



Global Best Practices for tackling the spread of COVID-19



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1.1 Potential Patient Tracking, Social Distancing & Treatment Guides

#	Initiative	Country	Reference Link
1.	<p><u>Surveillance</u></p> <p>The provincial government in Hubei began enforcing round-the-clock "closed management" of all residential complexes, banning the private use of cars, forbidding residents from leaving their apartments without permission and requiring purchasers of cold medicine to disclose their temperature, address and identification number at the pharmacy.</p> <p>Technology used:</p> <ol style="list-style-type: none"> 1. Use of Drones for Surveillance 2. Use of thermal scanners and thermal cameras 3. Facial recognition 4. Phone Tracking using Apps and Location Triangulation 	China	NPR Report Guardian Report Business Insider Report
2.	<p><u>Potential Patient Tracing</u></p> <p>Travel history accessed leveraging National Health Insurance Administration (NHIA) and the National Immigration Agency integrated patients' past 14-day travel history with their NHI identification card data from the NHIA; this was accomplished in 1 day in Taiwan.</p> <p>Taiwan citizens' household registration system and the foreigners' entry card allowed the government to track individuals at high risk because of recent travel history in affected areas.</p> <p>Those identified as high risk (under home quarantine) were monitored electronically through their mobile phones.</p> <p>The Government announced that all hospitals, clinics, and pharmacies in Taiwan would have access to patients' travel histories.</p>	Taiwan	Focus Taiwan
3.	<p><u>GeoHealth</u></p> <p>A person who tests positive could use the app—called GeoHealth—to “donate” their location history. That data would</p>	Germany	https://www.sciencemag.org/news/2020/03/cellphone-tracking-could-

	<p>then be anonymized and stored on a central server. A data analytics platform designed by the software company Ubilabs would compare users' movement history to that of infected people, and the app would show them color-coded alerts based on how recently they may have encountered the virus. Though there is a combination of GPS tracking, wireless network data, and connections between phones via Bluetooth, the app should be able to detect when a phone comes within 1 meter of another phone</p>		<p>help-stem-spread-coronavirus-privacy-price</p>
4.	<p><u>Epidemic Handling Measures</u></p> <p><i>South Korea's SOP essentially calls for 5 steps: 1) Aggressive & transparent information campaign. 2) High volume testing. 3) Quarantine of infected individuals. 4) Treatment of those in need. 5) Disinfection of contaminated environments.</i></p> <ul style="list-style-type: none"> • Issued validated WHO test and tested as many people as possible. The country has conducted over 300,000 tests, for a per-capita rate more than 40 times that of the United States. • A central tracking app, 'Corona 100m', that publicly informs citizens of known cases within 100 metres of where they are. 	South Korea	<p>The Diplomat</p>
5.	<p><u>Safety and Social Distancing</u></p> <p>Koreans have also developed several apps and websites that tell you how much risk you face where you are. They show where the infected people are within a 10km radius.</p> <p>The Republic of Korea has enacted a legislation to collect mobile phone details, credit card and other details of positive cases to reconstruct their whereabouts. The route map without personal details are shared on social media apps for general public's knowledge.</p> <p>The Republic of Korea has also enacted punitive measures for quarantine breach: current punishment 3 million won (2500\$) and 1-year imprisonment.</p> <p>Technology:</p> <ol style="list-style-type: none"> 1. Phone applications 	South Korea	<p>BBC News WHO (Page 43)</p>

<p>6.</p>	<p><u>Drive-through Testing</u></p> <p>50 drive-through screening clinics where a medical examination, heat detection and sample extraction take just ten minutes while people remain seated in their vehicles. Korea is capable of processing up to 15,000 diagnostic tests a day.</p> <p>Financing: State-financed</p>	<p>South Korea</p>	<p>Korea.net NPR Report</p>
<p>7.</p>	<p><u>Social Distancing Fines</u></p> <p>Anyone who intentionally sits less than 1 meter away from another person in a public place or on a fixed seat demarcated as not to be occupied, or who stands in a queue less than a meter away from another, will be guilty of an offence. Offenders can be fined up to S\$10,000 (\$6,990), jailed for up to six months, or both.</p>	<p>Singapore</p>	<p>The New York Times</p>
<p>8.</p>	<p><u>Travel History Access to Hospitals</u></p> <ul style="list-style-type: none"> • Travel history accessed leveraging National Health Insurance Administration (NHIA) and the National Immigration Agency integrated patients' past 14-day travel history. • Taiwan citizens' household registration system and the foreigners' entry card allowed the government to track individuals at high risk because of recent travel history in affected areas. • Those identified as high risk (under home quarantine) were monitored electronically through their mobile phones. • Government announced that all hospitals, clinics, and pharmacies in Taiwan would have access to patients' travel histories. • Instituted a toll-free hotline for citizens to report suspicious symptoms in themselves or others. 	<p>Taiwan</p>	
<p>9.</p>	<p><u>Social Distancing and Quarantine</u></p> <p>New York Governor announced a "containment area" in suburban New York. The National Guard has been deployed to the containment area to deliver food to homes and help with cleaning of public spaces.</p>	<p>USA</p>	<p>NPR Report</p>

