

# *STANDARD OPERATING PROCEDURE*

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UTKARSH BANGLA | | POST COVID 19



Version 1.0

PASCHIM BANGA SOCIETY FOR SKILL DEVELOPMENT | GOVERNMENT OF WEST BENGAL

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# Standard Operation Procedure

This SOP is applicable to present phase of COVID 19 pandemic in the country. The procedures and guidelines are meant to guide the training partners empanelled under Utkarsh Bangla. This guideline aims to prevent spread of the COVID -19 Infection and response measures to be observed to cease the spread of the infection in the Training Centre.

## The Duration of the Training and the Cost:

- **Duration of the Training:** The total number of Hours for a batch will remain same for the skill development training programme as approved by NSQF for the said QP
- **Cost:** There will be no additional cost provision for the training which has to be completed as per the approved Common Norms

## Mandatory Instructions to the Training Providers (TPs) for the Training Centre (TC)

- The TP shall be responsible for updating the training TC shall remain updated on status of the categorization of the zones where the TC is located
- TC shall strictly follow and adhere to the guidelines released by the Ministry of Health and Family welfare/State Government /District administration
- In case of any revision in the categorization norms/ terminology, the Training Centre shall have to follow the extant norms and guidelines as applicable
- Based on the applicability, the Training Centre should inform/ seek permission from any Competent Authority (e.g. District Administration/ Urban Local Bodies). If any permission is granted, the same may be put up for display at the entrance of the training centre. Further, the copy should be retained for any subsequent inspection by SPMU PBSSD
- SPMU PBSSD Monitoring Team may ask TC through WhatsApp video call or any other mechanism, to showcase the preparedness of a Training centre to resume training
- The Training Centre will make all effort to be aware if employee or candidate or any person who are associated or visited the Training Centre have been reported COVID Positive. The Training Centre will immediately inform SPMU PBSSD of any such occurrence and will seek guidance on the way forward

## Basic Preventive measures to prevent COVID -19

### Mandatory Preventive Measures

The basic preventive measures shall be followed to minimize the risk of infection with COVID-19. These must be observed by all available at the training centre. The measures include:

- Surfaces (e.g. desks, tables, door handles, etc.) and objects (e.g. telephones, keyboards, training equipment) need to be wiped with disinfectant regularly
- Contamination on surfaces touched by the candidates, the trainers and the employees are one of the main ways that COVID-19 spreads. All areas in the premises including the following shall be disinfected completely and regularly using user friendly disinfectant mediums (please refer to Cleaning Procedure Recommended by MoHFW outlined in the later part of this SOP):
  - Entrance Gate of building, office etc
  - Cafeteria and canteens
  - Classrooms, labs, open areas such as verandas
  - Lab equipment
  - Washroom, toilet, sink; water points etc
  - Walls/ all other surfaces
  - All vehicles and machinery entering the premise should be disinfected by spray mandatorily

- Regular sanitization and fumigation of training centre premises with disinfectant solution
- Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly
- Avoid central air conditioning of training centre. Open windows and doors whenever possible to make sure the training centre is well ventilated
- Training Providers to report compliance to COVID-19 guidelines every 15 days to SPMU PBSSD based on compliance reporting templates (Reporting structure/compliance templates to be detailed out at a later stage)
- Masks are effective if worn properly fitted, covering mouth and nose. Masks should be discarded and changed if they become physically damaged or soaked
- Provisions for hand wash & sanitizer should be kept preferably with touch free mechanism at all entry and exit points and common areas. Make sure these dispensers are regularly refilled

### **Preventive Measures Encouraged at the Training Centre**

- Promote regular and thorough handwashing by the candidates, the trainers and the employees because proper washing removes the virus from your hands and prevents the spread of COVID- 19
- Display posters promoting methods and duration for washing hands
- Make sure that the candidates, the trainers and the employees have access to places where they can wash their hands with liquid soap and water
- Provision of liquid soap instead of regular soap
- Awareness campaigns to be initiated for trainees, trainers and employees that anyone with even a mild cough or low- (37.3 OC or grade fever more) or with any symptoms of common cold will strictly need to stay at home.
- Keep communicating and promoting the message that people need to stay at home even if they have just mild symptoms of COVID-19

