h00; every alternate chair is removed for physical distancing
- Coffee break requests for meetings continue to be suspended
- The post office remains closed until further notice. Personal mail and orders for personal items must be sent to your own personal address and not WHO
- ATM machines and Multimat continue to be operational



Physical distancing in common areas

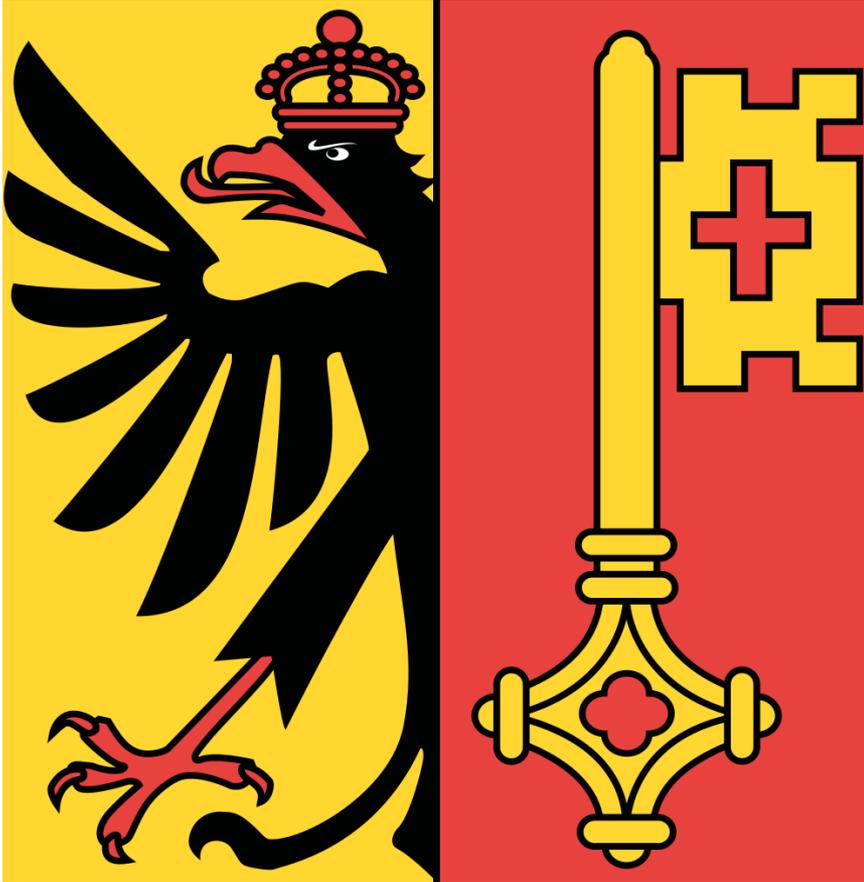


Meetings and duty travel

- No meetings in enclosed offices; meeting room capacity is halved
- Internal meetings need to be virtual if physical distancing cannot be ensured and must accommodate remote participation
- Unplanned use of conference rooms is prohibited as this will not allow for planned disinfection of rooms
- Occupancy limits will be indicated in the meeting room booking system and on conference room doors
- External meeting participants not permitted until further notice
- Essential emergency-related travel only during phases 1-3, and depending on border and airport restrictions in place



Be ready to adjust



- WHO will continue to monitor developments in Geneva and adjust in accordance with Swiss rules and regulations
- Be ready to quickly adjust to change in our internal and or external environment

Protecting yourself and others: a reminder

Reduce your risk of infection



World Health Organization

Reduce risk of coronavirus infection

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Frequently clean hands by using alcohol-based hand rub or soap and water
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When coughing and sneezing cover mouth and nose with flexed elbow or tissue – throw tissue away immediately and wash hands
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Avoid close contact with anyone that has fever and cough

Be READY for COVID-19

How to protect yourself and others

Be VIGILANT

reduce your exposure – take care of yourself

- Maintain a healthy lifestyle – get sleep, eat well, exercise and talk with friends and family... all of these things will help you stay well.
- Regularly and thoroughly clean your hands with an alcohol-based hand rub (for 20-30 sec) or wash them with soap and water (for 40-60 sec).
- Avoid crowded places and maintain at least 1 metre (3 feet) distance between yourself and others.
- Greet each other from a distance and avoid hand shaking or hugging.
- Avoid touching your eyes, nose and mouth.
- It's normal to feel sad, stressed, confused, scared or angry. Seek accurate advice and talk to someone you trust.

