



Guidance for Accommodation Centers for Unaccompanied Children on the Prevention, Control and Management of COVID-19 Outbreaks

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In March 2020, the WHO declared the COVID-19 a global pandemic. In mid-March the Greek government began introducing a series public health measures to contain the virus and slow rates of infection, including suspending schools and public gatherings, closing restaurants and non-essential shops, putting restrictions on non-necessary travel and movement and introducing social distancing requirements. The National Public Health Organization (EODY) have issued a series of guidelines for the public and care providers on its web site and updates this information on a regular basis as the situation evolves.

Actors managing accommodation centers for unaccompanied children (UAC) have been seeking guidance on how to keep children and staff safe and how to respond in the event of an infection. This note brings together relevant COVID-19 related guidance issued by the National Public Health Organization (EODY), the Ministry of Health, and the General Secretariat for Civil Protection into one place, to address the specific information needs of UAC accommodation providers. It also includes specific guidance for how to speak to children about COVID-19 and how to help them keep themselves and each other safe, drawing from good practices captured by UNICEF and other child rights actors globally. This note is designed for management and staff of UAC accommodation centers and applies to both short- and long-term accommodation centers for UAC in Greece, including residential care centers (shelters), Emergency Hotels, Safe Zones, Safe Areas, and other emergency transitional accommodation areas and supported independent living apartments. This note was developed in collaboration with the Unaccompanied Minors (UAM) Unit of the Directory for the Protection of Children and Families of the Ministry of Labor and Social Affairs, the National Center for Social Solidarity and UNICEF. This guide is a living document and will be updated in response of the evolving health crisis.

This information is not intended to be a substitute for advice from the National Public Health Organization (EODY). Actors are urged to check the EODY web site regularly for the latest updates at:

<https://eody.gov.gr/neos-koronaios-covid-19/>



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OVERVIEW OF COVID-19

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus. Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

The virus is transmitted through direct contact with saliva or respiratory droplets of an infected person (generated through coughing, sneezing or talking) entering through eyes, nose or mouth. Individuals can also be infected by touching surfaces contaminated with the virus and then touching their eyes, nose or mouth. The COVID-19 virus can survive on surfaces for a few hours to several days depending on the type of surface and environment. The virus can be killed through meticulous cleaning with disinfectants. A case is considered more contagious if the patient develops symptoms; however, a patient can potentially transmit the infection even 1-4 days before developing symptoms himself.

The main symptoms of the disease are fever, dry cough and fatigue. Some people may also develop sore throat, joint/ muscle pain and nasal congestion. Some patients develop dyspnea (difficulty breathing) and possibly, pneumonia that has to be treated in hospital. People in high-risk groups (e.g. elders, patients with heart conditions, diabetes mellitus, liver or lung conditions) are more likely to develop severe symptoms of the disease which can lead to prolonged hospitalization or fatalities. While it is possible for people of any age to be infected with the virus, so far there are relatively few cases of COVID-19 reported among children. As this is a new virus, health authorities are still learning about how it affects children.

There is no currently available vaccine for COVID-19. However, many of the symptoms can be treated and getting early care from a healthcare provider can make the disease less dangerous. There are several clinical trials that are being conducted to evaluate potential therapeutics for COVID-19.

The best way to prevent and slow down transmission is be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protecting oneself and others from infection can be strengthened by regular use of good hygiene practices. Public health measures are everyday preventive actions are critical to slow the spread of illnesses. Children and personnel should ensure to:

- ✓ Wash hands regularly (for minimum of 20 seconds) with liquid soap and water. Alternatively use antiseptic alcohol solution (70% alcohol content) or alcohol wipes.
- ✓ Avoid contact of hands with eyes, nose and mouth;
- ✓ Cover mouth and nose with sleeve at elbow height or tissue when coughing or sneezing. Dispose of used tissue immediately after use;
- ✓ Stay home when sick;
- ✓ Regularly clean and disinfect frequently touched surfaces and objects
- ✓ Avoid coming into contact with people displaying symptoms or people belonging to vulnerable groups
- ✓ Respect social distancing and other containment measures

As more is learned about COVID-19, public health officials may recommend additional actions.



