



# COVID-19

## Power of Five

Response and Containment  
Measures for **CSOs/CBOs**



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# 1

## WHAT IS MY ROLE AS CSO/CBO FIELD WORKER?

Under guidance of District/State Coordinators

### DURING LOCKDOWN

Risk communication & support to **FLW (Health) for Essential Services**



#### Provide Information

- (a) Preventive and control measures including social distancing during the phases of the COVID outbreak.
- (b) Addressing myths and misconceptions.



#### Support Information for Home Quarantine



#### Advise Psychosocial Support



#### Personal Safety and Precautions

### POST LOCKDOWN

Risk communication integration **with Regular Services like RI, etc.**

- Continue to **provide information on prevention and control measures** for safe behaviours at VHND, RI Day, sites.
- Liaise with district/block health **officials to obtain lists of LODOR families.**
- **Contact LODOR families** and connect them with regular/outreach RI sessions.
- **Communicate key health and nutrition messages.**



# 2

## WHAT SHOULD I KNOW ABOUT COVID-19?

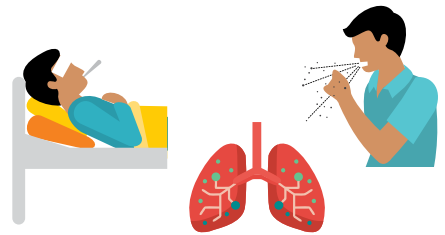
- 1** It is a disease called Coronavirus Disease-2019 caused by a Coronavirus named as SARS-CoV-2.

COVID-19

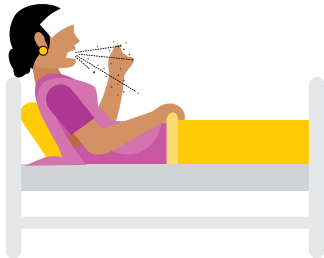


SARS-CoV-2

- 2** The symptoms of COVID-19 are Fever, Cough and Difficulty in breathing.



- 3** If you have the symptoms of Fever, Cough or Difficulty in Breathing OR



- 4** You are in contact with a laboratory confirmed positive case.



- 5** You must immediately call the State Helpline Number or Ministry of Health & Family Welfare, Government of India 24x7 Helpline Number 011-2397 8046, 1075 or your ASHA/ANM.



**1075** or  
**011-2397 8046**

# 3

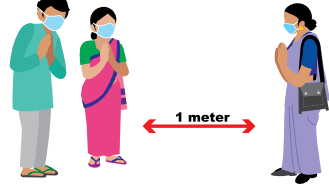
## WHAT ARE THE SAFE PRACTICES TO BE PROMOTED?

### 1 Frequent handwashing



- Regularly and thoroughly wash your hands with soap and water for 20 seconds or 70% alcohol-based hand rub.

### 2 Practice social distancing



- Maintain at least 1 metre distance between yourself and others.
- Avoid going to crowded places
- Avoid organising and attending events, prayers, parties.

### 3 Avoid touching eyes, nose and mouth

- Because contaminated hands can transfer the virus to your eyes, nose or mouth.



### 4 Practice good respiratory hygiene

- Cover your mouth and nose with handkerchief or tissue when you cough or sneeze.
- Dispose of the used tissue immediately in a closed dustbin.
- Wash your hands with soap and water for 20 seconds or rub hands with 70% alcohol-based hand sanitizer.

### 5 Stay informed, take care and follow advice from ANM/ASHA/AWW

- Stay informed on the latest developments about COVID-19.
- Take care of the elderly and those most at risk.
- Check with the ASHA/ANM/AWW or PHC on any queries you have on how to protect yourself.



# 4

## HOW TO COMMUNICATE DURING COMMUNITY VISITS?

**1 Always be polite.** COVID-19 can infect anyone, anywhere. Do not discriminate, shout, or use rude language. Tell people about the purpose of your visit.

**2 Take feedback.** Check if people have understood your message by asking them to repeat what you have told.

**3 Keep distance of 1 meter.** When you meet people, avoid touching or close physical contact. This is true for passing on infection either way. It is better to sit in the open and speak with the family members if space and situation allows.

**4 Listen.** People may be stressed or afraid. So, the most important thing you can do is to listen carefully to questions and concerns.

