



CXC COVID-19 Toolkit

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Intro

The outbreak of COVID-19, a respiratory illness caused by the SARS-CoV-2 virus, has disrupted the way we (and our community of changemakers) work together for impact. As a result, we have created this toolkit as a guidance to adapt our ways of working together as a team and continue to serve our community of 800+ changemakers. The information included in this toolkit has been inspired by official [WHO guidelines](#) as well as [“Navigating What’s Next: The Post-COVID Workplace”](#) by Steelcase and [“COVID-19: Guidance for employers in Germany”](#) by Bird & Bird. It has then been adapted to take into consideration the unique configuration of ChangemakerXChange as a Berlin-based not-for-profit organisation with a small team and a large community of changemakers all over the world. We will review and update this toolkit on a regular basis and we hope it will support changemakers in staying healthy and safe when carrying out their work.

Disclaimer

⚠ *ChangemakerXChange has made every effort to ensure the accuracy and reliability of the information provided in this toolkit. However, the contents are solely for information purposes and are provided without warranty of any kind. The toolkit does not provide medical advice nor is it meant as a substitute for medical advice provided by a doctor or qualified healthcare professional. ChangemakerXChange and its directors, employees or any other stakeholders cannot be held liable for any loss or damages (whether direct, indirect, special, consequential, or otherwise) including economic, property, personal, or other loss, injury or other health issue arising or resulting from the use of this toolkit.*

Pandemic response team

The pandemic response team (PRT) is formed by **Nick McGirl and Greta Rossi** as the People Team. This team aims to address the health and safety of team members returning to work and of community members when engaging in community activities. It is also responsible for **developing protocols and training team members** prior to a return to the workplace and community members before joining in-person activities. The PRT meets every two weeks to review this toolkit and it can be contacted at healthandsafety@changemakerxchange.org.

Communication protocols

For team members

- ✓ **Cross-platform communication** • The PRT shares the link to this toolkit in the dedicated Twist channel, in the onboarding documents, and by emails to all team members.
- ✓ **Online safety briefing** • The PRT delivers an online safety briefing for all team members, especially those returning to the office.

- ✓ **In-person safety briefing** • The PRT delivers an in-person safety briefing for all team members on their first day in the office to reinforce physical distancing, hygiene and sanitation practices and procedures.
- ✓ **Signage** • The PRT creates signage throughout the workplace to visibly communicate new protocols and safety procedures, e.g. handwashing, respiratory hygiene, physical distancing, use of personal protective equipment (PPE), etc.
- ✓ **Protocols review** • The PRT reviews all protocols (communication, office, illness, travel, meetings and events protocols) every two weeks.

For community members

- ✓ **Cross-platform communication** • The PRT shares the link to this toolkit in the dedicated Facebook group, WhatsApp groups, Trello boards, and in the ChangemakerXchange Community Manual.
- ✓ **Community open space** • The PRT facilitates an online community open space to introduce community members to the CXC COVID-19 toolkit.
- ✓ **Online safety briefing** • The PRT delivers an online safety briefing for all summit hosts and facilitators to ensure they are equipped to ensure the health and safety of participants.
- ✓ **Signage** • The PRT creates signage that community members can print out to visibly communicate important information to participants, e.g. handwashing, respiratory hygiene, physical distancing, use of personal protective equipment (PPE), etc.
- ✓ **Protocols review** • The PRT reviews all protocols (communication, office, illness, travel, meetings and events protocols) every two weeks.

Office protocols

Office adaptations

We take the following steps to ensure it is safe for our team members to return to the ChangemakerXchange office (including visitors), always abiding by government rules.

- ✓ **Physical distancing and divisions** • We strive to maintain a distance of 6ft/2m between people and we may add screens or panels. When this is not possible, we provide surgical face masks to team members and visitors.
- ✓ **Room density and geometry** • We spread workspaces so people are at least 6ft/2m apart and remove chairs if necessary. We also arrange workstations by rotating desks 90 degrees to face in different directions to reduce sitting face-to-face without a barrier.
- ✓ **Hotelling and ancillary spaces** • We avoid sharing desks by multiple people and we encourage team members to clean their workstation (e.g. tables, lighting, door handles, etc.) before and after each use.