I. PREVENTION MEASURES

1. Stay informed about COVID -19¹

- a. Make sure accommodation center manager, all staff and children are informed about COVID-19 and how it spreads. The best way to prevent illness is to avoid being exposed to this virus.
 - Current understanding on the virus is that it spreads mainly from person-to-person, between a person who is infected with the virus and other people who are in close contact with that person
 - By touching contaminated surfaces or objects – and then touching one’s eyes, nose or mouth.
 - Through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
 - There is currently no vaccine to prevent COVID-19.
 - More detailed information about the virus and symptoms can be found on the National Public Health Organization (EODY website): <https://eody.gov.gr/erotiseis-kai-apantiseis-gia-to-neo-koronoio-covid-19/>
- b. Understanding about the COVID-19 virus is evolving rapidly. Check reliable sources for the latest guidance including: the National Public Health Organization (EODY) web site (<https://eody.gov.gr/neos-koronaio-covid-19/>) and the World Health Organization (WHO) <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- c. Be wary of incorrect or false information. Knowing the facts about coronavirus disease (COVID-19) is key to protecting yourself and your loved ones. Sadly, there’s a lot of incorrect information out there. Misinformation during a health crisis leaves people unprotected and vulnerable to the disease, and spreads fear and stigmatization. Be sure to get your information from trustworthy sources that rely on scientific evidence, like EODY and World Health Organization.²

2. Practice, promote and demonstrate positive hygiene behaviors and monitor their uptake³

- a. Practice frequent handwashing for at least 20 seconds– either with soap and water, by all children and staff present in the accommodation center including caretakers, interpreters, cooks, cleaning staff, social workers, educators.
- b. After washing with soap and water, carefully dry hands with disposable paper towels or tissues, and discard immediately in closed rubbish bins. Do not use cloth hand towels.
- c. Alternatively, use antiseptic alcohol solution (70% alcohol content) or alcohol wipes. Good rubbing is recommended of hands until the antiseptic dries.
- d. Ensure soap and hand sanitizers that contain (at least 70% alcohol content) are available throughout the center including at entranceways, in common areas such as kitchen, dining, and living rooms, and in each bedroom.
- e. Avoid sharing personal items with other people as much as possible (e.g. cutlery, cups, plates, towels, tablets, phones, etc); otherwise make sure they are properly disinfected prior every use.
- f. Do not touch your face with your hands.
- g. Cough into your elbow or into a tissue; dispose of the tissue immediately in a closed bin.
- h. Ensure hygiene promotion materials, including posters and flyers are posted in key locations in the centers -including entranceways, bathrooms, kitchens, children’s rooms.⁴
- i. Ensure hygiene promotion material is child friendly, is available in languages spoken by children, and includes illustrations for good hygiene.



3. Respect national containment efforts including physical/social distancing⁵

- a. Instruct children and staff to maintain physical distance by putting at least 2 meters between themselves and other people.⁶
- b. Physical and social distancing must be maintained inside and outside the accommodation center particularly in common areas including living, dining, and classrooms.
- c. Do not hug, kiss, shake hands or otherwise touch other people.
- d. Suspend group activities in the center (e.g. educational, leisure etc.); if necessary, they can be carried out remotely (e.g. video-classes) or in very small groups (less than 4 beneficiaries each time, respecting physical distance).
- e. Children should eat separately or in very small groups if the first option is not feasible (max. 4 beneficiaries each time maintaining physical distance of 2 meters).
- f. Follow the state-declared measures of prevention, including restrictions of movements or quarantine declared areas. Check for updates on a daily basis as new measures may be introduced.⁷
- g. Avoid all unnecessary trips outside the accommodation center.
- h. If it is important for a child to leave the center (for one of the essential reasons permitted under lockdown measures introduced on 23 March 2020) ensure to complete permit form for each child and accompaniment staff.⁸
- i. Ensure children avoid public places where people gather in groups or where close contact with others is unavoidable and children keep a minimum of 2 meters distance from other people.
- j. Avoid using public transport.
- k. Strictly avoid contact with people belonging to a vulnerable group.
- l. Avoid or cancel any non-urgent or unnecessary visit or appointment to doctors.
- m. Avoid any unnecessary visit of non-residents in the centers (e.g. volunteers, friends etc.)

4. Adapt staffing to reduce risk⁹

- a. Reduce number of staff in the center per shift to the minimum – ensure night shift is covered
- b. Ensure staff from vulnerable groups (e.g. elderly, heart patients, people with diabetes, liver disease or lung disease, immunodeficiency)¹⁰ work from home
- c. Ensure that staff who may be at high risk of having contracted the virus including those exposed to a person affected by COVID-19, or those returning from abroad respect 14-day quarantine period and work from home.
- d. Ensure staff exhibiting any COVID-19 related symptoms (fever, cough, shortness of breath) are removed from center and stay at home until evaluated by a physician and advised on what action to take.¹¹ The duration of the dismissal will depend on the results laboratory control as well as the guidelines applicable to current phase of the epidemic.

