

September 15, 2020

**MEMORANDUM**

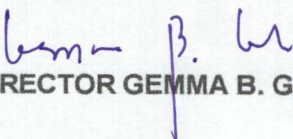
FOR : ALL 4Ps NPMO PERSONNEL  
FROM : THE NATIONAL PROGRAM MANAGER  
SUBJECT : GUIDANCE NOTE ON STRENGTHENING  
SAFETY MEASURES AND ADVANCING SELF-CARE IN  
THE 4Ps-NPMO

In accordance with CSC-DOH-DOLE Joint Memorandum Circular No. 1, s.2020 on occupational safety and health (OSH) Standards for the public sector and DSWD Advisory No.2, series of 2020 on DSWD's Safety and Health Protocols in light of COVID-19 Pandemic, sharing herewith the **Guidance Note on Strengthening Safety Measures and Advancing Self-care in the 4Ps National Program Management Office** which aims to:

1. Recognize the occupational safety and psychosocial needs of the 4Ps NPMO personnel during the period of State of National Health Emergency due to the COVID19 Pandemic.
2. Provide adequate support mechanisms through strengthening occupational safety and security measures among the 4Ps NPMO personnel.
3. Promote advancement of self-care and increase safe, equitable access and commitment to self-care interventions and psychosocial support to the 4Ps NPMO personnel in order to assist in coping up with the related stress, anxiety, emotional and psychological crises and other negative impact of the pandemic.

Relatively, sharing also herewith the DOH document entitled “(A) Guide to the New Normal” as additional reference. This document aims to provide guidance to the general public as we all continue to adjust to the effects of the COVID-19 pandemic. Minimum public health standards set by the Department of Health (DOH) for COVID-19 mitigation can be seen in this document using the DOH's 5-point strategy in addressing COVID-19 pandemic.

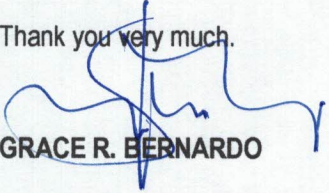
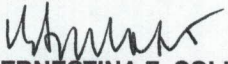

For everyone's perusal and guidance.

  
**DIRECTOR GEMMA B. GABUYA**

cc: *Director Venus F. Rebuldeja, 4Ps DPM for Operations*  
*Director Leonardo Reynoso, HRMDS Bureau Director*  
*Maria Andrea Banay, RSW, HRMDS – Human Resource Welfare Division*  
*Dr. Madeline Alcausin, DSWD Central Office Doctor*



4Ps-A-comm-20-09-109202-5

<b>INTER-OFFICE MEMORANDUM</b>		<b>DATE:</b>	<b>08 September 2020</b>
<b>FOR:</b>	<b>DIRECTOR GEMMA B. GABUYA</b> National Program Manager		
<b>FROM:</b>	<b>CHIEF ADMINISTRATIVE OFFICER</b> Administrative Support Division		
<b>SUBJECT:</b>	<b>GUIDANCE NOTE ON STRENGTHENING SAFETY MEASURES AND ADVANCING SELF-CARE IN THE 4Ps NATIONAL PROGRAM MANAGEMENT OFFICE</b>		
<p>May we respectfully submit herewith the <b>Guidance Note on Strengthening Safety Measures and Advancing Self-care</b> in the 4Ps National Program Management Office as part of the commitment and deliverable of the Administrative Support Division in compliance to the 2<sup>nd</sup> Semester Division Performance Contract (DPC). Comments, inputs and recommendations from the ManCom members have already been incorporated in this document.</p> <p>For the National Program Manager's approval and/or further instructions.</p> <p>Thank you very much.</p> <p> <b>GRACE R. BERNARDO</b></p> <p>Recommending Approval:</p> <p> <b>DIR. ERNESTINA Z. SOLLOSO</b> Deputy Program Manager for Support</p> <p>Accepted by:</p> <p> <b>DIRECTOR GEMMA B. GABUYA</b> National Program Manager</p>			



## **GUIDANCE NOTE**

### **ON STRENGTHENING SAFETY MEASURES AND ADVANCING SELF-CARE IN THE 4Ps NATIONAL PROGRAM MANAGEMENT OFFICE**

#### **I. RATIONALE**

In light of the current state of National Health Emergency due to COVID-19 Pandemic throughout the country, the 4Ps National Program Management Office (NPMO) highly recognizes the need to ensure and strengthen the **occupational health and safety, psycho-social well-being and security and welfare** of its personnel as paramount of its priorities. Its adequate and timely provision further helps and allows the 4Ps personnel to avoid and prevent possible occupational health hazards and exposures thus enabling them to continue and maintain effective and efficient delivery of quality public service to the clients and program beneficiaries in the midst of this COVID-19 issue.

This Guidance Note is aligned with the recently issued **CSC Memorandum Circular No. 10 Series of 2020** or the Revised Interim Guidelines for Alternative Work Arrangements and Support Mechanisms for Workers in the Government During the Period of State of National Emergency Due to COVID-19 Pandemic which provided that the agency head shall ensure that, aside from the adoption of alternative work arrangements, without prejudice however to prioritization in the preferred schedule of senior citizens, pregnant women and persons with disabilities (PWDs), all workers shall be afforded with the adequate support mechanisms toward ensuring the health and safety of government personnel, whenever practicable, and subject to accounting and auditing rules and regulations; like the following:

- **Health/psychosocial interventions like stress debriefing;**
- **Provision of appropriate personal protective equipment (PPE) to frontline service providers and employees;**
- **Reasonable transportation facilities, and**
- **Housing quarters for employees assigned as a skeleton workforce** thereby ensuring health and safety well-being of government personnel.

