

COVID - 19 SUGGESTED GUIDELINES

As COVID-19 cases are rising at an alarming rate in our society, residents have expressed SOPs / measures in addition to government guidelines. These guidelines may be taken as advisory, while govt. guidelines are mandatory.

**RESIDENTS
COVID PATIENT
COVID CAREGIVER AT HOME**

**JLL TEAM
HOUSEKEEPING
SECURITY
PART-TIME STAFF
MINI MARKET**

SAVANA COVID SEWA GROUP

KEY CONTACTS

BE A PLASMA DONOR

COVID - 19 PROTOCOLS

ALL RESIDENTS, JLL & CH STAFF, HOUSEHELPS & VISITORS ARE FURTHER ADVISED TO USE THE AAROGYA SETU APP & STAY SAFE

RESIDENTS

Residents are requested to strictly follow the defined government protocols and advisory to keep self & community safe while fighting the corona pandemic

**PROPER MASKS FOR SELF AND HOUSE-HELP**

Adults & children should wear properly fitting masks, that cover both the nose & mouth, at all times while in common areas. Give your house-help separate masks for use in the house and outdoors

**MAINTAIN STRICT SOCIAL DISTANCING OF 6FT**

While outdoors, or taking deliveries maintain a distance of 6 ft. Request delivery person to leave the packet on the surface & step away before picking them up. Avoid gatherings. Only be with immediate household members in elevators & while walking outside

**WASH YOUR HANDS REGULARLY**

Each time you come from outside or take delivery, ensure that you wash your hands thoroughly with proper soap for at least 20 seconds. You can also use alcohol-based sanitizers instead of soap

**REPORT TO YOUR TM/JLL/EM OR SECURITY GUARD**

1. If you / your family member have tested positive for COVID 19
2. If anyone known to you in your tower have any COVID symptoms
3. If there is any violation of COVID protocols

**BE CAUTIOUS WHILE AVAILING SERVICES FROM PART-TIME STAFF OR OUTSIDE VENDORS**

It's better to avoid calling part-time staff or outside vendors like maids, carpenters etc. Residents as per their individual choice and on human grounds may continue paying to their maids during the leave period

COVID affected residents to call their respective tower TM or EM for essential movement such as a hospital visit or for a test

EMERGENCY CONTACTS AND NUMBERS

CALL YOUR RESPECTIVE TOWER MANAGER OR EM

JLL OFFICE: +91 129 298 3277

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RESIDENTS

**HOME QUARANTINE IF YOU HAVE COVID SYMPTOMS**

Individuals with COVID symptoms, and their families, must observe home quarantine of 14 days and should remain inside their homes. Even if one member is positive all the family members should follow 14 days quarantine & in case of any symptoms should get their tests done

**CLUB, GYM AND MOVEMENT IN THE SOCIETY COMPLEX**

Club and the gym shall remain close till any further notice. Let's not gather in groups and stop venturing outside. We should also not use parks. As per the govt. guidelines no resident should leave their homes or move in the society complex between 10 PM to 5 AM.

**AVOID GATHERINGS AND FUNCTIONS**

Do not assemble in large groups. Postpone any celebrations, parties, get-together that a family or an individual may have planned in their house or within the society complex

**MOVEMENT WITHIN YOUR RESPECTIVE TOWER PREMISE**

While leaving your home sanitize your hands. Even while inside the lift wear your mask properly. Ensure that your maid or any kind of outside vendor / service provider only uses service lift and should not roam in the tower premise unnecessarily

**NOT ALLOWED - LET YOUR TEAM KNOW IN CASE OF NON COMPLIANCE**

Laborer's, service providers including maids coming from "containment zone" will not be allowed inside the premises. Service providers having "Arogya Setu" App display "You are safe" would only be allowed in the society complex. Avoid or postpone any unimportant service provider related work.

