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STANDARD OPERATING PROCEDURE (SOP)

FOR PREVENTION AND MANAGEMENT OF
COVID-19 IN CHILD CARE INSTITUTIONS

Compiled and Designed by:  **UDAYAN**
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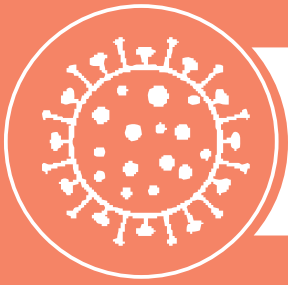
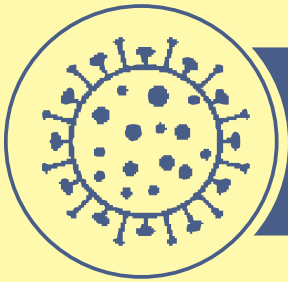


Table Of Contents

1. Overview **1**
 - General information about Coronavirus Disease (COVID-19) **1**
 - How does the COVID-19 infection spread? **1**
 - What are the symptoms of COVID-19? **1**
 2. General precautionary measures **2**
 3. How to wash hands properly **4**
 4. What to do if someone (child or care provider) in the home develops the signs of illness? **5**
 - Immediate steps and self-isolation **5**
 - Coordination with concerned duty bearers by Home in-charge **6**
 - Taking the person to doctor/ hospital by the care providers **6**
 - Seeking support from COVID-19 helpline numbers **7**
 - Home quarantine Instructions **7**
 5. Essentials to handle the situation better **8**
 6. How to take care of children and care providers' mental wellbeing during COVID-19 pandemic **9**
 7. Important measures for protection of children from abuse and violence in CCIs during the pandemic **11**
 8. Measures to ensure children's constructive engagement and safety online **12**
- Annexure 1 - Sources **13**
- Annexure 2 - The COVID 19 Quiz **14**



Overview

General information about Coronavirus Disease (COVID-19)

- COVID-19 is an infectious disease caused by a recently discovered novel Corona Virus.
- There is currently no vaccine to prevent COVID-19.

How does the COVID-19 infection spread?

- When a person suffering from COVID-19 sneezes or coughs, a lot of droplets spread in the air or fall on the ground and nearby surfaces.
- If another person is nearby and inhales the droplets or touches these surfaces and then touches his face, nose, eyes or mouth, then the infection gets transmitted.
- It also transmits from the infected person to another person in close, face to face, contact within 2 meters and for >15 minutes.

What are the symptoms of COVID-19?

- Symptoms of COVID-19 are similar to common cold or any viral infections.
- COVID-19 infected persons commonly show fever, tiredness, sore throat, cough (mostly dry) and shortness of breath (in severe cases).
- Person infected with the virus may take upto 14 days to show symptoms of the disease.



General precautionary measures

General precautionary measures

- Avoid touching eyes, nose and mouth with hands.
- Shaking hands and hugging as a matter of greeting to be avoided.
- Wash hands frequently with soap and water for 20 seconds especially after going to a public place; after blowing one's nose, coughing, or sneezing; using the toilet; before and after eating or preparing food; and after touching any such surface which is frequently touched by others or may be contaminated. If soap and water is not available, use hand sanitizer with at least 60% alcohol.
- Maintain at least 2meter (6 feet) distance between yourself and others, even inside the home. If there is less dining, study or activity spaces in the home, then use these spaces on rotation basis to ensure more social distancing.
- Ensure everyone follows respiratory hygiene in the home i.e. while coughing or sneezing, nose and mouth should be covered with handkerchief or tissue paper and it should be immediately disposed after use and hands are washed. If handkerchief or tissue paper is not available, cough into the flexed elbow.
- Do not wear mask indoors if you do not have the symptoms of the disease.
- Maintain cleanliness and hygiene in the home. All the frequently touched surfaces including tables, switches, doorknobs, handles etc. should be regularly cleaned using a regular disinfectant or 1% sodium hypochlorite solution, applied to the surfaces using a damp cloth.
- No visitors, volunteers, tutors etc. should be allowed to come inside the home and children's outing, excursions, picnics etc. should all be cancelled.
- Wash items such as utensils, clothes etc. using hot water and dry the items completely.
- Do not shake dirty laundry, this can minimize the possibility of dispersing virus through the air.
- Wash/ clean/ disinfect/ sanitize all the courier packages, parcels, grocery packets before bringing them inside the home and wash/ sanitize hands right after the process.
- Children/ care provider suffering from illnesses such as diabetes, blood pressure, cardiovascular or respiratory diseases to take extra precaution and do not expose themselves to any ailing person or go out of the home.



