



UN MEDICAL DIRECTORS COVID-19: 3-PHASE RESPONSE ACTIVATION SYSTEM

August 2020

Check for the most updated version and helpful resources at COVID-19 website at <https://www.un.org/en/coronavirus/reference-documents-administrators-and-managers>

RESPONSE ACTIVATION PHASES

A 3-phase response activation system is used to manage and coordinate health emergency responses in the UN. This system can be activated in response to disease outbreak, and other public health emergencies.

All UN offices should develop or update their outbreak contingency plans to include the recommendations made in the 3 response activation phases. As per standard practice, all contingency plans should take into account local health authorities' and WHO office's advice.

The UN Medical Director will advise the medical staff and/or Country Team at each duty station which mode is appropriate to their local circumstances, in light of the unfolding health emergency situation in their region/country.

The three phases are:

PHASE 1: READINESS MODE

In this mode, there is a specific outbreak of concern globally. All duty stations should get ready that such an outbreak may have impact on their daily operations. It is therefore necessary to prepare, review and continuously update medical response plans and strategies, and start preparedness actions as indicated, including awareness, disease-specific education and targeted communications. During this mode, duty stations should have an outbreak / health emergency contingency plan in place for the duty station and test it regularly. In this mode, all duty stations should be ready to ramp up quickly to the next phase of preparedness.

PHASE 2: ACTIVE RISK REDUCTION MODE

In this mode, implemented when the outbreak has reached the duty station with some community spread, implementation of active measures to mitigate risk in the workplace is required. Measures include management of meetings and reduction of staffing footprint, with a specific focus on vulnerable personnel such as immunocompromised staff or those with comorbidities. The workplace remains open but measures are put in place to reduce risk such as implementation of social distancing and other activities.

PHASE 3: EMERGENCY MODE

In this mode, full implementation of risk management and medical response measures is required due to the fact that there is large number of cases in the host country and widespread community spread.



Category	Phase 1 Actions “Readiness Mode”	Phase 2 Actions “Active Risk Reduction Mode”	Phase 3 Actions “Emergency Mode”
Preparedness, Planning and Coordination	<input type="checkbox"/> Senior officials of the duty station should be briefed on the current COVID-19 outbreak situation globally, its' possible outcomes and related resource requirements for preparedness.	<input type="checkbox"/> Same as Phase 1	<input type="checkbox"/> Same as Phase 1
	<input type="checkbox"/> Ensure systems are in place for close coordination with relevant stakeholders and partners (e.g. WHO country office, national government, health authorities).	<input type="checkbox"/> Same as Phase 1	<input type="checkbox"/> Same as Phase 1
	<input type="checkbox"/> UN country office/mission should convene either a formal outbreak committee or an equivalent committee (e.g. SMT/CMT) for management of the outbreak, or if the need should arise later.	<input type="checkbox"/> Same as Phase 1	<input type="checkbox"/> Same as Phase 1
	<input type="checkbox"/> All offices should develop/update and test their business continuity plan (BCP) that will allow performance of critical functions with reduced number of personnel.	<input type="checkbox"/> All offices should test and consider partially/fully activating their business continuity plans.	<input type="checkbox"/> All offices should fully activate their business continuity plans.
	<input type="checkbox"/> If applicable, UN health facilities should develop/update and test their business continuity plans that will allow performance of critical functions with reduced number of medical personnel. <input type="checkbox"/> UN healthcare facilities should develop clear concept of operations for dealing with isolation of cases, acute care and medical evacuation needs.	<input type="checkbox"/> UN health facility should test and consider partially/fully activating their business continuity plans.	<input type="checkbox"/> UN health facility should fully activate their business continuity plans.
Personal Hygiene	<p>All UN personnel should have awareness about COVID-19 prevention strategies including hand hygiene, respiratory etiquette (covering coughs and sneezes), social distancing (minimum 3 feet or 1 meter), signs and symptoms, staying away from ill persons and staying home when ill. If applicable, UN medical staff should actively educate and raise awareness amongst UN personnel. For more information, see https://www.un.org/en/coronavirus/reference-documents-administrators-and-managers</p>	<input type="checkbox"/> Same as Phase 1, but to communicate preventative messages with enhanced frequency.	<input type="checkbox"/> Same as Phase 1, but to communicate preventative messages with <u>enhanced</u> frequency.
Infection Control & Social Distancing	<input type="checkbox"/> If applicable, UN medical staff should be aware of and follow appropriate infection prevention and control measures and should always routinely and consistently implement standard precautions regardless of the patient's diagnosis. For more information on specific COVID-19 infection control precautions, see https://www.who.int/publications/i/item/WHO-2019-nCoV-IPC-2020.4	<input type="checkbox"/> Same as Phase 1	<input type="checkbox"/> Same as Phase 1