COVID affected residents to call their respective tower TM or EM for essential movement such as a hospital visit or for a test**EMERGENCY CONTACTS AND NUMBERS****CALL YOUR RESPECTIVE TOWER MANAGER OR EM****JLL OFFICE: +91 129 298 3277**

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COVID PATIENT

COVID affected individuals, under Home Isolation, need to take utmost care and ensure that the spread of the virus is contained by following strict isolation and other COVID protocols

**STRICT ISOLATION**

It's necessary for individuals with COVID symptoms (even if mild) to self-isolate. In case the individual is a child then the primary caregiver should also isolate/quarantine along with the child. The patient must avoid all form of physical contact with humans & pets

**STAY IN A ROOM WITH GOOD VENTILATION**

COVID affected individuals must isolate themselves in a well-ventilated room that has an attached bathroom, separate from the rest of the household. The individual must wear a mask and stay in the room at all times with the door closed

**MAINTAIN HYGIENE & SANITIZE OFTEN**

The individuals need to perform hand hygiene frequently, especially after any contact with respiratory secretions, before & after eating a meal and using a toilet. Sanitize or wash your hands thoroughly with soap for at least 20 seconds. Wipe all surfaces you come in contact with (door knobs, switches etc) with a bleach containing cleaner

**FOOD TO BE LEFT OUTSIDE THE CLOSED DOOR**

Caregiver must leave food, or anything else, outside the closed door of the isolated room, step away and inform the concerned to pick the item(s). Used plates, trays etc should be collected following the same protocol and washed with soap properly

**MEDICATION & HYDRATION**

Under advisement from your doctor medicines can be taken to manage fever, cough, and cold. Drink plenty of water, especially hot water. Check with your doctor if you can inhale steam

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COVID - 19 PROTOCOLS

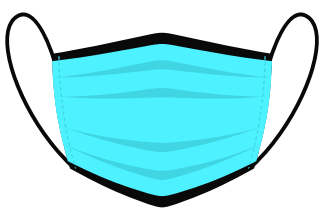
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COVID CAREGIVER AT HOME

COVID caregivers play a key role in managing and helping the affected individual recover. They need to keep their guard up to protect themselves & others

**NO PHYSICAL CONTACT WITH THE PATIENT**

Caregivers must ensure that they never make physical contact with the patient or pets in the family/at home

**WEAR TRIPLE LAYERED MEDICAL MASK**

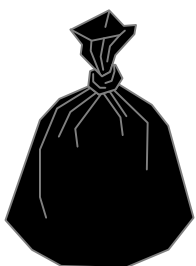
The caregiver should wear a triple layer medical mask properly when in the same room with the ill person. The front portion of the mask should not be touched or handled during use. Discard the mask after use responsibly and perform hand hygiene after disposal of the mask.

**WEAR DISPOSABLE MEDICAL GLOVES**

Caregivers must wear proper disposable medical gloves while dealing with anything the patient has come in contact with. Perform hand hygiene frequently, especially before & after attending to the patient

**MAINTAIN A LOG**

Maintain a log of symptoms and if symptoms persist beyond 5 days, or there is any breathing difficulty consult a resident doctor/your doctor for advice on treatment/test/medication

**DISPOSAL OF WASTE**

Collect waste in a separate marked bag, wearing gloves, and seal it. This will be collected and disposed by the housekeeping staff. Contact Office/Security in case any assistance is needed

**MAINTAIN HYGIENE & SANITIZE OFTEN**

Caregiver needs to ensure that clothes, linen, towels etc are washed separately using regular laundry soap at 60-90 degrees celsius and dried thoroughly. Wash utensils used by the patient separately

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JLL TEAM

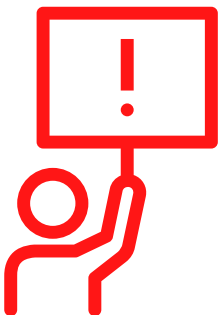
The JLL will coordinate between various service providers and relevant authorities for best possible support & functioning of the society

**ENSURE ADHERENCE TO COVID PROTOCOLS**

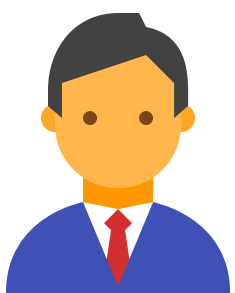
JLL to monitor & see that all staff, visitors & residents adhere to the laid protocols. This includes staff in the shops/ mini-market/ delivery personnel

**REPORT & COORDINATE**

Publish a live list of COVID cases. JLL team to contact the COVID affected residents once they receive information through responsible sources and cross examine the positive conformity from a household.

