COVID-19

Standard Operating Protocol
For IT Companies/IT Parks

Version 1.0
Release date: 9th March 2020
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Introduction

Govt of Telangana is actively engaging with Industry bodies to review & monitor Covid-19. While Telangana had witnessed one positive case of Covid-19 as on date, there has been a panic situation in IT corridor due to one un-confirmed case reported on 4th March 2020 which was ultimately reported as negative by NIV-Pune.

Govt has appointed CP, Cyberabad as Nodal officer to review the situation in IT Hubs of Cyberabad and accordingly a Coordination Committee was formed involving Health Dept, GHMC, TSIIC, ITE&C, SCSC, Hysea & Nasscom.

The primary objective in releasing this standard operating protocol (SOP) document is to equip all IT companies/IT Parks with guidelines to deal with situation, should there be any Covid-19 suspected case reported.
Coordination Committee

A high powered Coordination Committee has been formed with following members to review & monitor situation so as to advise the industry & community with regular updates.

Committee comprises of:

Mr VC Sajjanar, IPS., Commissioner of Police, Cyberabad (Nodal Officer)
Dr Srinivas Gadala, Director, Health Department, Govt of Telangana
Mr. Ravi Kiran, Zonal Commissioner, West Zone, GHMC
Mr. Murali Bollu, President, HYSEA
Mr. Krishna Yedula, Gen Secretary, SCSC
Mr. Srikant Srinivasan, Regional Director, Nasscom
Mr. Amarnath Atmakuri, CRO, ITE&C
Mr. Vinod Kumar, Zonal Manager, TSIIC

The committee shall review and monitor the situation on a day to day basis and advise the industry on measures required from time to time. Further, it will disseminate media bulletins by Health Department for information of IT companies & IT Parks

Committee prepared Standard Operating Protocol that is required to be followed by IT Companies & IT Parks
Case Definitions

a) Suspect case

- A patient with acute respiratory illness (fever and at least one sign/symptom of respiratory disease (e.g., cough, shortness of breath)), AND a history of travel to or residence in a country/area or territory reporting local transmission (See NCDC website for updated list) of COVID-19 disease during the 14 days prior to symptom onset; OR

- A patient/Health care worker with any acute respiratory illness AND having been in contact with a confirmed COVID-19 case in the last 14 days prior to onset of symptoms; OR

- A patient with severe acute respiratory infection (fever and at least one sign/symptom of respiratory disease (e.g., cough, shortness breath)) AND requiring hospitalization AND with no other etiology that fully explains the clinical presentation; OR

- A case for whom testing for COVID-19 is inconclusive.

b) Confirmed Laboratory Case

- A person with laboratory confirmation of COVID-19 infection, irrespective of clinical signs and symptoms.
Definition of Contact

A contact is a person who is involved in any of the following:

- Providing direct care without proper personal protective equipment (PPE) for COVID-19 patients
- Staying in the same close environment of a COVID-19 patient (including workplace, classroom, household, gatherings).
- Traveling together in close proximity (1 m) with a symptomatic person who later tested positive for COVID-19.
Self Isolation Rules

- Live in a separate room for the entire isolation period
- Do not share vessels, towels, bedsheets, toiletries, washroom facilities, phones, other devices etc with others in the family
- Follow personal hygiene rules like holding a tissue to mouth when coughing / sneezing.
- Family members to wear disposable gloves when serving food to affected person in self-isolation
- Avoid visiting public places like entertainment hubs, restaurants, shopping malls, market places etc
Preventive Measures

Simple ways to prevent the spread of COVID-19 in your workplace

The measures below will help prevent the spread of infections in your workplace, such as colds, flu and stomach bugs and protect your customers, contractors and employees. Employers should start doing these things now, even if COVID-19 has not arrived in the communities where they operate. They can reduce lost working days due to illness, and stop/slow the spread of COVID-19.

