



Response Guidelines To Prevent the Spread of COVID-19 At Public and Multi-purpose Facilities (Edition 3)



March 25, 2020

This document provides the COVID-19 Response Guidelines of the Republic of Korea as of April 9, 2020. Note that it may be modified to suit particular circumstances of each country and community.

**Central Disease Control Headquarters
Central Disaster Management Headquarters**



Overview

| 1 | Objectives

- After the first confirmed case of the coronavirus disease 2019 (COVID-19) was reported in the Republic of Korea on January 20, 2020, the national infectious disease alert level has been elevated to the highest level, from “alert” to “serious,” since February 24, 2020, following the confirmation of community transmission.
- Pursuant to the relevant laws and regulations, we have designed and implemented a set of procedures and actions to prevent and contain the spread of COVID-19 in public and multi-purpose facilities.
 - * Examples of Public Facilities: Schools, workplaces, facilities for youths and families, daycare centers, kindergartens, social welfare facilities, postnatal care centers, medical institutions, etc.
 - ** Examples of Multi-purpose Facilities: Performance halls, sports facilities, religious facilities, shopping malls (large-scale retail stores, markets, department stores, etc.), movie theaters, large-scale restaurants, public bathhouses, etc.
- ▶ This guidance outlines the strategies and actions that will be implemented by representatives or managers of the above-mentioned facilities (hereinafter “managers”) for effective prevention and control of COVID-19 within their facilities.



Characteristics of COVID-19

• Symptoms

- The symptoms of COVID-19 are fever, fatigue, cough, shortness of breath, pneumonia, severe acute respiratory syndromes, etc. Most infected people experience mild symptoms, but those with underlying health conditions are likely to be at higher risk of developing a severe illness.
- Other symptoms include sore throat, headache, phlegm, hemoptysis, nausea, and diarrhea.

• Mode of Transmission

- Droplets: Respiratory droplets (saliva) produced when a person infected with COVID-19 coughs or sneezes allow the virus to infiltrate another person’s mucous membranes in the respiratory system, thereby causing the infection.

- Contact: When droplets produced by an infected person land on objects, surfaces, etc., the virus can be transmitted to those who touch these objects or surfaces with their hands and then touch their eyes, nose, mouth, and other body areas.

◦ **Transmission characteristics**

- (1) COVID-19 is highly contagious and can be transmitted even at early stages of infection with mild symptoms.
- (2) The scale of transmission can become much larger when people come into close contact with each other in confined spaces.

| 2 | **Guiding Principles**

- Managers of public and multi-purpose facilities where a large number of people gather or stay should establish and implement a “COVID-19 management system” as well as a coordination mechanism with relevant agencies.
- Measures must be implemented to protect employees, users and visitors from COVID-19, enhance early detection of the disease, and prevent community transmission.
* Specific measures include ensuring good hygiene practices, and routine cleaning, disinfection and ventilation; improving working conditions; regularly monitoring for fever and other symptoms; excluding individuals with such symptoms from work.
- Any confirmed case must be immediately reported to a local public health center and necessary measures must follow suit to prevent further contraction.



Coronavirus Disease (COVID-19) Countermeasures

| 1 | **Establishment of a COVID-19 management system and coordination mechanism**

- Facilities should establish and implement action plans for COVID-19 preparedness and response, which include strategies on effective management of their employees, users, visitors, and facility environments, and protocols for action in case of an outbreak.

- To this purpose, facilities should designate specific persons who are responsible for COVID-19 infection control (called “Inspection Manager”) in order to ensure accountability in disease prevention and mitigation efforts.
 - Also, it is highly advised for facilities to assign responsibilities to monitor employees’ symptoms, file reports of confirmed cases, locate hygiene supplies in facilities, etc. to specific persons.
 - It is essential that facilities install and maintain a COVID-19 emergency hotline with relevant agencies (i.e. public health centers and medical institutions at city-, province-, and town(Si/Do/Gun/Gu)-levels) for an effective and imminent response to possible and probable COVID-19 cases and other emergency situations.
- * Specifically, relevant agencies refer to competent departments at each facility, public health centers, fire stations and medical institutions (COVID-19 screening stations and referral hospitals in close distance).

| 2 | Thorough management for infection prevention

Education and promotion for effective prevention

- Facilities should provide their employees, users and visitors with information about COVID-19 and conduct education sessions on the code of conduct on proper handwashing, cough etiquette, etc.
- It is necessary to notify facility users and visitors that their access to the facilities can be limited if they have a fever or respiratory symptoms, and display such notification in common areas.
- Also important is to exhibit a set of promotional materials* in common areas within the facilities, including precaution guidelines for prevention of COVID-19 transmission, which cover handwashing, cough etiquette, etc.