**LIST REQUIREMENT & COORDINATE ACTION**

The JLL will keep a close watch on COVID management-related requirements that will include managing inventory of critical items, upkeep & readiness of critical equipment & backup personnel for ensuring stringent execution of screening & sanitisation protocols.

**COORDINATE WITH DISTRICT ADMIN**

The JLL office shall inform and update local authorities on the active COVID cases in the complex and shall also endeavor to obtain updated notices, advisories & protocols to inform all the residents via directly or through responsible sources.

JLL shall run the complex while ensuring all COVID protocols are duly followed

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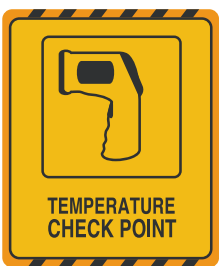
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JLL TEAM

JLL staff has been instructed to strictly adhere to the issued protocol to help manage and respond to the emerging situation for safety of residents & staff



SCREEN VISITORS AT MAIN GATE ENTRANCE

Maintain strict vigil with respect to all visitors and help, including staff members. Visitors to be screened for temperature and only individuals with no fever will be allowed to enter the society.

Necessary equipment like oximeter and thermal scanner are provided at gate 1 and gate 4



REGULAR SANITISATION OF COMMON AREAS

All common areas to be sanitised with recommended chemical agents every 72 hours. Floors that have reported COVID patients will be sanitised within 1 hour of reporting and on a 24-hour basis thereafter



REPORT & SUPPORT COVID AFFECTED HOUSEHOLDS

Regular updates to be sent to all residents regarding the COVID households and JLL, will provide all possible support to affected flats



EMERGENCY SUPPORT SERVICE

Savana COVID sewa group has arranged 2 oxygen concentrators, 3 backup oxygen cylinder for emergency use and will ensure sanitisation and upkeep of equipment for usage.



COLLECT & PROVIDE TIMELY INFORMATION

SWA shall collect information on COVID affected households through respective EM's, TM's, Key Savana groups such as puja samiti, senior citizen welfare association etc. and inform residents accordingly. SWA shall circulate advisories & relevant info to residents from time to time.

JLL/CH staff to ensure proper collection and disposal of used PPE kits, gloves, masks etc

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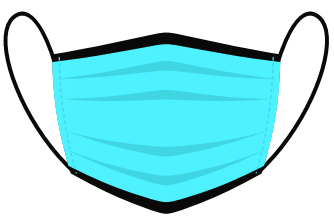
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HOUSEKEEPING

Housekeeping staff needs to follow the laid protocol strictly to ensure proper hygienic conditions and sanitisation within the complex

**WEAR MASK PROPERLY COVERING NOSE & MOUTH**

Housekeeping staff need to wear a properly fitted mask at all times while performing their duties and while in the common areas. They should maintain high personal hygiene standards and wear fresh masks every day

**SANITIZE EVERY 24 HOURS**

Common areas, that include the building's lobby and lifts, public toilets and market areas, must be sanitized with 1% Sodium Hypochlorite solution every 24 hours

**IMMEDIATELY SANITIZE COVID REPORTED AREA**

COVID affected floors and common areas need to be sanitised immediately (within the hour) and thereafter every 24 hours. In addition trolleys, bins, and other used equipment needs to be sanitised with the approved chemical daily

**UPDATE THE ROSTER**

The roster needs to be updated by the concerned housekeeping staff and security guard, post sanitisation. The staff need to inform the respective TM or CGM member reps before sanitization so they can oversee the process, if needed

**TRASH FROM COVID AFFECTED HOUSEHOLDS**

Segregated waste, (duly wrapped in the provided marked bags) from the COVID affected household, to be collected with the proper gear and disposed of separately as per guidelines

Housekeeping staff to ensure proper collection and disposal of used PPE kits, gloves, masks etc

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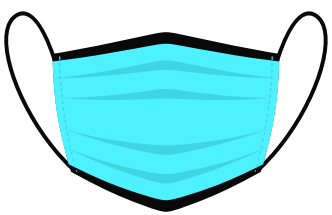
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SECURITY

All security personnel need to follow the defined protocol strictly to ensure efficient management of incoming and outgoing individuals in the complex

**WEAR MASK PROPERLY COVERING NOSE & MOUTH**

Security personnel to wear a properly fitting mask at all times while performing their duties & while in the common areas. They should maintain high personal hygiene & wear fresh masks every day

