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***Republic of Kosovo - Republic of Kosovo - Republic of Kosovo***

***Government - Vlada - Government***

***Ministry of Health / Ministarstvo Health / Ministry of Health***

**INTERIM GUIDELINE**

**APPLICATION OF GENERAL AND SPECIFIC MEASURES FOR THE PREVENTION AND CONTROL OF COVID-19 IN THE SECTOR OF PERSONAL SERVICES AND BUSINESSES, INDUSTRY, PUBLIC ADMINISTRATION AND NGOs**

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# Specific guidelines for preventing the spread of COVID-19 in the personal services sector

## Promote and respect physical distance

* Provide a physical distance of 1 meter for all staff throughout the workplace, during dining and rest periods (eg work areas, dining areas, changing rooms, bathrooms).
* Organize workplaces to maintain a physical distance of 1 meter between customer service areas.
* Establish an appointment in advance, in order to avoid the accumulation of customers indoors, when physical distance is not possible.
* Prevent lining up or gathering inside and outside the work/business environment, unless there is a physical distance of at least 1 meter from other groups of people.

## Maintain and encourage hand hygiene

* Provide soap and water in the workplace. If soap and water are not available use 60-70% alcohol based hand sanitizer. If hands are visibly soiled, soap and water should be removed before disinfectants.
* Ensure adequate supply of liquid soap, paper towels, hand sanitizers, wipes and trash bins throughout the workspace and toilets.
* Be sure to wash/rub your hands for at least 20 seconds and limit contact with shared surfaces and tools.
* Clean hands with water or disinfectant immediately after service.
* Place hand sanitizers in many places to encourage hand hygiene.
* Avoid touching the eyes, nose and mouth with dirty hands.
* If gloves are used, it is important to change them every hour, or more often as needed (eg when changing tasks or between clients ).
* Use electronic payment options whenever possible. If this is not possible, make sure that money and cards are handled with care by employees either by changing gloves between each transaction or by using cleaning tools between clients.

## Maintain and encourage the wearing of face masks/covers for staff and clients

* It is recommended to wear a face mask/cover indoors, covering the nose and mouth.
* Masks/face covers do not need to be worn by employees indoors if they are unable to wear masks. For example, masks should not be used by children under the age of two, and people who have trouble breathing.
* The mask is not a substitute for physical distance and it should be kept from 1 meter, especially indoors.
* The personal services sector is obliged to display in a visible place at the entrance of the facility the signs of the rules of conduct for protection from COVID-19, including the recommendation sign for placing the mask, respecting the distance of one (1) meter and the promotional sign for vaccination, according to the design of the Ministry of Health.
* It is obligatory to keep disinfectants for hands and a quantity of masks in accessible places at the entrance of the facility and indoors.

## Use of personal protective equipment (PPE)

* Appropriate personal protective equipment (PPE) covering the nose, eyes and mouth is recommended to be used if while providing service in an indoor area /space, the person is required to come within 1 meter of another person who is not wearing a mask or face cover.

## Implementation of cleaning and disinfection measures

* Perform rigorous frequent cleaning and disinfection of all areas affected by various employees in the workspace (such as door handles, counters, cabinet doors, elevator buttons, light sockets, faucets, toilet handles, holders and stairwells, touch screen surfaces, keyboards) and areas where customers have access, including toilets, exit counters, and other hand-touch surfaces, such as door handles.
* Equipment and tools to be shared between users should be cleaned and disinfected regularly (eg combs, scissors, cashier seats, machinery).
* If staff are divided into certain groups, clean and disinfect common areas between replacement groups.
* Wash towels, clothes and similar items that may be used between customers, and dispose non-washable items immediately after each service.
* Dry completely cleaned items at a high temperature.
* Use only equipment that can be cleaned and disinfected, or disposed between customer appointments.
* Cleaning/disinfecting wipes should only be applied on surfaces, and according to the manufacturer's instructions.
* Proper use of cleaning and disinfecting agents, including the time required for contact with the disinfectant (the amount of time the product must remain wet on a surface to take effect).
* When using chemical cleaning products it is important to ventilate the premises well (eg by opening windows) in order to protect the health of cleaning staff.
* Persons performing cleaning and disinfection should be familiar with the procedures and preparations and, in when in doubt, cleaning should be done using appropriate personal protective equipment (PPE).

## Maintain heating, ventilation and air conditioning systems

* The employer should conduct a regular review of the heating, ventilation and air conditioning systems to ensure that they are functioning properly.
* Increase outside air circulation by maximizing the ratio of outside air or by opening windows and doors when possible.
* Avoid air recycling.