5. Clean and disinfect accommodation center rigorously¹²

Current evidence suggests that COVID-19 virus may remain active for a few hours to several days on surfaces made from a variety of materials. Thorough cleaning and disinfecting are thus critical components of prevention.

- a. Clean *and* disinfect¹³ the accommodation center, including frequently touched surfaces, at minimum on a daily basis. These include door and window handles, railings, light switches, phones, toilets, water taps, wash basins, kitchen appliances, tables, toys, books, keyboards, tablets. etc.



- b. Particular attention should also be paid to cleaning objects and surfaces that came into contact with a person displaying symptoms of COVID-19.
- c. Maintain clean and hygienic kitchen conditions
- d. Ensure adequate, clean toilets
- e. Clean bedrooms and frequently wash linens and clothes
- f. Do not shake dirty laundry; this can minimize the possibility of dispersing virus through the air. Wash items using the hot water and dry items completely.
- g. Clean/disinfect all courier packages, parcels, grocery packets before bringing inside the center and sanitize hands right after the process.
- h. Ensure rubbish bins are covered and that plastic bags of the bins, when filled, are tightly tied and removed immediately.
- i. Wear disposable gloves when cleaning and discard immediately after use. The use of disposable gloves does in no way replace hand washing.
- j. For disinfection, diluted 1:50 homemade bleach solutions should be used if 5% dilution chlorine is used or 70% alcohol-containing ethanol solutions (available in the markets) for chlorine-sensitive surfaces
- k. As much as possible, ensure natural ventilation of all rooms and areas.
- l. Encourage children to actively participate in disinfection/cleaning as much as possible and provide them with appropriate protective gear (e.g. gloves).

6. Educate staff about COVID-19 and about how to keep themselves and children safe

- a. Inform staff in detail about COVID-19 – and ensure they are regularly updated about new knowledge of the virus and of control measures introduced in Greece through checking the EODY and Civil Protection web sites.
- b. Ensure staff check information from reliable sources (EODY, WHO) and are careful to screen for false information about the disease.
- c. Explain what new measures are being introduced in the Accommodation center to prevent and respond to an outbreak (e.g. reduced staff presence, suspension of group activities, social distancing, enhanced disinfection of premises, rigorous health and hygiene, establishment of quarantine rooms).
- d. Explain how to identify symptoms in themselves and children
- e. Explain what to do if child or staff member feels ill
- f. Develop and share a clear referral protocol in the event of symptoms- who staff need to contact by when in the event of symptoms
- g. Put in place support mechanisms for staff including psychosocial support to manage their own stress and anxiety.¹⁴

7. Educate children about the virus and about how to keep themselves and those around them safe

- a. Inform children in detail about COVID-19 – what it is how it spreads, how it affects people all over world.
- b. Explain how they can protect themselves – e.g. hand hygiene, social distancing, changing the way they socialize with each other staff and people around them
- c. Explain what a quarantine is – why it exists and why they need to respect measures
- d. Explain what preventative measures are being introduced to the accommodation center and why
- e. Explain how their daily activities may be adapted and why.
- f. Explain that they play an important role in keeping themselves, other children, staff and friends safe, and encourage them to set good examples to other children by demonstrating good hygiene behaviors.
- g. Provide instructions about what to do if they feel ill
- h. Encourage them to ask questions.
- i. Explain importance of getting accurate information from trusted sources.



- j. Be honest about what you know and don't know and let them know you are doing everything you can to protect them
- k. Ensure children are updated regularly as information evolves, in line with the latest EODY guidance.
- l. Ensure information is presented in an age- appropriate, child- friendly manner, in a language that they understand.

For guidance on speaking to children about COVID-19 see further resources here¹⁵:
<https://www.unicef.org/coronavirus/how-talk-your-child-about-coronavirus-covid-19>

8. Maintain regularly structured activities and ensure emotional well-being

Maintaining structure for children is critical to building a sense of safety in times of uncertainty.

- a. **Try to maintain the regular routine** established in the accommodation center, so as to create a sense of security and wellbeing, while taking all measures to ensure the safety of the children and the staff. Call for an online or telephonic meeting with all NGOs/individuals who normally work in or support children living in the accommodation center, inside the CCI, to plan for how to take care of the children's emotional and other needs, so that they can continue with their normal schedule.
- b. **Keep up with learning and recreational activities in adapted form:** In view of school and group activity suspension, ensure that children continue their learning, psychosocial and recreational activities through alternative forms- e.g. remote learning modalities, online classes, self-learning tools). Plan for any additional resources essential to the delivery of activities, such as IT equipment, enhanced Internet connectivity.
- c. **Ensure that no staff or child is subject to any form of stigmatizing words or behavior** arising due to coughing, sneezing, etc., as this violates the principles of 'equality and non-discrimination,' 'dignity and worth'.
- d. **Ensuring emotional wellbeing:** The outbreak of COVID-19 may be stressful for people. Fear and anxiety about the disease can be overwhelming and cause strong emotions in adults and children. Steps to help and support staff of the accommodation center and children to better cope with stress should be taken as a priority, adapting to age, gender and culturally appropriate needs.
- e. **Encourage positive activities:** Children may better cope with an outbreak by helping others. i.e. they can write supportive letters to medical personnel at the hospitals, record/film messages of hope and send them to friends and family members etc.

