

# INDIAN MEDICAL ASSOCIATION

## Kerala State Branch



## KERALA

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### **Guidelines**

*prepared by*

**IMA KSB Committee**

**For Safe Social Behaviour  
of People in Future**

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## **PREAMBLE**

COVID - 19 has affected more than 218 countries across the globe, infecting more than 53 lakhs population and in almost all the states of India with more than 1.25 lakhs diagnosed cases. In Kerala, more than 750 cases have been reported till date. The overall mortality in India is about 3% where as in Kerala it is below 0.05%. The country is trying to defend the spread of Covid - 19 for the last 12 weeks with a nation wide lockdown and is gradually moving for a staggering exit. In this scenario, Indian Medical Association, Kerala State Branch is bringing out a guideline to ensure safety at various work places including Shops, Business establishments, Malls, Shopping complexes, Bus stands and Market places.

The guideline is proposed to take social life forward in a safe and effective manner with less risk of contracting Covid-19 disease and thus to prevent community spread.

These guidelines are prepared by a committee consisting of Dr.T.N. Babu Ravindran (Chairman), Dr.V.G. Pradeep Kumar (Convenor)and Dr. M. Muraleedharan, Dr. V. Mohanan Nair and Dr. V.D. Pradeep Kumar as members.

## **INTRODUCTION**

Along with more than 218 countries in the globe, India is also struggling to contain and control COVID-19, the single most important scourge of 21<sup>st</sup> century which has put the health systems across the world on testing times. Kerala, the southernmost state in Indian Union, known for its health achievements and time-tested public health preparedness is also going through difficult times in containing the disease, which incidentally showed its nasty face first in India in this state when a medical student who returned from the Wuhan province in China was tested COVID-19 positive here<sup>1</sup>. As on 23<sup>rd</sup> May 2020 Kerala confirmed 732 cases (against 125101 cases in India), 512 patients were cured of the disease (against 51783 in India) and the state lost 4 patients to death (against 3720 in India) in this pandemic<sup>2</sup>. The way in which this small state has handled this pandemic had been lauded both by the national and international agencies<sup>3,4,5</sup> and the Indian Council of Medical Research (ICMR) acclaimed the public health response of the State in this regard. The lessons learnt from the NIPAH outbreak in the State in the immediate past and the strategy of “early detection of the outbreak and prompt isolation of cases along with strengthening of infection control practices and barrier nursing which helped in containing the outbreak”<sup>6</sup> was a huge public health experience to the State, based on which the strategies to combat the Covid -19 pandemic were designed from the first day of the pandemic in the State or rather earlier when the authorities came to know about the outbreak in Wuhan and realised the threat as many Indian students, especially from Kerala were known to be undergoing medical education in the affected province of China. The Health System in the state was amply geared up to receive any such persons from the affected areas. Preventive measures including quarantine and isolation facilities, treatment facilities and empowerment of institutions at various levels were done on a war footing that paid high dividends in the days that followed. When the national lockdown was

declared, the State was fully prepared to go for it and in a stagewise methodical manner, the health system could systematically drive home the messages of lock down, hand hygiene, general hygiene, social distancing and proper use of masks. The state could avert “Community spread of the disease” till date<sup>7</sup>. Without much hesitation, the state welcomed back its expatriates who were “trapped” in various countries and other states in India which were declared the “hotspots” of the disease. Adequate precautionary measures, with due vigilance and strong determination to “break the chain” of disease transmission has given the State the required courage to venture out to such “humanistic” interventions.

But the lockdown could not be extended for ever. It has huge social and economic implications. The Corona virus is a reality and the community will have to live with it in the days to come. This realization has encouraged the authorities to come out with steps to ease down the lock down. The stringent stipulations could be eased down only in a phased manner and total relaxation in a single stretch will open the floodgate of confusion leading to unfavourable and unimaginable outcomes which the State can't afford. Hence the public establishments need to be opened for regular activities in a phased manner. Our hitherto experience tells us that due precautions are necessary in this most important juncture. Indian Medical Association with its vast experience in Public Health and healthcare service provision is only too happy to prescribe important and most relevant precautions to be taken when such relaxations in the form of opening up of public facilities is occurring. We have taken due precautions to minimize the inconveniences to all the parties concerned , but some inconveniences are due to every one which is the price that we pay for our protections and we hope that the community at large will stringently adhere to these guidelines and comply with them to avoid and avert greater damage due to the Covid- 19 pandemic in Kerala.

## GENERAL GUIDELINES

Covid - 19 infection can spread in an exponential manner through contact of an infected person. World Health Organization, Centre for Disease Control, Indian Council of Medical Research, Government of India and State Governments have issued guidelines to the public to follow certain precaution in their life while at work and at public places. These guidelines should be adhered to as precaution against contracting the disease from infected persons and to break the chain of spreading the infection. Implementing protective and preventive measures may require significant changes to work place process and practices. To help with the transition, consider gradual resumption of activities, simplify logistics and process at least at the start of return to work period. Prioritize which group of workers should return to work first. Workers who can continue to telework should do so. The following steps may be taken before the resumption of activities in a defined establishment.

1. Prepare the work place for the return of workers.
2. Educate workers about the norms of working in the present scenario of Covid - 19 pandemic.
3. Train workers on how to prevent contracting infection, by adhering to personal hygiene measures.
4. Monitoring the requirements periodically by the respective Health and Labour authorities.
5. Designate personnel for monitoring infection control in individual shops/ business establishments. They may be designated as **“Infection Control Supervisors”** and need to be not only the implementing person of these guidelines in these establishments but also the link between the institutions

and the Public Health Authorities who are to be supervising and ensuring healthy environment in such establishments.

**The following general guidelines are being proposed .**

### **Hygiene Measures:**

#### **Hand Washing**

Wash hands thoroughly with soap and water for at least 20 seconds especially on arrival at work, after using the bathroom, after blowing nose / coughing / sneezing and before eating.

Display posters and signs promoting correct hand washing technique.

Provide alcohol-based hand sanitizers (60-80% alcohol) at the entrance and designated places in the establishments, especially where it is not possible to wash hands with soap and water.