- ✓ **Tools and equipment** • We encourage the usage of tools and equipment on a personal basis wherever possible. When this is not possible, team members must clean the tools and equipment before and after each use.
- ✓ **Visual cues and posters** • We use tape and other visual cues to suggest appropriate distance between people, as well as posters to promote handwashing, respiratory hygiene, and other important information.
- ✓ **Handwashing and hand sanitiser** • We promote regular and thorough handwashing and we put hand sanitiser dispensers in prominent places around the office, making sure they are regularly filled. We encourage people to avoid touching their face (especially the eyes, nose, and mouth) with unwashed hands.
- ✓ **Face masks and tissues** • We ensure that surgical face masks or paper tissues are available for those who develop a runny nose or cough at work, along with closed bins for hygienically disposing them. Face masks should not be placed on babies and children younger than 6 years old, anyone who has trouble breathing, and anyone who is unconscious or incapacitated.
- ✓ **Smaller meetings** • We limit in-person meetings to a maximum of 3 people (meeting room) and 5 people (open-plan room) and encourage attendees to wear face masks. If the minimum distance of 6ft/2m cannot be maintained, attendees must wear a surgical face mask, entirely covering the nose and mouth.
- ✓ **Home office** • We encourage team members to work from home for a certain number of days in a week to reduce density in the office.
- ✓ **Lunchtime** • We implement extended hours and encourage team members to stagger their lunch schedules to avoid overcrowding the kitchen area.
- ✓ **Transportation** • Whenever possible, we encourage team members to choose sustainable transportation options that minimise close contact with others (e.g. walking or biking).

Office cleaning

- ✓ **Deep cleaning** • We conduct deep cleaning and disinfection prior to the return to the office. This is defined as a more comprehensive cleaning using advanced technologies and more aggressive cleaning solutions administered by a third party.
- ✓ **Weekly cleaning** • We conduct a thorough office cleaning on a weekly basis, paying particular attention to the kitchen, restroom, desks, computer screens and keyboards, light switches, doorknobs and handles, and other common touchpoints.
- ✓ **Daily cleaning** • We encourage team members to clean their workstations and shared spaces before/after use each day they are in the office. Cleaning wipes and sanitiser are accessible to everyone.
- ✓ **Supplies** • We assess and maintain an inventory of disinfectants, ensuring a minimum of a 30-day supply of soap, disinfection spray, hand sanitiser, paper towels, tissue, and surgical face masks.



- ✓ **Hands-free** • We implement hands-free experiences wherever possible, e.g. we leave doors open.

Illness protocols

Health screenings

We take the following steps to ensure we monitor the health of our team members and prevent the spread of COVID-19 in our office.

- ✓ **Self-screening** • We ask team members and office visitors to self-screen daily before arriving at the office. This includes taking their temperature and checking for the following symptoms: fever or chills, cough, shortness of breath or difficulty breathing, fatigue or muscle aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhoea.
- ✓ **Confirmation** • We ask team members (or visitors) for a verbal or non-verbal confirmation that they have conducted the self-screening and have no COVID-19 symptoms.

Isolation and quarantine

The following steps are taken if team members present symptoms of exposure to COVID-19. Confidentiality and privacy should be observed and respected as far as possible.

- ✓ **Isolation** • If team members develop COVID-19 symptoms at the office, even a mild cough or low-grade fever (37.5°C or 99.5°F or higher), they are asked to isolate in the designated isolation room (i.e. meeting room). Depending on the severity of the symptoms, the PRT may ask them to self-quarantine at home (mild symptoms) or contact health authorities to undergo a medical examination (severe symptoms). Public transportation, shared rides, and taxis should be avoided for sick persons.
- ✓ **Self-quarantine** • If team members develop COVID-19 symptoms at the office or at home, even a mild cough or low-grade fever (37.5°C or 99.5°F or higher), they will be asked to self-quarantine and remain off-site for 14 days as long as COVID-19 symptoms are present, if they tested positive, or have been exposed to COVID-19. They should also stay at home if they have taken simple medications, such as paracetamol/acetaminophen, ibuprofen or aspirin, which may mask symptoms of infection.
- ✓ **Contact tracing** • We attempt to contact all people (team members and visitors) who are at risk of infection through contact with infected persons. In the case of team members, we will ask them to undergo a medical examination and, until the results are available, work from home.
- ✓ **Deep cleaning** • We conduct deep cleaning and disinfection anytime an active team member tests positive for COVID-19. As described in the [“Office cleaning”](#) section, this is a more comprehensive cleaning done by a third party.