General precautionary measures

- Everyone in the home must practice techniques to promote positive mental health and strengthen immunity such as yoga, meditation, deep breathing etc.
- Have home cooked, well balanced diet and consume lemons/ lemon water every day to boost immunity.
- Do not ignore the illness signs such as fever, cough, cold etc.
- **Stay at home to the extent possible. In case you have to go out, be mindful of the following:**
 - 1) Do not take any child out for shopping, general walk etc.
 - 2) Keep a pair of clothes ready in the bathroom for change immediately after coming back.
 - 3) Wear a disposable mask (or reusable cloth mask) when going out and dispose/ wash immediately after coming back.
 - 4) Keep a sanitizer, disposable bag, few tissue papers and a bucket of water near the gate before leaving the house.
 - 5) Avoid using public transport and going to crowded places.
 - 6) Walk or use private vehicle and keep at least 2 meter distance from others.
 - 7) Do not touch unnecessary surfaces in the market.
 - 8) Do not touch your mouth, nose and eyes.
 - 9) Finish all your work in one go and come back quickly.
 - 10) As soon as you are back, immerse all items (milk, vegetables etc.) in water and leave it as it is for some time.
 - 11) Remove your mask from the lace, put it in a disposable bag and throw in the garbage bin (if using disposable mask) or wash in hot water with soap/detergent and then dry it under sun (if using reusable mask).
 - 12) Sanitize your keys, mobile, wallet and hands before entering the home.
 - 13) Use your non - dominant hand or elbow to open the door or push the buttons.
 - 14) Remove your slippers outside the home.
 - 15) Bathe and wash your clothes, before touching anything inside the Home.
 - 16) Remove all the packets from the bucket water after sometime (about half hour), wash thoroughly and then dry them.
 - 17) Ensure that the reusable masks are marked/ labelled appropriately to distinguish and no one should use someone else's mask.



How to wash hands properly?



0 Wet hands with water;



1 Apply enough soap to cover all hand surfaces;



2 Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



4 Palm to palm with fingers interlaced;



5 Back of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



8 Rinse hands with water;



9 Dry hands thoroughly with a single use towel;



10 Use towel to turn off faucet;



11 Your hands are now safe.



What to do if someone (child or care provider) in the home develops the signs of illness?

Immediate steps and self-isolation

- Care provider to check temperature and note it down.
- Inform the Home in-charge and management immediately.
- Do not give any medicine without the recommendation of doctor to suppress the symptoms.
- Ensure that the person who is sick stays in an isolated room.
- Ensure that the room is well-ventilated, preferably with an attached/separate toilet.
- Restrict the person from moving around in the home, so that the infection (if any) doesn't transmit to others.
- Ensure that the household articles/ items used by the person are not shared with others in the home.
- If the person is coughing/ sneezing, provide disposable mask (not reusable cloth mask) to cover his/her mouth and nose.
- **Ensure that the person knows the right way of wearing and removing the mask as follows:**
 - 1) Place mask carefully to cover mouth and nose and avoid any gaps between face and mask.
 - 2) Colored or blue side of the mask should face outwards and the metallic wire should fit over the nose.
 - 3) Avoid touching mask while in use. In case accidentally the person touches the mask, then immediately hands should be washed with soap or rub with alcohol based sanitizer to avoid contamination of surfaces around.
 - 4) Do not touch the front of the mask while removing it.
 - 5) To remove the mask, remove from the lace and put it in a disposable bag before dumping in the garbage bin.
 - 6) Wash/sanitize hands after removing mask and then place a new mask.
 - 7) The mask should be changed every 6-8 hours and disposed properly.
 - 8) Disposable masks should never to be reused.



What to do if someone (child or care provider) in the home develops the signs of illness?

- Ensure the person understands the importance of respiratory hygiene and covers nose and mouth while coughing and sneezing.
- Give steam twice a day for decongestion and offer warm water and drinks.
- Treat the person with respect and dignity and do not pass any derogatory comments.
- Keep calm and avoid panicking.