## **Managing COVID 19 Risk at the Training Centre**

### **Before and during the session**

- **Managing Inventory**  
Pre-order sufficient supplies and materials, including tissues, face masks and hand sanitizer for all the trainees, trainers and employees. Have surgical masks available to offer anyone who develops respiratory symptoms/doesn't have a mask
- **Advising Trainers/trainees/other Staffs**  
Advise trainers, trainees and employees in advance, that if they have any symptoms or feel unwell, they should not attend the training session
- **Continuous Status Monitoring**  
Should actively monitor status of spread of COVID-19 in the 3 KM surrounding and the town/city
- **Arogya Setu App Usage**  
Use of Arogya Setu app should be encouraged in the smartphone's, for the individual visiting the TC and should be encouraged to undergo a self-evaluation on the app before entering the premises
- **Mandatory Thermal Scanning**  
All visitors entering and exiting the centre must be scanned regularly

- **Isolation Room**  
Identification of a room or area where someone who is feeling unwell or has symptoms can be safely isolated
- **Development of SoP**  
Sop for safe transfer of the person with symptoms to a nearby health facility
- **Encouraging Healthy Practices**  
Encouraging regular handwashing or use of sanitizer by all present at Training Centre and covering their face with the bend of their elbow or a tissue if they cough or sneeze. Adequate number of dustbins must be maintained for disposal of used tissues
- **Availability of Dispenser**  
Displaying dispensers of alcohol-based hand rub prominently in the Training centre

- **Social Distancing**  
Rearrange student desks and common seating spaces to maximize the space between students to ensure Social distancing
  - A 3-foot radius around each student resulting in a 6-foot total distance between any two students (refer illustration)
  - Turn desks to face in the same direction (rather than facing each other) to reduce transmission caused from virus- containing droplets (e.g., from talking, coughing, sneezing)
  - Consider using visual aids (e.g. painter's tape, stickers, etc.) to illustrate traffic flow and appropriate spacing to support social distancing
  - A gap of at least 30 minutes between training sessions must be provisioned. Batch timings may be adjusted in accordance with it. Stagger the lunch breaks for trainees, trainers and staff to ensure social distancing
  - Maintenance of appropriate distance of minimum 2 meters between candidate and counsellor. Only one candidate to be counselled at one time

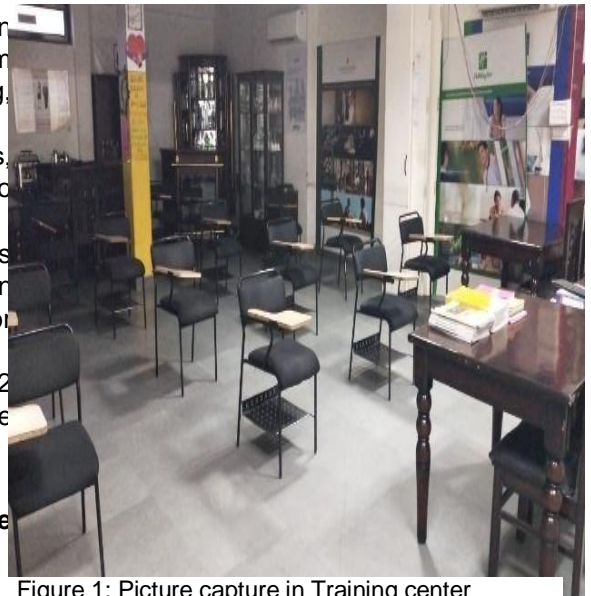


Figure 1: Picture capture in Training center

- **Wearing of hand gloves and Use of Sanitizers in the laboratories**  
All the trainees/trainers coming in contact with lab equipment must mandatorily wear hand gloves before touching the equipment. Labs must have abundant Sanitizers for Trainees.
- **Ventilation of the training Centre**  
The doors and windows should be open to ensure good ventilation of the TC
- **Multiple Batches in a classroom**  
Sharing of Classroom by multiple batches in a day may be avoided. In case required the disinfection exercise to be carried out as per guidelines before the arrival of new batch.
- **Batch timings**  
The timing of the Batches may be rescheduled to have staggered batch start and end time. The centre may extend opening and closing by 2 hours from the normal scheduled timing. (Not before 7 am and not after 7 pm or as per Government/District administration guidelines if any)
- **Appropriate distance**  
Maintenance of appropriate distance of minimum of 2 meters between candidate and counsellor. Only one candidate to be counselled at one time