Instruct employees / employer to avoid contact with objects or surfaces used or touched by other people and to wash hands after contact with such surfaces or objects.

Doors should be opened by the Security person / Door keeper.

#### **Personal Protective Equipment / Face Mask /Face Shield**

Wear Face Masks while in work and during travel from home to work place and back.

All workers should be given training on how to use face masks and face shields properly and how to dispose them (In case of disposable masks). Use of masks by the people in the community setting will reduce potential exposure risk from an infected person during the pre symptomatic period.

Special baskets / bins should be made available at the entrance and exit of shops/establishments to dispose off the damaged or used masks.

**Ventilation:**

Thoroughly ventilate the workplace using mechanical or natural ventilation.

Keep toilet ventilation 24/7 in operation. Instruct building occupants to flush toilets with closed lids.

Ensure regular airing by opening the windows even in mechanically ventilated buildings.

**Social Distancing:**

Strict Social distancing should be implemented to all employees / public at shops / business establishments.

Minimum 6 feet separation should be ensured between individuals.

Employees / Public should be allowed into the shops only one by one and not in groups and should be supervised by the security person / door keepers.

**Customer Register:**

Customer register should be maintained in all shops and the name with contact details of all customers should be entered in it with entries on time spent by them in the shop by recording the time of entering and leaving the shop.

Resorts, Beaches and Cinema theatres are to be in lock down and their opening to be deferred to a later stage.

## **SPECIFIC GUIDELINES**

Specific guidelines are being proposed for the following categories of institutions. Hospitals and places of worship are not included in this list, as they are being dealt with separately.

- 1. General Shops**
- 2. Textiles**
- 3. Barber shops/ Beauty Parlours**
- 4. Jewellery Shops**
- 5. Shopping Complexes/ Malls**
- 6. Restaurants**
- 7. Markets**
- 8. Bus stops/ Bus Stands**
- 9. Railway Stations**
- 10. Public Transport**
- 11. Public Offices**
- 12. Other Commercial Establishments and Public Services**

In each of these categories specific roles and responsibilities are assigned to their employees, customers, employers/owners and the general public attending these institutions.

**These facilities can prepare check-lists based on the guidelines and keep them completed on a daily basis and self-certify that the shop/commercial establishment adheres to the guidelines prescribed in this regard.**

# 1. General Shops

"General Shop" means shops functioning as individual facilities and not in a general market, shopping complex or mall.

<b>Employees</b>	<ul style="list-style-type: none"><li>▪ Should have only minimum employees for normal functioning.</li><li>▪ Not to exceed 5 employees at a time, except in large shops where extra employees may be permitted depending on the availability of space for maintaining social distancing inside among the employees and customers.</li><li>▪ All the employees should have proper medical certification of fitness to work in the shops.</li><li>▪ Employees are to adhere to all precautions including mask, face shield in relevant cases and proper hand hygiene.</li><li>▪ Are to have sanitisers with each sales point inside the shops.</li><li>▪ Should take due caution to minimize surface contact and the operational area of each employee needs to be kept clean, tidy and germ free.</li><li>▪ No employee with Covid-19 symptoms to be permitted to work in any shop.</li><li>▪ They are to be frequently monitored for symptoms and to be transferred to designated hospitals in the event of developing symptoms.</li><li>▪ The employees are to direct the customers to the areas where the required commodities are stacked/kept and unnecessary loitering of the customers inside the shop should be prevented.</li><li>▪ The commodities are to be displayed properly and employees are to be provided sufficient</li></ul>
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	<p>information about them to the customers and physical handling by the clients need to be restricted to the minimum possible.</p> <ul style="list-style-type: none"> <li>• All the stipulations mentioned under the “General Guidelines” are to be adhered to.</li> </ul>
<p><b>Customers</b></p>	<ul style="list-style-type: none"> <li>• Only five or less customers to be permitted inside the shop at any point in time.</li> <li>• If the area is large and sufficient space for social distancing is available, up to ten customers could be permitted simultaneously.</li> <li>• All customers are to enter their names and contact numbers in the register kept in the entrance for that purpose.</li> <li>• Hand washing/ sanitizing to be provided at the entrance.</li> <li>• All customers are to be screened with thermal scanning and persons with symptoms should not be permitted to enter shops.</li> <li>• Customers are to be ready with the shopping list and should move directly to the areas where the commodities are kept and unnecessary loitering in the shop should be avoided.</li> <li>• Depending on the type of shop, maximum time a customer can spend inside need to be decided and displayed in the entrance.</li> <li>• If more than one person is to select a commodity, they are to be permitted one by one and total time permissible per transaction needs to be the same and divided amongst the number coming for purchase.</li> <li>• Queue system to be followed and one customer could be admitted when one finishes and leaves.</li> <li>• Entry and exit time keeping need to be properly done.</li> </ul>

<p><b>General Public</b></p>	<ul style="list-style-type: none"> <li>• No additional person to be permitted along with the customer.</li> <li>• Children (defined as below the age of 12 years for the purpose of this document) and elderly persons should not be permitted in the shops.</li> </ul>
<p><b>Employer/Owner</b></p>	<ul style="list-style-type: none"> <li>• Make sure that sufficient ventilation is available in the shop;</li> <li>• Air conditioning in closed areas should not be permitted. Even if air conditioning is used, the doors and windows are to be kept open.</li> <li>• Cross ventilation, to the extent possible should be ensured and exhaust fans are to be used in areas of congestion.</li> <li>• Ensure that all these stipulations are being adhered to.</li> <li>• Make necessary logistic arrangements.</li> <li>• A person needs to be designated as "<b>Infection Control Supervisor</b>" needs to be ensured in bigger shops , catering to more than 100 customers a day . The designated person needs to ensure that the guidelines are being strictly adhered to. He/she should also be in touch with the Local Public Health Authority.</li> <li>• The Employer or owner will be legally liable for any lapse in the implementation of guidelines or infection control measures.</li> </ul>
<p><b>Other relevant points</b></p>	<ul style="list-style-type: none"> <li>• Hand washing/sanitiser facilities, masks, ensuring of hygiene of toilets etc will all have to be impeccably ensured.</li> <li>• Sufficient waiting space for customers in queue ensuring social distancing needs to be ensured.</li> <li>• No drinks or edibles to be distributed inside the shops.</li> </ul>