<p>10.</p>	<p><u>Online Self-Assessment Tool</u></p> <p>An online self-assessment tool to determine if they need to be tested for COVID-19 is now available. The screening tool asks a series of questions and takes users through steps to help determine whether they should call the HealthLine at 811 or take other actions.</p> <p>Canada has been working to make this mobile friendly self-assessment tool available to reduce the pressure on 811 and front-line health care staff.</p> <p>The self-assessment tool is available at yukon.ca/covid-19. The service is currently available in English and work is underway to make a French version available as soon as possible.</p>	<p>Canada</p>	<p>Yukon.ca CBC News</p>
<p>11.</p>	<p>Created disinfecting tunnels at workplaces which spray and disinfect people in less than twenty seconds.</p>	<p>China</p>	<p>https://www.scmp.com</p>
<p>12.</p>	<ul style="list-style-type: none"> • Use of cash has been disallowed in Inter-city buses including EMT in Madrid to prevent virus spread. • Toothpicks are being stuck on sponges and made available at public places like lifts to avoid pressing buttons etc. with hands. • Dedicated hours in supermarkets only for the vulnerable and older people. 	<p>Spain</p>	
<p>13.</p>	<p>Linked its national health insurance database with its customs and immigrations records to quickly identify people entering from China and seeking medical care.</p>	<p>Taiwan</p>	
<p>14.</p>	<p>Infection Prevention and Control (IPC): Simulation exercises were being carried out to prepare for a better response planning. This helps reduce the logistical challenges of properly identifying, testing and isolating a suspected COVID-19 patient.</p>	<p>Armenia</p>	

1.2 Procurement & Provisioning of Essential Goods & Services

#	Initiative	Country	Reference Link
1.	<p><u>Dedicated Hospital & Production of Kits</u></p> <ul style="list-style-type: none"> • Construction of 2 new hospitals in 10 days in the Wuhan region for critical case and conversion of makeshift hospital to increase beds for mild cases. • The National Medical Products Administration of China took immediate action to speed up the work of biotech companies to develop detection kits. 	China	Business insider
2.	<p><u>Russia Relaxes State Procurement Rules</u></p> <p>Russia’s Ministry of Finance amended the state procurement rules, citing state of emergency amidst the COVID-19 pandemic. Under the new rules, the state of emergency allows state purchasers to buy goods and services from a single contractor, bypassing the mandatory competition requirements for government purchases. The Russian government, citing force majeure, reasoned that the time-consuming state acquisition rules may not allow for the expeditious purchase of necessary goods. While the Ministry of Finance cited medical supplies and services as an example of items that may fall under the new rule, it also referred to “any goods, works and services” that relate to COVID-19.</p> <p>The new relaxed rules on competition effectively do away with the “best conditions” and lowest price requirements in Russia’s state procurement system, at least with regard to medical supplies. Already in the two days since the relaxed procurement rules went into effect, the Russian Government has allocated more than 23 billion roubles (or about USD 290 million) to support medical and pharmaceutical producers. The funds will be used for public procurement of thermal imagers, contactless thermometers, air decontamination plants, and other medical devices.. The plan, in addition to already existing and other proposed measures, addresses provisions for government procurement contracts, including the suspension of the prohibition against foreign companies bidding on government contracts. Once in place, the new rule will temporarily allow foreign companies to bid for government procurement of medicines and medical devices.</p>	Russia	https://www.natlawreview.com/article/free-all-or-all-one-medical-supply-chain-and-covid-19
3.			