The said provision on strengthening “**occupational health and safety and psychosocial well-being**” was likewise supported by the Department through the issuance of the **Administrative Order 03, s.2020 or DSWD COVID-19 Response and Recovery Plan** dated 29 April 2020, as part of the Implementation Plan for 2020 specifically on **Item 6 of VIII, or “Keeping Workforce Safe and Healthy”**. The same provided that the Department shall put primordial importance to the safety and protection of its workforce by providing psychosocial support/services to all DSWD personnel regardless of employment status.

Meanwhile, **DSWD Advisory No. 2, series of 2020, or the DSWD’s Safety and Health Protocols in light of COVID-19 Pandemic** further provided guidance anchored on occupational safety and health for the public sector and minimum public health standards to prevent, control, and mitigate the threat of COVID-19 in the DSWD workplaces and included workplace safety and health measures on increasing



physical and mental resilience, reducing transmission, reducing contact and reducing duration of infection.

Similarly, a total of eleven (11) **Health Advisories on COVID-19** were issued by the **Human Resource Management and Development Service (HRMDS)** to provide guidance and updates on the health protocols being espoused by the Department of Health (DOH). Though these Advisories, the Department duly recognized the need to address the adverse effect on the psychosocial wellbeing of the DSWD workforce, thus, tapping the external service providers such as Mindwell Psychological Services, The Master Psychological Services (TMPS) and HelloHappyPH for DSWD personnel to avail of the free psychosocial first aid, assessment and intervention to help deal with emotional crises, stress and anxiety to continue with the effort of caring for the wellbeing of DSWD workforce while HRMDS continues to give free mental health first response and psychological first aid via teleconferencing and other available platforms.

In view of the foregoing, the 4Ps National Program Management saw the importance and urgency to provide this Guidance Note for the 4Ps NPMO in order to strengthen the health and safety measures in the NPMO workplace and promote the advancement of self-care among each of the 4Ps personnel as we embrace the “new normal” way of doing work with alternative work arrangements during the state of this pandemic.

## **II. LEGAL BASES**

1. **Civil Service Commission Memorandum Circular No. 10 Series of 2020** or Revised Interim Guidelines for Alternative Work Arrangements and Support Mechanisms for Workers in the Government During the Period of State of National Emergency Due to COVID-19 Pandemic
2. **Department of Social Welfare and Development (DSWD) Administrative Order No. 3, Series of 2020**, or the DSWD COVID-19 Response and Recovery Plan (RRP) 2020-2022
3. **Memorandum from the Secretary dated 15 May 2020** on the Revised Internal Guidelines for the Adoption of Work Arrangements and Provision of Support Mechanism for DSWD Personnel During the Period of State of National Emergency Due to COVID-19 Pandemic
4. **Civil Service Commission, Department of Health, Department of Labor and Employment Joint Memorandum Circular (JMC) NO. 1, s.2020**, or the Occupational Safety and Health (OSH) Standards for the Public Sector.
5. **DSWD Advisory No. 2 Series of 2020** on Department’s Safety and Health Protocols in light of COVID-19 Pandemic
6. **Human Resource Management and Development Service (HRMDS) Advisory No. 1 to 11** on Health and Safety Protocol in the Workplace



7. **Creation of Pantawid COVID-19 Accelerated Response (Pantawid CARES) 4Ps NPMO**  
Memorandum dated August 3, 2020

**III. OBJECTIVES**

1. To recognize the occupational safety and psychosocial needs of the 4Ps NPMO personnel during the period of State of National Health Emergency due to the COVID19 Pandemic.
2. To provide adequate support mechanisms through strengthening occupational safety and security measures among the 4Ps NPMO personnel.
3. To promote advancement of self-care and increase safe, equitable access and commitment to self-care interventions and psychosocial support to the 4Ps NPMO personnel in order to assist in coping up with the related stress, anxiety, emotional and psychological crises and other negative impact of the pandemic.

**IV. DEFINITION OF TERMS:**

- **Self-care** - the practice of taking appropriate action to preserve or improve one's own health and maintain psychological well-being during the period of pandemic due to COVID 19.
- **Safety Measures** - are activities and precautions taken to improve safety, i.e. reduce risk related to occupational health and safety of personnel to prevent the spread of COVID 19 in the workplace. Common safety measures include regular disinfection of office area, provision of COVID 19 kits to the personnel, swab testing of suspect and probable cases among others.
- **Workplace**- refers to a place or premise in any government agency where people are employed and working which includes office space, lobby, restrooms, hallways and quarters among others including government property and assets such as office vehicles or shuttle service
- **Symptomatic** - is a person infected with COVID-19 who does develop symptoms.
- **Asymptomatic** - is a person infected with COVID-19 who does not develop symptoms. Asymptomatic transmission refers to transmission of the COVID-19 from a person, who does not develop symptoms
- **Self-quarantine**- to refrain from any contact with other individuals for a period of fourteen (14) days usually by remaining in one's home and limiting contact with family members or other persons who are tested COVID-19 positive whether symptomatic or asymptomatic
- **Suspect case**
  - a. A person with severe acute respiratory illness – fever of 38°C or higher, cough or sore throat, shortness of breath, and may even include severe pneumonia – whose cause is undetermined prior to testing for the coronavirus.
  - b. A person with influenza-like illness – fever of 38°C or higher, and cough or sore throat – and who lives in or has traveled to an area that reported local transmission of the coronavirus during the 14 days prior to the onset of symptoms.
  - c. A person with influenza-like illness and has had contact with a confirmed or probable case (see definition of “probable case”) of COVID-19 in the two days prior to the onset of that confirmed/probable case's illness or before that confirmed/probable case showed negative on repeat testing.