## 2. Textile Shops

<b>Employees</b>	<ul style="list-style-type: none"><li>• Should have only minimum employees for normal functioning.</li><li>• Not to exceed 5 employees at a time, except in large shops where extra employees may be permitted depending on the availability of space for maintaining social distancing inside among the employees and customers.</li><li>• All the employees should have proper medical certification of fitness to work in the shops.</li><li>• Employees are to adhere to all precautions including mask, and proper hand hygiene.</li><li>• Are to have sanitisers with each sales point inside the shops.</li><li>• Should take due caution to minimize surface contact and the operational area of each employee needs to be kept clean, tidy and germ free.</li><li>• No employee with Covid-19 symptoms to be permitted to work in any shop.</li><li>• They are to be frequently monitored for symptoms and to be transferred to designated hospitals in the event of developing symptoms.</li><li>• The employees are to direct the customers to the areas where the required commodities are stacked/kept and unnecessary loitering of the customers inside the shop should be prevented.</li><li>• The commodities are to be displayed properly and employees are to provide sufficient information about them to the customers and physical handling by the clients need to be</li></ul>
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	<p>restricted to the minimum possible.</p> <ul style="list-style-type: none"> <li>▪ Each item to be displayed one by one. Piling and hooping of items in a haphazard manner should not be permitted. Every item should be folded and stacked tidily after display. More than three items, like sarrees, should not be spread and displayed simultaneously.</li> <li>▪ All the stipulations mentioned under the "General Guidelines" are to be adhered to.</li> </ul>
<p><b>Customers</b></p>	<ul style="list-style-type: none"> <li>• All customers are to enter their names and contact numbers in the register kept in the entrance for that purpose.</li> <li>• Hand washing/ sanitizing to be provided at the entrance.</li> <li>• All customers are to be screened with thermal scanning and persons with symptoms should not be permitted to enter the textile shops.</li> <li>• Only five or less customers to be permitted inside the shop at any point in time.</li> <li>• If the area is large and sufficient space for social distancing is available, more customers could be permitted simultaneously.</li> <li>• When the customers are coming in groups, like marriage parties, the group strength should not exceed five members.</li> <li>• For any such group an operational area of at least 300 square feet to be ensured and the number of groups to be entertained simultaneously should depend on the available area in the firm.</li> <li>• Maximum time a customer/group can spend inside the textile shop need to be decided and displayed in the entrance.</li> </ul>

	<ul style="list-style-type: none"> <li>• Direct handling of items by the customers should be restricted to the minimum as it is difficult to sterilise the items after handling by each customer. To the extent possible, the display by the sales person should suffice and unnecessary touching and handling of fabrics by the customers should be discouraged.</li> <li>• Queue system to be followed and one customer could be admitted when one finishes and leaves.</li> <li>• Entry and exit time keeping need to be properly done.</li> </ul>
<b>General Public</b>	<ul style="list-style-type: none"> <li>• Children and elderly persons should not be permitted in the shops.</li> <li>• None other than the customers are to be entertained inside the shops.</li> </ul>
<b>Employer/ owner</b>	<ul style="list-style-type: none"> <li>• Make sure that sufficient ventilation is available in the shop.</li> <li>• Air conditioning in closed areas should not be permitted. Even if air conditioning is used, the doors and windows are to be kept open.</li> <li>• Cross ventilation, to the extent possible should be ensured and exhaust fans are to be used in areas of congestion.</li> <li>• Make necessary logistic arrangements.</li> <li>• A person needs to be designated as "<b>Infection Control Supervisor</b>" needs to be ensured in bigger shops, catering to more than 100 customers a day.</li> <li>• In the case of large multi-storeyed textiles one such person is to be designated for each floor.</li> <li>• A supervisory person needs to be designated over all such persons and he/should coordinate and ensure all the infection control activities in the shop.</li> </ul>

	<ul style="list-style-type: none"> <li>• The designated person needs to ensure that the guidelines are being strictly adhered to.</li> <li>• Management / owner will be legally liable for any lapse in the implementation of guidelines or infection control measures.</li> </ul>
<p><b>Other relevant points</b></p>	<ul style="list-style-type: none"> <li>• Hand washing/sanitiser facilities, masks, ensuring of hygiene of toilets etc will all have to be impeccably ensured.</li> <li>• Sufficient waiting space for customers in queue ensuring social distancing needs to be ensured.</li> <li>• No drinks or edibles to be distributed inside the shops.</li> <li>• No entertainment areas, children's play areas etc will be permitted inside the showrooms.</li> <li>• Disinfecting the commodities in the shops after a day's operation by UV light or similar suitable methods need to be contemplated.</li> </ul>

### 3. Barber Shops / Beauty Parlours

<p><b>Employees</b></p>	<ul style="list-style-type: none"> <li>• Should have only minimum employees for normal functioning.</li> <li>• Not to exceed 3 employees at a time, except in large shops where extra employees may be permitted depending on the availability of space for maintaining social distancing among the barber chairs.</li> <li>• All the employees should have proper medical verification of fitness.</li> <li>• Employees are to adhere to all precautions including mask, face shield and personal protection equipment.</li> <li>• They should wear disposable aprons/ paper aprons to be changed for every customer.</li> <li>• Should take due caution to minimize surface contact and the operational area needs to be kept clean, tidy and germ free.</li> <li>• No employee with Covid-19 symptoms to be permitted to work.</li> <li>• They are to be frequently monitored for symptoms and to be transferred to designated hospitals in the event of developing symptoms.</li> <li>• Only haircut and shaving services are to be provided. All other beauty treatments are to be deferred till the lockdown restrictions are lifted.</li> <li>• Only disposable shaving blades are to be used on one to one basis for clients.</li> <li>• All the instruments are to be properly sterilized using hypochlorite/spirit.</li> <li>• All the stipulations mentioned under the "General Guidelines" are to be adhered to.</li> </ul>
	<ul style="list-style-type: none"> <li>• Only hair cut and shaving services are to be available.</li> <li>• Only three or less customers to be permitted inside the shop at any point in time.</li> <li>• If the area is large and sufficient space for social distancing is available, up to five customers could be permitted simultaneously.</li> <li>• All customers are to enter their names and contact numbers in the register kept in the entrance for that</li> </ul>

