

## Tip sheets: Promote the six protective behaviours to break the chain of COVID-19 transmission



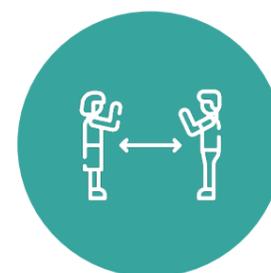
There are six **protective behaviours** that everyone can follow to help slow the transmission of COVID-19.



**Clean hands regularly**



**Prevent droplets from spreading**



**Keep at least 1 metre apart**



**Limit time spent in enclosed or crowded places**



**Clean frequently touched objects and surfaces**



**Respond appropriately if experiencing COVID-like symptoms**

As a leader in your community, you play a critical role in enabling those for whom you are responsible to practise the six protective behaviours. You can do this by:

- **Communicating the ongoing risk of COVID-19** and the importance of continuing to carry out these behaviours.
- **Acting as a role model** by demonstrating these behaviours yourself and recognizing others who do too.
- **Supporting everyone you are responsible for**, including vulnerable and marginalized populations, to practise these behaviours.

This series provides ideas and suggestions for different kinds of leaders of **simple actions** to take to protect those for whom you are responsible. Take a look at these ideas and think through what works in your local context and in line with the advice of your local authorities.



**Remember! As a leader, you have a key role to play in supporting those around you who are vulnerable or marginalized.**



**Vulnerable and marginalized populations** are those who are at greater risk of being exposed to and impacted by COVID-19 because:

- they are more likely to become severely ill (e.g. older people or people with underlying health conditions);
- they are more likely to encounter the virus (e.g. people living in overcrowded housing); and/or
- they face barriers that limit their ability to access or implement effective public health measures (e.g. people experiencing homelessness or living in remote areas).



**What you can do:**

1. Think through and identify which groups in your community are vulnerable or marginalized and most in need of your support.
2. Speak with representatives of these groups to understand their challenges – especially the difficulties they face in carrying out the six protective behaviours – and discuss how to incorporate their perspectives and needs into COVID-19 response plans.
3. Work with representatives of these groups and lead your broader community to address these challenges and help meet these needs in a culturally appropriate manner.

By working to ensure that the most vulnerable and marginalized members of society are protected, you are not only doing the right thing, but preventing the virus from spreading – which benefits everyone.

Further guidance on how to support vulnerable and marginalized groups is available at [www.who.int/westernpacific/emergencies/covid-19/technical-guidance/specific-populations-high-risk-groups](http://www.who.int/westernpacific/emergencies/covid-19/technical-guidance/specific-populations-high-risk-groups)



## Clean hands regularly

**Increase access to clean water and sanitation**, giving priority to vulnerable and marginalized communities and health-care facilities.

**Distribute soap and alcohol-based handrub to vulnerable and marginalized populations and low-income neighbourhoods**, including schools. Provide regular refills.

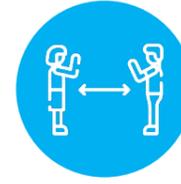
**Install hand cleaning stations** (with soap and water or handrub) in government buildings and public spaces and at events, especially entrances/exits.



## Prevent droplets from spreading

**Make masks available**, either for free or at low cost, to low-income members of the community and/or allow the use of improvised cloth face coverings.

**Work with local music stars** to create a catchy song or dance about the importance of covering your mouth and nose with a tissue or your bent elbow when coughing or sneezing.



## Keep at least 1 metre apart

**Enable physical distancing on public transport** by crossing off every second seat and limiting the number of people in waiting areas at any one time (such as on train platforms).

**Mark the floor with paint, chalk or stickers** in government buildings and public places and at events to demonstrate the appropriate distance.

**Avoid handshakes** and greet distinguished guests with an alternative form of greeting (e.g. hand on heart, bow). Use photos of the no-contact greeting taking place in media outreach and on social media to promote this new social norm.



## Limit time spent in enclosed or crowded places

**Issue policies limiting mass gatherings** (e.g. major sporting events, cultural and religious festivals, and concerts) and/or promote safer alternatives (e.g. events held online or outdoors with physical distance measures in place)

**Decongest overcrowded residential facilities** (e.g. for long-term and aged care, detention centres, dormitories) by repurposing other public buildings (e.g. vacant schools, arenas) or using hotels, etc.