Coordination with concerned duty bearers by Home in-charge

- Home in-charge to coordinate with concerned DCPO/DPO and CWC to seek support and help in coordination.
- Home in-charge to contact Physician (linked to the Home) to seek medical advice and proceed accordingly.
- Home-in-charge to ensure that the support needed in taking the child/ care provider for check-up/ tests/ admission in hospital or need for additional human resource etc. is timely arranged.
- Home in-charge to ensure that the person receives counselling support from a trained counsellor.

Taking the person to doctor/ hospital by the care providers

- In case the child/ care provider is to be taken to doctor for check-up, either walk down (if near and possible) or use private vehicle. Avoid using public transport. In case of emergency, call Ambulance on 112.
- If doctor advises to take the child/ care provider straight to a hospital, do ensure that you take along two pairs of clothes, towels, toothbrush, paste, soap, washing soap, utensils (plate, bowl, spoon, glass), money, ID Card, health card/ medical documents, regular medicines (if on medication) etc.
- Remember to follow all the steps explained earlier while going out and coming back.



What to do if someone (child or care provider) in the home develops the signs of illness?

Seeking support from COVID-19 helpline numbers

- Home in-charge to call on helpline number(s) for support if needed after consulting with management and the doctor(s) connected with the home.
- Home in-charge to call on national helpline numbers by Ministry of Health & Family Welfare, Government of India i.e. 011-23978046, 1800112545 and Toll Free No: 1075 or States/UTs specific helplines.
- The helpdesk will require the contact details and medical & travel history of the person as per the testing protocol of COVID-19. Ensure that you have the information with you before you call.
- If the person will qualify as a case for COVID-19 testing as per the protocol, then the person will be tested at a government approved lab only.
- Remember to follow all the steps explained earlier while going out and coming back.
- For counselling and mental health support, contact COVID-19 Mental Health Toll Free Helpline Number 080-46110007.
- CHILDLINE (24X7 toll free child helpline) is functional and can be called on 1098 for any emergency support.

Home quarantine instructions

- No child should be allowed to visit the quarantined person.
- Only one assigned care provider should take care of the quarantined person.
- Always maintain at least 2 meter distance from the person. In case there is a need to hold the person or adequate distance is not maintained, ensure respiratory hygiene.
- Use alcohol based sanitizer to clean hands, after visiting the person.
- Use disposable gloves when cleaning the surfaces, article etc. in the room and while handling clothes, bed sheets etc. of the person.
- Clean and disinfect toilet surfaces daily, with regular household bleach solution/phenolic disinfectants.
- Clean and disinfect frequently touched surfaces, in the quarantined person's room daily using disinfectants or 1% sodium hypochlorite solution.
- Hand wash the clothes and other linen used by the person in hot water separately, using common household detergent and air dry separately.
- Remember to follow all the steps explained earlier for self-isolation.



Essentials to handle the situation better

Following are the list of essentials that must be available in the home for prevention and management of COVID-19:

- Functional thermometer
- Disposable and reusable masks.
- Disposable Gloves
- 60% Alcohol based hand sanitizers.
- Liquid bleach to prepare 1% sodium hypochlorite solution.
- Disposable bags.
- Tissue papers.
- Bucket to keep near gate (not to be used inside the home)
- List of emergency contact numbers including - local Physician, local cab service etc.
- Hospital bag, with all the necessary items except clothes, health card/medical documents and medicines of the person which can be put at the time of taking the person to hospital.
- Additional cash in hand for emergency.
- Human resource trained to handle situation in times of emergency.



How to take care of children and care providers' mental wellbeing during COVID-19 pandemic

It is important to acknowledge that for children, it is natural to feel stress, anxiety, grief, and worry during an ongoing pandemic like COVID-19. They may express psychological distress (anxiety, sadness) by acting out in a different way. Some common changes to watch for include:

- Excessive crying or irritation in younger children
- Returning to behaviors they have outgrown (for example, toileting accidents or bedwetting)
- Excessive worry or sadness
- Unhealthy eating or sleeping habits
- Irritability and “acting out” behaviors in teens
- Poor school performance or avoiding school
- Difficulty with attention and concentration
- Avoidance of activities enjoyed in the past
- Unexplained headaches or body pain
- Substance dependence

Professional help should be taken in case such behavior persists. However some simple steps that can be taken are as follows:

1. Encourage children to talk to each other and to the care providers about their concerns and how they are feeling.
2. Let them know that it is ok if they feel upset and help them practice stress relieving techniques such as yoga, meditation, dance, music etc.
3. Encourage and support children to take care of their bodies taking deep breaths, stretching, regularly exercising, eating healthy, having well balanced meals, getting plenty of water and sleep etc.
4. Spend time with children and help them to unwind, preferably doing activities they enjoy. Make it a point to have interactive activities, games etc. with children to keep them engaged in a positive way.