**5 Use IEC materials.** Correctly use the IEC material by pointing/showing the relevant picture and text while talking.



### **Be Prepared when you go to the field:**

Carry a Sanitizer/soap for cleaning your hand

Carry your formats/note books

Carry your own writing materials like pen, writing pad

Carry your masks and extra masks if required



# 5

## HOW TO INTERACT WITH FAMILIES?

- 1** Greet with local salutation and state purpose of your visit. Be respectful, polite and empathetic. Do not discriminate or be rude.
- 2** If an advisory SMS/ message has already been sent, begin your discussion with that message.
- 3** Be aware that suspected and confirmed cases, and their family members may be stressed or afraid. So, the most important thing you can do is to listen carefully to questions and concerns.
- 4** You may not have an answer for every question because a lot is still unknown about COVID-19 and it is okay to admit that.
- 5** If available, share information pamphlets or handouts with family members. Discuss their questions using IEC like pamphlets, etc. to enable better understanding and motivate them to share the CORRECT information with others.



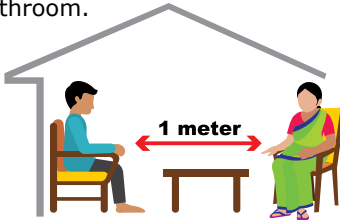


# 6

## WHAT ARE THE SAFE PRACTICES AT HOME FOR QUARANTINED INDIVIDUALS?

### 1 Stay away from others

- Stay in a specific room and away from other people in your home. Maintain distance of at least 1 meter. Restrict all movement so that others in the house stay safe from infection.
- If available, use a separate bathroom.



### 2 Seek health care and notify

- If suffering from fever, cough, or having difficulty in breathing, wear a mask to protect others and immediately get in touch with your nearest health facility or ASHA or ANM.



### 3 Wear a mask

- When you are around other people and before you enter a healthcare provider's clinic.
- If sick person is unable to wear it, then other family members should wear it when they enter the sick person's room.



### 4 Avoid going to public areas

- Do not go to work, school, or public areas.
- If you are infected, you could transmit infection to others.



### 5 Avoid visitors or support staff coming to the house

- You may likely pass infection unknowingly.
- Support staff like maids, drivers, etc. should be asked to stay away.

# 7

## HOW TO SUPPORT HOME QUARANTINE?

- 1 Support:** Assigned family member to take care of person suspected of infection helping them follow doctor's instructions for medication(s) and care.



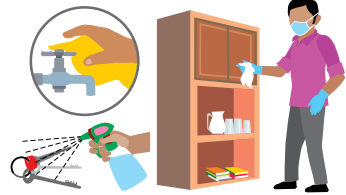
- 2 Monitor Symptoms:** Fever and breathing must be monitored regularly and reported immediately in case there is breathing difficulty or very high fever.



- 3 Protective Hygiene:**

- Avoid sharing household items like dishes, drinking glasses, cups, eating utensils, towels, bedding with the suspected person. Throw used tissues in a lined closed trash can.
- Wash and disinfect linen in warm water and soap, dry in sun.
- Washing machine: use disinfectant, soap, warm water, dry in sun.
- Linen can be soaked in hot water and soap in a large drum, using a stick to stir, avoiding splashing (soak linen in 0.05% chlorine for approximately 30 minutes. Finally, rinse with clean water and let linen dry fully in the sunlight.

- 4 Clean and disinfect:** All "high-touch" surfaces, such as table tops, doorknobs, bathroom fixtures, toilets, bedside tables, every day. Also, clean any surfaces that may have blood, stool, or body fluids on them.



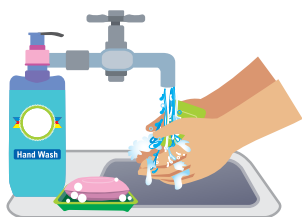
- 5 Wash hands** with soap and water for at least 20 seconds or, if soap and water are not available, clean your hands with a 70% alcohol-based hand sanitizer. Wash often and especially after touching.



# 8

## HOW TO SUPPORT FAMILY MEMBERS FOR HOME QUARANTINE?

- 1 Wash hand** often thoroughly with soap and water for 20 seconds or rub with 70% alcohol-based hand sanitizer.



- 2 Keep away from elderly.** Household members should stay in another room or be separated from the patient as much as possible. Household members should use a separate bedroom and bathroom if available.