<p><b>Customers</b></p>	<p>purpose.</p> <ul style="list-style-type: none"> <li>• Hand washing/ sanitizing to be provided at the entrance.</li> <li>• All customers are to be screened with thermal scanning and persons with symptoms should not be permitted to enter the shops.</li> <li>• Customers are advised to bring their own towels or aprons or will have to be ready to bear the cost of disposable aprons to be provided from the shop.</li> </ul>
<p><b>General Public</b></p>	<ul style="list-style-type: none"> <li>▪ None other than the customers are to be entertained inside the shops.</li> </ul>
<p><b>Employer/owner</b></p>	<ul style="list-style-type: none"> <li>▪ Make sure that sufficient ventilation is available in the shop.</li> <li>• Air conditioning in closed areas should not be permitted. Even if air conditioning is used, the doors and windows are to be kept open</li> <li>• Cross ventilation, to the extent possible should be ensured and exhaust fans are to be used in areas of congestion.</li> <li>▪ Ensure that all these stipulations are being adhered to.</li> <li>• Make necessary logistic arrangements.</li> <li>▪ A person needs to be designated as <b>“Infection Control Supervisor”</b> when catering to more than 100 customers a day.</li> <li>▪ Management / owner will be legally liable for any lapse in the implementation of guidelines or infection control measures.</li> </ul>
<p><b>Other relevant points</b></p>	<ul style="list-style-type: none"> <li>• Hand washing/sanitiser facilities, masks, ensuring of hygiene of toilets etc will all have to be impeccably ensured.</li> <li>• Sufficient waiting space for customers in queue ensuring social distancing needs to be ensured.</li> </ul>

## 4. Jewellery Shops

<b>Employees</b>	<ul style="list-style-type: none"><li>• Should have only minimum employees for normal functioning.</li><li>• Not to exceed 5 employees at a time, except in large shops where extra employees may be permitted depending on the availability of space for maintaining social distancing inside among the employees and customers.</li><li>• All the employees should have proper medical certification of fitness to work in the shops.</li><li>• Employees are to adhere to all precautions including mask, and proper hand hygiene.</li><li>• Are to have sanitisers with each sales point inside the shops.</li><li>• Should take due caution to minimize surface contact and the operational area of each employee needs to be kept clean, tidy and germ free.</li><li>• No employee with Covid-19 symptoms to be permitted to work in any shop.</li><li>• They are to be frequently monitored for symptoms and to be transferred to designated hospitals in the event of developing symptoms.</li><li>• The employees are to direct the customers to the areas where the required items are kept and unnecessary loitering of the customers inside the shop should be prevented.</li><li>• The commodities are to be displayed properly and employees are to brief about them to the customers and physical handling by the clients need to be restricted to the minimum possible.</li><li>• Each item to be displayed one by one.</li></ul>
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	<ul style="list-style-type: none"> <li>• If the goods are being touched by the customers, they are to be properly disinfected before placing them back to the shelves.</li> <li>• All the stipulations mentioned under the "General Guidelines" are to be adhered to.</li> </ul>
<p><b>Customers</b></p>	<ul style="list-style-type: none"> <li>• Only five or less customers to be permitted inside the shop at any point in time.</li> <li>• If the area is large and sufficient space for social distancing is available, more customers could be permitted simultaneously.</li> <li>• When the customers are coming in groups, like marriage parties, the group strength should not exceed five members.</li> <li>• For any such group an operational area of at least 300 square feet to be ensured and the number of groups to be entertained simultaneously should depend on the area of operation of the firm.</li> <li>• All customers are to enter their names and contact numbers in the register kept in the entrance for that purpose.</li> <li>• Hand washing/ sanitizing to be provided at the entrance.</li> <li>• All customers are to be screened with thermal scanning and persons with symptoms should not be permitted to enter the shops.</li> <li>• Maximum time a customer/group can spend inside the shop need to be decided and displayed in the entrance.</li> <li>• Direct handling of items by the customers should be restricted to the minimum as it is difficult to sterilise the items after handling by each customer. To the extent possible, the</li> </ul>

	<p>display by the sales person should suffice and unnecessary touching and handling of items by the customers should be discouraged.</p> <ul style="list-style-type: none"> <li>• Proper disinfection needs to be ensured when the customers are handling the ornaments.</li> <li>• Queue system to be followed and one customer could be admitted when one finishes and leaves.</li> <li>• Entry and exit time keeping need to be properly done.</li> </ul>
<b>General Public</b>	<ul style="list-style-type: none"> <li>• Children and elderly persons should not be permitted in the shops.</li> <li>• None other than the customers are to be entertained inside the shops.</li> </ul>
<b>Employer/ owner</b>	<ul style="list-style-type: none"> <li>• Make sure that sufficient ventilation is available in the shop.</li> <li>• Air conditioning in closed areas should not be permitted. Even if air conditioning is used, the doors and windows are to be kept open.</li> <li>• Cross ventilation, to the extent possible should be ensured and exhaust fans are to be used in areas of congestion.</li> <li>• Ensure that all these stipulations are being adhered to.</li> <li>• Make necessary logistic arrangements.</li> <li>• A person needs to be designated for “<b>Infection Control Supervisor</b>” needs to be ensured in bigger shops catering to more than 100 customers a day.</li> <li>• In the case of large multi-storeyed shops one such person is to be designated in each floor of the shop.</li> <li>• A supervisory person needs to be designated over all such persons and he/should coordinate and ensure all the infection control activities in</li> </ul>

	<p>the shop.</p> <ul style="list-style-type: none"> <li>• The designated person needs to ensure that the guidelines are being strictly adhered to.</li> <li>• Management / owner will be legally liable for any lapse in the implementation of guidelines or infection control measures.</li> </ul>
<b>Other relevant points</b>	<ul style="list-style-type: none"> <li>• Hand washing/sanitiser facilities, masks, ensuring of hygiene of toilets etc will all have to be impeccably ensured.</li> <li>• Sufficient waiting space for customers in queue ensuring social distancing needs to be ensured.</li> <li>• Methods of disinfecting the ornaments at the time of closure of business everyday using UV light or similar techniques need to be put in place.</li> <li>• No drinks or edibles to be distributed inside the shops.</li> <li>• No entertainment areas, children's play areas etc will be permitted inside the showrooms.</li> </ul>

## 5. Shopping Complexes / Malls

At any given time only 50% of shops are to be permitted to function in any shopping complex or malls. The shops are to be categorized and representation to all categories to be ensured while permitting functioning of only 50% of shops. This needs to be done in consultation with the associations of shops in a specific complex or mall. The guidelines for each shop in a complex/mall are the same as in the case of general shops or specific ones like textiles, jewelry shops etc. General guidelines for management of malls or complexes are mentioned separately.