## Post training session

- **Tracking of Trainers and Trainees**-Keep a strong track of all the trainees and trainers' batch wise after each session. This will help public health authorities trace people who may have been exposed to COVID-19 if someone falls ill shortly after the session
- **Monitoring of suspected COVID -19 case-**
  - If someone in the classroom was isolated as a suspected COVID-19 case, the training provider should inform everyone at least during the starting phase. They should be advised to monitor themselves for symptoms for 14 days and take their temperature twice a day
  - If they develop even a mild cough or low-grade fever (i.e. a temperature of 37.3 OC or more) they should stay at home and self-isolate. This means avoiding close contact (1 meter or nearer) with other people, including family members. They should also inform the local authorities about the details of their recent travel and symptoms
- **Regular sanitization of the TC**
  - Training providers shall sanitize and fumigate their training centres regularly between shifts
  - Contamination on surfaces touched by the candidates, the trainers and the employees are one of the main ways that COVID-19 spreads. All areas in the premises including the following shall be disinfected completely using user friendly disinfectant mediums after each training session:
    - 1) Entrance Gate of building, office etc.
    - 2) Cafeteria and canteens.
    - 3) Classrooms, labs, open areas such as verandas
    - 4) Lab equipment
    - 5) Washroom, toilet, sink; water points etc
  - Social distancing must be observed by anyone accessing the parking spots for parking their vehicle

## Guidelines for disinfection

Table 1: Guidelines for disinfection

Indoor Areas	Outdoor Areas	Public toilets
<ul style="list-style-type: none"> <li>• Training Centre &amp; office spaces, including conference rooms should be cleaned every evening after office hours or early in the morning before the rooms are occupied</li> <li>• If contact surface is visibly dirty, it should be cleaned with soap and water prior to disinfection</li> <li>• Prior to cleaning, the worker should wear disposable rubber boots, gloves (heavy duty), and a triple layer mask</li> </ul>	<ul style="list-style-type: none"> <li>• Outdoor areas have less risk than indoor areas due to air currents and exposure to sunlight</li> <li>• These include bus stops, railway platforms, parks, roads, etc</li> <li>• Cleaning and disinfection efforts should be targeted to frequently touched/contaminated surfaces as already detailed above. The main areas to be focused upon for cleaning and disinfectant on daily basis           <ul style="list-style-type: none"> <li>• Parking Area</li> <li>• The Main Gate or door of the Centre</li> <li>• Places of common gatherings</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Sanitary workers must use separate set of cleaning equipment for toilets (mops, nylon scrubber) and separate set for sink and commode</li> <li>• They should always wear disposable protective gloves while cleaning a toilet</li> </ul>

	outside the centre	
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**Cleaning Procedure recommended by Ministry of Health and Family Welfare, Government of India (MoHFW) for Outdoor Areas**

- Outdoor areas have less risk than indoor areas due to adequate air flow and exposure to sunlight. These include bus stops, railway platforms, parks, roads, etc.
- Cleaning and disinfection efforts should be targeted to frequently touched/contaminated surfaces as already detailed above. The main areas to be focused upon for cleaning and disinfectant on daily basis.
  - Parking Area
  - The Main Gate or door of the Centre
  - Places of common gatherings outside the centre

**Cleaning Procedure recommended by Ministry of Health and Family Welfare, Government of India (MoHFW) for Indoor Areas**