II. PREPAREDNESS MEASURES

Cooperation with EODY and other Public Health bodies (District Divisions for Public Health) is important both in establishing measures of prevention as well as in proceeding with necessary actions and the provision of information if a case of infection is reported.

1. Draft a COVID-19 preparedness and response plan.

- a. Update an emergency contact list, including numbers of one or two physicians located close to the accommodation center, the EODY COVID-19 hotlines (24/7 line: 1135, +30 210 5212 054) and the number and address of relevant nearby designated hospitals.¹⁶ Please ensure emergency contact list is reviewed on a daily basis and updated in line with latest information from health authorities.
- b. For children with pre-existing health conditions, please consult their physician to closely monitor their health and facilitate their access to ongoing medical care (e.g. children with respiratory conditions, children with diabetes, cardiovascular and lung diseases, immunodeficiency, etc.). Prepare a step by



step guide on who to contact and what to do in the event of a suspected COVID-19 case among staff or children.

2. Designate a quarantine room inside the center

Transform 1 or 2 rooms in the center into designated quarantine/isolation room, ideally with light and ventilation (where possible) and make alternate arrangements to the extent possible where a quarantine room is not possible. If more than one bathroom exists in the center, designate one for exclusive use of quarantine cases to reduce infection. In the case of Safe Zones and Safe Areas a separate container should be designated for quarantine purposes.

3. Designate staff focal point(s) on COVID-19 response

- a. A dedicated staff member (s) or several staff members working as a committee should be assigned to lead on the COVID-19 Response in the center. This should include:
 - staying up to date on latest developments and information on COVID-19 and public health response
 - sharing information with staff and children;
 - planning for and coordinating the implementation of stringent prevention measures
 - developing and implementing a preparedness plan for the center in close coordination with management the competent health department or practitioner (e.g. EODY, reference hospitals, doctors etc.).
 - developing and coordinating a response plan in the event of a confirmed case among children and/or staff.
- b. Pre-select a skeleton team of contingency staff, in case of a general quarantine order, that will remain in the accommodation center if it is put under general quarantine. This should also include a designated staff member to care for a child who tested positive for CORONA-19 and remains inside the center (see section III. 3.e. below)

4. Conduct regular screening of symptoms among children and staff

Designated staff should regularly monitor staff and beneficiaries for symptoms related to COVID-19 (e.g. fever, cough and/or shortness of breath). Children should be encouraged to inform the staff if they don't feel well. Any symptoms should be reported to a physician for advice. Guest children should be evaluated for possible symptoms of infection before their introduction and residence in the center.¹⁷

5. Stock up on supplies

- a. Accommodation centers should ensure they have at least 14 days' worth of consumable materials in the event of an outbreak, including: food (including non-perishables), hand hygiene products (alcohol based hand rub, liquid soap, hand towel), diagnostic materials (thermometers), cleaning supplies (detergent and disinfectant products), personal protective equipment (gloves, masks, and if available and full- body protective equipment).
- b. Accommodation centers should also have the following items located through the center, including in toilets, kitchens, common areas to facilitate meticulous hygiene practices:
 - ✓ liquid soap next to every sink
 - ✓ disposable towels and tissues
 - ✓ rubbish bins with foot-operated lids, containing disposable plastic bags
 - ✓ alcoholic antiseptic solutions distributed throughout the center.



III. RESPONSE MEASURES¹⁸

As public health measures are evolving in response to the COVID-19 pandemic, actors are encouraged to refer to EODY for the latest updated information.

1. Follow national health system guidelines in the event of suspicious symptoms in children or staff

- a. In the event of a suspicious symptom among a child or staff member (e.g. cough, fever, shortness of breath)¹⁹ the Focal Point should immediately contact the designated physician and follow their medical advice. Medical advice can also be sought through the **EODY COVID-19 hotline: 24/7 hotline line: 1135; +30 210 5212 054.**
- b. Symptomatic children or staff **should not go to** a designated health facility unless they are instructed to do so by a physician, or if symptoms are severe.
- c. The Focal Point should seek medical advice from the physician regarding the need for testing of the they symptomatic child, as well as for all children and staff in the accommodation center.
- d. If the child has pre-existing medical conditions, this should be mentioned to the physician during the consultation.
- e. The Focal Point should strictly follow the advice of the health authorities.