Sick leave and remuneration

✔ **Infected employees** • If team members are infected, they are entitled to continued payment of remuneration (paid by ChangemakerXchange for up to 6 weeks) as per the statutory rules on compensation in case of sickness. In some cases, ChangemakerXchange may claim a partial reimbursement by the government (this is usually decided case by case and only following a special application for reimbursement). To that end, team members are asked to report their absence to the Finance & Operations Keeper (alternatively to the Managing Directors) and submit a medical certificate from their GP confirming that the patient is unfit for work. If necessary (and following the 6-week period), the employee's health insurance pays the employee the so-called "Krankengeld" (sick pay) for up to 72 weeks at the amount of 70% of the employee's monthly gross, but capped at maximum 90% of the net pay if the 70% of the employee gross exceeds the net amount.

✔ **Quarantined employees** • If team members are quarantined by the authorities under the German Infection Protection Act, they are entitled to public compensation for up to 6 weeks for lost earnings and statutory sick pay for any further period. Within the first 6 weeks, this compensation needs to be paid out by ChangemakerXchange which can then claim reimbursement. To that end, team members are asked to submit the authorities' quarantine order to the Finance & Operations Keeper (alternatively to the Managing Directors).

✔ **Bulk absentees** • If there are too many absentees, we may ask remaining team members to work temporary overtime in line with the respective legal clauses in their employment contracts.

✔ **Office closure** • If we are asked to close the office due to an official ban, team members are entitled to compensation (for up to 6 weeks for lost earnings and statutory sick pay for any further period). The initial 6 weeks of payment will be paid out by ChangemakerXchange, which can claim reimbursement from the authorities, and the following period will be paid solely by the authorities. If we close our office as a precaution but without an official ban, team members will remain entitled to their compensation even if they cannot perform their work due to the temporary closure. Alternatively, we may ask team members to work from home. The PRT will monitor the developments and communicate when it is safe to return to the office.

Mental health

The COVID-19 pandemic has various implications on people's mental and emotional wellbeing. As wellbeing is one of the key principles in our team manifesto and one of the core values in our community, we take the following steps to support it even during the pandemic.

✔ **Team check-ins** • We use our weekly team calls to also give the space to team members to share how COVID-19 is affecting them and their loved ones.

- ✓ **Community online huddles** • We create online spaces for our community members to feel connected, heard, and supported through these difficult times.
- ✓ **Solidarity fund** • We run a small solidarity fund where community members can offer financial support to others struggling to make ends meet as a consequence of the pandemic.

Travel protocols

Due to the immigration restrictions and travel warning from the [Foreign Office](#), we do not encourage team members to go on business trips if they can be substituted by online alternatives. The German Ministry of Health has requested mandatory COVID-19 testing and quarantine (from 8 August 2020) for all travellers coming from “at-risk” areas according to the Robert Koch Institut. Updated information about at-risk areas can be found [here](#) (scroll down to “English archive” for the English translations).

Before

- ✓ **Travel advice** • Team members are advised to check national and international websites to have the latest information on areas where COVID-19 is spreading to assess the benefits and risks related to the upcoming trip.
- ✓ **At-risk team members** • Team members who are at higher risk of serious illness are discouraged from travelling to areas where COVID-19 is spreading.
- ✓ **PRT briefing** • If deciding to proceed with the upcoming trip, team members should arrange a meeting with the PRT to be briefed on the latest protocols and ensure it is safe for them to travel.
- ✓ **Travel insurance** • Team members must have valid travel and health insurance that covers the region of travel and includes COVID-19 treatment. They should send a copy to the PRT.

