



Return to Work Policy (COVID-19 response)

Policy Area: Working at CFI premises during pandemic

Policy Number: CFI-RtW

Title of Policy: Return to Work Policy (COVID-19 response)

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Effective Date: Immediately

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Approved By: Patrice Davison (Executive Director)

Policy Rationale: With most of Cambodia vaccinated but continuing high cases in our communities, CFI will update the Return to Work Policy to reflect the realities of maintaining work during the pandemic. As the COVID-19 pandemic continues, CFI must take measures to ensure work may continue as normally as possible without putting any staff or community members at risk.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

Policy Statement: At Children's Future we want to ensure our work environment is safe for everyone.

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PERSONS INVOLVED

Agent: who must comply with this policy

This policy applies to all persons working for CFI or on our behalf in any capacity, including employees at all levels, directors, managers, officers, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, third-party representatives and business partners.

It also applies to all visitors to the CFI Learning Center.

PROCEDURES

This document is meant to support the managers of our offices/programs and help on how to:

- Prevent the spread in the workplace
- Be prepared in case an infection happens
- Be responsible with information sharing

It is the duty of the programme's management team to implement and MONITOR the protocols and to continue repeating the messages and reinforcing the desired behavior in order to keep everyone safe.

This policy focuses on a situation with no lockdown measures in place. Should a lockdown happen due to a rapid increase in cases, we will revert back to following COVID-19 LOCKDOWN PROTOCOLS following movement restrictions.

ON INFORMATION SHARING: please do not share information that is not verified by the authorities. If you are unsure, ask the management team. The information shared on Facebook is not always true and it could be fake news – please check before sharing. Please see 'PROTOCOL RE COMMUNICATION/SOCIAL MEDIA'* below.

Key points to remember from this set of protocols, which will also be explained more in detail later:

Keep people with high risk of getting COVID-19 at home, which includes people who are:

- Unwell
- In high risk category
- Living in a hot spot area
- Caring for someone who is sick

Strictly monitor hygiene protocols and ensure you have enough supplies.

YOUR RESPONSIBILITIES

CFI wants to keep everyone in our offices safe from the spread of COVID-19. This means that we *must* follow the procedures listed below.

IN CASE STAFF FEEL UNWELL: Specifically, if they have symptoms such as cough, headache, and mild fever – they must phone their manager to inform and stay at home until they are completely recovered.

If staff have a fever, cough and difficulty breathing, they must seek medical attention by calling #115 and follow their instructions including the self-isolation procedures.

In case staff is caring for someone who has been unwell (with COVID-19 symptoms) – they must phone their manager to inform and continue working from home, if possible. Ensure they respect all safety procedures and seek instructions from the Health authorities.

When someone is unwell and stays at home, their manager should:

1. Check in regularly to follow up how they are doing
2. Keep HR informed on the situation
3. Share relevant information to manage anxieties
4. Remind them about the hygiene measures
5. Show empathy and care

IDENTIFY PEOPLE WHO ARE MOST AT RISK:

- Risk of illness rises with age: People over 60 have more chance to become seriously ill from the virus.
- People with cardiovascular disease, diabetes and chronic respiratory disease have more chance to become seriously ill from COVID-19.

Based on this information, staff can chose to be added to a list which would be shared with their management team only¹ due to the confidentiality of the information.

It is advised that staff who are at high risk avoid coming to the CFI office. If staff want to return voluntarily, they need to inform HR first if they feel they may be at greater risk.

Staff living in a hot spot area with a high number of confirmed cases should work from home when possible and respect self-isolation and Government protocols.

When someone comes in INDIRECT contact with a person who tested COVID-19 positive:

1. Indirect contact is when being with someone:
 - for less than 10 minutes wearing a mask and
 - having MORE than 2 meter distance from each other
2. What to do if has been in indirect contact:
 - no need for isolation but observe symptoms, follow hygiene safety

When someone comes in DIRECT contact with a person who tested COVID-19 positive:

1. Direct contact is when being with someone:
 - for more than 10 minutes in an enclosed space OR
 - without a mask AND having LESS than 2 meter distance from each other

¹ This will be used for close monitoring and potentially asking these people to work from home

Clarification about *environmental spaces*: working together in a closed office room always counts as direct contact, even when wearing a mask. Being in the garden more than 2 meters away from each other doesn't count as direct contact, as it is an open outdoor space.