	<p><u>Joint Procurement Agreement</u></p> <p>The voluntary Joint Procurement Agreement with EU Member States (and the United Kingdom and Norway) enables the joint purchase of such equipment and supplies.</p> <p>These initiatives are proving successful. In response to the first call, the Commission has received offers that can match the requests.</p>	EU	europa.eu
4.	<p><u>Stockpiling and distributing supplies and equipment</u></p> <p>The European Commission proposed creating a strategic rescEU stockpiling – a common European reserve - of medical equipment such as ventilators, personal protective equipment, reusable masks, vaccines and therapeutics and laboratory supplies. The Commission will finance 90% of the costs of the stockpiling and will manage the distribution of the equipment to ensure it goes where it is needed most.</p>	EU	europa.eu
5.	<p><u>Harmonized standards for medical devices to respond to urgent needs</u></p> <p>Decisions on harmonized standards which will allow manufacturers to place on the market high performing devices to protect patients, health care professionals and citizens in general. The standards will facilitate a faster and less expensive conformity assessment procedure.</p> <p>Once implemented, the use of these standards will allow manufacturers of medical devices and other concerned economic operators, to comply with the health and safety requirements of the EU legislation, considering the most updated technical solutions.</p>	EU	europa.eu/commission
6.	<p><u>Canada auto factories to make coronavirus medical equipment</u></p> <p>Canadian Prime Minister Justin Trudeau launched plans to mobilize the country's industrial sector in the fight against coronavirus, including temporarily transitioning auto parts factories to making medical equipment.</p> <p>Government will help these companies shift production from auto parts to medical supplies.</p>	Canada	www.france24.com
7.	<p><u>China to expand international procurement of medical supplies</u></p> <p>To increase domestic supply, Chinese e-commerce giant Alibaba has set up a special fund of 1 billion yuan (about 140 million U.S. dollars) for medical supplies procurement, sending</p>	China	

	purchasing agents to 14 countries and regions including Indonesia and the Republic of Korea to seek suitable suppliers.		
8.	<p><u>Capping of Price in GeM platform</u></p> <p>For COVID-19 Response Project, involving procurement of items such as masks, gloves, disinfectants, reagents, etc., the World Bank has enhanced threshold for use of GeM from US\$ 100,000 to US\$ 1 Million. Government has capped the prices for some essential products related to COVID-19 ad per Gazette Notification 21st March 2020.</p> <p>If anyone finds that masks are sold over and above the maximum retail price, they can call 104 Arogyavani (helpline) and lodge a complaint with specific details. We will initiate action against the dealers/medical store owners through the State Drugs Controller</p>	India	<p>Notification</p> <p>https://gem.gov.in/covid19</p>
9.	<p><u>Public health preparedness clinics.</u></p> <ul style="list-style-type: none"> • Singapore designated public health preparedness clinics. These private clinics —approximately 1,000 across the country — provided primary care physicians with additional training and preparation for outbreaks. • Patients displaying respiratory symptoms receive government-subsidized treatment and medication at these clinics, including up to five days of medical to avoid community transmission. • Singapore: Temperature screening at all entry ports & places of essential services. 	Singapore	channelnewsasia.com
10.	<p><u>Ventilators and Medical Equipment Manufacturing</u></p> <p>Automakers are taking steps to help boost production of key medical equipment necessary to help combat the spread of the coronavirus.</p> <p>General Motors and Tesla are devoting resources to help solve the nation's shortage of ventilators, which are critically needed to treat COVID-19. GM said that it's collaborating with Ventec Life Systems to help the company increase output of its respiratory care products, including by providing logistics, purchasing and manufacturing resources</p> <p>The Food and Drug Administration has reduced certain barriers in the medical device approval process to enable speedy production of ventilators, which are used to help patients breathe.</p>	USA	USA Today

