

 <p>澳門特別行政區政府 Governo da Região Administrativa Especial de Macau 衛生局 Serviços de Saúde</p>	<p>疾病預防控制中心 技術指引 CDC (Macao SS) Technical Guidelines</p>	<p>No.: 038.CDC.NDIV.GL.2020 Ver.: 5.0 Created on: 2020.01.28 Revised on: 2020.03.26 Page: 1/4</p>
<p>預防新型冠狀病毒肺炎 - 給機構對員工的管理建議</p> <p>Prevent Novel Coronavirus Pneumonia - Recommendations for Organisations on Staff Management</p>		

(I) Understanding travel history and contact history of staff

Starting from the first day of work, organisations should understand the recent travel history and contact history of all their employees:

- 1.1 If any employees have travelled to any region in Hubei province within the past 14 days, the organisation should report to the Novel Coronavirus Response and Coordination Centre (Tel: 2870 0800; Fax: 2853 3524); examinations will be arranged by the Health Bureau, and relevant employees will be isolated with treatment or put under medical observation according to their examination result.
- 1.2 Employees who have travelled to any region outside Macao within the past 14 days should be managed in accordance with 1.4 for 14 days after they arrived in Macao.
- 1.3 Employees who have had contact with a patient infected with novel coronavirus within the past 14 days, but not defined as a close contact by the Health Bureau, should be managed in accordance with 1.4 for 14 days after the last day of such contact.
- 1.4 Health management recommendations for employees return to Macao for less than 14 days or with contact history:
 - Order relevant employees to wear a mask in the workplace;
 - The organisation should proactively inquire relevant employees of their health condition daily; if relevant employees develop fever, acute cough, muscle aches and joint pain, or diarrhoea, advise them to seek medical attention immediately;
 - If relevant employees are frontline receptionists, suspend their post as receptionist if possible, and shift them to the back office; if suspension of frontline post is not feasible, reduce as much as possible their duration and frequency of attending customers;
 - If relevant employees are not frontline receptionists, reduce as much as possible their chance of contacting others in their work;



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- Where appropriate, arrangements should be made in the working environment, e.g. reallocation of workplace or seats in order to avoid a crowded workplace;
- Require relevant employees to observe personal hygiene, particularly perform hand hygiene frequently, cover nose and mouth with a tissue paper, the crook of elbow or with a sleeve when sneezing or coughing.

(II) Monitor health condition of employees after resumption of businesses

It is recommended that organisations require employees to make personal health declaration, and perform temperature check for the employees if conditions permit. If any employees develop fever or respiratory symptoms, advise them to wear a mask and seek medical attention promptly:

- 2.1 If the employees are recommended to rest at home by doctor, the organisation should allow them to stay at home for rest and suspend work.
- 2.2 If the employees are considered as fit for work by doctor, the organisation should:
 - Require relevant employees to wear a mask during work;
 - Require relevant employees to observe personal hygiene, particularly perform hand hygiene frequently, cover nose and mouth with a tissue paper, the crook of elbow or with a sleeve when sneezing or coughing;
 - If relevant employees are frontline receptionists, suspend their post as receptionist and shift them to the back office if possible during the period they are unwell; if suspension of frontline post is not feasible, reduce as much as possible their duration and frequency of attending customers;
 - Where appropriate, arrangements should be made in the working environment, e.g. reallocation of workplace or seats in order to avoid a crowded workplace.

Apart from the above, if several employees of the same team working in the same place feel



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unwell with fever and respiratory symptoms, notify the Novel Coronavirus Response and Coordination Centre.

(III) Internal measures to reduce contact

- 3.1 Employees should wear a mask during work whenever possible, or keep a distance of at least 1 metre apart from others especially when talking or during a meeting;
- 3.2 Minimize the frequency of face-to-face meetings or assemblies, particularly meetings with individuals travelling from regions with serious or unknown epidemic outbreak; if meetings are unavoidable, conduct the meetings via video or audio conference;
- 3.3 If conditions allow, arrange employees of the same room to work separately on a bi-sectional mode (a.m./p.m.) or an odd-even day basis, or arrange part of the employees to work from home;
- 3.4 During meal time, employees should seat at least 1 metre apart; otherwise, a waterproof partition of at least half a metre high should be set on the table to prevent the spread of droplets; the partition should be disinfected with 1:100 diluted bleach solution after each meal;
- 3.5 Do not organize birthday parties or other gathering activities.

(IV) External measures to reduce contact

- 4.1 Suspend all non-urgent outbound visits or receptions of overseas guests, especially visits to or guests from the Mainland, Hong Kong or other places where outbreaks of novel coronavirus have been reported.
- 4.2 If possible, offer appointment booking services, including instant appointment booking, online or by telephone in order to reduce - if not replace - the distribution of walk-in tickets.



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- 4.3 If feasible, set up appointment reminder services using SMS or mobile app, and handle with flexibility service users who have missed their appointment time, so as to minimize the time service users spend waiting in the service location.
- 4.4 Organisations with adequate conditions are encouraged to conduct fever screening for persons entering the premises, require customers or service users to wear a mask, and advise persons with fever or respiratory symptoms to refrain from entering the building.

(V) Follow government guidelines

- 5.1 Employees of all levels should pay attention to the policy and guidelines announced by the MSAR Government, including personal and environmental hygiene policy.
- 5.2 For information on the areas with transmission of novel coronavirus, advice on the management of customers, guidelines on the air-conditioning and ventilation of public places, and guidelines on environmental disinfection, please refer to the Special Webpage Against Epidemics:

<https://www.ssm.gov.mo/PreventCOVID-19>

Centre for Disease Prevention and Control
Health Bureau of Macao SAR Government