

# Safe working Protocol for contact professions

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## Introduction

The home isolation protocol of a patient with COVID-19 for Aruba is a slightly modified version of the guidelines of the RIVM. Source guidelines RIVM: <https://www.rivm.nl/coronavirus-covid-19/werk/contactberoepen>. Version used from May 18, 2020.

Contact professions are professions where there is frequent and direct contact with others within a distance of 1.5 meters. Naturally, people in these professions must be able to work as safely as possible and it must also be safe for customers.

How can entrepreneurs start their business / practice safely, taking into account social distancing? Advice has been developed for this. We will be explaining these below. The following professions can possibly develop their own protocols with these measures:

- Psychologists, insurance, occupational, company and medical doctors and paramedical professions (this concerns physiotherapy, remedial therapy, occupational therapy, speech therapy / phoniatri, dietetics, skin therapy, optometry, orthoptics, podiatry)
- Alternative treatment methods (such as chiropractor, acupuncturist, masseur)
- External care (such as manicure, hairdresser, pedicure, make-up artist, nail stylists, beauticians, tattooists)
- Services such as driving instructors

Wellness centers (SPAs) and sex workers are an exception and do not fall under this protocol.

## 1. Hygiene measures and a health check are the basis

To ensure that you as an entrepreneur / employee can work safely, it is important that you follow these advices:

- Follow hygiene measures carefully. Wash your hands regularly with soap and water, do not touch your face with your hands, do not shake hands, when you cough or sneeze, do it into your elbow.
- From now on it is necessary to do a health check on yourself and your customers. With a health check, we mean that before entering into the service business, you always check whether you are healthy and whether the customer has no complaints that are appropriate for the new coronavirus.
- Before making an appointment with a customer, you must ask them a number of questions (see the questions below). If one of these questions is answered with "yes", do not make an appointment or cancel the appointment.
- If you, as a customer, have health complaints such as the common cold, cough, fever and / or shortness of breath, you will then stay at home to get well.
- If you, as a coworker/employee, have health problems such as the common cold, cough, fever and / or shortness of breath, you will stay at home to recover and you will not be able to work. If you develop complaints during the working day, you will stop working and go straight home.
- If you, as an employee, belong to one of the risk groups, consider on your own whether it is (medically) responsible that you can work.

**Questions for the health check: if one of the questions below is answered with a "YES", the employee cannot come to work or the customer cannot come to the appointment. The job or appointment must be postponed until a NO can be answered to each one of the questions.**

1. Have you had one or more of the following (mild) complaints in the past 24 hours or at the moment: nose cold, cough, shortness of breath and / or fever (from 38 degrees Celsius)?
2. Do you currently have a housemate / family member with a fever and / or complaints of shortness of breath?

3. Have you had the new coronavirus (diagnosed with a laboratory test) and have you not yet been declared cured?

4. Do you have a roommate / family member with the new coronavirus (determined by a laboratory test) and did you have contact with this roommate / family member less than 14 days ago while he / she still had complaints?

5. Are you quarantined because you have had direct contact with someone who has been diagnosed with the new coronavirus?

## 2. No personal protective equipment required

If you as an entrepreneur / employee do the health check well and if the customer complies with it, **personal protective equipment is not necessary at this time**. It is not necessary to wear, for example, a mouth/nose mask, apron or disposable gloves. This is because there is already the advice to stay at home with mild complaints. To keep a meter and a half away, not to shake hands and wash your hands often. These hygiene recommendations remain important.

Personal protective equipment are also not necessary for paramedics, but there is one exception: if paramedical care cannot be postponed and urgent care is required and if the customer has answered 'yes' to one of the above questions. In that case, the paramedical care provider will use personal protective equipment in accordance with the guidelines of the relevant trade association.

## 3. Workplace furnishings and cleaning

The advice is to separate the areas where customer contact is made from the areas where employees do administrative work or where they change clothes or take a break. This limits the number of people in one room as much as possible. It is important that employees keep 1.5 meters distance. It is also important that the workplace is kept clean. Clean the room, furniture and materials/products regularly.

## 4. Additional measures within professions

In addition to specific COVID-19 measures, there may also be existing and perhaps stricter measures from the guidelines, quality standards or legislation for the sector or profession. These existing guidelines will of course continue to be valid.

## Suggestions

### A. Suggestions for health check and receiving customers

- *Work by appointment only*
- *Send written / digital instructions with appointment confirmation*
- *Give the customer instructions not to come when having health complaints*
- *Indicate to the customer that he / she will prefer to come alone*

- *Keep the consultation / service as short as possible and keep as much distance as possible*
- *Wash hands with soap and water on arrival*
- *Don't shake hands*
- *Provide instructions on how to keep your distance from other customers*
- *Limit the number of people in one room as much as possible*
- *Keep as much as possible the distance of 1.5 meters away from others*
- *Use spaces where there is always the possibility to keep the distance of 1.5 meters between people.*
- *Make sure that there is a plan to always keep as little contact between customers / persons as possible.*
- *If there is no waiting area available where the 1.5 meters distance can be kept, apply a door policy. Customers can then wait outside or in the car, for example.*

## **B. Suggestions for workplace design and cleaning**

- *Ventilate areas where customers come and go as much as possible, for example by opening the windows.*
- *Provide a physical (plastic) barrier. For example at the desk or reception when the 1.5 meter distance is not feasible. While there is little evidence of its effectiveness, it can reduce customers' exposure to cough or sneeze drops.*
- *Remove coffee / water supplies, toys or magazines in the waiting room*
- *Make fixed walking routes*
- *Do not allow customers access to private areas, kitchen, changing room or office*
- *Check whether there are quality requirements, legislation or other additional requirements from the sector or profession.*
- *Make sure that customers wash their hands with soap and water upon arrival.*
- *Provide sufficient (hand) soap for the customers and paper towels.*
- *Clean door handles (with which customers do come into contact) several times a day.*
- *Regularly clean the seats, railings, door handles and tables in the waiting rooms and toilet. At least once a day.*
- *After each customer contact, clean the materials, instruments and furniture in the treatment areas that have been in contact with the customer's hands, skin or bodily fluids (eg chair, exercise equipment and examination couch).*
- *Clean the entire treatment area after every working day.*

- *Dispose of disposable items and materials in the normal manner after use (according to the applicable professional guidelines).*

## **C. Suggestions for preventing contamination**

- *Customers with an increased risk of serious course of COVID-19, like other customers, can be helped / treated if there is an accurate health check, this is of extra importance.*
- *Due to a good health check (by customer and employee) and by taking the measures described further, no extra personal protection such as mouth mask, apron or gloves is required.*
- *The risk group is already largely protected via the health check, hygiene measures and current protocols. The industry makes policy on this, possibly with a company doctor and occupational hygienist, so that services are provided as safely as possible, especially for this vulnerable group and within 1.5 meters.*