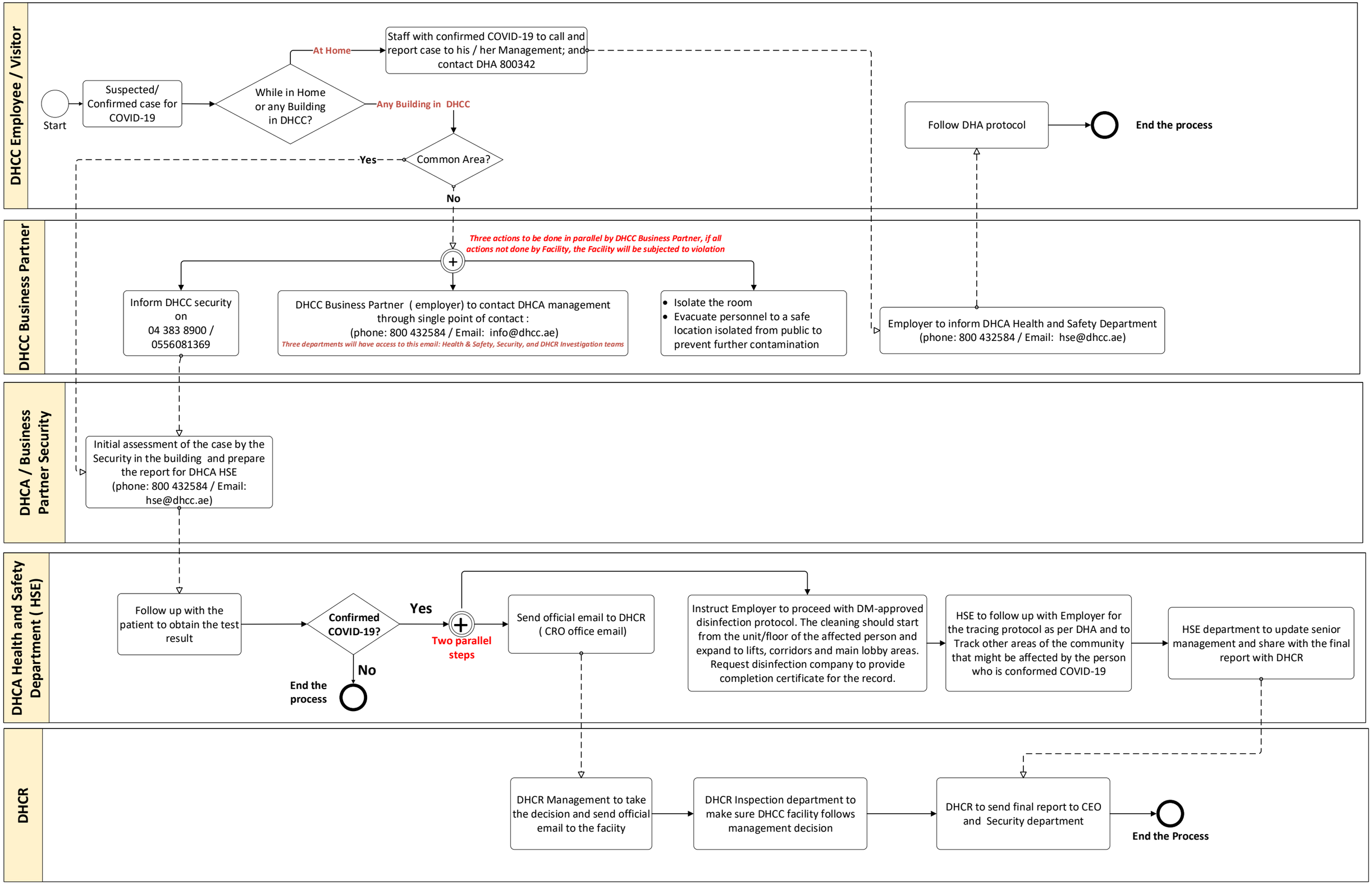
DHCC Employee / Visitor
Start
Suspected/ Confirmed case for COVID-19
While in Home or any Building in DHCC?
At Home
Staff with confirmed COVID-19 to call and report case to his / her Management; and contact DHA 800342
Any Building in DHCC
Common Area?
Yes
No
Follow DHA protocol
End the process
DHCC Business Partner
Three actions to be done in parallel by DHCC Business Partner, if all actions not done by Facility, the Facility will be subjected to violation
Inform DHCC security on 04 383 8900 / 0556081369
DHCC Business Partner (employer) to contact DHCA management through single point of contact : (phone: 800 432584 / Email: info@dhcc.ae)
Three departments will have access to this email: Health & Safety, Security, and DHCR Investigation teams
Isolate the room
Evacuate personnel to a safe location isolated from public to prevent further contamination
Employer to inform DHCA Health and Safety Department (phone: 800 432584 / Email: hse@dhcc.ae)
DHCA / Business Partner Security
Initial assessment of the case by the Security in the building and prepare the report for DHCA HSE (phone: 800 432584 / Email: hse@dhcc.ae)
DHCA Health and Safety Department (HSE)
Follow up with the patient to obtain the test result
Confirmed COVID-19?
Yes
No
End the process
Two parallel steps
Send official email to DHCR (CRO office email)
Instruct Employer to proceed with DM-approved disinfection protocol. The cleaning should start from the unit/floor of the affected person and expand to lifts, corridors and main lobby areas. Request disinfection company to provide completion certificate for the record.
HSE to follow up with Employer for the tracing protocol as per DHA and to Track other areas of the community that might be affected by the person who is conformed COVID-19
HSE department to update senior management and share with the final report with DHCR
DHCR
DHCR Management to take the decision and send official email to the faciity
DHCR Inspection department to make sure DHCC facility follows management decision
DHCR to send final report to CEO and Security department
End the Process