<b>Employees</b>	<ul style="list-style-type: none"><li>• Should have only minimum employees for normal functioning.</li><li>• Not to exceed 5 employees at a time, except in large shops where extra employees may be permitted depending on the availability of space for maintaining social distancing inside among the employees and customers.</li><li>• All the employees should have proper medical certification of fitness to work in the shops.</li><li>• Employees are to adhere to all precautions including mask, and proper hand hygiene.</li><li>• Are to have sanitisers at each sales point inside the shops.</li><li>• Should take due caution to minimize surface contact and the operational area of each employee needs to be kept clean, tidy and germ free.</li><li>• No employee with Covid-19 symptoms to be permitted to work in any shop.</li><li>• They are to be frequently monitored for</li></ul>
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	<ul style="list-style-type: none"> <li>symptoms and to be transferred to designated hospitals in the event of developing symptoms.</li> <li>• The employees are to direct the customers to the areas where the required commodities are stacked/kept and unnecessary loitering of the customers inside the shop should be prevented.</li> <li>• The commodities are to be displayed properly and employees are to provide sufficient information about them to the customers and physical handling by the customers need to be restricted to the minimum possible.</li> <li>• Each item to be displayed one by one. Piling and heaping of items in a haphazard manner should not be permitted.</li> <li>• All the stipulations mentioned under the "General Guidelines" are to be adhered to.</li> </ul>
<p><b>Customers</b></p>	<ul style="list-style-type: none"> <li>• Entry register of customers with contact numbers to be maintained at the entrance.</li> <li>• At the entrance of the mall/complex itself proper enquiries are to be made regarding the shops proposed to be visited etc and proper guidance need to be obtained to avoid loitering around in the mall/ complex.</li> <li>• Only five or less customers to be permitted inside the shop at any point in time.</li> <li>• If the area is large and sufficient space for social distancing is available, more customers could be permitted simultaneously.</li> <li>• When the customers are coming in groups, like marriage parties, the group strength should not exceed five members.</li> <li>• For any such group an operational area of at least 300 square feet to be ensured and the</li> </ul>

	<p>number of groups to be entertained simultaneously should depend on the area of operation of the firm.</p> <ul style="list-style-type: none"> <li>• All customers are to enter their names and contact numbers in the register kept in the entrance for that purpose.</li> <li>• Hand washing/ sanitizing to be provided at the entrance.</li> <li>• All customers are to be screened with thermal scanning and persons with symptoms should not be permitted to enter the shops.</li> <li>• Maximum time a customer/group can spend inside the textile shop need to be decided and displayed in the entrance.</li> <li>• Direct handling of items by the customers should be restricted to the minimum as it is difficult to sterilise the items after handling by each customer. To the extent possible, the display by the sales person should suffice and unnecessary touching and handling of commodities by the customers should be discouraged.</li> <li>• Queue system to be followed and one customer could be admitted when one finishes and leaves.</li> <li>• Entry and exit time keeping need to be properly done.</li> </ul>
<b>General Public</b>	<ul style="list-style-type: none"> <li>• Children and elderly persons should not be permitted in the shops.</li> <li>• None other than the customers are to be entertained inside the shops.</li> <li>• Play areas, entertainment zones etc are not to be permitted.</li> <li>• Food courts in malls and shopping complexes should adhere to the guidelines prescribed for</li> </ul>

	<p>restaurants and crowding should not be permitted under any circumstances. Social distancing norms are to be adhered to in payment and delivery counters and in all areas of food courts.</p> <ul style="list-style-type: none"> <li>• Children's game stations and other computer entertainment facilities should not be permitted</li> <li>• Open place vending, petty trading etc should not be permitted in malls and complexes and only designated shops alone be permitted to function.</li> <li>• Only shoppers will be entertained in the malls or complexes. Unnecessary loitering around in the complex/mall premises will be a punishable offence</li> </ul>
<p><b>Employer/ owner</b></p>	<ul style="list-style-type: none"> <li>• Make sure that sufficient ventilation is available in the mall/complex.</li> <li>• Air conditioning in closed areas should not be permitted. Even if air conditioning is used, the doors and windows are to be kept open</li> <li>• Cross ventilation, to the extent possible should be ensured and exhaust fans are to be used in areas of congestion.</li> <li>• Ensure that all these stipulations are being adhered to.</li> <li>• Make necessary logistic arrangements.</li> <li>• A person needs to be designated as "<b>Infection Control Supervisor</b>" needs to be ensured in bigger shops, catering to more than 100 customers a day.</li> <li>• Similar persons are to be designated for each floor of the mall/shopping complex and a designated person will have to be placed above all such supervisors to coordinate the activities</li> </ul>

	<p>in the whole mall/shopping complex.</p> <ul style="list-style-type: none"> <li>• The designated person needs to ensure that the guidelines are being strictly adhered to.</li> <li>• Closed Circuit TV surveillance is to be ensured in all areas of the complex/mall and the public need to be impressed upon the fact that they are under camera surveillance.</li> <li>• Management / owner will be legally liable for any lapse in the implementation of guidelines or infection control measures.</li> </ul>
<p><b>Other relevant points</b></p>	<ul style="list-style-type: none"> <li>• Hand washing/sanitiser facilities, masks, ensuring of hygiene of toilets etc will all have to be impeccably ensured.</li> <li>• Sufficient waiting space for customers in queue ensuring social distancing needs to be ensured.</li> <li>• No drinks or edibles to be distributed inside any shops other than the restaurants and food courts in the mall.</li> <li>• <b>Unnecessary crowding and loitering of persons are to be totally prohibited in the mall premises and no crowds of more than five persons are to be permitted anywhere in the premises. Only authorised and genuine shoppers need to be encouraged in the malls.</b></li> <li>• <b>Activities like competitions, meetings, public functions, entertainment programmes etc should not be permitted in the mall premises.</b></li> </ul>

## 6. Restaurants

To the extent possible, the current parcel system to be followed for another three months' time. The restaurant could be opened in a phased manner with precautions. Seating arrangements to ensure proper social distancing.