**Promote alternatives to public transport** such as walking and biking (e.g. use traffic cones to mark out lanes for bike riders).



## Clean frequently touched objects and surfaces

**Deliver** cleaning and disinfectant products for vulnerable and marginalized populations.

**Provide clear guidelines** on how to appropriately clean objects and surfaces.

**Ensure routine cleaning** in government buildings and at official events.



## Respond appropriately if experiencing COVID-like symptoms

**Consider the needs, costs and social implications** of accessing care, quarantine and isolation, and provide appropriate services (e.g. mental health and psychosocial support, food) and financial safety nets.

**Ensure people in quarantine and isolation have a way to connect with family members**, such as through telephone, the internet or seeing them through their windows.

**Share positive stories** of those who have recovered from COVID-19 to help address stigma.



## REMEMBER:

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## For all six protective behaviours

**Communicate in a timely and transparent manner** about any developments in the spread of COVID-19 and how people can protect themselves. Transparency is critical in maintaining trust. With trust, people are more likely to carry out government recommendations.

**Put in place listening mechanisms** to capture community feedback and ensure this is considered in response decision-making.

**Map vulnerable and marginalized groups** at the national and local levels. Engage with representatives of these communities to understand their needs and any barriers they face in carrying out the protective behaviours. Monitor evolving needs and update support plans, as needed.

**Ensure that information is available in relevant languages**, including in the languages used by vulnerable and marginalized groups, and presented in various formats (e.g. low literacy posters, sign language).

**Consider legislation**, as appropriate, for enforcement of these behaviours (e.g. fines for violations of physical distancing rules), taking into consideration socioeconomic status (e.g. not punishing someone who cannot afford a mask for not wearing one).

**Ensure that all ministries and levels of government** (down to the local level) understand the importance of these protective behaviours.



## Clean hands regularly

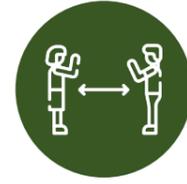
**Install hand cleaning stations** (with soap and water or alcohol-based handrub), especially at workplace entrances/exits and in meal areas and bathrooms.



## Prevent droplets from spreading

**Provide tissues and make sure closed bins are readily available.**

**Follow national health advice on the wearing of masks in the workplace.** Provide masks to staff who are unable to access enough masks.



## Keep at least 1 metre apart

**Use visual cues to remind people to keep at least 1 metre apart** (e.g. mark the floor with tape, paint or chalk to prompt people to stand apart).

**Provide customers with free umbrellas** (e.g. in an outdoor market). Two customers carrying umbrellas will need to be at least 1 metre apart to walk past each other.

**Reorganize common areas and desks or workstations** to be at least 1 metre apart (e.g. removing every second chair in eating areas or putting plastic boards between desks/workstations).



## Limit time spent in enclosed or crowded places

**Identify** places that are enclosed and likely to become crowded (e.g. meeting rooms, lifts, eating areas, other common spaces) and impose limits on the number of people using these places at any time. Open windows, whenever possible.

**Stagger shifts and lunch breaks** to limit the number of people in the same place at the same time and/or consider increasing your company's capacity to allow staff to work from home.

**Hold meetings online, over the phone or outside** (while maintaining at least a 1-metre distance from each other).



## Clean frequently touched objects and surfaces

**Advise cleaning staff** on how to appropriately clean and disinfect the workplace. Ensure sufficient supply of cleaning/disinfectant products.

**Limit the common use of workplace tools**, appliances and other shared objects that are frequently touched, and clean/disinfect objects after each use.



## Respond appropriately if experiencing COVID-like symptoms

**Ensure workers know that they should not come to work if they experience any kind of illness** and that they won't be penalized for staying home when ill. Offer income protection to encourage staff to take time off and to seek care/isolate, if possible.

**Hold physically distanced or virtual group discussions** on how to avoid stigmatization of people who have experienced COVID-19.

**Follow local guidance** on how to support workers who find out they tested positive for COVID-19 and how to follow up with colleagues who had contact with the worker.

**Ensure everyone visiting the workplace** has provided contact details in case COVID-19 contact tracing must be conducted.



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## Clean hands regularly

**Create the expectation that everyone clean their hands** when they enter the place of worship (e.g. place handrub at entrances) and before/after unavoidable physical contact with others or shared objects.