2. What to do if has been in direct contact:

- **isolate for 3 days** → in the case of not having any symptoms, come back to the office and get self-tested by CFI rapid tests with the support of First aid staff

3. Rapid tests at CFI

- test will be done in First aid room, have to wait for 10-15 minutes for result
- if the result is negative the person can stay at the office to work
- if the result is positive the person has to go back home and isolate
- if someone feels uncomfortable doing their own test they will need to isolate for 7 days
- it is always an option to go to private healthcare center to get tested, but CFI can not cover that cost

Clarification about *CFI rapid tests*: they are only for people who have been in direct contact with someone who tested positive, has been isolating for 3 days, have no symptoms and want to come back to the office. The reason why CFI provides these tests only in cases of direct contact is because health departments would not test people without having symptoms. People with COVID should be able to get tested by medical professionals. If that is not the case, there can be exceptions at the discretion of a CFI director.

OFFICE

Working space hygiene:

- Ensure everyone entering the office gets a temperature check Scan QR code, and hand wash before entering CFI premises (an infrared thermometer must be kept in the guard hut for this purpose)
- Ensure cleaning staff are trained on cleaning protocols
- Areas often touched by employees (personal areas such as desks, keyboards, phones, fans, to be cleaned by the staff who use it) (communal areas such as doorknobs and handrails by support workers) *must* be cleaned with disinfectant² every other day
- Ensure spray bottles with alcohol and a cloth is available for staff to clean their equipment (support workers responsible)
- Ventilate offices a few times per day or keep the doors and windows open at all times
- Promote hand-washing by ensuring access to soap and water. Use visual materials to remind people (First Aider to place posters for handwashing)
- Ensure access to hand sanitizers in all floors / departments (support workers to check)
- Use paper towels to dry hands
- Ensure disposable bags for garbage are available
- Organize information sessions or add to agenda of meetings (using a reassuring and objective message)
- Ensure deep cleans are scheduled weekly (support workers)
- Reduce the use of Aircons to minimum

² Min 70% alcohol based cleaning solution

Working space arrangements/rules:

- Ensure everyone wears a mask at all times while being on CFI premises
 - this also includes the children, who after following government guidelines not only have to wear their masks during the classes but being outside of the classroom as well, unless they are playing a sport where they can be far enough from each other or it is way too inconvenient for them
 - only *exceptions* for not wearing a mask: when being alone in a space, when having lunch, when being outside in the garden having at least 2 meters distance from other people
- Ensure every non-staff member gets a temperature check, and hand wash before entering CFI premises (an infrared thermometer must be kept in the guard hut for this purpose)
- Reduce density of people in the office/building or implement shift or split-team arrangements as possible
- *Visitors allowed again:* especially families, donors, government officials, partners - but ensuring our COVID policy is followed by everyone on CFI premises, without exception → temperature check, hand sanitizing, wearing a mask at all times and social distance
- Avoid receiving suppliers in the office, deliveries to be handed in front of the office
- Display visuals on social distancing around the office in addition to already existing hygiene messages
- Ensure shared tools such as coffee machines/tea pots are cleaned before use

Matrix for office space visuals:

Area/ Materials	General COVID-19 (adult version)	Hand washing Visuals	WHO General Poster	Social Distancing	Clean the room before and after use	WHO Poster on sneezing, lids and washing hands
Entrance	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Work Space	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Toilet		<input checked="" type="checkbox"/>				
Eating Areas		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Meeting rooms	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

TRAVEL

When staff have long commute:

- Staff should carry a mask, a small hand sanitizer or bottle of water and soap to wash hands

When staff visit the community:

- Staff should always ring ahead to check the health of everyone before visiting, if there are any concerns over health, staff should not visit the family. If there are urgent child safety concerns, staff should discuss this immediately with a CFI Director.
- Staff should use hand sanitiser or wash hands before and after a community meeting
- Staff should wear a mask during the visit
- Staff should keep a safe distance from others, 2 meters during the visit
- When returning to CFI staff must have their temperature checked and wash or sanitize hands
- All CFI motos and PassApp must be cleaned after each use (guards to be responsible)

When planning travels:

- International travel is allowed again but at one's own risk. While countries are opening up again and easing restrictions everyone has to be mindful of risks. (cost, time, testing if needed). CFI requires getting a rapid test before coming back to work after international travel
- Some countries are imposing a mandatory self-isolation after traveling between the provinces. This rule gets changed frequently so please stay informed
- Ensure staff travels are voluntary and do not send staff if they feel uncomfortable
- Explain to staff what to do and whom to contact if they feel ill while traveling
- Ensure staff get distributed a small hand-sanitizer, cleaning wipes, soap, paper towels and masks
- When traveling, staff should use alcohol based solution to clean the seats, handles and other often touched areas
- Ensure staff are reminded to wash hands before and after entering the vehicle

When booking accommodation:

- Ensure staff is staying in a hotel with highest standards of hygiene within the admin policy
- Ensure the hotel's standards include disinfection of the room before guest stay

MEETINGS/EVENTS

BEFORE ANY MEETING/EVENT: check the most recently updated directives from the authorities and follow their advice. This information might mean to not organize the meeting or it might regulate the maximum number of participants.