How to take care of children and care providers' mental wellbeing during COVID-19 pandemic

5. Avoid watching, reading, listening or discussing too much news about the COVID-19 and persuade children to divert their attention to other topics as well.
6. Remain calm and reassure children that they are safe. Talk about things that are happening to keep people safe and healthy. Give them right and age appropriate information.
7. Disruption of routine and closure of schools may be stressful for children. Try to continue with the regular routine maintained in the home, with minimal disruptions, so as to maintain a sense of security and well being, while taking all measures to ensure the safety of the children and the care providers.
8. Discuss their role and contribution in staying safe. Tell them it is possible for each one of us to protect ourselves and each other by maintaining personal hygiene and social distancing, which will help children feel in control.
9. Be vigilant and ensure prevention of all forms of violence/abuse/bullying as there is an increased risk of violence in time of uncertainties and anxiety (by peers, other staff members) including sexual abuse.
10. Ensure that nobody is subject to any form of stigmatizing words or behaviour arising due to coughing, sneezing, etc., as this violates the principles of 'equality and non-discrimination' and 'dignity and worth'.

Steps to be taken by care providers to support themselves:

1. Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the stressful stories repeatedly can be upsetting.
2. Take care of your body. Take deep breaths, exercise regularly, stretch, or meditate.
3. Consume healthy, well-balanced meals, get plenty of water and sleep, and avoid any kind of substance dependence.
4. Take time to unwind. Try to do some other activities you enjoy.
5. Connect with others and talk with people you trust about your concerns and how you are feeling.
6. Be assured that this shall pass too.



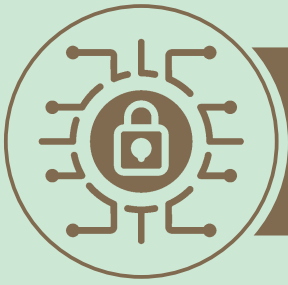
Important measures for protection of children from abuse and violence in CCIs during the pandemic

Lockdowns and increasing stress/ anxieties during the pandemic can increase potential risk of violence against children staying in CCIs of all types including - physical, sexual, emotional as well as online. The relationship between caregivers and children as well as amongst children can weaken, increasing the risk of violence against children. Girls are at a higher risk. The Supreme Court of India order dt. 3rd April 2020 in suomoto writ petition (civil) no. 4 of 2020 clearly recognizes this in the following words:

“It is important to consider that violence, including sexual and gender based violence may be exacerbated in contexts of anxiety and stress produced by lockdown and fear of the disease”.

Some important measures for protection of children from abuse and violence in CCIs during the pandemic are as follows:

- Ensure that the care providers understand the importance of protection of all children under their care during crisis situations.
- Ensure strict adherence to the Child Protection Policy of your organization under all circumstances.
- Issue strict advisories for care providers to not use corporal punishment for disciplining.
- Regular conversations with children and care providers be held on discussing the potential risks and ensure they understand that situation is challenging and stressful for everyone and they must cooperate with each other.
- Engage with adolescents regularly in assessing how COVID-19 is affecting them differently so that they are able to voice their feelings and release their tensions/ anxieties.
- Promote and support virtual monitoring by duty bearers through video conferencing, WhatsApp and phone calls to ensure prevention of all forms of violence.
- Supervised access to online spaces and applications with careful safety instructions should be followed.
- Online training and reading materials such as posters and comics that bring out the element of being safe from all forms of violence should be undertaken.
- Inform children about who they can reach out to if needed and that they recall helpline numbers such as 1098 if they find themselves in trouble.
- Immediate referral to medical, legal and psycho-social support be done if any incident of abuse is reported.