**Organize charitable projects to increase access to water and sanitation**, especially for vulnerable and marginalized members of your broader community.

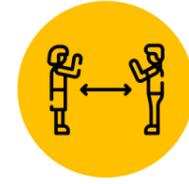
**During services, refer to religious texts and their discussion of relevant principles** such as cleanliness, purity and helping one's neighbour.



## Prevent droplets from spreading

**Make tissues and closed bins available** throughout the place of worship.

**Follow national health advice on the wearing of masks.** Provide masks for members of your congregation or the broader community who may have difficulty accessing enough masks.



## Keep at least 1 metre apart

**Remind worshippers to maintain at least a 1-metre distance** between each other (e.g. space out chairs or tape markers on the floor or pews).

**Create one-way pathways** directing people inside buildings and small spaces (e.g. taping arrows on the floor).

**Replace physical contact between people or with objects in religious ceremonies** with symbolic, non-contact alternatives (e.g. bow before statues instead of touching them).



## Limit time spent in enclosed or crowded places

**Hold virtual services online, over the radio or on television.**

**Hold services outdoors with physical distancing** (e.g. mark posts) or create "drive-in" services where people listen from their vehicle.

**Hold shorter, more frequent services** and host fewer participants at each one.

**Have visitors schedule visits to holy sites** to limit the number of people present in the place of worship at one time.



## Clean frequently touched objects and surfaces

**Advise cleaning staff on how to clean and disinfect venues between every service.**

Wash surfaces with a detergent, rinse and dry, and apply a disinfectant solution that is bleach or alcohol based. Use alcohol-based disinfectant for small items.

**Regularly clean and disinfect religious artefacts**, other objects and surfaces that are touched often.



## Respond appropriately if experiencing COVID-like symptoms

**Ask those who are experiencing any kind of illness** not to attend places of worship. Check local/national guidelines for how long people should wait until returning to the place of worship after symptoms resolve.

**Mobilize volunteers to call people in quarantine/isolation** and offer support (e.g. setting up regular phone chats, food delivery).

**Discuss the importance of caring for one another and avoiding stigma** with your congregation.



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## Clean hands regularly

**Install hand cleaning stations** (with soap and water or alcohol-based handrub) at facility entrances/exits and in care and common areas.

**Distribute soap or alcohol-based handrub to residents.**

**Display posters** on how to clean hands effectively with soap and water or handrub.

**Train staff** on how to help others clean their hands if they are unable to do so by themselves.

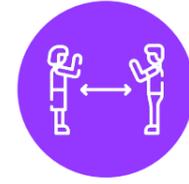


## Prevent droplets from spreading

**Ensure that tissues and closed bins are widely available.**

**Provide support** to those unable to cough/sneeze into their elbow or use a tissue on their own.

**Follow national health advice on the wearing of masks.** Provide masks to residents and staff.



## Keep at least 1 metre apart

**Place chairs at least 1 metre apart** or remove every second chair in common areas.

**Use visual cues** to remind people to keep at least 1 metre apart (e.g. mark floor with tape, paint or chalk to prompt people to stand/sit at least 1 metre apart).

**Encourage and support residents to connect with their families via telephone or online.**



## Limit time spent in enclosed or crowded places

**Stagger activities** in communal areas (e.g. small groups do an activity at different times) and for mealtimes and staff breaks.

**Temporarily relocate some residents to alternative facilities** such as public buildings (e.g. vacant schools, university dorms, arenas) or hotels, ideally with the support of government or other partners.

**Ensure families know not to visit** if they have symptoms.



## Clean frequently touched objects and surfaces

**Create accountability systems to ensure cleaning and disinfecting of the facility is done at least once daily**, including of frequently touched surfaces (e.g. doorknobs, switches, tables, phones, rehabilitation equipment).

**Reduce sharing of objects** and clean/disinfect shared items after every use between residents.



## Respond appropriately if experiencing COVID-like symptoms

**Ensure staff** know not to come to the workplace if experiencing any kind of illness and that they won't be penalized for staying home when ill. Enable staff with symptoms to physically isolate (e.g. offer incentives to encourage staff to take time off and seek care/isolate).

**Ensure procedures are available** to detect and manage a resident with suspected COVID-19 (e.g. screening/triage, isolation, reporting, testing, referral, specific infection prevention and control measures to care for such cases).