- d. A person with fever or cough or shortness of breath or other respiratory symptoms and is one of the following: 60 years old or older; with a comorbidity or pre-existing illness; in high-risk pregnancy; a health worker.<sup>1</sup>
- **Probable case**
  - a. A suspect case who has been tested for COVID-19 but the results are inconclusive.
  - b. A suspect case who has tested positive for COVID-19 but the test was not conducted in a national or subnational coronavirus reference laboratory, or an officially accredited laboratory for confirmatory testing<sup>2</sup>
- **Confirmed case**  
A person may be considered a “confirmed case” of COVID-19 only if they were tested at a national or subnational reference laboratory, or at a DOH-certified laboratory testing facility. This is regardless of whether the person shows clinical signs and symptoms of COVID-19.
- **BHERT (Barangay Health Emergency Response Team)** – a team established by DILG MC No. 2020-023 to help implement local prevention and mitigation, preparedness and response measures for COVID-19

## V. GENERAL GUIDELINES:

To strengthen safety and security measures in the workplace and promote self-care among the 4Ps NPMO personnel, the following guidelines are hereby provided:

### A. Roles and Responsibilities of every 4Ps NPMO Personnel

1. **To comply with the Health and Safety Protocols of the Department and 4Ps NPMO**
  - a. To wear face mask properly, and other protective shield, as may be prescribed hereafter, at all times except for eating/ drinking provided there is at least two (2) meter distancing between persons.
  - b. To subject oneself to health screening procedures

GUIDELINES AND PROCEDURES	PARAMETERS
Compulsory <b>temperature check</b> upon entering the DSWD premises and building entrances through a non-contact scanner	<ul style="list-style-type: none"> <li>a. Individuals with 37.4°C and below shall be allowed to enter the premises</li> <li>b. Individuals with 37.5°C or higher shall be requested to rest for five (5) minutes. After the resting period, the temperature shall be checked again. If with 37.4°C and below, he/she shall be allowed to enter the premises</li> <li>c. Individuals still with 37°C after resting shall be assessed by a Medical Staff in accordance with DOH protocols.</li> <li>d. Individuals with temperature greater than 37.5°C even after a five-minute rest shall not be allowed to enter the premises and shall report to Division Chief and Pantawid CARES through email: <a href="mailto:pantawidcares@dswd.gov.ph">pantawidcares@dswd.gov.ph</a> immediately.</li> <li>e. Concerned staff shall be advised to go home for possible isolation and monitoring of temperature, vital sign, and oxygen</li> </ul>

<sup>1</sup> DOH Memorandum No. 2020-0189 “Updated Guidelines on Contact Tracing of Close Contacts of Confirmed Coronavirus Disease (COVID-19) Cases

<sup>2</sup> DOH Memorandum No. 2020-0189 “Updated Guidelines on Contact Tracing of Close Contacts of Confirmed Coronavirus Disease (COVID-19) Cases



GUIDELINES AND PROCEDURES	PARAMETERS
	<p>for at least 14 days.</p> <p>f. Concerned staff shall be notified and advised to report to work or reschedule visit after fourteen (14) days of self-quarantine</p>
<p>Accomplish <u>Health Checklist Form</u> as a faithful record of one's health status which shall include fever and other COVID-19 related symptoms, and/or relevant history of travel or exposure within the last 14 days.</p> <p>The Pantawid CARES devised an online <u>Daily Health monitoring Form</u> for 4Ps staff patterned with the Health Checklist Form with some additional information that will help in easier tracing and monitoring of staff health conditions and close contacts at the office within the day.</p>	<p>a. For 4Ps NPMO personnel</p> <ol style="list-style-type: none"> <li>1. All reporting staff shall accomplish an online "<u>Daily Health Monitoring Tool</u>". This shall be filled-up upon reporting in the morning and before going home in the afternoon. Immediate supervisors shall ensure that all reporting personnel have accomplished their Daily Health Monitoring Tool.</li> <li>2. Whenever a staff have one or more YES responses on symptoms/ travel/ contact history in the online Monitoring tool, this shall be printed, signed by concerned staff and immediately be submitted to the Medical Officer for further assessment.</li> <li>3. Personnel who were symptomatic with relevant history of travel/exposure within the last fourteen (14) days prior to resumption of work shall present the Certificate of Quarantine Completion or Certificate of Negative Result duly issued by the health facility or local health office, whichever is applicable</li> </ol> <p>b. For Visitors</p> <ol style="list-style-type: none"> <li>1. For visitors, offices are encouraged to send an advance copy of the Health Checklist Form to the expected guests/participants/visitors prior to scheduled meeting/activity/ visit to avoid the long queue at the building entrances. The form shall be also made available with the Guard-on-Duty.</li> <li>2. Those with Health Checklist Forms containing all NO responses shall be allowed to enter.</li> <li>3. All accomplished forms with one or more YES responses should be immediately submitted to the Medical Staff for further assessment.</li> </ol>
<p>Any personnel with sudden onset of symptoms while in the workplace shall be properly provided with immediate medical attention<sup>3</sup></p>	<p>a. Personnel should immediately report the sudden onset of symptoms to his/her supervisor and the Pantawid CARES through text to ASD-HR/Employee Welfare or email to <b>pantawidcares@dswd.gov.ph</b></p> <p>b. In the event that a person is sick or has fever but is not suspected to have COVID-19 (e.g. infections or any disease not related to lungs or respiratory tract), the medical staff must advise the said staff to take prudent measures such as:</p> <ol style="list-style-type: none"> <li>i. Stay at home and keep away from crowds</li> <li>ii. Take adequate rest and take plenty of fluids</li> <li>iii. Practice standard precautionary measures such as proper handwashing, respiratory hygiene and physical distancing</li> </ol>