<b>Employees</b>	<ul style="list-style-type: none"><li>• Should have only minimum employees for normal functioning.</li><li>• Screen and evaluate workers who exhibit signs of illness, such as a fever, cough, shortness of breath or difficulty breathing, chills, muscle pain, sore throat, or new loss of taste or smell.</li><li>• Restaurants shall create, maintain, and follow established policies regarding workers who have become ill are permitted to return to work.</li><li>• Ensure that the Food Safety certification of the person in charge is up-to-date and provide food handler training to refresh workers.</li><li>• Where possible, stagger workstations to avoid workers standing adjacent to one another or next to each other.</li><li>• Where 6 feet of separation is not possible, consider spacing options that include other mitigation efforts with increased frequency of cleaning and sanitizing surfaces.</li><li>• Train all workers on the importance and</li></ul>
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	<p>expectation of increased frequency of handwashing, the use of hand sanitizers with at least 60 percent alcohol, and provide clear instruction to avoid touching hands to face.</p> <ul style="list-style-type: none"> <li>• Bare hand contact with ready-to-eat foods should be prohibited.</li> <li>• Require all workers to wear face coverings at all times. Workers may also wear face shields in addition to their face coverings. Such coverings or face shields shall be cleaned or replaced daily. Workers will not be allowed to work unless they have a face covering.</li> <li>• Not to exceed 5 employees at a time, except in large restaurants where extra employees may be permitted depending on the availability of space for maintaining social distancing inside among the employees and customers.</li> <li>• All the employees should have proper medical verification of fitness.</li> <li>• Employees are to adhere to all precautions including mask, face shield in relevant cases and proper hand hygiene.</li> <li>• All the stipulations mentioned under the "General Guidelines" are to be adhered to.</li> </ul>
	<ul style="list-style-type: none"> <li>• All customers are to enter their names and contact numbers in the register kept in the</li> </ul>

<p><b>Customers</b></p>	<ul style="list-style-type: none"> <li>• entrance for that purpose.</li> <li>• Hand washing/ sanitizing to be provided at the entrance.</li> <li>• All customers are to be screened with thermal scanning and persons with symptoms should not be permitted to enter the shops.</li> <li>• Adequate spacing to be ensured between the persons around a table as well as between tables inside the restaurant</li> <li>• Maximum size of a group permitted inside the restaurant needs to be ten. 500 square feet area need to be available for a group of ten patrons.</li> <li>• Update floor plans for common dining areas, redesigning seating arrangements to ensure at least 6 feet of separation from seating to seating. Utilize physical barriers on booth seating when available to ensure social distancing. It is not recommended to seat non-cohabitating patrons back-to-back in booths, even when physical barriers are in place.</li> <li>• Table tops are to be cleaned periodically and disinfected.</li> <li>• Eliminate table pre-sets and do not reuse the tablemats and other surface accessories.</li> <li>• Spices, condiments, salt, pepper etc should not be repeatedly used in tables and they are to be</li> </ul>
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	<p>provided on one to one basis on demand. Leftovers and permanent dispensers are to be avoided.</p> <ul style="list-style-type: none"> <li>• Online or prior booking of tables need to be ensured, to the extent possible.</li> <li>• Menu may be made available in advance and ordering of items may be made before coming to the restaurant to reduce the waiting time inside the restaurant.</li> <li>• Disposable menu cards may be made available which may be disposed after use by one customer. Many persons handling the same menu card to be discouraged.</li> <li>• Queue system to be followed and one customer could be admitted when one finishes and leaves.</li> <li>• Separate entry and exit are encouraged to discourage mixing up of crowds.</li> <li>• Entry and exit time keeping need to be properly done.</li> </ul>
<b>General Public</b>	<ul style="list-style-type: none"> <li>• No Children's play areas, entertainment areas etc to be permitted in restaurants</li> </ul>
	<ul style="list-style-type: none"> <li>• Make sure that sufficient ventilation is available</li> <li>• Air conditioning in closed areas should not be permitted. Even if air conditioning is used, the doors and windows are to be kept open</li> <li>• Cross ventilation, to the extent possible should</li> </ul>

<p><b>Employer/Owner</b></p>	<ul style="list-style-type: none"> <li>• be ensured and exhaust fans are to be used in areas of congestion.</li> <li>• Floor cleaning needs to be ensured every two hours and immediately after each customer/group finished taking food on a table.</li> <li>• Ensure that all these stipulations are being adhered to.</li> <li>• Make necessary logistic arrangements in accordance with the stipulations in this guideline.</li> <li>• A person needs to be designated as “<b>Infection Control Supervisor</b>” needs to be ensured restaurants catering to more than 100 customers a day. The designated person needs to ensure that the guidelines are being strictly adhered to.</li> <li>• Will be legally liable for any lapse in the implementation of guidelines or infection control measures.</li> </ul>
<p><b>Other relevant points</b></p>	<ul style="list-style-type: none"> <li>• Hand washing/sanitiser facilities, masks, ensuring of hygiene of toilets etc will all have to be impeccably ensured.</li> <li>• Sufficient waiting space for customers in queue ensuring social distancing needs to be ensured.</li> <li>• The kitchens are to be accessible to the customers and stringent measures are to be</li> </ul>

	<p>resorted to ensure food quality during cooking and serving.</p> <ul style="list-style-type: none"><li>• Proper cleaning of vegetables to get them rid of harmful substances need to be done in accordance with the guidelines prescribed by the Food Safety authorities.</li><li>• Proper waste disposal methods are to be ensured.</li><li>• Food handling needs to be clean and tidy at all stages.</li></ul>
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## 7. Markets

There are different types of markets. Markets with shops and open markets with no shops etc. In the case of markets with shops, only 50% of shops in a given market will only be permitted to function simultaneously and the guidelines prescribed for shopping complexes and malls will be applied here also. Individual shops will have to follow "Guidelines for shops, textiles etc. as the case may be. In addition, the following points are to be ensured.