During

- ✓ **Handwashing** • Team members should wash their hands regularly and stay at least 6ft/2m away from people who are coughing or sneezing.
- ✓ **Infected employees** • If team members feel ill while travelling, they should contact the PRT immediately to identify the next steps to ensure their health and safety.
- ✓ **Local instructions** • Team members should at all times comply with instructions from local authorities and any local restrictions on travel, movement, or large gathering where they are travelling.

After

- ✓ **Self-monitoring** • Team members who have returned from an area where COVID-19 is spreading should monitor themselves for symptoms for 14 days and take their temperatures daily.
- ✓ **Self-quarantine** • In the event that they develop a mild cough or low-grade fever (37.5°C or 99.5°F or higher), they should stay at home and self-isolate. This means avoiding close contact with other people, including family members. They should also call their health care provider or the local public health department, giving them details of their recent travel and symptoms.
- ✓ **Instructions** • Read the [“Isolation and quarantine”](#) section for more information on what happens if team members present COVID-19 symptoms or test positive.

Meetings and events protocols

Any CXC team member or community member who is planning an in-person meeting or event for ChangemakerXchange must develop a **preparedness and response plan** to cover the following aspects before, during, and after the meeting or event. You must at all times comply with instructions from local authorities and any local restrictions on travel, movement, or large gathering where you are travelling.

Exceptions

- If you organise (or are invited for) a spontaneous 1:1 catch up with someone external from the CXC core team (e.g. over coffee or lunch) and it is outside the CXC premises (e.g. in a coffee shop, restaurant, or in a park), it is okay not to develop a preparedness and response plan (but please make sure to still respect social distancing measures, good respiratory hygiene norms, and regular handwashing).
- If you are invited for a meeting or event that takes place at someone else’s premise, please respect the organiser’s COVID-19 protocols. You might want to reach out to them in advance and share that we have thorough meeting and events protocols and ask if they have particular protocols in place. If you do not feel comfortable with the settings of that meeting or event, you might suggest different alternative options (e.g. joining online).

Before

- ✓ **Three questions** • Could this meeting or event be replaced by an online meeting or event? Could this meeting or event be scaled down to have fewer people attending? What is the latest advice from local and national authorities on the number of people attending events and guidelines?
- ✓ **Local and national advice** • Check the advice from local, national, and international authorities with regards to the place where you plan to hold the meeting or event.

- ✓ **Communication channels** • Verify information and communication channels in advance with key partners such as public health and healthcare authorities.
- ✓ **Travel insurance** • Ask participants to confirm they have valid travel and health insurance that covers the region of travel and includes COVID-19 treatment. Collect a copy.
- ✓ **Self-declaration** • Ask participants to fill out and sign a COVID-19 self-declaration form no longer than 48 hours before the meeting or event. Collect a copy.
- ✓ **Contact details** • Collect the following contact details from ALL organisers, participants, caterers, and event visitors: mobile phone number, email address, and address where they are staying. Specify that these details will be shared with local public authorities if any participant becomes ill with symptoms of COVID-19. Anyone who does not agree to this condition cannot attend the meeting or event.
- ✓ **No travelling if unwell** • Monitor where COVID-19 is spreading and advise participants in advance that if they have any symptoms or feel unwell, they should not attend.
- ✓ **Outdoor spaces** • Choose venues with plenty of outdoor space (if the weather is appropriate) or with large meeting rooms that ensure a minimum space of 12 sq feet or 4 sq metres per person for large sessions.
- ✓ **Cleaning** • Check with the venues, caterers, and service providers that they conduct thorough cleaning on a regular and frequent basis, paying particular attention to the cafeteria, restrooms, desks, light switches, door handles, and other common touchpoints.
- ✓ **Breaks and meals** • Arrange the breaks and meals with the caterers to respect physical distancing and avoid crowds. Also avoid buffets and opt for served food instead.
- ✓ **Accommodation** • If applicable, when booking the overnight accommodation for participants, ask for single rooms over shared rooms, especially when a distance of 6ft/2m between participants cannot be maintained.
- ✓ **Supplies** • Pre-order sufficient supplies and materials, including the following: handsoap, paper towels, disinfection spray, hand sanitiser, tissues, surgical face masks, cleaning wipes, etc.
- ✓ **Personal supplies** • Ask participants to bring their personal supplies and materials (if applicable), such as notebooks, pens, markers, reusable water bottles, etc. If you are providing this material, make sure to distribute it in a way to avoid crowds and to clean shared tools and materials before and after use.
- ✓ **Isolation room** • Identify an isolation room or area where someone who is feeling unwell or has COVID-19 symptoms can be safely isolated. This is important to limit the exposure of other participants while seeking help from a local health authority.
- ✓ **Safe transportation** • Define a plan for how they can be safely transferred from the isolation room or area to a health facility.
- ✓ **Infected person** • Know what to do if a meeting participant, team member, or service provider tests positive for COVID-19 during or just after the meeting. If a participant tests positive for COVID-19 during the meeting or event, please suspend the