**OVERSEE SANITISATION OF ALL BUILDINGS**

Monitor that housekeeping staff's sanitisation operations are done as per defined protocol with special attention to COVID affected buildings

**STOP MOVEMENT IN/OUT OF COVID AFFECTED HOMES**

Security personnel are not to permit any visitor, including maids and drivers, into a COVID affected home. The visitor/ help can leave supplies as per the tower guidelines

**SUPPORT RESIDENTS ON QUARANTINE PROTOCOL**

Daily needs of the affected household will be supported by the stationed security personnel. Security guard/ supervisor to facilitate the essential movement of COVID affected individuals, for a hospital visit/tests (using identified lifts/stairs) & inform TM rep of the same

**INFORM & REPORT**

Security staff/officer must inform the JLL office of any new COVID case immediately. Security staff must also immediately report if any resident/house help/visitor is not following the COVID protocols

Security staff will be checked & changed in COVID affected building, if required

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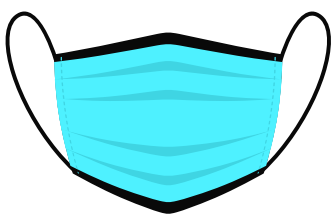
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PART-TIME STAFF

House helps & other service providers to follow the mentioned protocol strictly, failing which JLL / TM reserves the right to disallow entry/ask concerned to leave

**WEAR MASK PROPERLY COVERING NOSE & MOUTH**

All service providers need to wear a properly fitted mask while in the common area. Residents should ideally provide proper disposable masks, gloves to the house help that can be discarded at the gate

**RESTRICTED MOVEMENT & SOCIAL DISTANCING**

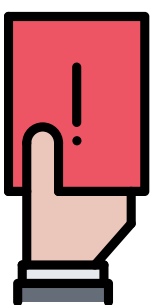
Service providers should restrict their movement from the gate to the concerned household and not loiter, wander about or congregate. At all times a safe distance of 6ft needs to be maintained

**REDUCE FOOTFALLS IN MINI MARKET**

Part-time house helps should ideally not be sent to procure essential or any other items from the market/shops

**INFORMING THE EMPLOYER**

In case the help/service provider is unwell or has been turned back by the main gate security on account of COVID symptoms or protocol violation, it is the responsibility of the service provider to contact and inform her/his employer

**FINE FOR VIOLATION**

Any help found in the complex without a properly fitted mask will be fined Rs 1000/- to be paid by the employer for each violation and the same will be reported

Please avoid part-time workers and any home services to avoid the spread of the COVID-19 virus

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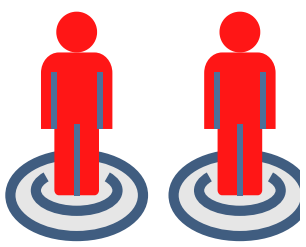
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MINI MARKET

The shops at the mini-market have been notified to strictly adhere to the COVID protocols laid down by JLL. Residents are requested to observe the laid out norms while at the mini-market

**2 SHOPPERS AT A TIME**

Only 2 people are to be allowed inside the shop at one time. To assist queuing with social distancing, circles have been marked outside the shops

**DELIVERY OF ITEMS OUTSIDE THE SHOP**

Shops have been advised to support residents request for handing over the listed items outside the shop. Residents are encouraged to place their orders via phone for home delivery.

**SANITISATION & HYGIENE**

Shops have been notified to keep the premises sanitised and provide hand sanitisers and masks for their staff members. They need to ensure that all their staff members wear masks properly at all times and wear gloves while handing items or making deliveries

**ENCOURAGE CASHLESS PAYMENT**

Shops are advised to encourage residents to 'scan & pay' to reduce the chances of contact/transmission. QR codes of popular transaction service providers should be prominently displayed

**NO CROWDING OR LOITERING**

Shop staff to ensure that there is no crowding and loitering inside or outside of the store, this includes any visitor or shop staff themselves

Shop owners & staff shall maintain COVID protocols at all times while inside the complex

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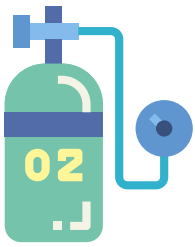
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MEDICAL FACILITY