- **Make sure your workplaces are clean and hygienic**
  - Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly - as contamination on surfaces touched by infected people is one of the main ways that COVID-19 spreads
  - Bio-Metric Access: it is advised to disable Bio-Metric access to prevent finger to finger spread contact and use proximity card feature in the system

- **Promote regular and thorough hand-washing by employees**
  - Put sanitizing hand rub dispensers in prominent places around the workplace. Make sure these dispensers are regularly refilled
  - Combine this with other communication measures such as offering guidance from occupational health and safety officers, briefings at meetings and information on the intranet to promote hand-washing

- **Screen all Visitors for Covid-19 Symptoms**
  - Screen visitors for Covid-19 symptoms and ask them to reschedule the meeting if they exhibit any of the symptoms
  - Create a barrier between employees workspace and visitors
  - Make sure that staff, contractors and customers have access to places where they can wash their hands with soap and water
  - Ask your employees to maintain safe distance from visitors while interacting with them
  - Sanitize lobby, security and visitors waiting area regularly

- **Meetings & Gatherings**
  - To the extent possible, discourage large gatherings which involves close proximity of persons and encourage use of technology for meetings

- **Awareness Posters**
  - Display posters shared by Coordination Committee on COVID-19 in all common areas like Lifts, Cafeteria etc
Scenarios to be dealt with Covid-19 by IT companies/IT parks

The following 3 scenarios have been identified to help IT companies/IT Parks follow standard operating procedure, in the event of a suspected Covid-19 case

- **Scenario-I**: An Employee returning from abroad (Business or Personal travel)
- **Scenario-II**: An Employee found to be having symptoms (Fever, Cough, Shortage of breath) at work place
- **Scenario-III**: An Employee found to be having symptoms (Fever, Cough, Shortage of breath) within the same building, IT Park or Near Proximity
Scenario I  An Employee returning from abroad (Business or Personal travel)

If returning employee shows symptoms, ask them get tested at listed hospital and WFH for 14 days

If returning employees does not show symptoms, but is returning from one of the risk zones, allow them to WFH for 14 days

HR to call employee on a daily basis & check health condition and enquire about symptoms, if any

Any symptoms reported during 14 day period?

YES

Ask Employee to report to nearby designated hospital having isolation facility (list shared by Health Dept)

Hospital Rules out COVID-19? OR Refers Sample to Gandhi Hospital

Sample referred to Gandhi Hospital

Employee tested Negative For covid-19 by Gandhi

Employee to enter into Isolation ward and follow advise/await test results at Gandhi Hospital

Employee tested Positive For covid-19 by Gandhi

Check if any other employees have symptoms. If so, follow Scenario II guidelines. Need to vacate affected office area & follow disinfection guidelines by GHMC & Health Dept (You may contact SCSC for advise). All employees can return to workplace 24 hours after the disinfection

Rejoin after completion of treatment by producing doctor certificate

Employee to complete the treatment as per Hospital advise. Company to be in regular touch

Employee to Complete 14 day WFH period & Rejoin office
Scenario II  An Employee has symptoms (Fever, Cough, Shortness of breath) at Workplace

Employee shows symptoms at workplace

Designated emergency response team members (wearing masks & gloves) to escort employee to the nearest listed hospital in an ambulance

Employee to re-join work by producing doctor certificate

Hospital Rules out COVID-19/ Refers Sample to Gandhi Hospital

Employee to enter into Isolation ward and follow advise/await test results at Gandhi Hospital

Employee tested Positive For covid-19 by Gandhi

Employee tested Negative For covid-19 by Gandhi

Rejoin after completion of treatment by producing doctor certificate

Employee to complete the treatment as per Hospital advise. Company to be in regular touch

Check if any other employees have symptoms. If so, follow Scenario II guidelines. Need to vacate affected office area & follow disinfection guidelines by GHMC & Health Dept (You may contact SCSC for advise). All employees can return to workplace 24 hours after the disinfection

Employee to Rejoin office by producing Doctor certificate
Scenario III An Employee tested positive for Covid-19 virus within the same building/IT Park/Near Proximity