- Start cleaning from cleaner areas and proceed towards dirtier areas
- All indoor areas such as entrance lobbies, corridors and staircases, escalators, elevators, security guard booths, office rooms, meeting rooms, cafeteria should be mopped with a disinfectant with 1% sodium hypochlorite or phenolic disinfectants
- High contact surfaces such as elevator buttons, handrails / handles and call buttons, escalator handrails, public counters, intercom systems, equipment like telephone, printers/scanners, and other office machines should be cleaned twice daily by mopping with a linen/absorbable cloth soaked in 1% sodium hypochlorite. Frequently touched areas like table-tops, chair handles, pens, diary files, keyboards, mouse, mouse pad, tea/coffee dispensing machines etc. should specially be cleaned
- For metallic surfaces like door handles, security locks, keys etc. 70% alcohol-based disinfectants could be used to wipe down surfaces where the use of bleach is not suitable
- Hand sanitizing stations should be installed in training Centre's premises (especially at the entry) and near high contact surfaces
- Wash Basins as far as possible to be kept outside the Centre preferably near the entry gate and soap (preferably liquid soap) should be kept always
- In a meeting/conference/office room, if someone is coughing, without following respiratory etiquettes or mask, the areas around his/her seat should be vacated and cleaned with 1% sodium hypochlorite.
- Carefully clean the equipment used in cleaning at the end of the cleaning process.
- Remove PPE, discard in a disposable PPE in yellow disposable bag and wash hands with soap and water
- In addition, all the employees should clean the work area in front of them with a disinfecting wipe prior to use and sit one seat further away from others

**Cleaning Procedure recommended by Ministry of Health and Family Welfare, Government of India (MoHFW) for Toilet Areas**



- 70% Alcohol based disinfectant can be used to wipe down surfaces where the use of bleach is not suitable, e.g. metal. (Chloroxyleneol (4.5-5.5%)/ Benzalkonium Chloride or any other disinfectants found to be effective against coronavirus may be used as per manufacturer's instructions)
- Always use freshly prepared 1% sodium hypochlorite.
- Do not use disinfectants spray on potentially highly contaminated areas (such as toilet bowl or surrounding surfaces) as it may create splashes which can further spread the virus.
- To prevent cross contamination, discard cleaning material made of cloth (mop and wiping cloth) in appropriate bags after cleaning and disinfecting. Wear new pair of gloves and fasten the bag.
- Disinfect all cleaning equipment after use and before using in other area.
- Disinfect buckets by soaking in bleach solution or rinse in hot water.
- After the cleaning of toilet area, the training centre should ensure that it should not be used for half an hour till dry

Table 2 : Cleaning procedure for toilet

Areas	Agents / Toilet cleaner	Procedure
Toilet pot/ commode	Sodium hypochlorite 1%/ detergent  Soap powder / long handle angular brush	<ul style="list-style-type: none"> <li>• Inside of toilet pot/commode:</li> <li>• Scrub with the recommended agents and the long handle angular brush.</li> <li>• Outside : clean with recommended agents; use a scrubber.</li> </ul>
Lid/ commode	Nylon scrubber and soap powder/detergent  1% Sodium Hypochlorite	<ul style="list-style-type: none"> <li>• Wet and scrub with soap powder and the nylon scrubber inside and outside.</li> <li>• Wipe with 1% Sodium Hypochlorite</li> </ul>
Toilet floor	Soap powder /detergent and scrubbing brush/ nylon broom  1% Sodium Hypochlorite	<ul style="list-style-type: none"> <li>• Scrub floor with soap powder and the scrubbing brush</li> <li>• Wash with water</li> <li>• Use sodium hypochlorite 1% dilution</li> </ul>
Sink	Soap powder/detergent and nylon scrubber	<ul style="list-style-type: none"> <li>• Scrub with the nylon scrubber.</li> <li>• Wipe with 1% sodium hypochlorite</li> </ul>

## Guidelines for Branding (Precautions during COVID- 19)

Appropriate Branding should be displayed in the premises which should include but not limited to the following:

- Permission Form signed by concerned authority at the entrance of centre and at the reception/notice board



- Social Distancing norms released by State and Central Govt. to be pasted at prominent places
- A video or audio visual in some interval of time telling about the COVID-19 precautions
- Precaution and prevention related guidelines posters type, preferably A3/A2 size
- Use and disposal of mask as per MoHFW posters
- Hand wash and hygiene related branding inside and near Toilets, Pantry etc
- COVID-19 fixed branding in all classrooms and labs
- Aarogya Setu App branding at prominent places
- Poster mentioning about Do's and Don'ts to be followed in the centre

The Training Provider must submit the readiness details of the below mentioned points to monitoring team of SPMU PBSSD through a dedicated web portal/mobile based application before opening of skill development centres & commencement of training. This format should always be maintained at TC during training.

