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# COMMISSIONERATE

## Health & Family Welfare Services

No. COM/HFW/PS/2020-21

Date : 10.07.2020

**Guidelines for establishing COVID care centres managed by  
Resident Welfare Association/Apartments Owners Association /Companies in their own premises**

**Background:**

Government of Karnataka is establishing COVID care centres (CCC) for Isolation and management of asymptomatic and mild symptomatic COVID 19 cases in govt/private institutions like Shri Shri Ravishankar ashram, BIEC, Haj bhavan, GKVK, etc. In this context a number of Resident Welfare /Apartments Owners Association have come forward to facilitate home isolation and management of positive persons in their premises for the benefit of residents/communities in their walled/gated community.

In this regard the government has decided to involve the community organisations in the management of mild and asymptomatic COVID-19 positive persons by themselves. It is noteworthy to mention here that various RWAs/AOAs have shown interest for managing COVID Care Centres.

**1. Facilities needed:**

- Vacant houses, community halls and flats within the apartment(s)/community.
- Separate accommodation for women and children.
- Individual occupancy in a room of 10 x10 feet preferably with attached bathroom and toilet.
- In the absence of individual rooms, 4 to 6 COVID positive persons shall be accommodated in a hall having attached bath and toilet/s.
- Temporary partitions of either PVC or side screen shall be provided for individual privacy keeping a physical distance of minimum of six feet between the two beds.
- Beds, mattresses, furnishings and linens, uninterrupted water and power supply shall be available.
- Homemade food either from the patient's house or from a common kitchen shall be arranged.
- Ancillary services like garbage management, sanitation and logistics should be managed exclusively and separately for the COVID block. Especially the biomedical waste shall be treated with 1% hypochlorite solution for a contact period of one hour should be assured before final disposal.
- If citizens of a group of individual houses in a street or neighbourhood are willing and have an independent unoccupied house or community hall they are encouraged to run CCC facilities akin to RWAS.

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## **2. Eligibility for admission in community managed Covid care centre (CCC):**

All Asymptomatic and mild symptomatic COVID positive persons except the following

- a) > 60 years of age.
- b) With comorbid conditions like hypertension, diabetes, severe obesity, thyroid disease, cancer, kidney diseases include patients on dialysis, heart diseases, stroke, Tuberculosis, People living with HIV, immune-compromised, on steroids and immune-suppressants.
- c) Pregnant women and lactating mothers.
- d) Children below 10 years of age.
- e) Any other serious medical/psychological condition.

## **3. Medical care at Covid care centre (CCC):**

- a) Access to public shall be restricted.
- b) The RWA / AOA / Company should have a tie up with medical team (or with a doctor residing in the premises) for triaging & regular clinical support of the patients.
- c) Nursing staff will conduct temperature measurement and pulse oximetry, monitor other symptoms, record the temperature and  $spO_2$  with fingertip pulse oxymetry thrice a day, and shall have tele consultation with the doctor for any instructions.
- d) Linkage with an affiliated private hospital, dedicated COVID-19 health center or hospital for referring the COVID positive person in case of need.
- e) Adequate supplies of PPE Kits, N-95 Masks, triple layered surgical masks, gloves, hand sanitizers, thermal scanners, pulse oximeter, glucometer, BP apparatus, stethoscope, medicines like hydroxy chloroquine, vitamin-C, zinc, etc shall be available.
- f) In case of emergency, ambulance services shall be obtained from government ambulance service 108/private ambulance.
- g) The COVID positive person shall be under the care of RWAs; attending doctor and staff nurses will all be under the supervision of the jurisdictional MOH/DHO/HO of BBMP or THO/DH & FWO of the department.
- h) Data entry – the nursing officer shall maintain patient charts and records (for requisite parameters), and the doctor shall officially verify the record data and advise.

## **4. Required amenities for Covid care centre (CCC):**

- a) Support staff for food/supervision- will be present 24/7, in two or three shifts designated only for the care of patients in the ratio of 1:12 per COVID positive person.
- b) Designated security personnel shall supervise the CCC.
- c) 24/7 Electricity with power back up & Water supply.
- d) Monitoring facility using CCTV camera installed (optional).
- e) Facility for disinfection & sterilization of linen & utensils of COVID positive person.
- f) Availability of broadband Internet connectivity with computers and DEOs for providing the COVID-19 patients data.



