



COVID-19 Safety Guidelines and General Health Protocols (Effective January 2022)

I. Background

These safety guidelines and general health protocols outline the measures implemented by Voice of the Free to minimize the risk of Covid-19 transmission and infection at the Center of Hope (COH) and ensure the safety of its beneficiaries, staff, and partners.

II. Center of Hope - Shelter Protocol

1 Disinfection of the shelter facility shall be conducted before and after regular office hours.

All work areas, surfaces (floors, desks, tables), and frequently handled/used office supplies

2 (doorknobs, telephones, and keyboards) shall be cleaned and disinfected every three hours.

3 Comfort rooms shall have ample supply of clean running water and soap for regular handwashing.

Face masks, paper tissues, alcohol, hand sanitizers shall be made available and accessible in the

4 work areas, pantry, corridors, and stairways for the use of survivors, staff, and visitors.

An isolation/quarantine room and a separate quarantine room shall be designated for new

5 admissions and survivors or staff suffering from Covid-19 symptoms, respectively.

III. Case Management

1. Admissions

1.1 Referring parties shall comply with the same admission requirements. Cases of human trafficking remain priority cases for admission

1.2 VF shall require the referring party to submit a negative result of the referral's RT-PCR test or Swab Antigen test.

1.3 Covid-19 positive referrals shall not be considered for admission at COH.

1.4 Referrals with negative Covid-19 swab antigen results shall be temporarily placed in COH's isolation room for 14 days before being transferred to the regular dormitories.

2. At the shelter

2.1 Survivors shall wear a face mask at all times and remove the same only when eating and drinking.

2.2 Social distancing of no less than 1 meter is to be adopted.

2.3 Survivors shall practice regular handwashing.



2.4 During meal times, only two survivors can share one dining table.

3. Visitation

3.1 Face-to-face family meetings/visits shall be suspended temporarily. Regular online meetings and/or phone calls will be implemented.

4. Discharge

4.1 Discharge conferences shall be done online. The referring party, VF, and receiving party shall agree on the schedule of discharge.

4.2 All documents shall be forwarded to VF at least three days before the day of the client's date of release.

4.3 The receiving party will receive the client from VF at the office of CSWD or in a designated outdoor area of the COH.

4.4 VF will partner with LGU for COVID 19 clearance if the receiving LGU requires medical clearance of the client subject for reintegration.

IV. Shelter Staff Guidelines

1. Arrival

1.1 No face mask, no entry.

1.2 Employees shall soak their shoes in the footbath and sanitize their hands with alcohol.

1.3 A temperature check will be done with the guidance of the security personnel. Any employee with a temperature above 37 degrees celsius shall not be allowed to enter COH premises.

1.4 Employees exhibiting Covid-19 symptoms are not allowed entry.

2. At the shelter

2.1 Employees shall wear a face mask at all times and remove the same only when eating and drinking.

2.2 Social distancing of no less than 1 meter is to be adopted.

2.3 Employees shall practice regular handwashing.

2.4 Employees should endeavor to bring their own utensils, plates, cups, and own dishwashing sponge. Eating in communal areas is highly discouraged. As much as possible, employees must have their meals in their designated workspace/station.



2.5 Employees must follow proper waste disposal.

3. Exit

3.1 Employees shall wash/sanitize their hands before leaving COH.

3.2 Employees' body temperatures shall be recorded after work.

V. General Staff Guidelines

1. Meetings/Fieldwork

1.1 Virtual meetings shall be prioritized. If a virtual meeting is not an option, limit the meeting size — only necessary participants shall attend.

1.2 VF can provide face masks, alcohols, and face shields upon request.

1.3 Participants are advised to wear their masks at all times.

1.4 Social distancing shall be appropriately implemented.

1.5 Meeting venues shall be well-ventilated.

2. Travel

2.1 Employees must avoid business-related travel as much as possible, especially if considered high-risk.

2.2 For business-related travel, coordinate with local authorities and comply with all requirements.

2.3 Essentials such as facemasks, alcohol, and face shields can be provided for business-related travel.

2.4 A 14-day quarantine period must be completed by employees returning from travel and returning to work at COH.

3. Health monitoring

3.1 All employees are advised to immediately consult with a healthcare professional at the onset of Covid-19 symptoms or other illnesses.