Category	Phase 1 Actions “Readiness Mode”	Phase 2 Actions “Active Risk Reduction Mode”	Phase 3 Actions “Emergency Mode”
	<ul style="list-style-type: none"> <input type="checkbox"/> Recommendations for cleaning/disinfection of environment and equipment including linens and utensils should also be adhered to. <input type="checkbox"/> UN personnel should be advised to return to work only if they are completely free from any signs and symptoms of COVID-19. They should be advised to monitor their health daily for 14 days after travel to areas with local transmission and to seek medical attention should they develop any signs and symptoms. Adapt this to local health authorities / local WHO office guidance as needed. <input type="checkbox"/> HR personnel and managers are encouraged to exercise flexibility around remote working arrangements/teleworking where asymptomatic staff want to self-quarantine and work from home for 14 days post travel to areas with local transmission. <input type="checkbox"/> All individuals who are ill must be advised to stay at home and not come into the workplace if they develop symptoms. They should only return to work when free of symptoms and/or once cleared by a medical professional. 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1, but with enhanced frequency of environmental cleaning in high touch areas. <input type="checkbox"/> Same as Phase 1, and introduce further workplace measures for social distancing (e.g. increased use of telecommuting, remote working for those vulnerable, actively manage risk of visitors and meetings). <input type="checkbox"/> Local health authorities' guidance, including quarantine, may be implemented for our personnel. 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1, but with enhanced frequency of environmental cleaning in high touch areas. <input type="checkbox"/> Same as Phase 2, except introduce further workplace measures for social distancing (including closure of premise) <input type="checkbox"/> Local health authorities' guidance including enforced quarantine may be implemented for our personnel.
Personal Protective Equipmen † (PPE)	<ul style="list-style-type: none"> <input type="checkbox"/> UN medical staff should review, familiarize and be trained on the selection of appropriate PPE and how to don and doff the PPE needed including proper disposal of masks and other PPE used for a COVID-19 outbreak. For more information, see https://www.who.int/publications/i/item/rational-use-of-personal-protective-equipment-for-coronavirus-disease-(covid-19)-and-considerations-during-severe-shortages 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1



Category	Phase 1 Actions “Readiness Mode”	Phase 2 Actions “Active Risk Reduction Mode”	Phase 3 Actions “Emergency Mode”
	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure UN personnel identified as high-risk populations are trained on the proper use and disposal of masks and other PPE used. Ensure access and availability of necessary PPE for UN personnel. For more info on provision of such masks, see https://www.un.org/sites/un2.un.org/files/ddcoronavirus_ppeforwardfacing_staff.pdf <input type="checkbox"/> Please note that for individuals without respiratory symptoms, a medical mask is not required, as no evidence is available on its usefulness to protect non-sick persons. However, cloth masks might be worn if desired. If cloth masks or PPE are used, ensure best practices should be followed on how to wear, remove, and dispose of them and on hand hygiene action after removal. See https://www.who.int/publications/i/item/advice-on-the-use-of-masks-in-the-community-during-home-care-and-in-healthcare-settings-in-the-context-of-the-novel-coronavirus-(2019-ncov)-outbreak 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1
Travel	<ul style="list-style-type: none"> <input type="checkbox"/> Currently, WHO does not recommend any travel or trade restrictions. Travelers should be provided contents of travel advisories issued from WHO and DHMOSH. <input type="checkbox"/> All UN personnel should be advised to check with the destination country's embassy, consulate or Ministry of Health and keep up to date with local health advice before and during their travel. They should also be advised to comply with any screening measures put in place by local authorities. 	<ul style="list-style-type: none"> <input type="checkbox"/> Assess criticality of travel to areas of local transmission and implement risk management measures <input type="checkbox"/> Same as Phase 1 	<ul style="list-style-type: none"> <input type="checkbox"/> Assess criticality of travel to areas of local transmission and implement risk management measures. Defer all non-essential travel as necessary. <input type="checkbox"/> Same as Phase 1
Medical Consultati on and Advice	<ul style="list-style-type: none"> <input type="checkbox"/> Assess capability of both in-house, if applicable, and external medical systems to meet expected needs during a COVID-19 outbreak and identify actions needed to fill gaps. For pre-identified facilities or providers supporting outpatient and hospital-based healthcare, prepare contractual agreements if necessary, and develop specific protocols to allow UN personnel to use these facilities, if applicable. 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1. Ensure agreements are in place and operational. 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1. Confirm that such agreements are in place and operational.