2. Response to a suspected case of COVID-19 in a staff member.

- a. Staff members who develop symptoms of COVID-19 should immediately be excused from the center and remain at home whilst a diagnosis is sought by a physician.
- b. If COVID-19 is not suspected, the staff member may be able to return to work upon clearance by a physician to do so.
- c. Staff with a confirmed COVID-19 diagnosis should follow instructions given by the physician, and at minimum not return to work until the designated time until after the staff is completely asymptomatic, following the advice of EODY or a relevant medical practitioner.²⁰
- d. All those who came in close contact with the confirmed staff member in the 14 days prior to diagnosis – including children and other staff - will need to consult with physician and follow medical advice (see below – guidance for close contacts of confirmed COVID-19 case)

3. Response to a suspected case of COVID-19 in a child

- a. **Immediately seek medical advice.** If a child displays symptoms of COVID-19 the staff member on duty should immediately contact a physician to assess the symptoms and advise what steps to take. The COVID-19 Focal point in the accommodation center must also be informed. Staff may contact EODY for further guidance or following relevant order by the physician at the following numbers: 24/7 line 1135 or +30 210 212 054.
- b. **Placing symptomatic child in quarantine, upon guidance.**²¹ If advised by the physician or EODY, the symptomatic child may be placed quarantine in the designated room/container of the accommodation center, for the length of time subscribed. The following steps should also be taken:
 - The child, staff and other children in the center should be immediately informed about the reason for quarantine, the length of the quarantine (if known) and about what hygiene measures are to be put in place.



- If advised by the physician, the child should be tested for COVID-19, possibly by arranging for a diagnostic team to visit the accommodation center, or at a designated testing site as per medical advice and available services.
 - If the child tests positive for COVID-19 or if a test has not yet been carried out, all strict hygiene measures should be respected as per below (see 9.. Caring for a confirmed case in the accommodation center).
- c. Transferring child to medical facility upon guidance:** If advised by the physician to take the child to a designated reference hospital²² for further examination and testing, transfer should be ideally conducted by ambulance (EKAV). **No visits to public hospitals should be done without prior relevant guidance by EODY.** The following measures should also be taken²³:
- Staff should inform the child about the transfer and the reason for it.
 - While waiting for and during transfer the suspected case should follow strict hygiene measures (wearing a mask, gloves) and avoid contact with other people to the best possible extent.
 - The designated staff member should accompany the child to the hospital if possible. If not an alternate staff member should accompany. Caregivers accompanying the child should use personal protective gear, including face mask and gloves.
 - Notify the medical center in advance that they will receive a symptomatic patient
 - Notify the Focal Point, competent Public Prosecutor, Guardian, family members about the transfer of the child as soon as possible.
 - Avoid using public transport. If not transferred by ambulance, it is preferable to use private vehicle with open windows.
 - Clean and disinfectant all surface or material used by the child in the accommodation center and on the way to the medical unit.
 - If a child is hospitalized, staff should maintain regular contact with the child through daily video and phone contact, and inform family members and/or legal guardians accordingly.
 - In case there is no need for hospitalization of the child and he/she is sent back to the accommodation center - strict quarantine measures must be taken and respected (see section 9 below).

4. Caring for a confirmed case in the accommodation center²⁴

- a. If a child has a confirmed case of COVID-19 and the physician advises he/she be placed in quarantine inside the accommodation center, the following measures should be taken:
- The child to be quarantined, as well as all staff and other children in the accommodation center should be informed about the reason for the quarantine, how the child will be supported, and what each person needs to do to keep everybody supported and safe.
 - Measures to facilitate remote communication between the child, caregivers, other children and other adults, including guardian and family members, should be ensured (e.g. phone or tablet with zoom, skype capability).
 - Ensuring the child is cared for medically, as well as psychosocially is critical – paying attention and responding to the anxiety and fear that may arise in the child as well as other staff and children in the center.
 - No one must enter the child's room, aside from a designated caregiver, wearing necessary personal protective equipment (face mask, gloves, goggles/face shield, and disposable waterproof gown).
 - Protective equipment must be disposed of immediately after use.
 - All surfaces and items in the child's room must be cleaned and disinfected daily with detergent or soap and water followed by disinfection with household chlorine solution. (a 1: 50 homemade bleach solution if 5% initial dilution bleach is used).
 - The child should receive meals in the quarantine room. Avoid meals in dining area.