**Screen all visitors** entering the facility for symptoms (e.g. temperature checks) and keep a list of their contact details in case contact tracing is needed.



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### Clean hands regularly

**Install hand cleaning stations** with soap and water or alcohol-based handrub) throughout the campus, especially at entrances/exits and in meal areas and toilets.

**Distribute handrub to those without access to washing facilities at home.**

**Teach children fun songs or games about handwashing** and emphasize the correct amount of time to wash (e.g. with soap and water for 40–60 seconds).

**Praise children for washing their hands correctly** and/or use a picture or sticker chart to reward young students who keep their hands clean.

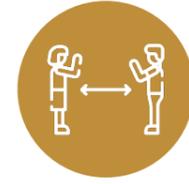


### Prevent droplets from spreading

**Ensure that tissues and rubbish bins are widely available.**

**Use creative approaches to encourage coughing/sneezing into an elbow or tissue,** such as through stories, art, games or drama.

**Follow national health advice on the age-appropriate wearing of masks.** Provide masks to children unable to access a sufficient supply.



### Keep at least 1 metre apart

**Make and decorate hats with rims or wings that span 1 metre** to create awareness of what 1 metre looks like.

**Space desks at least 1 metre apart** or cross off every second chair.

**Mark the floor with tape, paint or chalk** to prompt students, staff and visitors to stand at least 1 metre apart.

**For residential schools, consider the need for physical distancing** in dormitories and shared areas.



### Limit time spent in enclosed or crowded places

**Stagger activities** to reduce the capacity in schoolyards, classrooms or other common areas at once. Reduce mixing between classes.

**Limit or cancel close-contact activities** (e.g. sports).

**Open windows in classrooms and common areas to create better ventilation,** if the weather allows.

**Get staff and students to pre-order meals** to avoid congested canteen lines. Provide take-out options at universities.

**Hold school assemblies virtually** or via a loudspeaker system.

**Conduct learning activities outdoors** whenever possible.



### Clean frequently touched objects and surfaces

**Set up a cleaning schedule** to ensure regular cleaning/disinfecting of the campus at least once daily, with a focus on frequently touched surfaces (e.g. doorknobs, switches, tables, toilets, gym or play equipment).

**Minimize shared objects** and encourage staff and students to use their own supplies.

**Limit use of communal drinking stations where possible and/or clean more frequently.** Request that students use personal water bottles, if feasible.



### Respond appropriately if experiencing COVID-like symptoms

**Ensure staff, students and families** know not to come to school or university if experiencing any kind of illness and that they won't be penalized for staying home when ill. Enable staff with symptoms to physically isolate (e.g. offer incentives to encourage staff to take time off).

**Ensure there is a process for isolating** a symptomatic student and notifying their family.

**Facilitate lessons on avoiding stigma** and being united.



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## Clean hands regularly

**Remind household members to wash their hands with soap or use an alcohol-based handrub** at key moments (e.g. when returning home, before preparing or eating food, after coughing or sneezing, before and after handling a mask, after using the toilet or changing a child's nappy/diaper).

**Make sure that household members know the correct way to wash hands** (e.g. wash with soap and water for 40–60 seconds).

**Carry handrub** when you leave the house, if possible.

**Use alternatives for water if clean water is not available for handwashing** (e.g. water used for cooking, or from a stream or river). If you don't have access to soap, rub your hands with something that provides friction (e.g. sand).

**Send hand cleaning products to household members** working away from home or who don't have access to them.



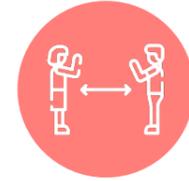
## Prevent droplets from spreading

**Keep a closed rubbish bin** at home where possible to throw away used tissues.

**Make sure that household members understand the correct way of coughing/sneezing** into a tissue or bent elbow and that everyone throws the tissue into a bin afterwards.

**Carry tissues when you leave the house** and throw away used tissue in public bins, if possible.

**Follow national health advice on the wearing of masks.**



## Keep at least 1 metre apart

**Find ways to protect vulnerable household members and keep a distance from them at home**, when possible (e.g. stay in different rooms/beds or create a temporary barricade such as a sheet/curtain if sharing rooms is unavoidable).