11.	<p><u>Price capping on Masks and Sanitizer Procurement</u></p> <p>France has requisitioned all of the country's surgical masks for distribution to those who need them. The government also has capped the price of hand sanitizer.</p>	France	NPR Report
12.	<p>Germany, France, and the Czech Republic blocked the export of anti-virus gear.</p>	EU	https://euobserver.com/coronavirus/147659
13.	<p>Ordered 10000 additional ventilators ahead of COVID-19 spread.</p>	Germany	The WSJ
14.	<p><u>Production of surgical face masks</u></p> <p>Taiwan's Central Epidemic Command Center requested the mobilization of the Taiwanese Armed Forces to contain the spread of the virus and to build up the defences against it. Soldiers were dispatched to the factory floors of major mask manufacturers to help staff the 62 additional mask production lines being set up at the time. In March 2020 Taiwan's average production of surgical face masks reached 9.2 million per day</p>	Taiwan	Taiwan News
15.	<p>Enacted a legislation for rapid approval of procurement and has developed an aid system for dispatch of supplies to the cities and towns.</p>	South Korea	
16.	<p>Created medicalized hotels (especially to test the least serious cases) to cope up with shortages of beds. Hotel Association of Madrid is prepared with 40 such hotels (9000 beds).</p>	Spain	
17.	<p>The production of masks, hand sanitizer, and other items of medical significance were quickly controlled by the government or otherwise rationed. By acting as the sole Buyer of products like medical masks and providing a daily allotment to Taiwanese citizens, all households are adequately prepared, panic purchases have been prevented, and a supply surplus now exists.</p>	Taiwan	

1.3 Social Security & Economic Assistance

#	Initiative	Country	Reference Link
1.	<p><u>Supply of Essentials</u></p> <p>Community officials began buying and delivering groceries and medication for residents in their jurisdiction. They've used courier services for delivery. Couriers are wearing Hazmat Suits, disinfecting the packages before delivery. These couriers are also transporting the medicines to hospitals.</p> <p>Financing: Pay on Delivery</p> <p>SCM: Courier have their own supply-chain</p> <p>Technology: Phone Apps</p>	China	<p>NPR Report HBR Case Study CNBC Report</p>
2.	<p><u>Hygiene Kit Distribution</u></p> <p>Local non-governmental organisation Soap Cycling has started a one-month campaign to distribute hygiene kits, including masks, soap and hand sanitisers to about 2,800 street cleaners all over Hong Kong. The "Soap to Cope" programme also gets volunteers out teaching sanitation workers about proper hand washing to keep them safe as the city battles the coronavirus that causes Covid-19.</p> <p>Financing: Self-Financed by NGO</p>	China	<p>South China Morning Post</p>
3.	<p><u>Cleaning and Sanitization</u></p> <p>Teams of hazmat-suited workers are spraying low-concentration bleach-and-water mixtures from trucks, guns, drones, and robots.</p> <p>Financing: Municipal and State financing.</p>	China	<p>South China Morning Post (Feb 11) South China Morning Post (Feb 27) XinhuaNet</p>

	<p>Technology used:</p> <ol style="list-style-type: none"> 1. Drones and Robots 		
4.	<p><u>Child Care Services</u></p> <p>The South Korean government is offering "emergency child care" to parents dealing with the double challenge of school closures and work-at-home policies as the country battles to fight the fast-spreading novel coronavirus. For parents who still must go to work, the Ministry of Education has ordered all 9,762 kindergartens and elementary schools to run an "emergency child care" service placing teachers on duty. Children in each class must be limited to a maximum of ten. For facilities that are unable to provide adequate child care and day care services, the Ministry of Gender Equality and Family plans expand its program that sends a child carer to each household. Anyone affected by the current COVID-19 outbreak could apply for the service during school closures from 8 a.m. to 4 p.m. weekdays.</p>	South Korea	<p>NPR Report ABC Report</p>
5.	<p><u>Prevent Evictions</u></p> <p>The Government of Yukon passed new regulations under the Residential Landlord and Tenant Act. These regulations prevent evictions over the next 90 days for residential tenants who are self-isolating or unable to pay their rent on time due to COVID-19.</p>	Canada	<p>Yukon.ca CBS News</p>
6.	<p><u>Paid Sick Leave</u></p> <p>A new rebate program for Yukon employers to benefit workers and self-employed individuals in response to the economic impacts of COVID-19 was announced.</p> <p>The Paid Sick Leave Program allows Yukon workers or those self-employed who are without sick leave to stay at home if they are sick and required to self-isolate for 14 days and still meet their basic financial needs. All eligible Yukon employers and self-employed individuals may apply.</p> <p>This rebate, paid to employers and self-employed individuals, will cover a maximum of 10 days of wages per employee or 10 days of average daily earnings per self-employed individual to allow for a 14-day self-isolation period.</p>	Canada	<p>Yukon.ca CBC News</p>