Measures to ensure children's constructive engagement and safety online

During the lockdown in the COVID-19 pandemic, a large number of children have been affected by school closures and self-isolation. While they have started taking classes online and spending more time on virtual platforms, they are alarmingly at an increasing risk of cyberbullying, online sexual abuse and heightened instinct of exploration and risk-taking behavior such as making online friends, watching pornography, sending sexualized images, texts etc. Children living in CCIs are not an exception to this, so following are some measures to ensure children's constructive engagement and safety online:

- Having a clear cyber safety policy in place with strict adherence to it by care providers and children. A few non-negotiable in this policy should be as follows:
 - Children must use technological devices age appropriately and always under supervision and guidance
 - Children should not accept friends requests without approval of care providers
 - Children must not share any information about themselves or the home with anyone without approval, especially photographs of self or any other child, passwords, PIN numbers etc.
 - If anything untoward is noticed while using device/gadget, children should immediately report to care providers.
 - Screen time and parental control are to be effectively used by care providers.
 - One must always sign out or log out once sessions are completed.
- Knowledge sharing and sensitization sessions with children and care providers to be held regularly to raise awareness about online safety and risks involved.
- Keep educating children and reinforcing the importance of wise use of technology and staying focused on the rightful purposes in the cyber world.
- Training of care providers to enable them understand the nitty-gritties of handling smartphones, computers, applications etc. so that they are better equipped to monitor children's online engagements.
- Ensuring that care providers are regularly communicating with teachers and keeping track of online session scheduled by school, its duration, topic etc.
- Build confidence in children to report any incident of abuse or discomfort they felt while they were online.
- Do not blame the child/ children, if any disclosure happens.
- Immediately report any incident of online child abuse to the Home in-charge who shall then inform the concerned CWC and DCPO and reach out to police under their guidance.



Annexure 1 - Sources

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2. **Updated Infection Prevention & Control Guidelines for 2019-nCoV (COVID-19) by AIIMS**
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(<https://www.mohfw.gov.in/pdf/Guidelinesondisinfectionofcommonpublicplacesincludingoffices.pdf>)
15. **Advisory regarding Care and Protection of Children moving with migrant families, Children living on Streets, Child care institutions (CCIs) in light of COVID-19 dated 29.03.2020 by NCPDR**
(<https://ncpcr.gov.in/showfile.php?lid=1904>)
16. **Advisory on Social Distancing Measure in view of spread of COVID-19 disease by MoHFW**
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17. **Fact or Fiction? Coronavirus disease (COVID-19) quiz by UNICEF**
(<https://www.unicef.org/coronavirus/fact-or-fiction-how-much-do-you-actually-know-about-coronavirus-covid-19>)
18. MWCD guidelines on COVID-19 preventive measures dt.18.03.2020; Delhi State Child Protection Society advisory for CCIs dt.04.03.2020 and 17.03.2020; and other circulars/ advisories from DCPCR, CWCs etc.



Annexure 2 - The COVID-19 Quiz

Stay apart and unitedly fight COVID-19

Q1. COVID stands for

- a. Corona Virus Infectious Disease
- b. Coronavirus Disease
- c. Chinese Virus Disease

Q2. To stay safe from COVID-19, one needs to

- a. Maintain social distancing and wear mask
- b. Wash/ sanitize hands regularly and maintain social distancing
- c. Clap and ring bell and, light lamps in the dark so that the virus floating in the air gets destroyed

Q3. The COVID-19 infection spreads when

- a. A healthy person comes in close, face to face, contact with an infected person
- b. A healthy person inhales the droplets spread by sneezing or coughing of an infected person
- c. A healthy person touches any surface or object which is contaminated by the droplets of coughing or sneezing by an infected person and then touches his/her mouth, eyes or nose
- d. All of the above

Q4. The carrier of COVID-19 infection can be

- a. A person
- b. An object
- c. Both

Q5. The common identified symptoms of COVID-19 include

- a. Fever, dry cough, fatigue, shortness of breath
- b. Fever, vomiting, diarrhoea, rashes on the skin
- c. Rashes on the skin, fever, cough, tiredness