- 3 Avoid sharing** household items, e.g. dishes, drinking glasses, cups, eating utensils, towels, bedding, or other items with other people at home.



- 4 Wear a triple layered mask** at all the time when in contact with infected person. Disposable masks are never to be reused. (Used mask should be considered as potentially infected). Mask to be disposed safely.



- 5 If symptoms appear** (fever/cough/difficulty in breathing) he/she should immediately inform the nearest health centre or call your local phone number.



# 9

## HOW TO ADDRESS STIGMA?

*As a major support to people when they suffer from anxieties, stigma and/or discrimination, you can help people to overcome their anxieties and build a supportive environment.*

- 1** Publicly, use terms like people who have COVID-19 instead of "COVID-19 cases" or "victims". Similarly, use terms like people who may have COVID-19 instead of "suspected cases" – even when it may be the official terminology in your contact listing formats.



- 2** Advise people to minimize watching, reading or listening to news that causes them to feel anxious or distressed.



- 3** Advise people to engage in relaxing activities like indoor games, reading, gardening, home-cleaning, etc.

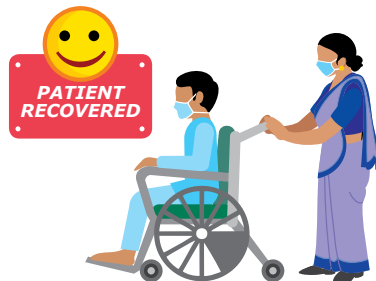


- 4** Engage community influencers to build community support by talking to people within their circle of influence.

- Identify influencers.
- Share correct information on COVID-19 with them.
- Brief them on specific support required by you.

- 5** To emphasise that most people do recover from COVID-19, amplify the good news about local people.

- Who have recovered from COVID-19.
- Who have supported a loved one through recovery.



# 10 HOW TO USE A MASK/HOME MADE FACE COVER?

## 1 When to use mask/face cover?

- Use a mask if and only when:
  - i. You develop fever, cough or breathing difficulty.
  - ii. You are visiting a health facility.
  - iii. You are caring for an ill person and/or entering the room of an infected person.
- You may use a home made cloth face cover in public.

## 3 Mask/face cover usage

- Replace masks with a new clean and dry mask as soon as they become damp/humid. Do not re-use single-use masks.
- Wash home made face cover daily.



## 2 Use a mask/face cover correctly

- Unfold pleats, facing down, place over nose, mouth and chin.
- Fit nose piece over nose-bridge. Tie strings upper string tied - top of head above ears lower string at the back of the neck.
- Leave no gaps on either side of the mask, adjust to fit.
- Do not pull the mask down or hang it from the neck.
- Avoid touching the mask while in use.

## 4 Remove the mask/face cover

- By using appropriate technique (i.e. do not touch the front but remove the lace from behind)
- By first untying the string below and then the string above and handle the mask using the upper strings. Do not touch other surfaces of the mask while removing.

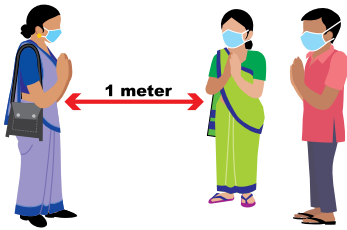
- ## 5 Disposing of mask :
- After removal or whenever you inadvertently touch a used mask, clean hands by using an alcohol-based hand rub or soap and water. Discard single-use masks after each use and dispose of them immediately upon removal by soaking in household bleach solution and then throwing in a closed dustbin.



# 11

## WHAT ARE THE PRECAUTIONS FOR ME DURING COMMUNITY VISITS?

- 1** Maintain distance of 1 meter from people and avoid close physical contact when you are communicating.



- 2** Use a three layered face cover to cover your face. Make sure it is properly worn.



- 3** Avoid touching your face (eyes, nose, mouth) at all times.



- 4** Frequently wash your hands with soap and water for 20 seconds or use 70% alcohol-based hand-rub.



- 5** Avoid touching high touch points like door bells, door knobs, support rails and handles, hand rails when you are moving out.