gathering and discuss with local health authorities and the PRT how to best ensure the health and safety of all participants.

✓ **PRT approval** • For regular meetings, please submit your preparedness and response plan to the PRT for approval at least one week before. A PRT representative will respond within 2 working days. For meetings and events that require longer and more thorough preparation, please submit your preparedness and response plan to the PRT for approval at least two months before. A PRT representative will respond within a week.

During

✓ **Participant briefing** • Provide information or a briefing, preferably both verbally and in writing, on the COVID-19 measures taken to make this meeting or event safe for participants.

- Build trust by practicing ways to say hello without touching as an icebreaker.
- Encourage regular handwashing and use of hand sanitiser by all participants.
- Ask participants to cover their face with the bend of their elbow or a tissue if they cough or sneeze. Supply tissues and closed bins for safe disposal.
- Use tape and other visual cues to suggest appropriate distance between participants, as well as posters to promote handwashing, respiratory hygiene, and other important information.
- Encourage participants to clean any shared tools/materials they might use before and after use so you create a culture where everyone is responsible and accountable to keep the space clean and safe for everyone.

✓ **Hand sanitisers and tissues** • Visibly display hand sanitiser dispensers and tissues around the venue.

✓ **Physical distancing and divisions** • If there is space, arrange seats so that participants are at least 6ft/2m apart. Please consider adding screens or panels when the minimum 6ft/2m distance cannot be achieved. When this is not possible, you should provide surgical face masks to all participants.

✓ **Activities without touch** • Avoid any activity that requires close physical proximity or physical touch between participants. Ask participants to refrain from shaking hands, high-fiving, or hugging. Also avoid changing the geometry of the room too much as this might create situations of confusion or overcrowding.

✓ **Room ventilation** • Open windows or doors whenever possible to make sure the venue is well ventilated.

✓ **Response plan** • If anyone starts to feel unwell, follow your response plan and reach out to the contact person in the PRT. Make sure to fill out an incident/near miss form.

✓ **Thanks** • Thank all participants for their cooperation with the provisions in place.



After

- ✓ **Contact details** • Retain the names and contact details of all participants for at least one month.
- ✓ **Contact tracing** • If someone at the event or meeting was isolated as a suspected COVID-19 case, you must inform the contact person in the PRT and all participants. Advise them to monitor themselves for symptoms for 14 days and take their temperatures daily.
- ✓ **Check-in** • Check in with your participants after 14 days to make sure that nobody has shown COVID-19 symptoms (and forgot to inform you).
- ✓ **Self-quarantine** • In the event that they develop a mild cough or low-grade fever (37.5°C or 99.5°F or higher), they should stay at home and self-isolate. This means avoiding close contact with other people, including family members. They should also call their health care provider or the local public health department, giving them details of their recent travel and symptoms.
- ✓ **Thanks** • Thank all participants for their cooperation with the provisions in place.
- ✓ **Event report** • Submit a brief COVID-19 event report to the PRT at healthandsafety@changemakerxchange.org with your assessment of the event against COVID-19 protocols.

Conclusions

As we all learn more about how to prevent the spread of COVID-19 and test our protocols, we expect them to be updated on a regular basis. If you have any comments or feedback, please forward it to the PRT at healthandsafety@changemakerxchange.org.

Thank you for helping us make ChangemakerXchange a safe and healthy space and community!

Your ChangemakerXchange Team