**5. Daily monitoring and medical supervision of the COVID positive persons by the medical and health team:**

- a) Thrice daily temperature & SpO2 recording using fingertip pulse oximeter.
- b) 24/7 monitoring by medical officer.
- c) Attending to medical and other complaints.

**6. Food and Nutrition:**

- a) Nutritious diet should be provided to the patients using the suggested diet plan as per government advice, but catering to the patient's individual tastes, allergies and dietary requirements. Food will be delivered from the concerned patient's home to the Centre for the staff to give to the patients. Disposable Plates and cutlery shall be used.
- b) Proper food arrangements three times a day along with snacks for the patients and the nursing staff.
- c) Breakfast, lunch and dinner to be provided at appropriate times convenient to the patient by the patient's family.
- d) Consumption of tobacco and alcoholic drinks is strictly prohibited.

**7. Ancillary services:**

- a) Dedicated area of donning and doffing of PPE for health care workers.
- b) Garbage Management inside and outside the COVID Care Centre.
- c) To ensure that the biomedical waste generated in the CCC is sent to designate bio-medical processing Centre.
- d) To ensure complete cleanliness inside and outside the CCC.

**8. Testing:**

Covid-19 Testing for the patients should be done as per the testing guidelines issued by the GOK from time to time. Any other test required as per the doctor's assessment should be made available from the nearest health facility.

**9. Daily reporting:**

The CCC will ensure daily reporting of the admissions, release from isolation and medical condition of patients in the software recommended by the state government/report to district surveillance officer (DSO)

**10. Others:**

The RWAs/AOAs shall enter details of CCCs capacity, admission/release of persons in state government software application without fail.

The CCC facility will be used by the local RWA/AOA residents only.

The COVID positive persons shall be allowed to use their laptop, mobile, tablet, books and other reading materials, etc.

**11. Discharge/Release from isolation**

To be followed as per GOK guidelines issued from time to time in consultation with treating doctor.

**12. Information Education Communication (IEC):**

Display charts about COVID-19 Dos and Don'ts shall be prominently exhibited inside the rooms, halls and outside the premises to educate the patients and the residents. Wall mounted TV services may also be provided only with the silent display of news regarding COVID.

**The SOP on running CCC is attached with these guidelines**

  
Commissioner

**Health and Family Welfare**

To

All the RWAs/AOAs through the Commissioner, BBMP.

Copies for kind information:

1. Additional Chief Secretary, Health & Family Welfare Department.
2. Additional Chief Secretary, Urban Development Department.
3. Commissioner, BBMP
4. Mission Director, National Health Mission.
5. Deputy Commissioners, Bengaluru Urban & Rural districts.
6. Director, Health & Family Welfare Services.
7. Director, Medical Education.



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# COMMISSIONERATE

## Health & Family Welfare Services

NO DHS/PS/97/2020-21

Date: 22.06.2020

### Guidelines for establishing and managing COVID CARE CENTRE (CCC):

#### 1. Background

Government of Karnataka is establishing COVID care centres for Isolation and management of asymptomatic COVID 19 cases. These CCCs shall provide 24x7 supervised medical care in an institutional setup. This document outlines about such facilities and clinical management of cases in those CCCs.

#### 2. Different places which can be identified as Covid care centres(CCCs):

Institutions like community halls, community hostels, school or college premises, malls, stadiums, marriage/party halls, camp sites, exhibition grounds, hotels and others as deemed appropriate and identified by the authorities can be COVID care centres.

#### 3. Eligibility for admission in CCCs

- All Asymptomatic COVID positive patients **except** the following
  - > 50 years of age.
  - With comorbid conditions like hypertension, diabetes, severe obesity, thyroid disease, cancer, kidney diseases including patients on dialysis, heart diseases, stroke, Tuberculosis, People living with HIV, immune-compromised, on steroids and immune-suppressants.
  - Pregnant women and lactating mothers.
  - Children below 10 years of age.
  - Any other serious medical/psychological condition.