# 12

## WHAT ARE THE PRECAUTIONS & SAFETY MEASURES FOR ME ON REACHING HOME?

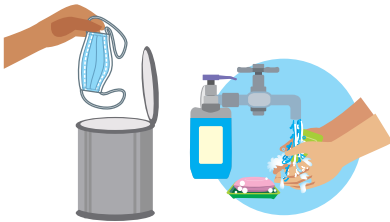
- 1** Remove footwear outside the house. Wash hands with soap and water or sanitize correctly before touching anything in the house.



- 2** Carefully remove your face mask and gloves using the correct method, avoid touching front of your mask at all time, untie lace from behind and do not let the mask hang low around your neck.



- 3** Dispose off used mask and gloves by throwing them in a covered dustbin. (See: MASK MANAGEMENT). Wash and sanitize hands after doing this.



- 4** If you have carried your bag/register, wipe them down with the disinfectant solution (Use 4 teaspoons of household bleach mixed with 4 cups of water). Change all your clothes and out them for washing in warm water and soap or bleaching solution.



- 5** If you have any symptoms like fever, cough or difficulty in breathing, contact the nearest Government Facility or District Surveillance Officer immediately.





# 13

## HOW TO MAINTAIN SOCIAL DISTANCING AND SAFETY NORMS DURING IMMUNIZATION SESSIONS?

**1** Stagger immunisation timing and facilitate physical distancing of 1 meter at the facility/outreach session/ VHND/RI day.

**2** Advise handwashing station or sanitizers to be kept at the immunization facility.

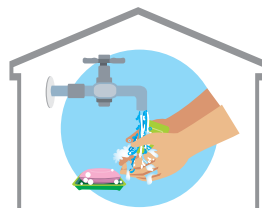


**3** Advise hand hygiene for all beneficiaries who enter the facility.

**4** Facilitate adequate respiratory hygiene by the beneficiaries and their children including using a face cover when they are waiting at the facility.



**5** Advise and motivate beneficiaries to do handwashing for self and children immediately on reaching home.





# 14

## KEY ACTIONS TO MAINTAIN HEALTH SERVICES?

- 1 Regularly use the health and nutrition services (such as Routine Immunization, Take Home Ration, etc.) if being delivered in the current situation.



- 2 If pregnant and have fever, cough with breathing difficulties do not delay. Immediately report at your nearest hospital or health facility
  - While visiting the health facility, wear a mask and wash your hands frequently with soap and water even after sneezing, coughing and touching clean surfaces.



- 3 Follow all antenatal care practices for pregnant women.



- 4 Monitor your symptoms regularly if you have travelled out.



- 5 Facilitate adequate hand hygiene and respiratory hygiene by the beneficiaries and their children including using a face cover.



# 15

## KEY ACTIONS TO MAINTAIN NUTRITION SERVICES?

- 1 Continue to breastfeed young children with required respiratory hygiene and precautions for infection prevention.



- 2 For children's rapid growth and brain development, initiate complementary feeding from 6 months of age.

- Make children's every bite count by feeding the child a variety of foods such as pulses, milk, milk products, yellow, orange, green vegetables and fruits.



- 3 Ensure pregnant women get proper nutrition through 3 main meals and 2 snacks.



- 4 Eat fresh, cooked food including local fruits and vegetables and at least 8 glasses of water daily.



- 5 Use the Take Home Ration from the Anganwadi centers for feeding children and pregnant women.



# 16

## WHY DO CHILDREN IN EMERGENCIES REQUIRE SPECIAL ATTENTION/PSHYCHO-SOCIAL SUPPORT?

*Children are the most vulnerable of the populations. They have unique needs and these often get overlooked in emergencies. The CSO/CBO workers have an important role to play as members of the child protection committees at the village level.*

**1** Inform parents that children may have anxiety and sadness. This may be expressed as stubbornness or tantrums. Parents need to be patient and not resort to violent disciplining. Have a daily routine or timetable for them, with dedicated times for reading/studying, sharing household chores, meal times and free time for games and hobbies.

**2** During emergencies, children may be separated from their families and can be put in the situations where they experience violence, abuse and deprivation. Be aware of these possibilities, take action and report.

**3** Be vigilant and watch out for unaccompanied minors.

**4** Call CHILDLINE 1098 for any support for children.



**CALL: 1098**

**5** Monitor that child protection workers of Child Care Institutions (CCIs) are following all safety norms.