When organizing INTERNAL meetings/events:

- Avoid organizing big³ gatherings/staff events/meetings unless absolutely necessary
- Ensure every meeting room has a small alcohol based cleaning solution and a cloth
Also, ensure enough tissues, hand-sanitizers and masks are prepared beforehand
- Ensure there is a sign in paper with names, positions and phone numbers that can be used for tracing if necessary
- Ventilate room during the meeting as much as possible and avoid using aircon
- Ensure that the meeting room is cleaned after and before every use (when the cleaner is not available, the organizers/participants must clean themselves)

When organizing meetings/training with EXTERNAL visitors:

- Ensure only essential meetings/training are organized, always prioritize online option
- Ensure the number of people invited is scaled to minimum
- Ensure that you are not inviting people from hot spot areas with high number of confirmed cases with COVID-19
- Ensure all external visitors are emailed beforehand with a detailed information on hygiene protocols and rules for social distancing
- Ensure office is arranged well and indicate the safe distance for either sitting or standing
- Use a meeting room that have easy access to water for hand washing, and to the self-isolation room
- Ensure every meeting room has a small alcohol based cleaning solution and a cloth
- Ensure enough tissues, hand-sanitizers and masks are prepared beforehand
- Provide a briefing on the hygiene protocols at the beginning of the meeting and encourage hand-washing or use of hand-sanitizers
- ⁴Avoid any activity / warm-up activity that requires close contact
- Collect relevant tracing information from all participants (mobile numbers, emails, address where they are staying).
- Ensure all participants are aware that this might be shared with authorities if needed.
- Submit this to the admin team after the meeting
- ⁵Ventilate room during the meeting as much as possible and avoid aircon
If someone attending the meeting becomes ill or feels unwell, follow the PROTOCOL IN CASE AN INFECTED CASE HAS BEEN SUSPECTED

³ Not more than 15 people

⁴ IDEA: Use an ice-breaker on how to say HELLO without touching

⁵ This info should be kept at least one month

MATERIALS: CFI will do its best to provide materials such as masks and hand sanitizers as needed but encourages all staff to bring their own as much as possible.

MASKS: (disposable/single use or cloth) must be available to all staff going out on the field such as outreach or attending external meetings.

PROTOCOL IN CASE AN INFECTED CASE HAS BEEN CONFIRMED/SUSPECTED

In the event we face a suspected case of COVID-19 in our office / work space, we must ensure that it is not spread to the rest of the team.

Action plan if a suspected case happens:

- The person has to leave the office immediately in order to reduce interactions with other team members
- Staff should be encouraged to seek medical attention in referral hospitals if symptoms persist
- Ensure the staff continues to follow hygiene measures and is wearing a mask
- Consider how to identify others who might also be infected, without inviting stigma or discrimination
- Ensure you follow the CFI Healthcare flowchart, if needed
- Disinfect the area that staff have been in contact with at the office
- Anyone who has been in direct contact with the person with confirmed COVID-19, should follow this policy in place, which requires 3 days isolation and getting tested at the office before coming back to work
- Anyone who has tested positive should follow this policy in place which requires to isolate for 7 days and test once before returning. In case of coming back to the office sooner than 7 days, a doctor's note or 2 negative tests taken 1 day apart will be required

PROTOCOL ON COMMUNICATION/SOCIAL MEDIA

There is a great deal of 'fake news' around on social media at this time in relation to the COVID-19 virus.

It is vitally important to only follow advice and information which is coming from **official channels** – WHO⁶ and your local authority tasked with disease control are the official channels communicating on the situation, and information from these will be the most up-to-date and relevant.

You should **never post any 'inside information' on cases**, suspected cases or virus-related incidents within the organization, or speculate on these. You should only share officially approved information posts. Please contact the communications team if clarification on this is needed.

⁶ FOR MORE ADVICE ON HOW TO PROTECT YOURSELF AND OTHERS:
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

You will see posts across social media which are unfortunately designed to create panic or scare people unnecessarily, and these tend to be shared indiscriminately. Posts of this kind should **never be shared** on any official CFI or related social media.

If you intend to post any update from official channels, please also check with CFI Communications team in the first instance.

We would also urge you all to think very carefully what you post on your own personal social media channels. Alarming or 'humorous' posts on the subject of the spread of the virus may only add to confusion, misunderstanding and panic, and we should also consider that it may make our work appear unprofessional if as individuals we are making fun of, or exaggerating, a very serious situation.

WORKING FROM HOME GUIDANCE

It is crucial to provide flexibility during the disruptions - such as being in direct contact, testing positive but feeling okay - caused by the pandemic.