<sup>3</sup> DSWD Advisory 02 "DSWD Safety and Health Protocols in light of COVID-19 Pandemic"



GUIDELINES AND PROCEDURES	PARAMETERS
	<ul style="list-style-type: none"> <li>iv. Seek appropriate medical care if there is persistent fever, when difficulty of breathing has started, or becomes weak</li> <li>c. In the event that a person is considered a suspect/probable case of COVID 19: <ul style="list-style-type: none"> <li>i. Staff to provide feedback to Division Chief and Pantawid CARES through email.</li> <li>ii. Staff shall proceed to the isolation area designated in the workplace and never remove his/her mask;</li> <li>iii. Medical personnel attending to the said staff should wear appropriate PPEs;</li> <li>iv. In case of difficulty in breathing, staff should be transported to the nearest hospital by ambulance. If no ambulance is available, the staff can be transported using an office/private vehicle with all the windows open and the driver in appropriate PPE. Taking public transport to the hospital should be avoided</li> <li>v. Staff should be subjected to COVID-19 testing</li> <li>vi. All personnel within the affected workstation to observe health and safety measures such as proper handwashing, respiratory hygiene and physical distancing, monitor health conditions including temperature checks at least twice daily, not to go to work if feeling unwell and refer to <b>section 3.B</b> of this document:</li> <li>vii. Explore alternative work arrangement for the affected personnel within the workstation; and</li> <li>viii. Perform enhanced disinfection and sanitation of the workplace premises. After decontamination of the work area, work can resume after 24 hours.</li> </ul> </li> </ul>

- c. To Practice physical distancing measures at all times while in the workplace
  - One (1) meter radius distance (side, back and front) between co-workers or one cubicle apart shall be ensured, as far as practicable.
  - To limit face-to-face transactions when the task could be completed through other possible means of communication such as chat or text messages, emails or phone calls
  - As much as possible, visitors to be accommodated in the office shall be limited. Other alternative non-contact means shall be explored. Until possible, to use extra protective shield when in contact with visitors to the office
  - Meetings needing physical presence shall be kept to a bare minimum where number of participants will depend on IATF-EID's standards and protocols<sup>4</sup>, physical distancing shall be observed, within the short duration, and in a well-

<sup>4</sup> IATF's Omnibus Guidelines on the Implementation of Community Quarantine in the Philippines



ventilated area. Video conferencing shall be utilized for lengthy discussions and large groups

- Eating in communal areas is highly discouraged. It is best to eat in a separate individual area. If eating in individual work areas is not possible, physical distancing must be maintained in dining areas with one (1) meter distance per worker. Personnel are encouraged to bring their own utensils. Engaging in conversation without masks should be avoided at all costs during mealtimes.<sup>5</sup>

## 2. To practice personal hygiene and wellness

- Proper and frequent hand washing with soap and water for at least twenty (20) seconds
- Use of alcohol-based sanitizer that contains at least sixty percent (60%) ethanol or isopropanol, when soap and water are not available
- Observe proper cough etiquette by covering nose and mouth when coughing and sneezing with tissue or flexed elbow, throw used tissues properly, and immediately wash hands after cough/sneeze
- Avoid touching of eyes, nose and mouth
- All work areas should be cleaned regularly with proper disinfectant.
- Maintain a healthy lifestyle such as eating a well-balanced diet regularly consisting of fresh fruits and vegetables including vitamins to strengthen the body immune system, drinking plenty of water, avoiding tobacco products and excessive alcoholic beverages, having adequate rest at least eight (8) hours of sleep, and exercising regularly.
- Endeavor to employ other self-nurtured mechanisms when complete avoidance is close to impossible especially when dealing with daily stress, anxiety, and other pressures of daily life as to keep oneself upbeat with health and wellness and avoid being easily afflicted with illness.

## 3. To follow the following protocols on testing and reporting based on the following categories:

CATEGORY	DEFINITION	GUIDELINES AND PROCEDURES
<b>A. Close contact</b>	<p>Close contact is defined by DOH as those with:</p> <ul style="list-style-type: none"> <li>• Face-to-face contact with a confirmed case within 1 meter and for more than 15 minutes and within a 14-day period from the confirmed case's onset of symptoms</li> <li>• Direct physical contact with a confirmed case</li> </ul>	<p>a. All personnel must report to his/her immediate supervisor if he/she has exposure, suspect or probable or confirmed COVID-19 cases. It is highly advised that the concerned staff to coordinate with their respective BHERT following the community quarantine protocol.</p> <p>Immediate Supervisor to report to the National Program Manager through Pantawid CARES the said exposure for reporting to HRMDS.</p>

<sup>5</sup> DSWD Advisory 02 "DSWD Safety and Health Protocols in light of COVID-19 Pandemic"



