



MEMORANDUM

MASTER COPY

TO : ALL BOC OFFICIALS AND EMPLOYEES

FROM : **REY LEONARDO B. GUERRERO**
Commissioner

SUBJECT : **BOC Guidelines on Return-to-Work and Public Health Standards**

DATE : May 29, 2020

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JUL 03 2020



BOC-03-06195

References:

1. Department of Health (DOH) Memorandum No. 2020-0220 Re: Interim Guidelines on the Return-to-Work
2. DOH Administrative Order No. 2020-0015 Re: Guidelines on the Risk-Based Public Health Standards for COVID-19 Mitigation

In compliance with the minimum public health standards prescribed in the above-cited references, the Bureau hereby adopts the following rules and interventions to reduce the rate of transmission of COVID-19:

I. Screening of Returning Employees and Workers

- a. Returning employees physically reporting in the office shall be screened by the Medical and Dental Division (MDD) for symptoms of COVID-19, including fever, cough, colds and other respiratory symptoms, and/or relevant history of travel or exposure within the last fourteen (14) days.

The following exposures should have happened two (2) days before or within 14 days from onset of symptoms of a confirmed or probable case:

1. Face-to-face contact with a confirmed case within 1 meter and for more than 15 minutes
 2. Direct physical contact with a confirmed case
 3. Direct care for a patient with probable or confirmed COVID-19 disease without using proper personal protective equipment
- b. Returning employees who are symptomatic with relevant history of travel/exposure on the date of work resumption shall not be allowed to

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physically return to work and must consult with their primary care provider. The use of telemedicine is encouraged for proper care and coordination.

- c. Returning employees who were symptomatic with relevant history of travel/exposure within the last fourteen (14) days prior to the date of work resumption shall present the Certificate of Quarantine Completion duly issued by the step-down care facility or local health office, whichever is applicable based on the latest DOH guidelines on reintegration of suspect, probable, and confirmed COVID-19 cases.
- d. If asymptomatic within the last fourteen (14) days prior to the date of work resumption, employees and workers can be cleared to physically return to work.

II. Testing of Returning Employees Identified as Confirmed Case

- a. Due to limitations on the availability, reliability, and validity of testing, after the required fourteen (14) days quarantine, employees concerned shall coordinate with MDD with regards to the testing schedules of Real-Time Polymerase Chain Reaction (RT-PCR).

However, if the quarantine period has lapsed and there is no available RT-PCR test kit, MDD shall refer said employees to any government-affiliated medical institution for the conduct of the said COVID-19 test.

Please note that BOC will only acknowledge results from above-mentioned test kit due to its at least 97% accuracy.

- b. If the RT-PCR test yields negative result, the returning employee shall submit the following documentary requirements upon return to work:
 1. Approved Application for Leave of Absence
 2. Certificate issued by government/private physician that he/she has submitted himself/herself for monitoring/investigation
 3. Completion of Quarantine Certificate issued by the local quarantine
 4. Medical Certificate that he/she is cleared to report back to work
 5. Medical records showing that he/she was treated of the COVID-19 signed by the attending physician.
- c. If the RT-PCR test yields positive result, the returning employee shall extend his/her quarantine period for another fourteen (14) days. After the required extension, said employee will undergo another RT-PCR test. Once the result is negative, item II-b will apply.

- d. Further, as per OCOM Memorandum No. 83-2020, accomplished Daily COVID-19 Case Monitoring Reports of all Groups/Ports, among other related documents such as copies of test results of COVID-19 cases, shall be submitted to the Human Resource Management Division through e-mail address: hrmd@customs.gov.ph not later than 1:00 p.m. daily until further notice.

III. Increasing Physical and Mental Health Resilience

a. Respiratory Hygiene and Cough Etiquette

1. Every personnel within the BOC premises shall practice respiratory etiquette at all times. One shall use a tissue or the inner portion of the elbow to cover the nose and mouth when sneezing or coughing. All used tissue shall be properly disposed.
2. The General Services Division (GSD) and other Administrative Units concerned shall provide face mask for all front liners and tissues, alcohol hand rub within easy reach in entrances and exits, workstations, and communal space for public consumption.
3. The GSD and other Administrative Units concerned shall ensure that all toilet facilities have adequate water and soap for handwashing.

b. Mental Health Promotion

1. The Medical and Dental Division (MDD) shall explore the hiring of a psychologist to provide mental and psychosocial support (such as online counselling) to employees.

c. Support for Essential Workforce

1. The GSD and other Administrative Units concerned shall provide transportation services for employees who are part of the skeleton workforce.
2. Temporary accommodations shall also be provided for the employees who are part of the skeleton workforce, if needed.

IV. Reducing Transmission

a. Personal Hygiene

1. All individuals shall wash their hands with soap and water regularly or use hand disinfectants.
2. The GSD and other Administrative Units shall ensure availability of handwashing facilities in their respective offices.

b. Environmental Hygiene

1. The GSD and other Administrative Units shall conduct disinfection of frequently touched surfaces and objects such as but not limited to doorknobs, tables, switches, and workstations using 0.5% bleach solution at least once a day.
2. The GSD and other Administrative Units shall install disinfectant foot baths in all entrances.

c. Use of Personal Protective Equipment (PPEs) and other Medical Grade Protective Apparel

1. The GSD and other Administrative Units shall provide all front liners on duty with appropriate PPEs which may include face mask, face shield, body suit, or gloves.

V. Reducing Contact**a. Practice Physical Distancing**

1. As much as possible, meetings, trainings, conferences, and other gatherings shall be conducted through online platforms.
2. Physical distancing of at least one (1) meter from each co-worker shall be observed at all times. In this regard, the GSD and other Administrative Units concerned shall install visual reminders for safety policies around the workplace.

b. Alternative Work Arrangement

1. Combination of Skeleton Workforce and Work-from-Home arrangement shall be implemented.

VI. Reducing Duration of Infection**a. Detection and Isolation of Symptomatic Individuals**

1. All security personnel assigned at the entrances shall check the temperature of all individuals prior entering the BOC premises. All individuals who are found symptomatic shall not be allowed entry to the BOC premises.

This Memorandum shall take effect immediately and shall last until the State of Public Health Emergency has been lifted by the President of the Philippines.

For strict compliance.