- The child's food utensils should be washed separately from the rest with hot water and detergent by a person wearing gloves.
 - If the child in quarantine must leave the room to use the facilities or for medically necessary procedures, they need to wear a facemask, gloves, and avoid contact with other people and apply all hygiene measures.
 - After every use of the toilet by the symptomatic child, the relevant room need to be carefully cleaned with disinfectants.
 - Carefully dispose of materials used to cover the nose and mouth, meticulous washing in case they are not disposable.
 - Soiled clothes, towels and bed linen should be placed in a separate bag for the laundry, to avoid contact with skin and clothing. Separate laundry should be applied using a regular household detergent at a high temperature (60 C- 90 C) followed by adequate drying.
 - Staff should closely monitor the situation and progress of the child, in consultation with the physician (taking temperature twice daily). If symptoms worsen staff should immediately contact the physician for further guidance.
 - Isolation should be applied until the designated time after the child is completely asymptomatic, following the advice of EODY or a relevant medical practitioner (see section 11).
- b. **Staff assigned to take care of a child in quarantine** should consider the following²⁵:
- Must not belong to a high-risk group;
 - Limit their contact with the child to the minimum
 - Wear personal protective equipment when entering the room (e.g. standard surgical mask, gloves, goggles/face shield, and disposable waterproof gown)
 - Avoid direct contact with body fluids, particularly saliva, sputum or other respiratory secretions and feces that must not be handled with naked hands.
 - Immediately dispose of any used protective equipment (standard surgical mask, gloves) which shall in no case be used again.
 - Dispose of equipment in a closed rubbish bin
 - After disposing of the protective equipment, wash hands thoroughly with water and soap. Please note that using gloves does not replace hand washing, which is the most important measure of protection.
 - Practice stringent hygiene including thorough hand washing **before** and after any contact with the child or his/her environment (room, objects), before and after food preparation, before eating and after using the toilet (washing with water and soap or use of alcohol antiseptic depending if the hands are visibly soiled or not).
 - Monitor their own health (temperature measurement twice a day) from the day of last contact with the case and 14 days onwards.

5. Contact tracing, testing and general quarantine measures. ²⁶

Persons in close contact with a confirmed case of COVID-19 are at higher risk of contracting the virus. Persons considered in close contact include:

- persons who share the same room with a confirmed case,
- persons who have direct contact with a confirmed case (e.g. handshake),
- persons who have been face-to-face or in the same closed space with a confirmed case at a distance of less than 2 meters for at least 15 minutes,
- persons having unprotected contact with contagious secretions (e.g. vomit).



As such every individual living or working in an accommodation centers where a confirmed case has been diagnosed are at risk. Because the virus can spread from persons who do not yet show symptoms, contact tracing (or identifying and notifying persons who were in close contact with the confirmed case), isolation or quarantining for a period of 14 days after the last contact, and testing them, if possible, is important to contain further spread of the virus. In light of the above, in the event of a confirmed case, the follow steps should be taken:

- a. The Focal Point should immediately inform the relevant health authorities (EODY) if a COVID-19 case is confirmed among a child or staff, and **seek guidance on what steps to take** regarding remaining staff and children in accommodation facility.
- b. Upon request by health authorities, support efforts to carry out **contact tracing** by notifying persons who may have come in contact with affected child, with **full respect to the principle of confidentiality and law on data protection** (e.g. children living in the center, staff, friends, suppliers that have been in contact with the accommodation center in the last 14 days, etc.)
- c. If advised by the health authorities, support efforts to introduce a **partial or full quarantine of children and staff in the accommodation center**, for a period of 14 days, after the last contact with the confirmed case, and monitor their health. For Safe Zone and Safe Areas, additional consultation with Reception and Identification Service, and Site Directors are needed ²⁷
- d. Activate the **skeleton staff** function and ensure a minimum adult presence in the facility
- e. Introduce more stringent infection control measures including more frequent (every 2 hours) disinfecting in all high traffic areas (door handles, light switches), common areas (toilets, kitchen); arrange a professional facility disinfection, implement stricter social distancing measures, etc.).
- f. Implement **surveillance** for further cases (e.g. apply more regular (twice daily thermometer) health monitoring of staff and children by checking for symptoms, request staff to regularly monitor the relevant condition of their close contacts such as friends and family members etc.).

6. Lifting quarantine

Following the designated period for partial or full quarantine/self-isolation²⁸ (14 days minimum) provided by the health authorities, the Focal Point should consult with EODY, the Ministry of Civil Protection, or other relevant authorities and agree on whether or not to terminate or extend the quarantine period.