Annexure 2 - The COVID-19 Quiz

- Q6. If a child/ care provider in a CCI shows any of the symptoms as that of COVID-19, the following needs to be done at first.
- Record temperature – Isolate the person & make sure no child comes in contact with the person- Inform-the concerned duty bearers – consult doctor and follow the recommendations thereafter.
 - Information to duty bearers – consult a doctor – start cleaning the home more regularly – stay close to the child showing symptoms to provide better care.
 - Immediately take the child to the doctor – inform the duty bearers – isolate the child & make sure no child comes in contact with the child showing symptoms and his/her belongings.
- Q7. If a child/ care provider in CCI is advised to be quarantined, the person caring for him should
- Stay in the same room to look after him and provide better care so that he gets recovered soon.
 - Put on mask when he enters the room of the quarantined person to provide essential services. Maintain a distance of at least 2metres and ensure that he rubs his hands with alcohol based sanitizer after coming out of the room and cleans himself before he gets around in the home.
 - Not be visiting the person showing symptoms at all.
- Q8. When a child/ care provider is advised to be quarantined
- It must be ensured that no child visit the quarantined person's room
 - Children may visit the quarantined person, provided that they put on mask and gloves.
 - The quarantined person may be allowed to come out of his room and meet others in the home.
- Q9. Social distancing with reference to the COVID-19 is applicable
- At public places (markets, hospitals or clinics, parks etc.) and while using public transports where the chances of getting infection are higher
 - While participating in activities, watching a movie or playing inside home
 - Both



Annexure 2 - The COVID-19 Quiz

- Q10. Who among the following is at risk of getting infected or carry germs/virus back home?
- Ramesh:** He puts on his mask and goes out of the home to buy vegetables from the local sabzi wala. When he returned home, he immediately soaked the vegetables in the water and carefully disposed of the carry bag. He made sure that he disposes his mask, wash/ sanitize his hands and then enters in the home.
 - Anil:** He puts on his mask and gloves and goes out of the home to buy vegetables from the local sabzi wala. When he returned home, he made sure that he disposes his mask and gloves, wash/ sanitize his hands, puts off his slippers outside and then enter inside the home.
 - Both are safe as they have taken all the safety precautions.
- Q11. Test for COVID-19 can be done at
- Government Approved Laboratory
 - Any private Laboratory
 - Both
- Q12. The correct way to wash hands is
- Rub palms and fingers with soap. Lather the back of your hands for 30 seconds.
 - Rub palms with soap, rub between fingers, rub the base of thumbs, nails and wrist for 20 seconds.
- Q13. The best way to keep yourself safe from COVID-19 infection is
- Wear mask, gloves and use private vehicle
 - Avoid being exposed to Corona virus and stay safe at home
- Q14. Cleaning/disinfecting all couriers packages, parcels, grocery packets before bringing inside the house and sanitizing hands right after the process must be done as a precautionary measure.
- True
 - False
- Q15. During the lockdown, neighbours in the society can be encouraged to visit the home and engage children in productive activities such as dancing, painting, storytelling or they can be invited at the home to counsel children and do not get panicky.
- True
 - False



Annexure 2 - The COVID-19 Quiz

- Q16. Having a structured routine for children at home during lockdown is mainly because
- Children get busy and do not ask to go out
 - Children are engaged in productive activities, do not get distracted, their energies get channelized, do not get affected mentally or emotionally and live in harmony.
 - Some activities need to be there if they are not going to school due to lockdown
- Q17. COVID-19 outbreak or the lockdown has affected people
- Physically
 - Mentally
 - Financially
 - All of the above
- Q 18. Which of the following statements is False
- Children are physically and mentally safe from the impact of COVID-19 pandemic as long as they remain indoors.
 - Children are at the risk of resurfacing of previous trauma, develop fear or anxiety, get into fights and arguments, abusing or getting abused by other children.
 - Children are safe from infection as long as they remain indoors and do not have any infected person around.
- Q19. During the lockdown, care providers in the CCIs require
- All essential commodities, stocked up well
 - Support and guidance from the Home In-Charge and other duty bearers for day to day functioning
 - Both a and b
- Q20. How can care providers, working and staying with children 24X7 in CCIs, take care of themselves during this pandemic?

Answers: 1) b, 2) b, 3) d, 4) c, 5) a, 6) a, 7) b, 8) a, 9) c, 10) b, 11) a, 12) b, 13) b, 14) a, 15) b, 16) b, 17) d, 18) a, 19) c



COVID-19 Helpline Numbers

Ministry of Health & Family Welfare,
Government of India national helpline: 011-23978046
1800112545 and Toll Free No: 1075
Mental Health Toll Free Helpline: 080-46110007
Childline: 1098

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