# Operation model in the context of COVID-19

## Limited capacity

Businesses and facilities open to the public should consider that:

* Customers and employees should be able to maintain at least 1 meter of physical distance, respecting the general measures to prevent the spread of COVID-19.
* Indoor gatherings are allowed (workshops, meetings, seminars, trainings, cultural events). In addition to those under 16 years old, participants are required to possess any of the evidence listed below in order to be allowed access to these premises. The organizer is obliged to provide a physical distance of at least one (1) meter distance between persons and to check the evidence mentioned below:
  + Certificate of vaccination with at least two doses or one dose of Janssen vaccine against COVID-19;
  + Persons with medical evidence from the specialist doctor in the relevant field that they have contraindications and are exempt from vaccination, must submit a negative RT-PCR test for COVID-19, not older than 1 week.

## Modification of service delivery according to the situation

* Receiving payments in electronic form, instead of cash , is encouraged.
* In public/private institutions or businesses, employees/staff who work with clients / has direct contact with clients (including, but not limited to, barbers, employees in markets and banks, etc.), in order to be allowed to enter the interior, must possess one of the following evidence :
  + Certificate of vaccination with at least two doses or one dose of Janssen vaccine against COVID-19;
  + Persons with medical evidence from the specialist doctor in the relevant field that they have contraindications and are exempt from vaccination, must submit a negative RT-PCR test for COVID-19, not older than 1 week.
* It is obligatory to appoint one or more responsible persons who will control the possession of any of the above mentioned evidences.
* The responsible person of the public or private institution and of the economic operators, is obliged to prevent lining up or gathering inside and outside the work / business environment, unless there is a physical distance of 1 meter from other groups of persons
* Cancel your activity when the distance or other recommended measures can not be applied.

# Considerations towards staff

* If your staff is suspected of having COVID-19, the person should be isolated regardless of whether they have symptoms or not.
* If your staff has been exposed to COVID-19, the person should stay home and follow the recommendations from the NIPHK ( <https://niph-rks.org/>) and the MoH (<https://msh.rks-gov.net/en/> ).

## Raising public health awareness and communicating with staff

Provide information to staff and customers about your business activities (eg public health measures, disposable equipment , business rules) through various communication platforms (eg media, information materials).

* Ensure that information materials are placed in high-visibility environments to promote messages about how to protect yourself from COVID-19.
* Inform staff and customers about the measures taken to protect them from COVID-19 and make sure they understand

# Security plan

All businesses and workplaces are required to prepare and make available a security plan as follows:

* Describe the measures/procedures that have been implemented or will be implemented in your business or institution /organization to reduce the spread of COVID-19.
* Include measures for physical distance, masks, cleaning and disinfection of surfaces and objects and maintenance of personal protective equipment (PPE).
* Place physical distance markings in front of each building / premises / floor / ground space where a physical distance of 1 meter is specified.
* Designate a person responsible for developing and implementing the safety plan, who will assess staff / clients /parties for any eventual COVID-19 symptoms.

# Specific guidelines for preventing the spread of COVID-19 in the business, industry, public administration and NGO sector

## Promote and respect physical distance

* Provide a physical distance of 1 meter for all staff throughout the workplace, during meal and rest periods (e.g., work areas, dining areas, changing rooms, bathrooms ).
* Organize workplaces to maintain a physical distance of 1 meter between customer service areas.
* Establish an appointment in advance, in order to avoid the accumulation of customers indoors, when physical distance is not possible.
* Prevent lining up or gathering inside and outside the work / business environment, unless there is a physical distance of at least 1 meter from other groups of people.

## Maintain and encourage hand hygiene

* Provide soap and water in the workplace. If soap and water are not available use 60-70% alcohol based hand sanitizer. If hands are visibly soiled, soap and water should be removed before disinfectants
* Be sure to wash/rub your hands for at least 20 seconds and limit contact with shared surfaces and tools.
* Clean hands with water or disinfectant immediately after service.
* Place hand sanitizers in many places to encourage hand hygiene.
* Ensure adequate supply of liquid soap, paper towels , hand sanitizers, wipes and trash cans throughout the workspace and toilets.
* Avoid touching the eyes, nose and mouth with dirty hands.
* If gloves are used, it is important to change them every hour, or more often as needed (eg when changing tasks or between clients ).
* Use electronic payment options whenever possible. If this is not possible, make sure that money and cards are handled with care by employees either by changing gloves between each transaction or by using cleaning tools between clients.

## Maintain and encourage the wearing of face masks/covers for staff and clients

* It is recommended to wear a face mask/cover indoors, covering the nose and mouth.
* Masks/face covers do not need to be worn by employees indoors if they are unable to wear a mask. For example, masks should not be used by children under the age of two, and people who have trouble breathing.
* The mask is not a substitute for physical distance and it should be kept from 1 meter, especially indoors.
* The personal services sector is obliged to display in a visible place at the entrance of the facility the signs of the rules of conduct for protection from COVID-19, including the recommendation sign for placing the mask, respecting the distance of one (1) meter and the promotional sign for vaccination , according to the design of the Ministry of Health.
* It is obligatory to keep disinfectants for hands and a quantity of masks in accessible places at the entrance of the facility and indoors .