**Play games with children to practise keeping distance** at home, making it easier in public.



## Limit time spent in enclosed or crowded places

**Minimize the number of household members** who are tasked with going to crowded places (e.g. markets, shops).

**Minimize gathering** with friends and other family members who live outside the household and plan alternatives (e.g. telephone or online chats).

**Order groceries and other products** for delivery or pick-up only.



## Clean frequently touched objects and surfaces

**Understand best cleaning practices.** Wash surfaces with a detergent, rinse and dry, and apply a disinfectant solution that is either bleach or alcohol based. Alcohol-based disinfectant is better to use for small items.

**Ensure cleaning of the household** is performed regularly, including frequently touched surfaces (e.g. doorknobs, light switches, remote controls and phones) and work/school supplies as they arrive back home.



## Respond appropriately if experiencing COVID-like symptoms

**Make sure you know the COVID-19 symptoms** (e.g. fever, cough, shortness of breath, fatigue) and what to do if a household member becomes sick.

**Isolate anyone who has COVID-19** from other household members and designate one healthy member of the family to care for them.

**Seek assistance** from community or faith-based organizations if the income earner(s) or care provider(s) become(s) unwell.

**If possible, try to put aside some savings and resources** (such as two weeks of food) in case someone in the family gets unwell or is directed to quarantine.



## REMEMBER:

These are just ideas to spark your thinking. Have a household discussion to jointly figure out what works best in your context, including for vulnerable and marginalized members of the community.



## Clean hands regularly

**Ensure hand cleaning stations are available** (with soap and water or alcohol-based handrub) for staff and customers.

**Ask customers to clean their hands on arrival.**

**Ensure all staff, including delivery workers, clean their hands** before/after preparing food or interacting with customers; after coughing/sneezing or using the toilet; and before/after any unavoidable physical contact or sharing of objects.

**When using gloves, clean your hands** before/after use, and wear new gloves before preparing food.

**Assign hand cleaning champions** among staff who remind others to keep hands clean.



## Prevent droplets from spreading

**Ensure that tissues and closed bins are widely available** for staff and customers.

**Put up posters around the restaurant or café, including inside the kitchen,** to remind people to cough/sneeze into a tissue or their bent elbow, throw the tissue into a rubbish bin and clean hands.

**Follow national health advice on the wearing of masks.** Provide masks to staff.



## Keep at least 1 metre apart

**Reorganize tables and chairs** to at least 1 metre apart, remove every second chair or put plastic dividers between tables, if possible.

**Mark the floor** with tape, paint or chalk to prompt people to stand at least 1 metre apart. Create one-way paths to avoid many people passing in small spaces.

**Limit the number of staff in the kitchen at one time** and ensure staff can maintain distance from each other.

**Consider using an online or phone reservation system** to control how many customers arrive at the same time.



## Limit time spent in enclosed or crowded places

**Place seating outdoors** wherever possible and/or increase ventilation by opening doors and windows.

**Offer extended business hours.**

**Pre-order supplies for delivery or pick-up** or limit the number of staff who go to shops or markets.

**Consider alternatives** to buffets. If not possible, consider putting a plastic barrier between customers and the food, and assigning one staff member to serve food.

**Provide food delivery or takeaway options** and implement contactless delivery policies, if possible.



## Clean frequently touched objects and surfaces

**Understand best cleaning practices.** Wash surfaces with a detergent, rinse and dry, and apply disinfectant that contains either 0.1% sodium hypochlorite (bleach), or 70% alcohol/ethanol for small items or if bleach is too harsh for surfaces.

**Ensure regular cleaning of entire premises,** including between customer visits.

**Limit use of shared items** such as condiments and utensils, where possible.

**Display the menu on a board.** Alternatively, print disposable menus or place menus in a plastic cover so that they can be cleaned between customers.



## Respond appropriately if experiencing COVID-like symptoms

**Make sure employees know that they should not come to work if experiencing any kind of illness.** Offer sick pay or other incentives to encourage staff to take time off and to seek care/isolate, if needed.

**Screen all employees and customers** entering the premises for symptoms and conduct temperature checks.

**Keep a record of customers' contact details** so that you can inform them if another customer tests positive for COVID-19.

**Develop a plan for what to do if an employee becomes sick** while at work. It should include a communications plan for informing customers.



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