<b>Additional Points to be ensured</b>	<ul style="list-style-type: none"><li>• All the markets are to have single entry and single exit system.</li><li>• Open markets at present are to prepare fences around them to ensure single entry, single exit pattern.</li><li>• Close circuit TV surveillance needs to be ensured in the markets wherever possible and the customers are to be made aware that they are under camera surveillance.</li><li>• Hand washing/sanitiser facilities, masks, ensuring of hygiene of toilets etc will all have to be impeccably ensured.</li><li>• <b>Social distancing norms are to be strictly adhered to and it needs to be borne in mind that the most dreaded hotspots of Covid infection in the country and outside had been market places.</b></li><li>• Entry register including name and contact details to be maintained in markets.</li><li>• Thermal screening is mandated and any person found to have signs are to be immediately transferred to the treatment facilities.</li><li>• Cashless transactions are to be encouraged in markets.</li></ul>
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	<ul style="list-style-type: none"> <li>• Routine activities like bidding involving large number of persons are to be avoided and for the time being “fixed cost transactions” need to be encouraged.</li> <li>• Each market needs to have designated “<b>Infection Control Supervisor</b>” to ensure compliance with the guidelines.</li> <li>• Ensuring the appointment of such persons is the responsibility of the local body or owners of the market.</li> <li>• The local body health officials and/or the health authorities are to ensure hygienic condition of the market as well as adherence to the infection control guidelines.</li> <li>• Spitting, pan chewing, smoking etc should not be permitted anywhere in the market and the violators need to be penalized.</li> <li>• Impeccable waste disposable methods need to be ensured in all markets and <b>markets without proper waste disposal facilities should not be permitted to function under any circumstances.</b></li> <li>• <b>Fish markets and slaughter areas are to be kept absolutely clean and tidy and should comply with the mandated public health requirements. No such facility without adequate certification should be permitted to operate in any market.</b></li> <li>• Effective drainage systems, toilet facilities, waste and waste water disposal systems need to be ensured in all markets.</li> <li>• The Local Health Authorities and the Local Self Government Institutions (Under whom the markets are placed) should ensure periodic</li> </ul>
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	<p>examination and cleanliness of the markets and their premises.</p> <ul style="list-style-type: none"><li>▪ <b>Taking clue from the available experiences on Covid spread, strict control of crowding need to be ensured in all markets and social distancing norms need to be adhered to without any compromise.</b></li></ul>
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## 8. Bus Stops / Bus Stands

Bus stops or bus shelters are booths or places on highways/roads where passengers wait for buses. Waiting time in bus stops need to be minimized by providing advance knowledge about schedules being operated in a specified area. Bus shelters are to be maintained clean, tidy and disinfected. Wherever seating arrangements are provided, sufficient social distancing needs to be ensured. The following guidelines are to be applied for bus stands/bus stations:

<b>Points to be ensured</b>	<ul style="list-style-type: none"><li>• Single entry and exit for passengers to be ensured in all bus stands</li><li>• Entry register including name and contact details to be maintained</li><li>• Thermal screening of all passengers is mandated and any person found to have signs are to be immediately transferred to the treatment facilities.</li><li>• Buses need to provide hand sanitizers at the points of entry and alight.</li><li>• Each bus stand needs to have designated <b>“Infection Control Supervisor”</b> to ensure compliance with the guidelines</li><li>• Only commuters and staff members to be permitted in bus stands</li><li>• Commuters are to be waiting only in the designated waiting areas and should not be permitted to loiter around</li><li>• Buses are to be starting journey from designated areas and such details are to be exhibited for public awareness</li><li>• Only essential shops to be permitted to function inside the bus stations. No book stalls, tummy</li></ul>
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	<ul style="list-style-type: none"><li>shops etc to be permitted.</li><li>• Wandering vendors and petty traders should not be permitted inside the bus stands</li><li>• Waiting eubicles and closed cabins are to be discouraged and waiting areas should have sufficient ventilation and proper social distancing norms adhered to.</li><li>• Hand washing/sanitiser facilities and masks to be ensured.</li><li>• Toilets need to be kept clean and tidy</li><li>• Used mask disposing bins are to be provided in the stations</li><li>• Spitting, pan chewing, smoking etc should not be permitted anywhere in the premises of bus stands and the violators need to be penalized.</li><li>• Closed Circuit TV monitoring to be provided in all bus stations and public to be sensitized about the camera surveillance.</li></ul>
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## 9. Railway Stations

<b>Points to be ensured</b>	<ul style="list-style-type: none"><li>• Single entry and exit for passengers to be ensured in all stations</li><li>• Entry register including name and contact details to be maintained</li><li>• Thermal screening of all passengers is mandated and any person found to have signs are to be immediately transferred to the treatment facilities</li><li>• Train compartment need to provide hand sanitizers at the points of entry and alight.</li><li>• Each railway station needs to have designated “Infection Control Supervisor” to ensure compliance with the guidelines</li><li>• Only commuters and staff members to be permitted in the stations</li><li>• Commuters are to be waiting only in the designated waiting areas and should not be permitted to loiter around in the station</li><li>• Only essential shops are to be permitted in the stations and customers are to adhere to social distancing norms</li><li>• Wandering vendors and petty traders should not be permitted inside the stations and in trains</li><li>• Waiting cubicles and closed cabins are to be</li></ul>
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	<p>discouraged and waiting areas should have sufficient ventilation and proper social distancing norms adhered to.</p> <ul style="list-style-type: none"> <li>• Hand washing/sanitiser facilities and masks to be ensured.</li> <li>• Toilets are to be kept clean and hygienic.</li> <li>• Used masks disposing bins are to be provided in stations.</li> <li>• Spitting, pan chewing, smoking etc should not be permitted anywhere in the premises of stations and the violators need to be penalized.</li> <li>• Closed Circuit TV monitoring to be provided in all railway stations.</li> <li>• Periodic cleaning at fixed intervals and as and when necessary to be ensured.</li> <li>• Elevators, escalators etc are to be cleaned and disinfected properly at periodic intervals.</li> <li>• Only minimum baggage to be permitted and they are to be screened properly before entering the stations.</li> <li>• Proper social distancing needs to be ensured both inside the stations as well as inside the trains.</li> <li>• Closed airconditioned waiting areas should not be permitted in the stations.</li> <li>• The waiting area chairs are to be disinfected periodically.</li> <li>• Cleaning of stations and premises need to be ensured.</li> </ul>
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## 10. Public Transport