## Use of Personal Protective Equipment (PPE)

* Appropriate personal protective equipment (PPE) covering the nose, eyes and mouth is recommended to be placed if while providing service in an indoor area /space, the person is required to come within 1 meter of another person who is not wearing a mask or face mask.

## Implementation of cleaning and disinfection measures

* Perform rigorous frequent cleaning and disinfection of all areas affected by various employees in the workspace (such as door handles, counters, cabinet doors, elevator buttons, light sockets, faucets, toilet handles, holders and stairwells, touch screen surfaces, keyboards) and areas where customers have access, including toilets, exit counters, and other hand-touch surfaces, such as door handles.
* Equipment and tools to be shared between users should be cleaned and disinfected regularly (eg combs , scissors, cashier seats, machinery).
* If staff are divided into certain groups, clean and disinfect common areas between replacement groups.
* Wash towels, clothes and similar items that may be used between customers, and dispose of non-washable items immediately after each service.
* Dry thoroughly cleaned items at high temperature.
* Use only equipment that can be cleaned and disinfected, or disposed of between customer appointments.
* Cleaning / disinfecting wipes should only be used on surfaces, and according to the manufacturer's instructions.
* Proper use of cleaning and disinfecting agents, including the time required for contact with the disinfectant (the amount of time the product must remain wet on a surface to take effect).
* When using chemical cleaning products it is important to ventilate the premises well (eg by opening windows) in order to protect the health of cleaning.
* Persons performing cleaning and disinfection should be familiar with the procedures and preparations and, in suspicious cases, cleaning should be done using appropriate personal protective equipment (PPE).

## Maintain heating, ventilation and air conditioning systems

* The employer should conduct a regular review of the heating, ventilation and air conditioning systems to ensure that they are functioning properly.
* Increase outside air circulation by maximizing the ratio of outside air or by opening windows and doors when possible.
* Avoid air recycling.

# Operation model in the context of COVID-19

## Limited capacity

The business, industry, public administration and NGO sector must ensure that:

* Customers and employees are able to maintain at least 1 meter physical distance with limited capacity.
* Maintain a physical distance of 1 meter between persons, respecting the general measures to prevent the spread of COVID-19.
* Indoor gatherings are allowed (workshops, meetings, seminars, trainings, cultural events). With exception to those under the age of 16, participants are required to possess any of the evidence listed below in order to be allowed access to these premises. The organizer is obliged to provide a physical distance of at least one (1) meter distance between persons and to check the evidence mentioned below:
  + Certificate of vaccination with at least two doses or one dose of Janssen vaccine against COVID-19;
  + Persons with medical evidence from the specialist doctor in the relevant field that they have contraindications and are exempt from vaccination, must submit a negative RT-PCR test for COVID-19, not older than 1 week.
* Within economic operators (call centers as well as shopping centers) customers and staff must possess any of the above mentioned evidences in order to be allowed to enter the facility.

## Modification of service delivery according to the situation

* Receiving payments in electronic form, instead of cash, is encouraged.
* In public/private institutions or businesses, employees/staff who work in pairs/direct contact with clients, in order to be allowed to enter the premises, must possess one of the following evidence:
  + Certificate of vaccination with at least two doses or one dose of Janssen vaccine against COVID-19;
  + Persons with medical evidence from the specialist doctor in the relevant field that they have contraindications and are exempt from vaccination, must submit a negative RT-PCR test for COVID-19, not older than 1 week.
* It is obliged to appoint one or more responsible persons who will control the possession of any of the mentioned evidences.
* The responsible person of the public or private institution and of the economic operators, is obliged to stop lining up or gathering inside and outside the work / business environment, unless there is a physical distance of 1 meter from other groups of persons
* Cancel your activity when the distance or other recommended measures can not be applied.

# Considerations towards staff

* If your staff is suspected of having COVID-19, the person should be isolated regardless of whether they have symptoms or not.
* If your staff has been exposed to COVID-19, the person should stay home and follow the recommendations from the NIPHK ( <https://niph-rks.org/>) and the MoH (<https://msh.rks-gov.net/en/> ).

## Raising public health awareness and communicating with staff

Provide information to staff and customers about your business activities (eg public health measures, disposable equipment , business rules) through various communication platforms (eg media, information materials).

* Ensure that information materials are placed in high-visibility environments to promote messages about how to protect yourself from COVID-19.
* Inform staff and customers about the measures taken to protect them from COVID-19 and make sure they understand.

# Security plan

All businesses and workplaces are required to prepare and make available a security plan as follows:

* Describe the measures/procedures that have been implemented or will be implemented in your business or institution/organization to reduce the spread of COVID-19.
* Include measures for physical distance, masks, cleaning and disinfection of surfaces and objects and maintenance of personal protective equipment (PPE).
* Place physical distance markings in front of each building / premises / floor / ground space where a physical distance of 1 meter is specified.
* Assign a key person who will be responsible for developing and implementing the security plan.

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