IV. STRESS MANAGEMENT AND GENERAL TIPS²⁹

1. Coping with stress in quarantine and during an outbreak

During periods of lockdown and isolation, it is normal for adults and children to experience feelings of anxiety, stress and fear, especially the ones most at risk due to existing health condition or the ones living in countries most affected by the virus. It is important for staff to identify signs of stress both in him/herself and the children under their care. Demonstrations of such signs can include the following:

- Decrease in energy and activity levels
- Increased irritability with outbursts of anger and frequent arguing
- Increased difficulty in sleeping, relaxing
- Excessive worrying and crying
- Difficulty to feel pleasure and having fun
- Difficulty in communicating or paying attention

Some tips (for both children and staff) to cope with stress can include;



- Avoid or minimize watching, reading or listening to news that causes you to feel anxious or distressed
- Make sure you practice self-care - rest, eat sufficient and healthy food, engage in physical activity, stay in contact with family and friends, avoid smoking and drinking alcohol
- Keep daily personal routines and structure your day as much as possible
- If you feel that your emotions are overwhelming, seek professional assistance and/or share your feelings and concerns with the center manager/supervisor or other designated staff.

2. General tips and principles for staff working with children

- a. Avoid any behavior or terminology that could cause stigmatization or marginalization of one or more children with relevance to the virus (e.g. COVID-19 cases, COVID suspects). They are, “people who are being treated for COVID-19”, “people who are recovering from COVID-19”.
- b. Be supportive and compassionate to children seeking information, advice and support BUT also do not underestimate each child’s resilience or coping mechanisms
- c. Arrange psychosocial sessions (preferably through video-call) with children
- d. Remain calm and positive
- e. Seek and trust reliable and cross-checked information and updates regarding the outbreak
- f. Do not make assumptions over rumors, non-confirmed information or suspect cases
- g. Identify available resources for PSS support and assist or refer staff and children if they need support to cope with stress and anxiety caused by or linked with the outbreak or the quarantine.
- h. Exercise increased care and tailored response to the needs of affected children with disabilities or pre-existing medical conditions (e.g. make sure advanced social distancing, alter eating routines or hygiene measures taken are taking their special circumstances in consideration).
- i. Respect confidentiality issues by maintaining confirmed (or suspect) case’s identity disclosed to the possible extent and if not otherwise dictated by a court or other state order (e.g. EODY guidance).

V. COVID-19 RESOURCES

National Public Health Authority (EODY): <https://eody.gov.gr/neos-koronaioi-covid-19/>

Ministry of Health: <https://www.moh.gov.gr/>

General Secretariat for Civil Protection: <https://www.civilprotection.gr/en?language=el>

World Health Organization: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

European Center for Disease Control: <https://www.ecdc.europa.eu/en/search?f%5B0%5D=diseases%3A2942>