1. Occupants in the building other than affected floor are not at risk as Covid-19 does not spread in the following scenarios:

   ▪ If one is not in close contact or work in close proximity or same environment as affected person
   ▪ It is not air borne

2. Action by IT Park/Building Management

   ▪ To sanitize common touch points & surfaces in the building like elevator buttons, door handles, stair case rails & other common areas like reception, cafeteria, restrooms/conveniences
   ▪ Communicate all other tenants in the building/IT Park on the measures taken by them to sanitize
   ▪ Isolate area for visitors and bulk gatherings especially walk in interviews etc, as a preventive measure
Guidelines by Coordination Committee

- Management of IT companies/IT Parks not to issue any internal or external statements before thoroughly verifying and confirming the facts

- Dial Health Department help line **104** for any help with respect to Covid-19 or Contact SCSC (Liaisoning body) for any further guidance

- Follow suggested process flow outlined under three scenarios to be dealt for Covid-19 by IT companies & IT Parks

- In case of confirmed positive report, kindly inform SCSC at +91 9000257058 and get in touch with GHMC for dis-infection process of the premises (GHMC Control Room for Epidemic cell: Dr Lalitha+91- 9849902438 or Dr Janardhan +91-8008456677)

- The committee has reviewed the current situation and recommends Business as Usual for operations of IT companies/IT Parks. However, companies desiring to allow work from home for their employees (owing to their internal corporate guidelines) may do so at their own discretion. However, such information may be notified to Nodal officer & SCSC.
Guidelines by GHMC

Environmental Cleaning and Disinfection Process

- In case of Covid-19 case in the office premises, in addition to disinfection carry out Fumigation, using Formaldehyde with fumigator in diluted form. Further, you may contact GHMC Helpline numbers given below for further support.
- Premises & areas potentially contaminated with the virus to be cleaned & disinfected before their re-occupation.

- As a precaution, carry out regular disinfection with Lyzol or Bacillocide for minimal & high touch surfaces.
- Housekeeping surfaces may be divided into two groups:
  - Those with minimal hand contact e.g. floors and ceilings
  - High touch surfaces (listed below) those with frequent hand contact to be cleaned/disinfected more frequently
    - Desktops, Laptops and all work surfaces
    - Door Handles, knobs & Lift buttons
    - Bio-Metric devices, Telephone equipment & Light switches
    - Steps railings & Wall areas around the wash rooms
    - All chair rests and arms

GHMC Control Room for Epidemic cell: Dr Lalitha +91-9849902438 or Dr Janardhan +91-8008456677
### List of Private hospitals approved by Health Dept

