How to Prevent COVID-19 Infections in Call Centers

1. Develop Prevention Systems Tailored to Your Workplace
   - Designate a dedicated team (officer); develop and disseminate a workplace response manual.
   - Build an emergency contact system in preparation for suspected cases.

2. Improve Office Environment
   - Keep the farthest possible distance from each other, get each employee a fixed desk (location) to work at.
   - Place transparent partitions or dividers between employees (recommended height: 90 cm).
   - Temporarily block the use of public space, postpone or cancel group events or gatherings.

3. Manage Ways You work
   - Take advantage of flexible working schemes (working from home, flexible work hours, etc.); use staggered meal hours.
   - Allow employees to use their annual leaves without restrictions (no work-related or personnel disadvantages).

4. Keep It Clean and Hygienic
   - Place hand sanitizers and wear a mask at workplace.
   - Install ventilation systems, air cleaners, etc.; ventilate regularly (every two hours).
   - Sanitize desks, chairs, office appliances, handles, rails, switches, etc. (daily)
   - Use disposable covers for telephones, headsets, and microphones or sanitize them (daily).
   - Keep offices, rest areas, corridors, and other public spaces clean and sanitized (daily).
   - You may use alcohol sold at pharmacies for sanitization.

5. Be Prepared for Suspected Cases and Ready to Respond
   - Check all employees for fever 37.5°C or higher on arrival at work (at least twice a day).
   - Use noncontact-type thermometers or thermo-vision cameras.
   - If an employee reports fever (higher than 37.5°C) or respiratory symptoms (cough, sore throat, etc.), report to the health authority and follow instructions.
   - If no instructions from the health authority, send the employee back home and place him/her on a sick leave or annual paid leave.