CATEGORY	DEFINITION	GUIDELINES AND PROCEDURES
	<ul style="list-style-type: none"> <li>Direct care for a patient with probable or confirmed COVID-19 disease without using proper PPE</li> </ul>	<p>b. <u>For staff who have undergone RT-PCR/swab test:</u></p> <p><u>If swab result is NEGATIVE:</u> Send the official result to supervisor and Pantawid CARES and <u>complete 14 days quarantine</u>. Day One of the swab test will be the basis of home quarantine for 14 days.</p> <p><u>If swab result is POSITIVE:</u> Staff to immediately inform the supervisor and Pantawid CARES of the result and send a copy of the official result to the Medical Officer through the Pantawid CARES. Medical Officer to report to LGU concerned then Barangay to contact the COVID-confirmed personnel for instructions either to stay at a quarantine facility or conduct home quarantine</p> <p>Those who have close contact with a confirmed COVID-19 person shall only be allowed to physically return to work if with appropriate certificate/ clearance indicating that he/she has completed the required quarantine period or negative test result signed by local health authorities and other related documents as may be necessary.</p>
<b>B. Experiencing COVID-19 Symptoms</b>	<p>All personnel who are sick or manifests the following symptoms shall not report to work and adopt a Work-From Home Arrangement:</p> <ul style="list-style-type: none"> <li>■ Fever of &gt;38°C</li> <li>■ Sore throat</li> <li>■ Cough</li> <li>■ Loss of taste or smell</li> <li>■ Shortness of breath</li> <li>■ Diarrhea</li> </ul>	<p>a. Staff should inform supervisor and the National Program Manager through Pantawid CARES that he/she is experiencing symptoms</p> <p>b. To consult a doctor via Telemedicine or to the Medical officer for evaluation (either for prescription of medication or endorsement for testing)</p> <p>c. For onset of symptoms within the workplace, kindly follow the existing protocols as stated under item A.1.</p> <p>d. For those who have been tested via RT-PCR/Swab, please refer to Category A.b.</p> <p>You may also contact DOH COVID-19 Hotlines 15555 and (02) 894-COVID(26843) are available nationwide for all COVID-19 related concerns including consultation (DSWD HRMDS Health Advisory 7, s. 2020)</p>
<b>C. Frontline workers who are exposed to the public and have a high risk of</b>	<p>Frontline workers are those exposed to the public such as those who have augmented at CIU, 4Ps Payout, Social pension payout, emergency</p>	<p>a. Mandatory testing shall be conducted to targeted personnel and frontline workers.</p> <p>b. Concerned staff should adopt a Work-From-Home arrangement after the augmentation</p>



CATEGORY	DEFINITION	GUIDELINES AND PROCEDURES
<b>contracting COVID-19 due to the nature of work</b>	cash assistance distribution, management of returning overseas Filipinos, centers and residential care facilities, relief distribution, and other critical services in time of the COVID-19 pandemic	or activity which exposed them to public c. Once tested, to refer to category <b>A.b.</b>
<b>D. Indirect exposure/skeletal workforce</b>	<ul style="list-style-type: none"> <li>Exposed to a person with Direct exposure to a COVID-19 Positive</li> <li>Under skeletal workforce but have no close contact with a COVID-19 personnel</li> <li>No symptoms</li> </ul>	a. <u>No need to be tested and be quarantined</u> unless has developed COVID-19 symptoms b. For those who have undergone swab test:  <u>If NEGATIVE:</u> Send result to Supervisor and Pantawid CAREs and could resume to work as necessary unless has developed symptoms: to refer to Category B.  <u>If POSITIVE:</u> Staff to send a copy of the result to the Medical Officer through the Pantawid CAREs. Medical Officer to report to LGU concerned then Barangay to contact the COVID-confirmed personnel for instructions either to stay at a quarantine facility or conduct home quarantine
<b>D. Staff requesting for Swab test for Personal reasons such as merely for peace of mind and personal assurance</b>	Per DOH guidelines <sup>6</sup> and DSWD advisory <sup>7</sup> protocol, RT PCR testing is applicable to the following subgroups A. Personnel with severe/critical symptoms, and relevant history of travel/close contact; B. Personnel with mild symptoms, relevant history of travel/contact and considered vulnerable; C. Personnel with mild symptoms, relevant history of travel/contact; and D. Personnel with no symptoms but relevant history of travel/contact.  Other than above stated category, swab testing and quarantine are not required.	a. Staff to follow existing protocols from DOH and DSWD b. Practice personal hygiene and wellness as stated in A.2. c. For any onset of symptoms related to COVID, kindly refer to item 3.b of this guidance document.

As a general rule, Real-time polymerase chain reaction (RT-PCR) test is the confirmatory test for diagnosis. Rapid antibody-based test kits shall not be used as standalone tests to diagnose with certainty

<sup>6</sup>DOH Memorandum No. 2020-0258: "Interim guidelines on expanded risk-based testing of COVID 19 cases"

<sup>7</sup> DSWD Advisory No. 2, Series of 2020



or rule out COVID-19 and must be used in conjunction with RT-PCR.

- If **tested positive**, personnel shall be isolated and referred accordingly for appropriate health management. All close contacts shall be isolated and tested accordingly.
- If **found negative**, kindly refer to above categorization as appropriate under item 3. He/She should adhere to appropriate advice and instructions from the trained medical personnel once they develop any health complaints or symptoms.

