

GUIDELINES FOR STAFF AND PERSONNEL IN QUARANTINE CENTRES

To ensure safety for children and women in quarantine centres to prevent the spread of COVID-19

The World Health Organisation (WHO) declared the global pandemic with the novel strain of Corona virus (COVID-19 or SARS-CoV-2) on 11 March 2020.

In Vietnam, **Prime Minister Nguyen Xuan Phuc** announced the first case of acute respiratory infection caused by COVID-19 on 20th February 2020.

Quarantine centres have been established. Women and children who are hosted in quarantine centres have specific needs and their care should be tailored to the age and specific conditions.

To grant safety for women and children in quarantine centers, the following safety requirements should be implemented:



ACCOMMODATION SAFETY

Children under quarantine with their fathers, mothers, and relatives should be in the same room.

A same-sex person should be assigned to take care and protect a child if s/he is not accompanied by his/her father, mother or relative.

Accommodation and restrooms for women and children should be separated from men's. If there is a shared common room, a partition is required.

Doors, bedroom windows, sleeping areas should be latched, locked inside to avoid intrusion from outside.

Gates, yards, and corridors should be fully lighted and equipped with security camera systems.

There should be a person assigned to regularly supervise the safety of the quarantine area, with special attention to bedrooms.



PROTECTION FROM VIOLENCE AND SEXUAL ABUSE

Assign security officials and health care workers in the quarantine areas for women and children. These people need trainings and skills to work with children.

Assign a manager to take primary responsibility for the security of the quarantine centre especially for the protection of children and women. This person should be responsible for receiving information, collecting evidence and immediately reporting suspected cases or risks of violence and sexual abuse of children and women to the National Helpline 111 or individuals and agencies in charge of protecting children and women in the nearest areas (Police, Labours, Invalids and Social Affairs agencies, and People's Committees).

Take refuge children and women who are victims of sexual violence and abuse and ensure their immediate access to care and psychotherapy services.

Designate a backup location in the quarantine center to provide care services for children and women who are victims of violence and sexual abuse.

Disseminate guidance and communication materials (in Vietnamese and English) on preventing and addressing violence and sexual abuse of children and women in quarantine centres.

Disseminate telephone numbers including the National Helpline 111; Hot-line for victims of gender-based violence - Peace House of Viet Nam Women's Union at **0946.833.380/0946.833.382/ 0946.833.384**; CSAGA Hotline: **024.3333.5599**

Disseminate the phone number of the official in-charge of protecting women and children in the quarantine centre, hotlines of the officials from the embassies representing the countries of the foreigners being quarantined.

Managers and caregivers in the quarantine centres should have knowledge of child abuse prevention, including awareness of different types of abuse, especially sexual abuse; and the procedures to inform and connect with the National Helpline 111 to seek help when needed.



HYGIENE AND NUTRITION SAFETY

Prioritise set up of separate toilets, private bathrooms at the closest distance to the accommodation or inside the accommodation; ensure accommodation has lights and the most hygienic and safest conditions (with inside latches, locks; not close to or bypassing men's accommodation or toilets).

Provide adequate clean water for toilets and bathrooms. Regularly wash, clean or have enough tools to wash, clean toilets, bathrooms.

Provide personal hygiene kits (towel, toothbrush, toothpaste, comb, cleaning solution, hand sanitizer, soap or shower gel, shampoo, sanitary pads for women and girls).

For pregnant and breastfeeding women:
• Ensure hygienic living conditions and prepare a safe delivery and complication response plan for pregnant women in case of emergency;
• Provide support and care for mothers and newborn babies, taking into account the age of the child and specific needs. Support mothers to continue breastfeeding their babies together with appropriate complementary feeding;
• Prioritise set up of safe and private areas for breastfeeding mothers;
• Support mothers to pump breast milk and set up milk storage facilities (fridge/freezer with ice) for breast milk for newborn babies in case the mothers cannot breastfeed or the babies cannot be breastfed directly.

Provide appropriate complementary meals for children. Ensure appropriate diet in quantity and quality for pregnant women, breastfeeding mothers and children, especially children from 6 to 23 months of age.

Newborn babies of mothers who are suspected, at risk to have COVID-19 should be fed following the MOH feeding guidelines and precaution measures for infection prevention and control.

Provide or connect guests in quarantine facilities with counseling and psychotherapy services, knowledge and skills on safety of mothers and children, introduce guests to the official numbers of the National Helpline for Child Protection 111, Hotline of Ministry of Health: **19009095** and **19003228**, or other consultation services in the area.



INFORMATION SECURITY



Notify, update and facilitate full access to information on regulations in quarantine centres, information about the pandemic, Government regulations and policies for people in quarantine centres. Language and means of communication should be friendly to children and to ethnic minority groups, and adapted for people with disabilities.



Trained staff and personnel with skills for working with women and children should be clearly identified by a staff list, through introduction or uniforms, name badges.



Confidential information of women and children should be used and disclosed only for the purpose of disease prevention and control and for their treatment in accordance with the law and the requirements of the National Steering Committee for prevention and control of diseases and the Ministry of Health.



Provide information and set up a private and safe space for children and women to be able to call the National Child Protection Helpline 111 in case of emergency or need for consultation.