Table 3 : Checklist for centre reopening

<b>Self-Declaration Report</b>			
<b>Company</b>			
<b>PMKK Location &amp; State</b>			
<b>Institute Head Name</b>			
Sr. No.	Parameter	Yes/No	Remarks
1	Maintaining Hygiene of the Institute		
1.1	All areas of institute disinfected		
1.2	Entrance Gate of building, office etc.		
1.3	Cafeteria and canteens.		
1.4	Classrooms, labs, open areas such as verandas		
1.5	Lab equipment		
1.6	Washroom, toilet, sink; water points etc.		
1.7	Walls/ all other surfaces		
1.8	All vehicles and machinery entering the premises should be disinfected by spray mandatorily.		
2	Health and Hygiene of Institute Staff		
2.1	Availability of Sanitizers & other requisite material		
2.2	Training of all Staff on requisite measures to be taken		
3	Branding with respect to COVID-19		
3.1	Display posters promoting respiratory hygiene through illustrations and steps while someone coughs/sneezes		
3.2	Display posters promoting handwashing methods and duration		
4	Training of Trainees on Prevention and Precautionary measures for COVID-19		
4.1	Orientation of all Trainees batch wise on		
4.2	Do's and Don'ts		
4.3	Precautions and Preventive measures to be taken-While leaving home, Entering Institute, during the class, during practical training, break time, closure time and on the way to home and while entering home		
4.4	Importance of Installing Arogya Setu APP		
5	During the Training		

5.1	Availabilityofrequisitematerialforpreventiveandprecautionmeasures for COVID-19		
5.2	Whether6-footdistancebetweentwostudentsismaintainedornot		
5.3	Is the batch size maintained as per guideline		
5.4	Is the batch scheduling done as per guideline		
6	After the Training		
6.1	Sanitization, Fumigation & Disinfection of Institute & Classroom		
6.2	If any person in the institute found to be unwell, reported to concerned authorities or not		
6.3	<b>Social Distancing Norms maintained while leaving the classroom/Institute</b>		

### **Additional points for Healthy and Safe Training Centres are as follows:**

- Batches may be scheduled on a weekly pattern to discourage social gathering
- Training centre should be sanitized well before opening of the centre using standard sanitizers and adopting the guidelines issued by WHO / ICMR / State Health & FW Department
- Training centres should promote social distancing (minimum 1 meter)
- Divide the batches into smaller groups to ensure social distancing
- TC should enforce regular hand washing with clean water and soap
- TC should observe regular interval disinfection of surfaces which are coming in regular use / contact
- TC should have arrangement for safe drinking water, disposable glasses, sanitation and waste management facilities
- All trainees mandatorily wear face masks while coming to training centres. This is zero tolerance compliance
- Sick trainees, trainers and other staffs should be discouraged to attend the training centres
- Plan for continuity of learning in the case of absenteeism/sick leave or temporary school closures, support continued access to quality education which includes:
  - Offline printed material can be provided to the trainees for home study
  - E-learning should be encouraged

### **Communication and awareness strategy inside the TC on prevention of COVID – 19**

- Create posters for awareness on COVID -19
- Include safe health & hygiene as part of curriculum irrespective of the trade.
- Create small notes and trainees to be provided with handouts for more awareness on preventive steps for COVID-19 free society

### **Guidelines for use of mask**

The correct procedure of wearing triple layer surgical mask:

- Perform hand hygiene
- Unfold the pleats; make sure that they are facing down.
- Place over nose, mouth and chin.
- Fit flexible nose piece over nose bridge.
- Secure with tie strings (upper string to be tied on top of head above the ears –lower string at the back of the neck.)
- Ensure there are no gaps on either side of the mask, adjust to fit.
- Do not let the mask hanging from the neck.
- Change the mask after six hours or as soon as they become wet.
- Disposable masks are never to be reused and should be disposed off.
- While removing the mask great care must be taken not to touch the potentially infected outer surface of the mask
- To remove mask first untie the string below and then the string above and handle the mask using the upper strings.
- Disposal of used masks: Used mask should be considered as potentially infected medical waste. Discard the mask in a closed bin immediately after use