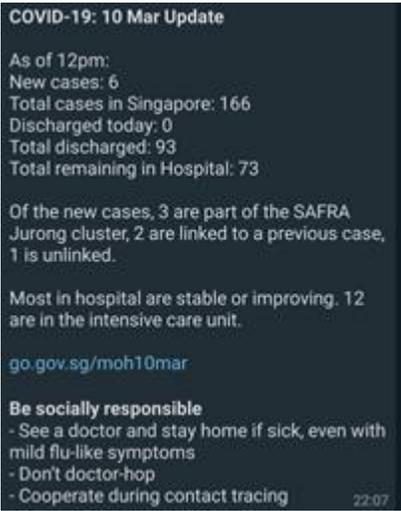
	This program is part of the stimulus package announced by the Government of Yukon to support businesses and workers, including the Business Advisory Council.		
7.	<p><u>Job retention scheme</u></p> <p>London has established a job retention scheme offering that all companies will be compensated in full for employment costs of up to 80 per cent of wage bills for workers they retain on payroll but are not working. This comes on top of large increases in welfare support for those out of work</p>	UK	Financial Times
8.	<p><u>Work from Home becomes Rule</u></p> <p>Working from home becomes the rule - if companies oblige workers to come to work, businesses can have fines or be shut down.</p>	Belgium	EU observer
9.	<ul style="list-style-type: none"> • Uber is providing free meals to medical staff and health officials to help them cope with long working hours. Private health insurance providers to cover diagnostic testing for Covid-19 • Coronavirus preparedness kits that includes a 14-day supply of food, to bring emergency food and supplies to 300,000 low-income households in the area. 	USA	
10.	<p><u>Anxiety Control Measures</u></p> <p>Distribution of toys for kids every Sunday, singing from balcony to calm nerves and anxiety within a community.</p>	Italy	
Economic Assistance Measures			
11.	<p><u>Business Subsidy</u></p> <p>The state is subsidizing owners of small and medium-sized businesses so that they could provide flexible hours to employees who have family members to take care of. The government will compensate business owners a maximum of about \$5,000 for every employee per year according to the number of flexible work hours per week. In the event that an employee's close relative falls ill, has an accident, or struggles due to old age, or that child care difficulties arise, he or she can take up to 10 days of unpaid leave from work.</p>	South Korea	NPR Report ABC Report

12.	<p><u>Economic Measures</u></p> <ol style="list-style-type: none"> 1. Reserve 136.7 billion won for local governments to support coronavirus prevention and control 2. Emergency financial aid of 50 trillion won (\$39bn) to small businesses and medium-sized companies to prevent them from going bankrupt 3. Financial support of up to 12 trillion won (\$9.3bn) for small businesses to enable them to borrow money at 1.5% interest rate from all financial institutions. 4. A special loan guarantee programme worth 5.5 trillion won (\$4.3bn) to enable small companies and microbusinesses to refinance loan principal and postpone interest payment. 5. Support procurement of masks and COVID-19 test kits through private contracts 6. Close cafeterias operated by the government twice a week in order to support restaurant businesses 	South Korea	Pharmaceutical Technology
13.	<p><u>Economic Assistance</u></p> <p>Japanese government has provided assistance to workers like giving paid leave to take care of their children due to government-requested school closures, expanded virus testing and the creation of a special loan program for small firms.</p> <p>Financing: The package included some ¥1.6 trillion in financial measures through state-backed lenders and the use of ¥430 billion in government funds.</p>	Japan	Japan Times
14.	<p><u>Unlimited budgetary support</u></p> <p>French president Emmanuel Macron has promised unlimited budgetary support for companies and employees affected by the coronavirus pandemic — a multipronged strategy that Bruno Le Maire, French finance minister, says will cost €45bn.</p>	France	Financial Times
15.	<p>£3.2 million emergency fund setup to support homeless population who are unable to self-isolate.</p>	UK	gov.uk
16.			