A 24x7 medical service can be initiated at tower level. Please note that this is a supportive measure and not active medical care. It is simply an aid to see if any basic assistance can be given quickly with limited resources planned at tower level. Residents are requested to follow the laid down protocols to avail of the facility

**24 X 7 MEDICAL ATTENDANTS ON CALL**

The basic medical aid at tower level if planned will be manned 24/7 , and can help with the emergency oxygen supply at home and can support any other COVID related quick support if can be provided with the available resources

**OXYGEN SUPPORT**

The medical room is equipped with 2 oxygen concentrators and 1 oxygen cylinder as backup. Residents are requested to use these as a stop-gap in an Emergency & immediately arrange their own supply so that the equipment is available for other residents.

**LET SHARE & CARE FOR THE COMMUNITY**

Since we have very limited resources and a large number of positive cases, residents are requested to use this facility judiciously, and only as a stop-gap arrangement, so it is available for others to use.

**PROTOCOL TO BE FOLLOWED**

Residents should call respective TM / EM / CGM reps at their respective tower to check on such service if initiated at tower level.

This tower initiative if initiated will not have any legal liability while providing this facility

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SAVANA COVID SEWA GROUP

The Savana Covid sewa group volunteer's details are listed below. You are encouraged to become volunteer and strengthen the initiative.

Name of Representative	Mobile Number
Mr. Nitin	9953099878
Mr. Lalit	9873280202
Mr. Ashok Kajla	9650040622
Mr. Sumit Bansal	9990382620

List of resident doctors with contact details

S No	Doctor's name	Tower	Mobile number	Specialization
1.	Dr. Abkash Mohpatra	B7	9582956035	-
2.	Dr. Alok Sethi	T4	8882430216	General Physician
3.	Dr. Ajay	T8	9870122158	Pediatrics
4.	Dr. Ajay Verma	T5	8800182856	-
5.	Dr. Gaurav Khanna	B10	9650376646	Pathologist
6.	Dr. N.Sarkar	T9	9818061583	General Physician
7.	Dr. Vikash Gupta	B11	8585950911	Cardiologist
8.	Dr. Sunil	T11	9891766373	-
9.	Dr. Sangwan	T11	9927690001	-
10.	Dr. Ajay Beliya	T1	98104942458	Cardiologist
11.	Dr. Biswajeet Banik	T12	8860447881	ENT
12.	Dr. Danish Jamal	T12A	9811565345	Pulmonologist

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KEY CONTACTS

Contact numbers for medical consultations and investigations for COVID patients

LABS (COVID 19 / BLOOD TEST (HOME COLLECTION))**Metropolis** - 9958606993 ; **Metropolis (Mr. Ranveer Singh)** - 7291920193**Dr. Lal Path Lab Sector 88** - 9971649886 (Non-Covid)**Thyrocare** - 9891791455**Singla** - 9871465314**Path kind Lab (Mr. Rakesh / Mr. Mohit)** - 9625383418 / 8448322373 (Home collection in RPS)**SRL Lab (Mr. Kapil)** - 7290076454 (Home collection in RPS)**Human Lab (Mr. Gyan)** - 9911616094 (Home collection in RPS)**Max Lab (Mr. Nitish)** - 9971327920 (Home collection in RPS)**NEARBY HOSPITALS****Asian, Sec.88** - 0129 2980740; **Sarvodaya, Sec.87** - 7838858553**Metro Hospital** - 0129 427 7777; **QRG Hospital** - 0129 4330000**Asian Hospital, 21 C** - 0129 4253000; **Fortis Escort** - 0129 2466000**PHARMACY****B R Pharmacy** - 9910343031**R S Medicare** - 9999599664**Asian Pharmacy** - 7042299682**Community Medicine** - 9560506254**Nutrust Life Care** - 9810525306 / 7838068306**OXYGEN CYLINDERS (AS PER AVAILABILITY)**1. **Argon Gases, Faridabad** - 9818370237; 93120562572. **9167103545****TIFFIN SERVICE****Sikh Youth Team Faridabad** - 9650808892 (whatsapp) - **FREE****Banarasidas Gupta Foundation** - 9667475118; 9817746900 - **FREE****Bhojan Sewa** - 9667475118; 9817746900 - **FREE****Ms. Pratibha Sharma** - 9911156959 - **FREE****Tiffin Factory** - 72920 51446 - **PAID** ; **Aahar** - 9971964277 - **PAID****Ms. Seema Ji** - 9999968305 - **PAID****TELE-CONSULTATION****Seva Bharti Faridabad** - 9599354409 - **FREE****Dr. Sangwan** - 9927690001 (Tower 11) - **FREE****Dr. Lavkush (Asian)** - 9310225123; 7407736977 (if busy, pls whatsapp) - **PAID****Dr. Kamal Gera** - 9999537512 (Resp Physc) - **PAID****Dr. Manoj Sharma** - 9810164099 (Gen Phys) - **PAID****EMERGENCY CONTACTS AND NUMBERS**