**4. To strictly observe and follow self-quarantine procedures<sup>8</sup> as applicable to those under category 3.A, 3.B and 3C**

**Self-Quarantine at home**

- Stay home and separate from other people at home. As much as possible, one should stay in a different room and should use a separate bathroom if available.
- Monitor temperature three times a day
- Call ahead before visiting the doctor. If one develops fever (temperature of 38°C or higher) or respiratory symptoms, call the Emergency department (ED) to inform them that you will be going to the ED for assessment.
- Wear a facemask when you are in the same room with other people and observe physical distancing.
- Open the doors and windows for the ventilation and avoid using air conditioner.
- Cover your coughs and sneezes and throw used tissues in a lined trash can and immediately wash hands with soap and water.
- You should not share dishes, drinking glasses, cups, eating utensils, towels, bedding or other items with other people. After using these items, you should wash them thoroughly with soap and water.
- Monitor your symptoms and seek prompt medical attention if your illness is worsening (e.g. difficulty of breathing). Before going to the ED, call ahead to tell them that you are on quarantine for monitoring of symptoms of COVID-19. This will help them prepare for your arrival.

**Quarantine at a Facility**

- In case of inadequate space at home for quarantine purposes of asymptomatic or mild cases, the staff may coordinate with their respective LGU for the availability of quarantine facility.
- Before proceeding to quarantine facility ensure that the staff has enough supplies of personal care, vitamins, fruits, snacks and canned goods in addition to the food to be provided by the Quarantine Facility
- DSWD may also provide accommodation, food and other needs for staff who are asymptomatic or with mild cases as resources may allow during the quarantine period, subject to DOH standards on quarantine facility.

Pantawid CAReS to conduct regular monitoring and possible endorsement to services based on the assessment of medical doctor. Supervisors of quarantined staff shall review staff caseloads or deliverables and make necessary adjustments as much as practicable.

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<sup>8</sup> DSWD HRMDS Health Advisory No. 5: CORONAVIRUS DISEASE 2019



**5. May avail of Mental Health and Psychosocial Support Services (MHPSS) being provided by the Department through HRMDS and below partner-stakeholders, if necessary under current circumstances**

- Human Resource Management and Development Service (HRMDS) as an internal service provider
- Mindwell Psychological Services
- The Master Psychological Services (TMPS)
- HelloHappyPH

**Mental Health and Psychosocial support Services (MHPSS)** interventions which can be availed includes stress debriefing session, counseling session, coaching session, mindfulness session, peer support group, psychotherapy and psychological first aid.

**Psychosocial support internal to 4Ps** is currently being explored through **ASD** and **Pantawid CARES**. A capability training on Critical Incidence Stress Debriefing and Psychological First Aid training is expected to be conducted by CY 2021 which aims to capacitate and equip 4Ps NPMO personnel who are Registered Social Workers (RSW), para-professionals and those within allied courses to provide psychosocial support and assistance. This is a neophyte initiative that will require the proper professional clinical competence and expertise to handle endeavoring to use available resources including maximizing positions, staffing and talents to make it happen by CY 2021.

**B. Other Internal Undertakings and Arrangements between 4Ps NPMO Personnel and Pantawid CARES**

UNDERTAKINGS	ARRANGEMENTS AND GUIDELINES	RESPONSIBLE STAFF /OFFICE
<b>Issuance of NPM-signed memorandum on non-discrimination dated August 2020</b>	<ol style="list-style-type: none"> <li>1. Shall refrain from any practices or actions that tend to discriminate any personnel, colleague, division or office against the issue related to COVID-19 virus and/or make any pronouncements that may tend to escalate fear or anxiety or create confusions, misunderstanding or any resulting inconvenience to the detriment of another.</li> <li>2. Shall avoid discriminatory acts such as harassment or assault, stigmatization, failure to give assistance and other unlawful actions against confirmed, suspect, probable, and recovered COVID-19 patients.</li> <li>3. Shall refrain from posting in any social media any internal matters/issues pertaining to Pantawid and its personnel.</li> <li>4. Shall address all concerns, suggestions, and reactions regarding COVID-19-related matters to the National Program Manager through the Pantawid COVID-19</li> </ol>	<b>All 4Ps NPMO Personnel</b>