3.2 COH employees experiencing symptoms shall go home to self-isolate or proceed to the COH isolation room (for in-house employees). Colleagues who have been in close contact are instructed to follow quarantine guidelines.

3.3 Employees experiencing Covid-19 symptoms (or other illnesses) shall immediately report to their immediate supervisor for monitoring and assistance.



4. Vaccination

- 4.1 All employees are encouraged to complete Covid-19 vaccination and acquire boosters.
- 4.2 All employees shall complete the required Covid-19 vaccination doses to enter and work at COH.

VI. Visitor Guidelines

1. Approval

- 1.1 Visitors shall seek approval from Vobeforee Free staff via email. Approval shall be based on National Alert Levels. For inquiries, email info@voiceofthefree.org.ph with the subject line "Center of Hope Visit."
- 1.2 All visitors must be fully vaccinated prior to the approved date of visit.
- 1.3 Number of visitors allowed are as follows:
 - Maximum of 10 members per group (Gazebo Area/Open Space)
 - Maximum of 5 members per group (Multipurpose Hall)Number of allowed visitors may change at the discretion of COH management.

2. Pre-arrival

- 2.1 All visitors must submit and truthfully fill out the Health Declaration Form prior to arrival. An online form will be sent together with your confirmation. NO form, NO entry.
- 2.2 All visitors must submit a negative result of RT-PCR (at least 48 hours before visits) /Antigen Swab Test (taken 24 hours before visit). Do not take Covid-19 tests without confirmation.
- 2.3 Visitors are advised to bring their facemasks (one-layer cloth/washable facemasks are not allowed), alcohol/sanitizers, identification cards, and vaccination cards.

3. At the shelter

- 3.1 A mandatory temperature and health check shall be conducted on all VISITORS upon entry. Body temperatures higher than 37.5 C or exhibiting flu-like symptoms may not enter the premises.
- 3.2 Visitors shall observe safety and precautionary measures by wearing a facemask at all times, washing/sanitizing hands as needed, and social distancing.
- 3.3 BodyPractice social or physical distancing when inside the premises. Maintain a safe space of at least 1 meter apart between yourself and other people.
- 3.4 Visitors shall dispose of used personal items properly.



4. Post-visit

- 4.1 All visitors are encouraged to report any signs of Covid-19 symptoms they may experience shortly after visiting the shelter for contact tracing.

VII. Deliveries

1. No face mask, no entry. Delivery personnel shall wear face masks at all times while inside shelter premises.
2. Delivery of donations, goods, and supplies shall be received at the gate area. All donations, goods, and supplies shall undergo disinfection at the gazebo area.

VIII. Covid-19 Cases

1. All survivors and in-house employees who exhibit symptoms shall be temporarily placed in COH's designated isolation rooms for testing and further observation.
2. Covid-19 positive cases shall be transferred to the quarantine facility for treatment. Severe cases will be moved to partner hospitals to receive further treatment.
3. Survivors and employees who have had close contact with Covid positive persons shall undergo swab antigen testing and be placed in isolation as well.
4. Infected survivors and employees must complete a 14-day quarantine period and get a negative RT-PCR test result before moving out of the quarantine facility or re-entering COH.



Annex A — Allowed entries at Center of Hope per Alert Level implemented by Philippine national and local governments

Allowed entries at Center of Hope				
Alert Level	Survivor admissions	In-house staff	General staff	Other guests/visitors
1	Admitted referrals shall undergo necessary testing and isolation. A maximum of 10 referrals will be accepted at a time.	In-house staff shall follow COH office set-up health protocols.	100% of general staff allowed	Maximum of 10 members per group (Gazebo Area/Open Space) Maximum of 5 members per group (Multipurpose Hall) <i>Number of allowed visitors may change upon the discretion of Center of Hope management.</i>
2	Admitted referrals shall undergo necessary testing and isolation. A maximum of 10 referrals will be accepted at a time.	In-house staff shall follow COH office set-up health protocols.	Only essential staff allowed.	Maximum of 10 members per group (Gazebo Area/Open Space) Maximum of 5 members per group (Multipurpose Hall) <i>Number of allowed visitors may change upon the discretion of Center of Hope management.</i>
3	Admitted referrals shall undergo necessary testing and isolation. A maximum of 10 referrals shall be accepted at a time.	In-house staff shall follow COH office set-up health protocols.	Restricted. COH under lockdown.	Restricted. COH under lockdown.
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