<table>
<thead>
<tr>
<th>Sl No.</th>
<th>Name of the Hospital</th>
<th>Name of Contact Persons</th>
<th>Contact Number of the Doctors Attended</th>
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<tbody>
<tr>
<td>1</td>
<td>Care Hospital, Banjara Hills, Hyderabad</td>
<td>Dr. Parvin Mokler</td>
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<tr>
<td>2</td>
<td>Continental Hospital, Gachibowli, Hyderabad</td>
<td>Mr. T. Nagaraj</td>
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<td>3</td>
<td>Continental Hospital, Gachibowli, Hyderabad</td>
<td>Dr. Harish Jwlrkar</td>
<td>9643039962</td>
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<td>4</td>
<td>Continental Hospital, Gachibowli, Hyderabad</td>
<td>Mr. M. Madhav Reddy</td>
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<td>5</td>
<td>Asian Institute of Nephrology &amp; Urology, Somajiguda, Hyderabad</td>
<td>Dr. Shyam Joshi</td>
<td>9673807160</td>
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<td>6</td>
<td>Medisvision Eye Care Centre</td>
<td>Mr. S. Vasanth Kumar</td>
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<td>7</td>
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<td>Basavatarakaram Indo American Cancer Hospital, Hyderabad</td>
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<td>10</td>
<td>Basavatarakaram Indo American Cancer Hospital, Hyderabad</td>
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<td>9912225348</td>
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<tr>
<td>11</td>
<td>Kamineni Academy of Medical Sciences, L.B.Nagar, Hyderabad</td>
<td>Dr. K. Anajaih</td>
<td>9490467435</td>
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<td>12</td>
<td>Care Hospital, Nampally, Hyderabad</td>
<td>Dr. S. Sushma Rani</td>
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<td>Care Hospital, Nampally, Hyderabad</td>
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<td>Apollo Hospital, Jubilee Hills, Hyderabad</td>
<td>Mr. Guru Prasad</td>
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<td>Apollo Hospital, Jubilee Hills, Hyderabad</td>
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<td>17</td>
<td>Apollo Hospital, Jubilee Hills, Hyderabad</td>
<td>Mr. Rama Krishna</td>
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<td>Thumbay Hospital, Chadarghat, Hyderabad</td>
<td>Dr. Mustafa Afzal</td>
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<td>19</td>
<td>Virinchi Hospital, Banjara Hills, Hyderabad</td>
<td>Dr. S. Srinivas</td>
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<tr>
<td>20</td>
<td>Star Hospital, Banjara Hills, Hyderabad</td>
<td>Dr. K. S. Vaisakhi</td>
<td>9440328338</td>
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</table>

### List of Private hospitals providing isolation facilities for COVID-19

<table>
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<tr>
<th>Sl No.</th>
<th>Name of the Hospital</th>
<th>Name of Contact Persons</th>
<th>Contact Number of the Doctors Attended</th>
</tr>
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<tbody>
<tr>
<td>21</td>
<td>Medicover Hospital, Hitech City, Hyderabad</td>
<td>Dr. K.K. Chakravarty</td>
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<td>Yashoda Hospital, Somajiguda, Hyderabad</td>
<td>Dr. P. Srihari</td>
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<td>24</td>
<td>Yashoda Hospital, Secunderabad</td>
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<td>Yashoda Hospital, Malakpet, Hyderabad</td>
<td>Dr. Kiran Kumar Varma</td>
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<td>KIMS Hospital, Secunderabad</td>
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<td>27</td>
<td>KIMS Hospital, Secunderabad</td>
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<td>Prathima Hospital, Kachiguda, Hyderabad</td>
<td>Mr. P. Jaya</td>
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<td>29</td>
<td>Mallreddy Narayana Hospital, Hyderabad</td>
<td>Dr. S. Naga Satish</td>
<td>988560675</td>
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<tr>
<td>30</td>
<td>New Retina Eye Care Institute, Abids, Hyderabad</td>
<td>Mr. S.R. Saxena</td>
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<tr>
<td>31</td>
<td>Sai Sanjeevani Hospital, Kothapet, Hyderabad</td>
<td>Dr. G.V. Thirupathi Reddy</td>
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<td>32</td>
<td>Aware Gleanegles Global Hospital, L.B. Nagar, Hyderabad</td>
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<td>Kamineni Hospital, Hyderabad</td>
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<td>34</td>
<td>Sai Sanjeevani Hospital, Hyderabad</td>
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<td>37</td>
<td>Omega Hospitals, Banjara Hills, Hyderabad</td>
<td>Mr. K.H. Kishore</td>
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<td>38</td>
<td>Sunshine Hospitals, Secunderabad</td>
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<td>Kamineni Academy of Medical Sciences, L.B. Nagar, Hyderabad</td>
<td>Dr. Pravalka Vahini</td>
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<td>40</td>
<td>Rainbow Hospital, Banjara Hills, Hyderabad</td>
<td>Dr. K. Prashanth</td>
<td>9959115050</td>
</tr>
</tbody>
</table>
References

- World Health Organization guidelines for work place
- Department of Health, Telangana State
- Greater Hyderabad Municipal Corporation
- Coordination Committee recommendations
- Centre for disease control (CDC-US)