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KEY CONTACTS

GOVT. HELP DESK

COVID Control Room Faridabad - 0129 2415623, 8882916056

B K Govt. Hospital - 9817754450 (Dr. Rajni)

CHC Kheri Kalan (Govt. Hospital) - 8059682590, 9728474334 (Dr. Ajay)

CT SCAN

Swanya Imaging, Sec. 16 - 9818121374 / 0129 4335555

NURSING CARE SERVICE

1. **Ms. Kusum** - 8376897917 (Non-Covid)

2. **9315770010**

COVID CENTRES

SRS International School, Sec. 88 - (Opening Shortly)

Sardar Patel Covid Centre, N.D - 011 26655547-49/59/69

AMBULANCE SERVICE

Sarvodaya - 9911890129

Manjul Ambulance - 9211465346; 8969813483

FOR REMDISEVER

+91 7829980066 (Give miss call)

COVID CARE FOR SR. CITIZENS (NGO)

9910930013, 9818202411, 8178022674

YOGA CLASSES FOR COVID

Yoga Bharti Haryana - 8813028500; 9416501110

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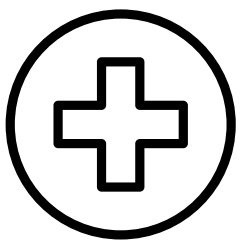
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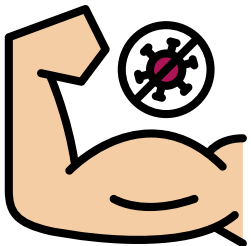
BE A PLASMA DONOR

Here is an opportunity for you to give back to your society by enlisting your name to be a plasma donor. The procedure is completely harmless and the donor does not experience any pain, sickness or dizziness. Your contribution can help save a life. To enlist as a donor you need to fulfill the following criteria.



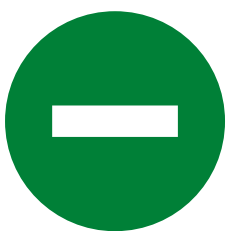
PREVIOUSLY CONFIRMED POSITIVE FOR COVID-19

Only those who have been previously confirmed positive for COVID-19 by a laboratory test



RECOVERED & SYMPTOM FREE FOR 14 DAYS

Should have recovered from documented infection of COVID-19 and have been symptom free for at least 14 days



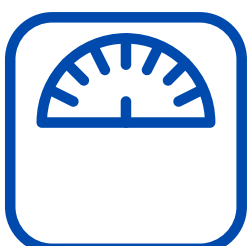
NEGATIVE FOR ALL PRE-DONATION TESTING

Must be found negative for all pre-donation testing for relevant transfusion - transmitted infections



BETWEEN 18-60 YEARS OLD

Should be a healthy adult between 18-60 years of age. In case the enlisted donor is women, she should not have been pregnant ever



OTHER CRITERIA

Must weigh over 50kgs and meet all other blood donation criteria

EMERGENCY CONTACTS AND NUMBERS

CALL YOUR RESPECTIVE TOWER MANAGER OR EM

JLL OFFICE: +91 129 298 3277

**STAY HOME
STAY SAFE
STAY HEALTHY**

IF YOU WOULD LIKE TO VOLUNTEER FOR THE SAVANA COVID SEWA GROUP,
PLEASE CONTACT THE RESPECTIVE TOWER EM OR YOUR TM OR ANY OF THE
VOLUNTEERS ON THE LIST. YOUR ASSISTANCE WILL BE APPRECIATED

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