The asymptomatic positive patients shall be evaluated at Dedicated Covid Health Centre (DCHC) by a physician before admission to CCC. There should be dedicated vehicles/ambulances for transportation.

#### 4. Human resources requirements

- Doctors – one per 100 persons for 8 hrs shift (to be provided by the health/medical education dept. in case of government managed CCC)
- Staff nurses – one per 50 persons for 8 hrs shift. (to be provided by the health/medical education dept. in case of government managed CCC)
- Support staff for food/supervision – one per 100 persons for 8 hrs shift.

- Staff for cleaning – one per 50 persons for 12 hrs shift.
- Data entry operator – one per centre for 12 hrs shift.
- Security personnel and marshals – one per 50 persons for 12 hrs shift.

The staff should stay at CCC only in a separate wing. They will work for two weeks at CCC and then go home after testing negative for Covid-19 for period of one week.

## **5. Required amenities for Covid care centre (CCC)**

Any CCC needs to:

- Have restricted access to general public.
- Have beds 1 meter apart with side locker & charging point for mobile/laptop etc.
- Have a separate section/ward for male and female patients
- Has 24/7 Electricity with power back up & Water supply,  
Have a nursing staff and doctor at station for 24X7 care facility in case of emergency.
- Shall have adequate supplies of PPE Kits, N-95 Masks, triple layered surgical masks, gloves, hand sanitizers, thermal scanners, pulse oximeters, glucometer, BP apparatus, stethoscopes, medicines like hydroxy chloroquine and others including emergency drugs, dressing material and first aid kit, oxygen cylinder with tubing/oxygen concentrator, nebuliser, portable ECG machine. (The requirements of supplies is given in the Annexure-1)
- Have adequate toilet facilities (@1 toilet for 10 persons )
- Have adequate ventilation and lighting facility
- Have monitoring facility using CCTV camera installed (optional)
- Have 24X7 ambulance service to shift patients whenever necessary
- Have a linkage with dedicated covid-19 health centre or dedicated covid hospital
- Facility for disinfection & sterilization of patient linen & equipment - Mechanized Laundry.
- Availability of broadband Internet connectivity with computers and DEOs for providing the COVID-19 patients data.
- Garbage Management inside and outside the COVID Care Centre.
- To ensure that the biomedical waste generated in the CCC is sent to designate bio-medical processing Centre.

## **6. Daily monitoring and medical supervision of the patients**

- Twice daily temperature & SpO2 recording using fingertip pulse oximeter.
- 24/7 monitoring by medical officer.
- Attending to medical complaints.



## **7. Food and Nutrition**

- Nutritious diet shall be provided to the patient as per the Annexure-2.
- Proper food arrangements 03 times a day along with snacks for the Patients, Doctors, Officers and others.
- Breakfast shall be provided by 8.00 AM, Lunch to be provided at 1.00 PM, and Dinner by 7.00 PM.

## **8. Ancillary services**

- Dedicated area of donning and doffing of PPE for health care workers.
- Garbage Management inside and outside the COVID Care Centre.
- To ensure that the biomedical waste generated in the CCC is sent to designate bio-medical processing Centre.
- To ensure complete sanitation outside the CCC.

## **9. Patient monitoring**

- a) A common facility for thermal scanning and pulse oximetry can be set up for temperature and oxygen saturation check
- b) A staff nurse/trained health worker can record everybody's temperature and pulse oximeter reading twice a day
- c) Anybody with new symptoms or fever ( $\geq 38^{\circ}\text{C}$  or  $\geq 100.4^{\circ}\text{F}$ ) or oxygen saturation  $<94\%$  needs to be immediately referred to the nearest appropriate linked COVID facility.

## **10. Discharge of the patient**

As per discharge policy issued by the state government from time to time.

## **11. Management of Logistics at CCC:**

### **A. Supply of equipments and medicines to government managed CCC.**

The Karnataka State Drugs Logistics & Warehousing Society (KSDLWS) will provide the necessary equipments and medicines to government managed CCCs. In greater BBMP area the nodal officer for CCC will send the requirement for 15 days to Additional Director, KSDLWS. In districts DCs will manage this from the pool of equipments and medicines available with them for Covid-19.