UNDERTAKINGS	ARRANGEMENTS AND GUIDELINES	RESPONSIBLE STAFF /OFFICE										
	Accelerated Response and Support Team (Pantawid CARES).											
Provision of PPE and COVID-19 Kits	<div><div><div>1. The Department through HRMDS is providing hygiene kits which include face mask, alcohol, vitamins, and Family Food Packs as applicable to employees that were subjected to self-quarantine regardless of employment status. This is being coordinated through the ASD Employee Welfare Unit for the distribution to concerned staff.</div><div>2. Appropriate PPEs as included in the procured supplies shall be allocated to personnel depending on work settings:</div></div><table><thead><tr><th>Work Setting</th><th>Recommended PPEs</th></tr></thead><tbody><tr><td>Normal Office Operations with no transacting public</td><td><ul style="list-style-type: none"><li>● Face Mask</li></ul></td></tr><tr><td>Frontline Services</td><td><ul style="list-style-type: none"><li>● Face Mask</li><li>● Face Shield</li><li>● Gloves</li><li>● Alcohol</li><li>● Vitamin Supplements</li></ul></td></tr><tr><td>Medical Setting</td><td><ul style="list-style-type: none"><li>● Medical-grade face mask</li><li>● Face shield-goggles</li><li>● Gloves</li><li>● Gown/Coverall</li><li>● Alcohol</li><li>● Vitamin supplements</li></ul></td></tr><tr><td>Cleaning and Disinfection</td><td><ul style="list-style-type: none"><li>● Face mask</li><li>● Rubber gloves</li><li>● Rubber boots or closed shoes</li><li>● Face shield/goggles (for cleaning with risk of splash)</li><li>● Coverall or plastic apron (for cleaning with risk of splash)</li></ul></td></tr></tbody></table></div>	Work Setting	Recommended PPEs	Normal Office Operations with no transacting public	<ul style="list-style-type: none"><li>● Face Mask</li></ul>	Frontline Services	<ul style="list-style-type: none"><li>● Face Mask</li><li>● Face Shield</li><li>● Gloves</li><li>● Alcohol</li><li>● Vitamin Supplements</li></ul>	Medical Setting	<ul style="list-style-type: none"><li>● Medical-grade face mask</li><li>● Face shield-goggles</li><li>● Gloves</li><li>● Gown/Coverall</li><li>● Alcohol</li><li>● Vitamin supplements</li></ul>	Cleaning and Disinfection	<ul style="list-style-type: none"><li>● Face mask</li><li>● Rubber gloves</li><li>● Rubber boots or closed shoes</li><li>● Face shield/goggles (for cleaning with risk of splash)</li><li>● Coverall or plastic apron (for cleaning with risk of splash)</li></ul>	<div>Employee Welfare Section</div> <div>Property and Supplies Unit</div>
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Assistance/Coordination with Facilities, Testing facilities, hospitals, clinics	<div><div>1. Once the information on the exposure of a staff with a confirmed case or to public through frontline services (3.C) or have received the advice from the medical officer or through telemedicine that a staff shall undergo swab testing, the Employee welfare section provides assistance to staff through information on the available facilities for testing and guidance on how to avail it.</div><div>2. Coordinate with OBSUs through the DSWD Clinic on on-site and off-site testing.</div><div>3. Processing, coordination and scheduling with related clinics, hospitals for available speedy swab testing</div></div>	Employee Welfare Section										



UNDERTAKINGS	ARRANGEMENTS AND GUIDELINES	RESPONSIBLE STAFF /OFFICE
	4. Provision of transport facilities for staff who do not have available means of transportation through NPMO available vehicles and that of GSD, as necessary	
<b>Financial Assistance through Crisis Intervention Unit (CIU)</b>	<p>The list of COVID positive personnel are being endorsed to the Crisis Intervention Unit through the Office of Undersecretary for Operations or through the HRMDS. Official Result of swab testing is required for the processing of this assistance together with the Doctor's prescription if any, Barangay Certificate of Indigency, and Financial Assistance Form.</p> <p>On the other hand, all personnel affected by COVID-19 regardless of employment status shall be provided with cash assistance, medical or burial assistance or combination of both through the Assistance to Individuals in Crisis Situation (AICS), subject to submission of supporting documents, assessment of the social worker and availability of funds.<sup>9</sup></p>	<b>Employee Welfare Section</b>
<b>Availment of Employee Compensation Program<sup>10</sup></b>	<p>Staff who have acquired work-related disease, considered by the Employee Compensation Commission and injury/accident or death that are work-connected could avail of compensation benefits through the Employee Compensation Program (ECP). The following however should be established:</p> <ol style="list-style-type: none"> <li>1. Employee-employer relationship to avail via GSIS. COS/MOA workers could also avail as long they have an updated and mandatorily pay their contributions under SSS.</li> <li>2. Proof that the disease/injury/accident/ death is connected to work or is obtained by the concerned employee in the performance of his employment.</li> <li>3. Medical Diagnosis and other requirements indicated in the attached HRMDS memorandum.</li> </ol> <p>The ECP claim could be filed at the GSIS/SSS branches near them.</p>	<b>Affected 4Ps NPMO employee</b>
<b>Alternative Work Arrangement and relative requirements</b>	<p>In accordance with Secretary Memorandum dated May 15, 2020 and DSWD Advisory No. 2, the NPMO shall evaluate and determine optimum workforce requirements, staffing structure and streamline work processes based on applicable community quarantine i.e. ECQ, MECQ, GCQ and MGCQ as issued by the IATF-MEID.</p> <p>Alternative work arrangement shall be implemented such as work-from-home, skeleton workforce, four-day (compressed workweek, staggered working hours and other work arrangements to reduce the number of personnel in the workstations and reduce the need to travel based on parameters set.</p>	<b>4Ps Management Committee</b>

<sup>9</sup> DSWD Memorandum Circular No. 11, series of 2019 or the Revised Guidelines in the Implementation of Assistance to Individuals in Crisis Situations as supplemented by Memorandum Circular No. 11, series of 2020