Ministry of Labor and Social Affairs: <https://www.ypakp.gr/>

National Center for Social Solidarity: www.ekka.org.gr

UNICEF: <https://www.unicef.org/coronavirus/covid-19>



- ¹ EODY Questions and Answers for COVID-19: <https://eody.gov.gr/erotiseis-kai-apantiseis-gia-to-neo-koronoio-covid-19/>
- ² World Health Organization: Advice for the public: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public> Myth busters: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters>
- ³ EODY: Hand Hygiene – Information For the Public: <https://eody.gov.gr/mikroviaki-antochi-kai-loimoxeis-poy-syndeontai-me-choroys-parochis-ygeias/exonosokomeiako-perivallon-koinotita/ygieini-ton-cherion-plirofories-gia-to-koino/>; UNICEF: Everything you need to know about washing your hands to protect against coronavirus COVID-19: <https://www.unicef.org/coronavirus/everything-you-need-know-about-washing-your-hands-protect-against-coronavirus-covid-19>; Ministry of Health: General Directorate of Public Health & Quality of Life Department of Public Health & Environment Hygiene “Prevention measures against the spread of the SARS-COV-2 Corona in accommodation facilities for unaccompanied minors”
- ⁴ Ministry of Health – Instructions for protection against respiratory infection from the new coronavirus: <https://www.moh.gov.gr/articles/health/dieythynsh-dhmosias-ygieinhs/metadotika-kai-mh-metadotika-noshmata/c388-egkyklloi/6652-odhgies-prostias-apo-anapneystikh-loimwksh-apo-to-neo-koronaio>
- ⁵ EODY - Precautions for the public: <https://eody.gov.gr/loimoxi-apo-to-neo-koronoio-covid-19-odigies-profylaxis-gia-to-koino/>
- ⁶ EODY - Precautions for the public: <https://eody.gov.gr/loimoxi-apo-to-neo-koronoio-covid-19-odigies-profylaxis-gia-to-koino/>
- ⁷ Ministry of Civil Protection: <https://www.civilprotection.gr/el>
- ⁸ Ministry of Civil Protection: Lockdown Movement Permit <https://forma.gov.gr/>
- ⁹ Ministry of Health: “Prevention measures against the spread of the SARS-COV-2 Corona in accommodation facilities for unaccompanied minors”
- ¹⁰ While all persons may be at risk of contracting COVID-19, vulnerable groups are likely to develop severe symptoms.
- ¹¹ EODY: Questions and Answers for COVID-19 - What are the symptoms?: <https://eody.gov.gr/erotiseis-kai-apantiseis-gia-to-neo-koronoio-covid-19/>
- ¹² Ministry of Health: “Prevention measures against the spread of the SARS-COV-2 Corona in accommodation facilities for unaccompanied minors”
- ¹³ *Cleaning* refers to the removal of dirt and impurities, including germs, from surfaces. Cleaning alone does not kill germs. But by removing the germs, it decreases their number and therefore any risk of spreading infection. *Disinfecting* works by using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs. But killing germs remaining on a surface after cleaning further reduces any risk of spreading infection.
- ¹⁴ Ministry of Health: 24 hour Psychological Support Line for COVID-19: #10306 - <https://www.moh.gov.gr/articles/ministry/grafeio-typoy/press-releases/7035-thlefwnikh-grammh-psykokoinwnikh-yposthriks-10306-gia-ton-koronoio>
- ¹⁵ UNICEF: How to talk to your child about coronavirus COVID-19: <https://www.unicef.org/coronavirus/how-talk-your-child-about-coronavirus-covid-19>
- ¹⁶ <https://www.moh.gov.gr/articles/ministry/grafeio-typoy/press-releases/6648-oristhkan-apo-ton-ypovrgo-ygeias-ta-nosokomeia-anaforas-gia-ton-koronaio-se-olh-th-xwra>
- ¹⁷ Ministry of Health: “Prevention measures against the spread of the SARS-COV-2 Corona in accommodation facilities for unaccompanied minors”
- ¹⁸ Ministry of Health: “Prevention measures against the spread of the SARS-COV-2 Corona in accommodation facilities for unaccompanied minors”
- ¹⁹ EODY: What are the symptoms of the new Coronavirus COVID-19 infection?: <https://eody.gov.gr/erotiseis-kai-apantiseis-gia-to-neo-koronoio-covid-19/>
- ²⁰ EODY: Can a quarantine person transmit the disease to other people?: <https://eody.gov.gr/erotiseis-kai-apantiseis-gia-to-neo-koronoio-covid-19/>
- ²¹ EODY: Instructions for isolating contacts at home: <https://eody.gov.gr/odigies-gia-apomonosi-epafon-sto-spiti/>
- ²² Check updated information on designated COVID-19 medical care facility in the EODY web site. The name and address of relevant medical care facility should be included in the preparedness emergency contact plan.
- ²³ EODY: <https://eody.gov.gr/neos-koronaiois-covid-19/>
- ²⁴ EODY: Instructions for isolating contacts at home: <https://eody.gov.gr/odigies-gia-apomonosi-epafon-sto-spiti/>
- ²⁵ EODY: Instructions for isolating contacts at home: <https://eody.gov.gr/odigies-gia-apomonosi-epafon-sto-spiti/>
- ²⁶ EODY: COVID-19 Advice for Hotels in Quarantine: <https://eody.gov.gr/en/covid-19-advice-for-hotels-in-quarantine/>
- ²⁷ Consultations with the RIS and Site Director are needed, prior to taking any decision about placing a Safe Zone or Safe Area in quarantine.
- ²⁸ EODY: Instructions for discharge from the hospital and for the cessation of precautionary measures against the transmission of patients with COVID-19 who are hospitalized or remain for home care: <https://eody.gov.gr/odigies-gia-tin-exodo-apo-to-nosokomeio-kai-gia-ti-diakopi-ton-profylaxeon-enanti-metadosis-asthenon-me-covid-19-poy-nosileyontai-i-paramenoyn-gia-frontida-kat-oikon/>
- ²⁹ EODY: COVID-19 Psychosocial Support Instructions for the general public: <https://eody.gov.gr/koronaiois-covid-19-odigies-psychologikis-ypostirixis-ton-politon/> UNICEF: Tips for parenting during the coronavirus (COVID-19) outbreak: <https://www.unicef.org/coronavirus/covid-19-parenting-tips>