Category	Phase 1 Actions “Readiness Mode”	Phase 2 Actions “Active Risk Reduction Mode”	Phase 3 Actions “Emergency Mode”
	<ul style="list-style-type: none"> <input type="checkbox"/> If applicable, UN medical personnel at duty station should familiarise themselves with WHO’s COVID-19 technical guidance including on diagnosis of cases, clinical management and stay up to date on new developments on vaccination and therapeutics. For more information, see https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1. The UN health facility should conduct an exercise of their procedures with a “suspect” case. 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1. The UN health facility should be able to respond efficiently to a “suspect” case or cases.
	<ul style="list-style-type: none"> <input type="checkbox"/> If applicable, UN health facility in the duty station should develop specific SOPs to identify, triage, and manage cases of suspect COVID-19, in coordination with local health authorities and local referral hospitals. Such plans should be exercised periodically. Specific guidance from WHO on how to manage suspect cases is found at https://www.who.int/publications/i/item/clinical-management-of-covid-19 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1
	<ul style="list-style-type: none"> <input type="checkbox"/> If applicable, All UN medical staff should know how to administer supportive care to suspect/confirmed COVID-2019 cases if encountered, especially for cases with complications. 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1
	<ul style="list-style-type: none"> <input type="checkbox"/> In coordination with local health authorities, ensure there is a surveillance mechanism in place to identify, manage and report cases. See https://www.who.int/publications/i/item/who-2019-nCoV-surveillanceguidance-2020.7 for WHO case definitions. Instructions for reporting of cases is available here https://www.un.org/sites/un2.un.org/files/coronavirus_casereporting_requirements.pdf 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1
	<ul style="list-style-type: none"> <input type="checkbox"/> In coordination with local health authorities, ensure there is protocol for how to manage potential COVID-19 cases and contacts that occur at the workplace. Keep staff informed of these protocols. 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Seasonal influenza and other Vaccines</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Continue to promote and facilitate an annual seasonal influenza vaccination programme for UN personnel and their dependants. 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1 <input type="checkbox"/> Look into procuring COVID-19 vaccine if available. 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1 <input type="checkbox"/> Procure COVID-19 vaccine if available.



Category	Phase 1 Actions “Readiness Mode”	Phase 2 Actions “Active Risk Reduction Mode”	Phase 3 Actions “Emergency Mode”
Personal Supplies	<ul style="list-style-type: none"> <input type="checkbox"/> UN personnel should be encouraged to procure their own supplies of antipyretics, over the counter medications, hand sanitisers, and surgical/medical masks, cloth masks, thermometers as needed in case ill. 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1
Communication and Training	<ul style="list-style-type: none"> <input type="checkbox"/> All UN personnel in duty station should be updated about the current outbreak situation and the UN country/mission's preparedness activities as necessary, including local healthcare arrangements if staff are ill and general prevention information for all staff. 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1
	<ul style="list-style-type: none"> <input type="checkbox"/> Develop in advance presentation materials that can be used in briefings or during other communication initiatives. 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1 and active distribution of materials throughout the outbreak
	<ul style="list-style-type: none"> <input type="checkbox"/> Provide specialised training to specific categories of UN personnel (e.g. medical staff, cleaners of health facility, security officers..etc). 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1, but enhance frequency of training 	<ul style="list-style-type: none"> <input type="checkbox"/> Same as Phase 1, but enhance frequency of training
	<ul style="list-style-type: none"> <input type="checkbox"/> Develop a psychosocial support plan for UN personnel. 	<ul style="list-style-type: none"> <input type="checkbox"/> Consider implementing the plan 	<ul style="list-style-type: none"> <input type="checkbox"/> Implement the plan for UN personnel

Acknowledgements

This guidance was developed by Dr. Esther Tan, Senior Medical Officer, DHMOSH Public Health Unit, DOS. For any questions, please contact dos-dhmosh-public-health@un.org