* These promotional materials are available at KCDC website: www.cdc.go.kr

Hygiene and environmental management

- Facilities should place hand wash, such as liquid soaps and hand sanitizers (containing at least 70% alcohol), paper towels, etc. in sufficient quantity on sinks (those with non-manual faucets, etc. preferred) in restrooms and other areas in the facilities.
- Waste baskets and trash cans should be placed at several locations in the facilities to allow the immediate disposal of tissues used for coughing.
- Cleaning, disinfection and ventilation should be increased in common areas within facilities, commuter buses, dormitories, etc.

- Particular attention should be paid to enhance disinfection for areas and objects* that are frequently touched with hands.

* As to door handles, handrails, various touch devices, desks, tables, chairs, telephones, and computer keyboards, disinfection must be implemented at least once a day, while entrance doors, elevators and similar public-using objects should be disinfected on a more frequent basis.

- Also, it is necessary to regularly purify air and ventilate in the facilities.

| 3 | Strengthening management of employees, users and visitors

- Facilities must conduct temperature checks for fever at entry points and in the office.
- Temperature and respiratory symptom screening of employees and others should be conducted twice a day.
- For facility users and visitors, temperature checks should be offered when they enter the facilities.

* A list of users and visitors which contains their personal details, contact information, temperature check results, etc. should be kept at the facilities.

- Employees or users who have fever or respiratory symptoms should not be permitted to work or use the facilities.
- Workers with a fever or respiratory symptoms will stay at home and refrain from making contact with others or leaving home, while monitoring their health for three to four days.

* If the symptoms persist, they should consult with the KCDC call center or a public health center (☎1339 or ☎area code +120), and a screening station should be the first place to visit for medical treatment.



Excerpt from Guidance for COVID-19 Patients with Symptoms

1. Stay home from school or work and refrain from going outside.
2. Take sufficient rest at home and monitor your health for 3 to 4 days.
3. If there is an ongoing fever of 38°C or higher, or the symptoms do not improve, (1) call the KCDC call center or a public health center (☎1339 or ☎area code +120) for advice or (2) visit a screening station first for medical treatment.
4. Use your own vehicle and wear a mask when visiting a medical institution.
5. Inform the medical staff about your overseas travel history and any contact with a person showing respiratory symptoms.

- No employee who recently travelled overseas will be permitted to work in office for two weeks, and working from home (or telecommuting) and other cautionary measures should be recommended.

* Example: A person who entered Korea at 15:00 on March 6 will be prohibited from work in office until March 20 (14 days from the day of arrival).

** Children's absence from daycare centers, kindergartens, schools, etc. will be processed as attendance, and isolated children should be provided with temporary daycare. Other measures should be followed as needed.

- When staying at home, employees should refrain from making contact with others and going outside the house, and keep monitoring themselves for any fever or respiratory symptoms.

* If any suspected symptoms appear, call a public health center or the KCDC call center 1339 for advice.

- Employers or facility managers should grant leave or other forms of relief to workers who are excluded from work and ensure that these workers face no disadvantage.
- Employers, facility managers and others in relevant positions should actively provide advanced notice that workers are required to stay home if they develop a fever or respiratory symptoms.
- Those engaged in social care services, such as care workers, caregivers, home helpers, etc., should be thoroughly managed and allowed to work only after 14 days from the day of their arrival if they have an overseas travel record.
- If there is a suspected patient of COVID-19, an isolation area where the suspected patient can stay should be secured within the facilities.

* They are prohibited from providing services until 14 days from their arrival.

* The designated isolation space must be well-ventilated with doors that can be closed, and access to this space must be restricted to those who wear medical masks.

| 4 | Practicing social distancing

- Avoid physical contact including handshakes, etc. with other employees, visitors, etc.
- Improve the working environment, including enlarging the space between employees' seats in the office (keeping a distance of at least 1 meter).
- Adopt alternate start/end times for work and lunch hours.

* Use flexible work schedules and adjust lunch hours.

- Temporarily suspend the operation of public space such as indoor lounges and multi-functional spaces.
 - * Avoid having refreshments or lunch together in lounges, etc.
- Postpone or cancel mass gatherings, small-group events, business trips, etc.
 - * These gatherings and events include social functions at home and abroad, events, interest-based societies, hobby clubs, and company get-togethers.

| 5 | Actions following detection of suspected patients

- Facility managers should immediately report to a local public health center if a suspected patient is identified.
- The suspected patient should wear a mask and stay in a separated space until transferred to a screening station.
 - * After undergoing a test, the suspected patient should be placed in home quarantine until the test result comes out.
- After the suspected patient is transferred to a public health center, the place where the patient stayed should be properly disinfected with disinfectants such as alcohol, sodium hypochlorite, etc.