By now the public transport system had partially been revoked. When it is being stepped up, all the guidelines stipulated for bus stops, shelters and bus stands need to be adhered to. In addition, passengers are to be permitted adhering to social distancing norms.

<b>Employees</b>	<ul style="list-style-type: none"> <li>• Should have only minimum employees for normal functioning.</li> <li>• All the employees should have proper medical certification of fitness to work.</li> <li>• Employees are to adhere to all precautions including mask and proper hand hygiene.</li> <li>• Are to have sanitisers and should take due caution to minimize surface contact</li> <li>• No employee with Covid-19 symptoms to be permitted to work.</li> <li>• They are to be frequently monitored for symptoms and to be transferred to designated hospitals in the event of developing symptoms.</li> <li>• All the stipulations mentioned under the "General Guidelines" are to be adhered to.</li> </ul>
<b>Customers / Public</b>	<ul style="list-style-type: none"> <li>• Number of passengers to be restricted observing social distancing norms</li> <li>• Hand sanitisers are to be provided at the points of entry and alight.</li> </ul>
<b>Employer/Owner</b>	<ul style="list-style-type: none"> <li>• Insure that all these stipulations are being adhered to.</li> <li>• Make necessary logistic arrangements.</li> <li>• Will be legally liable for any lapse in the implementation of guidelines or infection control measures.</li> </ul>

## 11. Public Offices

Public offices, except those of essential services are currently functioning with 50% staff.

In all these places, all the general guidelines specified will have to be adhered to.

In addition, repeated visits to offices by public to be discouraged by online transactions, token systems, previous appointment etc.

“Citizens’ Charter” need to be displayed wherever possible and service delivery ensured in accordance with them such that the public need not visit offices often.

When they visit, proper queuing needs to be ensured and one official should not entertain more than one client at a time.

In seating arrangements of offices, social distancing norms are to be adhered.

Files and paper pilings on the tables should not be permitted and table tops are to be kept clean and tidy. Officials should use gloves when handling files and paper bundles etc.

Files should have proper stacking system and the office premises need to be periodically cleaned and kept disinfected.

Entry of public to the offices to be restricted with entry registers time keeping. Visitors are to be screened regarding the purpose of visit at the entry itself and their movement inside the offices to be minimized by adequate help.

Hand washing, sanitizers and masks are to be ensured for all the staff as well as the public visiting offices.

An “Infection Control Supervisor” may be identified and designated in each office and put in charge of complying with the guidelines at all levels.

## 12. Other Commercial Establishments and Public Services

Other commercial establishments and public services, which do not fall in to the above categories mentioned should meticulously follow the general guidelines. They can approach the authorities for specific guidelines which will be formulated and made available to them to suit the specific requirements of a commercial establishment or public service facility.

**Cinema Halls** are remaining locked down and their opening may be deferred for a while. When they are being opened, strict social distancing norms are to be adhered to with 50 % occupancy. Seats are to be disinfected after every show and halls and premises are to be periodically cleaned and kept neatly. Children and elderly should not be permitted in cinema halls. No edibles or drinks should be permitted inside the halls. Air conditioning in closed halls is not advisable and fans and exhaust fans may be provided wherever possible. All the doors and windows should be kept open for at least half an hour between every shows. “**Infection Control Supervisor**” has to be designated in each theater and put in charge of complying with the general and specific guidelines.

**Gymnasium, Shuttle Courts, Table Tennis Courts and other sports facilities.** Currently, they are all closed and need to be opened in a phased manner. All the general precautions including general hygiene, hand hygiene, masks and social distancing to be ensured in all of them. Strict entry control for clients and time keeping to be ensured. The facilities are to be kept clean and tidy and a “**Infection Control Supervisor**” to be designated to ensure their upkeep.

## CONCLUSIONS & RECOMMENDATIONS

- While moving on to the next phase of the pandemic, the State needs to exercise extreme caution because we are facing a paradoxical situation where more persons are coming to the state from hotspots, with rising incidence in the number of new cases day by day and at the same time relaxations are being allowed in the lockdown stipulations.
- These guidelines are to be adhered to a minimum period of at least three months or till community spread of the disease is excluded.
- The issue of economic slowdown has to be weighed against the increase in number of cases because the state cannot afford to have rapid increase in number of patients as it will lead to severe public health crisis.
- A “ new order of life ” is becoming the rule in the covid era with a lots of life style modifications like frequent hand washing, use of hand sanitizer, social distancing, wearing of face masks, home cooked food / parcel food , more time for physical exercise and leisure and entertainment at home are becoming the rules of the day.
- A new work culture has to be evolved with more of “work from home” and newer areas of entrepreneurship. Wherever possible this culture has to be promoted.
- Healthy shopping practices which have to be adopted are being proposed in this document. Each employer, Employee and the Public should adhere to the above norms to prevent the spread of Covid-19.
  - \* Special precautions are required in Barber shops/ Beauty Parlours/ Markets/Malls and Restaurants.
  - \* Designated infection control monitoring person should be appointed by the shops/ malls/ shopping complexes who will be supervising the implementation of the proposed guidelines.
- Local Self Government Institutions (LSGIs) and Health Authorities should ensure that the system is opened and functioning as per the new norms strictly so as to contain the spread of the disease.

# APPENDIX

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