### **B. Supply of food:**

The BBMP/District Administration will make arrangement for supply of food for patients (as per diet chart) and to the staff.

**C. Cleaning:**

The BBMP/District Administration will make arrangement for the cleaning and sanitisation of the place. In case the CCC has existing staff for sanitation and cleaning the same should be used.

**D. Transportation:**

The patients should be shifted from CCC to other medical facilities using pool of dedicated ambulances available with CCC management team of BBMP/District.

**E. Testing:**

Covid-19 Testing for the patients should be done as per the testing guidelines issued by the government from time to time. For the staff after 02 weeks of work RT-PCR/CBNAAT/True-NAT test should be done before giving 01 week off. Any other test required as per the doctor's assessment should be made available from the nearest DCHC.

**F. Daily reporting:**


The CCC will ensure daily reporting of the admissions, discharges, medical condition of patients in the software recommended by the state government.

**G. Private facilities taken over by government as CCC:**

In case the private facilities are taken over by government as CCC under Epidemic Diseases Act 1897, then the available staff and the ancillary facilities should be put to use.

**H. CCC in-charge officer:**

BBMP/District Administration shall appoint a Group-A officer as centre incharge who should manage the HR and logistics of the centre.

  
**Commissioner,**

**Health & Family Welfare Services.**

To,

- 1) The Commissioner, BBMP.
- 2) All DCs.
- 3) All DHOs.
- 4) All DSOs.

Copy for kind information:

- 1) Chief Secretary, Government of Karnataka.
- 2) Additional Chief Secretary, Health and Family welfare Services.
- 3) Rajender Kumar Kataria, IAS, Incharge of CCC.
- 4) Additional Chief Secretary, Medical Education.
- 5) Mission Director, NHM, HFW.
- 6) Director, HFW.
- 7) Director, Medical Education.

**Annexure-1: Requirement of Equipment's/Medicines for CCC**

Sl no	Equipments/Medicines	Requirement per 100 patients	Remarks
1.	PPE Kits	50 per day	Doctors-1x3, Staff nurses-2x3 Support staff for food/supervision 4x3 Staff for cleaning 4x3 Security personnel and marshals 6x3
2.	N-95 Masks	50 per day	
3.	Triple layered surgical masks	300 per day	
4.	Nitrile Gloves	12 per day	Staff for cleaning 4x3
5.	Hand sanitizers	Ten per day-(500 ml bottle)	One five litre can
6.	Thermal scanners	One	
7.	Pulse oximeters	Two	
8.	Glucometer	Two	
9.	BP apparatus	Two	
10	Stethoscopes	Two	
11	Medicines like hydroxy chloroquine sulphate	1100+200=1300 for one week	Patients Treatment Plus staff prophylaxis
12	Dressing material and first aid kit	Ten kits per week	As per requirements
13	Oxygen cylinder with tubing/oxygen concentrator	One	
14	Nebuliser,	One	
15	Portable ECG machine.	One	
16	Emergency medicines-Like Atropine, Adrenaline, CPM, Dexamethasone, Cetirizine, PCT, Pantoprazole, Dextrose IV Fluid, RL,NS etc.	Each medicine of 10 per 100 patients	

### **Annexure 2: Suggested Diet Plan**

On Rising	Coffee/ Tea/ Milk						
Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Break-fast 7:00 AM	Rava Idli	Pongal	Set Dosa	Rice Idli	Bisibele Bath	Chow Chow Bath	Set Dosa
Mid-Morning 10:00 AM	Watermelon	Papaya	Muskmelon	Watermelon	Papaya	Muskmelon	Papaya
	Ragi Ganji	Palak Soup	Rava Ganji	Carrot Soup	Ragi Gangi	Tomato Soup	Rava Gangi
Lunch 1:00 PM	Pulka- 2 nos + Palya + Rice + Dal + Curd						
Evening 5:30 PM	Elaichi Banana + Marie Biscuits – 3 Nos/ Protein biscuits- 2 Nos/ Fresh Dates- 2 Nos + Mango bar (Vit-C rich)						
Dinner 7:00 PM	Pulka- 2 nos + Palya + Rice + Dal + Curd						
Bedtime 9:00 PM	Flavoured Milk						

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