Be WISE

prevent spreading the infection – take care of others

- Stay home if you feel unwell. Don't go to work and minimize contact with others.
- Follow the directions of your national and local health authority.
- Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately, preferably into a closed bin.
- If you are experiencing COVID-19 symptoms, seek medical care. Make contact by telephone in advance of your visit.

Be INFORMED

seek trusted information

- Contact national and local authorities for information about COVID-19 in your community:
 - » Switzerland (multilingual): +41 58 463 00 00; Geneva Canton: 0800 909 400
 - » France: 0800 130 000
- Contact your in-house medical services for information on health and wellbeing and for an individual risk assessment before and after travel.
- Visit the WHO website for the latest updates and advice about COVID-19: www.who.int/COVID-19

Be ALERT

know the symptoms

- Most common symptoms are fever, dry cough and tiredness.
- If you have fever, cough and difficulty breathing, you should seek medical care immediately. Make contact by telephone in advance of your visit.
- Older people and those with underlying medical conditions are more likely to develop severe illness.

Be WELL



What if I have been in touch with a COVID-19 patient?

Individuals who are asymptomatic and are contacts of a COVID-19 patient should :

- Stay at home and telework for 14 days after the last contact with the confirmed case.
- Inform SHW (for HQ : covid19-shw-hotline@who.int)
- Monitor their health status and temperature twice a day

If symptoms develop:

- Contact your treating physician
- Inform SHW (for HQ : covid19-shw-hotline@who.int)

In either case: Continue to practice COVID-19 prevention measures: (practice respiratory hygiene, frequently wash your hands, maintain physical distancing, avoiding touching your face etc.



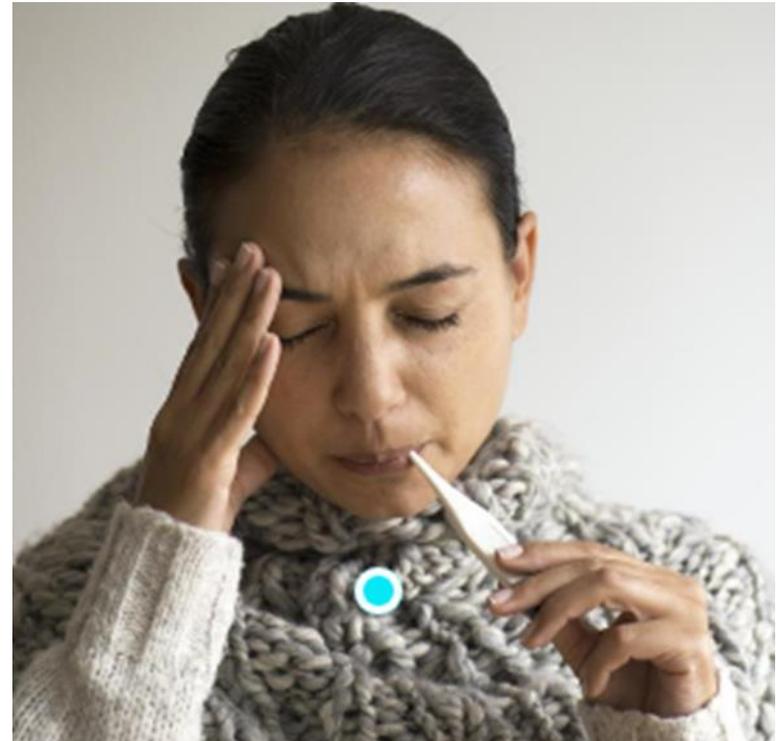
What if I feel sick?

At home:

- Do not come to work if you are feeling unwell and minimize contact with others to prevent the spread of infection;
- Seek medical care. Call your doctor's office or emergency room. Explain your symptoms and follow instructions;
- Inform SHW (covid19-shw-hotline@who.int) in HQ and your manager.

On campus*:

- Isolate yourself from others; do not move around the campus
- Contact the medical emergency phone number:
- **11114** (GPN, in red on all the WHO phones)
- +41 22 791 11 14 (from a cell phone)



*Staff who test positive for COVID-19 may return to campus after 14 days without symptoms and in consultation with SHW. Relevant office areas will be disinfected, contact tracing will be initiated and close contacts will be informed that they must self-isolate for 2 weeks. Any information received by the organization or by SHW in this respect will be kept confidential.

Welcome Back!