<sup>10</sup> Employee Compensation Program of Employee Compensation Commission



UNDERTAKINGS	ARRANGEMENTS AND GUIDELINES	RESPONSIBLE STAFF /OFFICE
	<p>Vulnerable or most-at-risk groups<sup>11</sup> shall be provided with alternative work arrangements for the duration of COVID-19 health event, except when their services are indispensable under the circumstances or when office work is permitted or upon the exigency of service.</p> <p>Relative to this, the Administrative Support Division is preparing the Special Order for the submitted Alternative Work Arrangement of 4Ps NPMO staff to be approved by the National Project Director. Relative to this, all staff shall submit the following:</p> <ol style="list-style-type: none"> <li>1. Duly signed <b>Individual Work Plans</b> must be received by the Administrative Support Division (ASD) in soft copies (preferably .pdf file), three (3) working days before the expiration of existing IWP in support of preparation of the corresponding Special Order adopting Alternative Work Arrangement</li> <li>2. <b>Individual Monthly Accomplishment Report (IMAR)</b> approved by Division Chief/Deputy Program Manager to be noted by the National Program Manager five (5) days after the month.</li> <li>3. Facilitation and approval of appropriate authorities (i.e. Special Orders, Memoranda) to adopt alternative work arrangements (i.e. skeletal, work from home, etc.)</li> </ol>	<p><b>Administrative Support Division</b></p> <p><b>All 4Ps NPMO Personnel</b></p> <p><b>All 4Ps NPMO Personnel</b></p>
<b>Transport provision</b>	<ol style="list-style-type: none"> <li>1. Provision of transportation shall be provided to the staff who does not have any means of transportation on the following circumstances subject to the availability of Office Service Vehicle: <ul style="list-style-type: none"> <li>o Staff who are required to report to office and are under Skeletal work arrangement;</li> <li>o Staff who have sudden onset of symptoms while at the workplace and needs to be transported to the nearest hospital;</li> <li>o Staff who needs to be swab tested</li> </ul> </li> <li>2. For above circumstances, the staff shall coordinate to the Administrative Support Division for facilitation of transportation requirement.</li> </ol>	<b>Administrative Support Division</b>
<b>Housing Quarter</b>	<ol style="list-style-type: none"> <li>1. Additional support to essential workforce such as temporary accommodation may be provided as available. This provision is facilitated through ASD transport unit and available on first-come, first-served basis in coordination with General Service</li> </ol>	<b>DSWD Administrative Service</b>

<sup>11</sup> **CSC MC 10 series of 2020 item 3.1.c** states that “Employees who are below 21 years old and those who are 60 years old and above, as well as those with immunodeficiency, comorbidities, and other health risk and pregnant women, including those who reside under ECQ or GCQ where the public transportation operate at a reduced capacity shall be under work-from-home arrangement, except when their services are indispensable under the circumstances or when office is permitted.”



UNDERTAKINGS	ARRANGEMENTS AND GUIDELINES	RESPONSIBLE STAFF /OFFICE
	Division (GSD) of the department	
<b>Creation of Pantawid CArES</b>	<ol style="list-style-type: none"> <li>1. Monitor employees of NPMO for any COVID-19 exposure;</li> <li>2. Facilitate reporting to the DSWD Doctor and Personnel Division of any employee who had been exposed to COVID-19;</li> <li>3. Facilitate complete contact tracing of all confirmed cases, if any, by coordinating with the respective division</li> <li>4. Facilitate RT-PCR (SWAB) Testing of all employees prioritizing those with COVID-19 exposure;</li> <li>5. Facilitate all the needed support by NPMO Personnel with COVID-19 exposure;</li> <li>6. Ensure compliance to the policy, guidelines and standards set by DSWD on Safety and Health Protocols in light of COVID-19;</li> <li>7. Develop internal guidelines and support mechanisms relative to safety and health of 4PS NPMO staff in accordance with the policies set by the department's OSH committee.</li> <li>8. Ensure occupational safety of NPMO personnel as stated in COVID-19 Response and Recovery Plan;</li> <li>9. Develop and submit work plan and recommendations to the National Program Manager</li> <li>10. Conduct periodic safety meetings and submit reports to the National Program Manager;</li> <li>11. Send representative to the training and seminars that are related to the safety and health of 4Ps NPMO staff relative to COVID-19;</li> <li>12. Plan and initiate trainings and activities on Occupational Safety and Health re: COVID-19 for 4Ps NPMO staff.</li> <li>13. To disseminate clear and relevant information on COVID-19 to allay fears and confusion among NPMO personnel;</li> <li>14. Keep track of events related to COVID-19 and provide recommendation to the National Program Manager as necessary;</li> <li>15. Develop a Work and Financial Plan to support the 4Ps NPMO OSH programs relative COVID-19;</li> <li>16. Monitor and Evaluate the implementation of OSH programs relative to COVID-19 and submit a semestral report to the National Program Manager.</li> </ol>	<b>Pantawid CArES</b>
<b>OBSU Occupational Safety and Health Focal</b>	Alternatively, the 4Ps as an OBSU also has focal representation in the department through the support cluster team	<b>ODPMS/ASD</b>



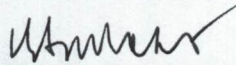
## VI. EFFECTIVITY

Let copies of these Notes be disseminated to the Pantawid Pamilyang Pilipino Program (4Ps) National Program Management Office (NPMO) for the guidance and reference of its personnel in addition to existing pertinent issuances of the Department especially during this national health emergency and as part of the Covid-19 Response and Recovery Plan.

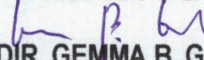
Together, through utmost prudence, discipline, responsibility and proper self-care, at home and at our workplace, we will be able to rise up and help combat this pandemic.

Issued this \_\_\_\_\_ September 2020 at Quezon City, Philippines.

### RECOMMENDING APPROVAL:

  
DIR. ERNESTINA Z. SOLLOSO  
National DPM for Support

### APPROVED / DISAPPROVED:

  
DIR. GEMMA B. GABUYA  
Director IV / National Program Manager