## Hand wash Technique

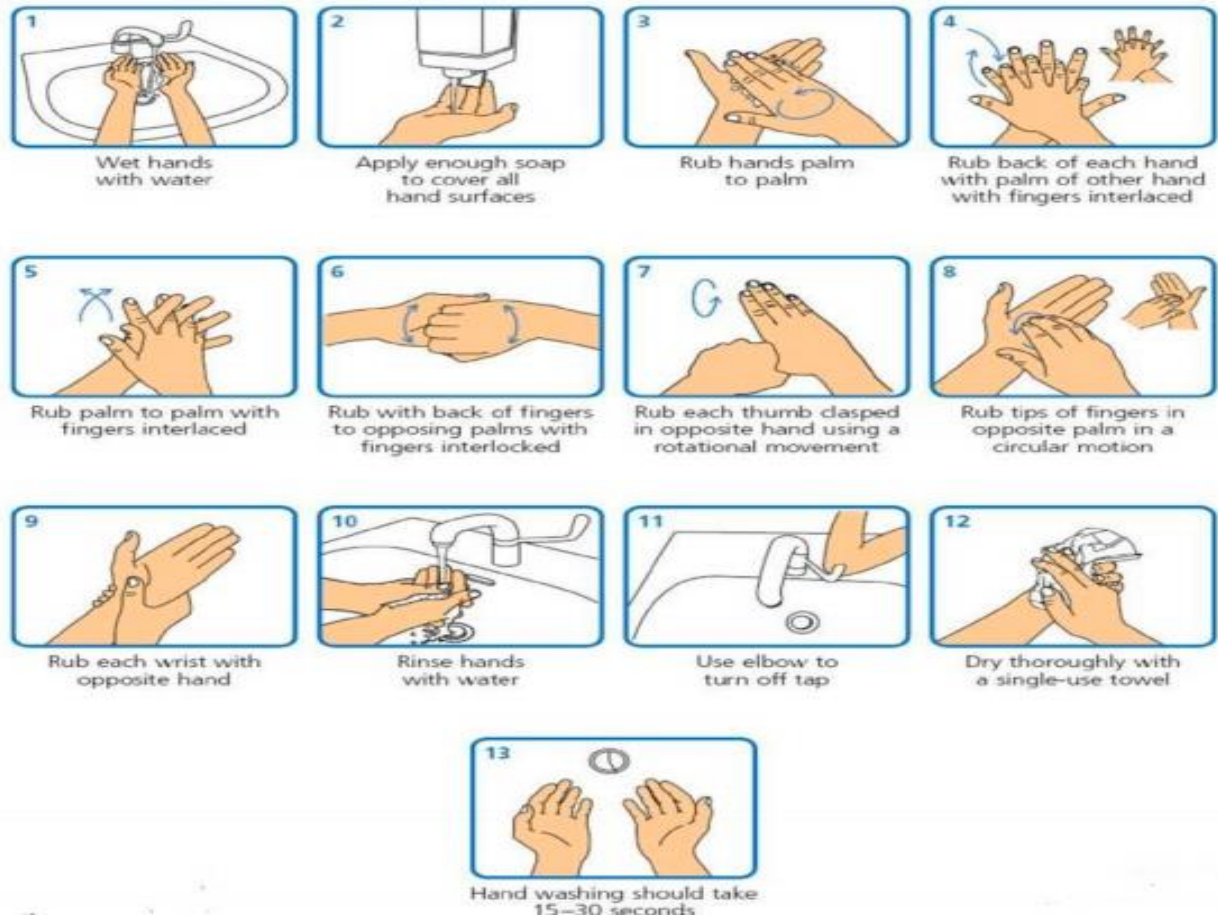


Figure 2: Hand wash technique

## References

- Ministry of Health and Family Welfare, of India COVID Dashboard <https://www.mohfw.gov.in/>
- DO Letter of Secretary, Ministry of Human Resource Development for Arogya Setu App, and Light Candle at 09:00 PM on 5 April 2020 for 9 Minute
- Guidelines on disinfection of common public places including offices
- Advisory - Social Distancing
- Advisory for Exemption to mark biometric attendance in AEBAS
- Guidelines on use of masks by public
- Guidelines for home quarantine
- Advisory against spraying of disinfectant on people for COVID-19 management
- WHO guidelines on getting your workplace ready for COVID-19
- Guidelines on PMKVY-CSCM released by MSDE