	<p><u>Economic Assistance in Norway</u></p> <ul style="list-style-type: none"> • Changed corporate tax regulations so that companies that are lossmaking can re-allocate their loss towards previous years' taxed surplus. • Changed the tax regulations so that owners of lossmaking companies can postpone payments of wealth tax. • Suspended the tax on air passengers for flights in the period from 1 January until 31 October 2020. • Suspended payments of aviation charges until 31 June 2020. • Reduced the low rate of VAT, which includes passenger transport, accommodation and parts of the cultural sector, from 12 to 8 per cent in the period from March 20 to October 31, 2020. • Deferred the deadline for payment of the first VAT period from 14 April to 10 June 2020. • Postponed the deadline for payment of the second tax instalment for companies from 15 April to 1 September 2020. • Postponed the deadline for payment of employers' contributions from 15 May to 15 August 2020. • Introduced a state guarantee scheme for new bank loans to small and medium-sized enterprises suffering losses because of the extraordinary situation arising from the COVID-19 pandemic. The initial package of NOK 50 billion will be increased if needed. • Reinstated the Government Bond Fund to increase liquidity and access to capital in the Norwegian bond market, where larger companies typically raise their funding. The Fund will provide up to NOK 50 billion, to be invested in bonds issued by Norwegian companies. • Started Aviation guarantee scheme totalling NOK 6 billion, with a 90 percent government guarantee on each loan. Of these, NOK 3 billion is directed to Norwegian Air Shuttle, 1.5 billion to SAS and the remaining 1.5 billion to Widerøe and other airlines. 	Norway	Government.no
17.	To relieve the financial impact of quarantine, the government provides a daily SGD 100 (\$75 US) allowance to self-employed individuals . For employees, quarantine is classified as paid hospitalization leave.	Singapore	

18.	State-owned bank KfW to lend upto \$613 Bn to corporates to shield their workers from impact.	Germany	
19.	Spain Cabinet has prohibited cutting off of basic utilities, like water, gas and electricity due to non-payment of dues or rent.	Spain	

1.4 Communication Strategies

#	Initiative	Country	Reference Link
1.	<p><u>Social Media for Information Dissemination</u></p> <p>There is ongoing engagement between the public and leaders of civic society. With a national level WhatsApp group for one-way messaging, the government delivers trusted information frequently and consistently to the citizens of Singapore. A sample communication is as attached below:</p> 	Singapore	Channel News Asia
2.	<p>White House Coronavirus Task Force' holds regular (daily) news conference to update the nation regarding COVID-19 and counter-measures.</p>	USA	
3.	<p>National Health Commission provides daily updates to general public, invites experts to alleviate public concerns</p>	China	

1.5 Governance & Institutional Strengthening

#	Initiative	Country	Reference Link
1.	<p>Through Pandemic and All Hazards Preparedness Act, 2006, USA established a new wing under its Department of Health and Human Services (DHHS) viz. Assistant Secretary for Preparedness and Response (ASPR).</p> <p>Mandate of ASPR: Preparedness planning and response, building federal emergency medical operational capabilities, countermeasure research, advance development & procurement and grants to hospitals during public health emergencies / disasters.</p> <p>Major institutions under ASPR:</p> <ol style="list-style-type: none"> Public Health Emergency Medical Countermeasures Enterprise (PHEMCE): Its mandate is Requirement Setting, coordination with other institutions of DHHS and monitoring and evaluation. Biomedical Advanced Research and Development Authority (BARDA): Procurement and advance development (scale up) of medical countermeasures against bioterrorism and pandemic influenza. Maintaining Strategic National Stockpile. 	USA	
2.	<p>Private healthcare providers and infrastructure would be temporarily taken over in the interest of the national healthcare system. The government also mobilized retired doctors, all last-year medical students and physicians who have not yet completed their specialty.</p>	Spain	EUobserver
3.	<p>Ngee Ann Polytechnic (NP) with ed-tech platform Gnowbe has launched courses for public and professionals to help them diagnose, prevent and treat spread of virus.</p>	South Korea	
4.	<p>Retired border guards and police officers can be called to work, as well as border guard and police students.</p>	Finland	EUobserver
5.	<p>Enlisted medical students to shore up the overburdened healthcare system. This includes residents undergoing postgraduate training, recently retired physicians and Last-year medical students.</p>	Spain	
6.	<p>E-ICUs: Several hospitals are equipped with electronic intensive care until monitoring programs, which allow nurses</p>	USA	

	and physicians to remotely monitor the status of patients in multiple hospitals		
7.	<p>Houston’s Project ETHAN (Emergency Tele-health and Navigation):</p> <p>Uses tele medical oversights by physicians to augment care offered, reducing the need for transportation to emergency department.</p>	USA	