CFI ensures that staff can work from home, in order to keep the team safe and healthy. The following 3 are the main situations when staff have to consider working from home:

1. Someone has been in direct contact with a person who tested positive → work from home for 3 days and get tested at CFI on day 4 before getting back to work
2. Having tested positive but not having symptoms, feeling okay → should be working from home
3. Having tested positive, have symptoms and feel sick → shouldn't work from home, take sick leave to take care of health and rest

When working from home:

- draft a daily list of tasks
- share it with manager in an email
- coordinate on what needs to be done while working remotely

Working from home is not sick leave. When working from home, employee must ensure the 8 hours of work are followed and tasks coordinated with manager completed.

Support workers and guards, who can not work from home

CFI wants to provide fair and transparent treatment to all staff. For this reason, the following are the options for support workers and guards in the case of having to isolate or having tested positive:

1. *50/50 policy - Special leave and annual leave*

If someone from support workers or guards tests positive or is forced to isolate: The employee would have time off, half of that time off CFI would pay for, the other half would be from person's annual leave.

This would be preferable but each person can decide.

2. *Identify with manager and support workers what kind of work they could do from home*

Possibility of trainings relevant to work: child safety, guards could review security policy and watch new trainings, our cook could watch educational cooking videos, first aider can do case work.

COVID -19 Contact Flowchart

SUMMARY - Coming back to the office

1. If tested positive:

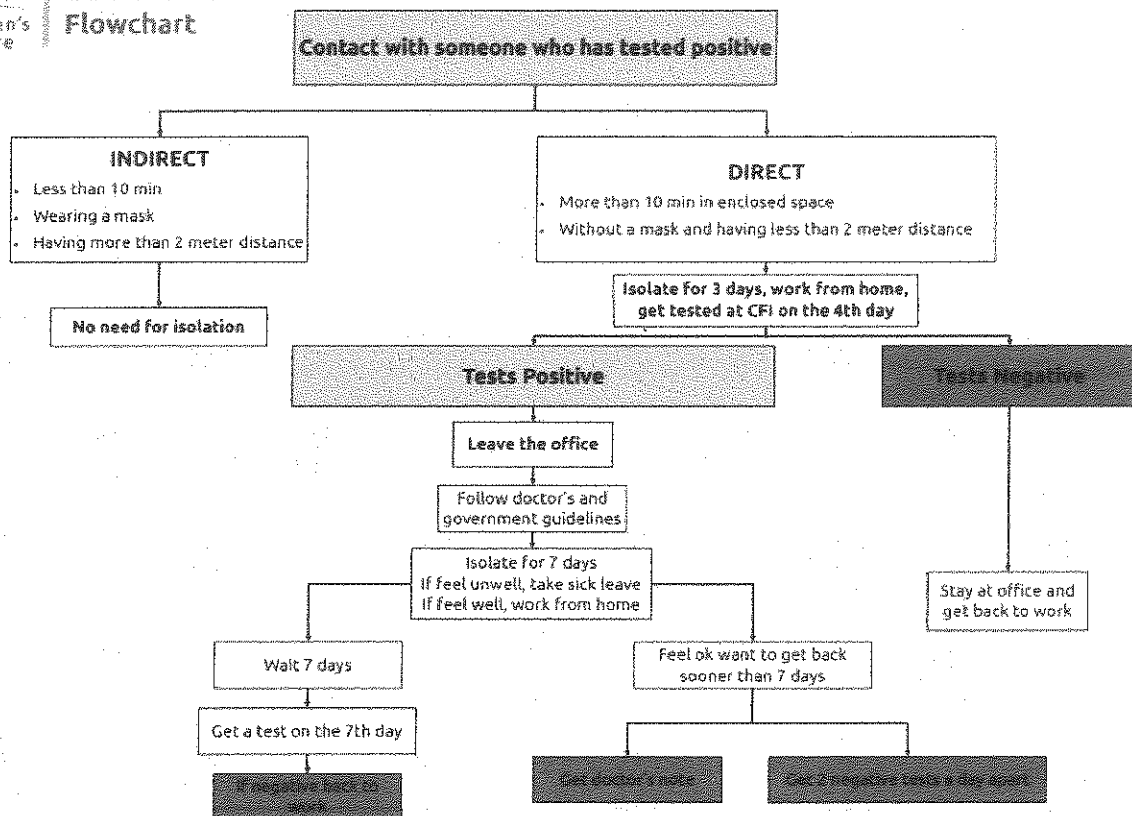
- following doctor's and government's guidelines
- 7 days isolation, getting 1 test on the 7th day, and then return to work
- if someone wishes to come back to the office before the 7 days have passed, CFI requires a doctor's note OR 2 negative tests taken 1 day apart

2. If DID NOT test positive but have been in direct contact with someone who did test positive:

- 3 days isolation
- working from home
- on 4th day getting tested at CFI office



COVID-19 Contact Flowchart



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Signature.....

Date: 29/04/2022

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Date: 29/4/2022

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