

# COVID-19 PREVENTION

## : ROLE OF RESIDENTIAL WELFARE ASSOCIATION

(A Guidebook for COVID-19 Prevention & to Promote Health)



Dr. Suman Mor  
Dr. Suneela Garg  
Dr. Ravindra Khaiwal



## A Joint Initiative of

### PANJAB UNIVERSITY

Panjab University is a public collegiate university located in Chandigarh, India. Originated in 1882 as the University of the Punjab Lahore, it was relocated in Chandigarh in the year 1947.



### MAULANA AZAD MEDICAL COLLEGE

Maulana Azad Medical College is named after a great patriot & educationist Maulana Abdul Kalam Azad & stands today as epitome of medical excellence established in 1958, & located in New Delhi.



### POSTGRADUATE INSTITUTE OF MEDICAL EDUCATION & RESEARCH (PGIMER)

Postgraduate Institute of Medical Education & Research (PGIMER) is a medical & research institution in Chandigarh, India.



## In Partnership with



### Indian Public Health Association (IPHA)

### Indian Association of Preventive & Social Medicine (IAPSM)



designed by [www.ipsm.com](http://www.ipsm.com)

## Acknowledgement

**Dr. Raj Kumar**  
Vice Chancellor  
Panjab University  
Chandigarh



**Dr. Jagat Ram**  
Director  
PGIMER  
Chandigarh



**Dr. Sanjay Zodpey**  
President  
IAPSM, India



**Prof. Amarjeet Singh**  
Head, DCM & SPH  
PGIMER, Chandigarh



**Dr. Sanjay Rai**  
President  
IPHA, India



**Dr. A.M. Kadri**  
Secretary General  
IAPSM, India



**Dr. K Madan Gopal**  
Sr. Consultant  
Niti Aayog, India



**Dr. Meera Dhuria**  
Deputy Director  
NCDC, New Delhi



**Dr. Sanghamitra Ghosh**  
Secretary General  
IPHA, India

## Disclaimer:

This document is prepared jointly by Panjab University (PU), Chandigarh (India); Maulana Azad Medical College, New Delhi (India); Post Graduate Institute of Medical Education & Research (PGIMER), Chandigarh (India); in partnership with Indian Public Health Association (IPHA), India & Indian Association of Preventive & Social Medicine (IAPSM), India for wider dissemination. The views expressed based on the current knowledge & need to be updated with the emerging evidence.

© All right reserved with @Suman Mor

© No reproduction or print allowed without written permission.

ISBN: Applied

डॉ. विनोद कुमार पॉल  
सदस्य  
Dr. Vinod K. Paul  
MEMBER



भारत सरकार  
नीति आयोग, संसद मार्ग  
नई दिल्ली-110 001  
Government of India  
NATIONAL INSTITUTION FOR TRANSFORMING INDIA  
NITI Aayog, Parliament Street  
New Delhi-110 001  
Tele. : 23096809 / 23096820 Fax : 23096810  
E-mail : vinodk paul@gov.in

10<sup>th</sup> February, 2021

### FOREWORD

Hundreds of families are residing together in a gated society or complex. For the welfare of society residents, it is essential to have a body of elected members from within the community. So, each residential society or complex has its own Residential Welfare Association (RWA).

RWA is a non-governmental organization & is an integral part of a gated society that helps maintain the interest of people of society, resolving residents' problems & managing the facilities & ensuring a safe & secure environment in the complexes. The residents select members of RWA from within the society through an election. This membership is open to any person of the community who is interested in the development of society and includes the key position such as President, Vice-President, secretary, & treasurer, etc.

During COVID-19, the RWA members' primary objective is to make aware the society about the best practices of COVID-19 prevention. RWA can play a significant role by advising members to follow precautionary measures such as frequent hand washing, sanitization through posters, social-media network, meetings, etc. RWA could ensure that society residents have an adequate supply of sanitizers, soap, hand wash, etc. RWA has a major role in encouraging members to self-report their symptoms, quarantine those exposed to infected persons. They should ask the RAW members not to hide the COVID-19 symptoms & report them immediately to get timely medical care.

RWA can address the stigma & discrimination of COVID-19 patients and corona warriors. RWA & its members can provide counseling & support to COVID-19 affected families & specifically the vulnerable members. Further, RAW has a major role to play to address the issue of vaccine hesitancy, providing the correct information about vaccine & clearing the myths

I commend the efforts of Dr. Suman Mor, Department of Environment Studies, Panjab University, Chandigarh; Dr. Suneela Garg, Maulana Azad Medical College, New Delhi & Dr. Ravindra Khaiwal, Department of Community Medicine & School of Public Health, Post Graduate Institute of Medical Education & Research, Chandigarh for bringing out the booklet on 'COVID-19 Prevention: Role of Residential Welfare Association'.

I am sure this booklet will guide the housing societies to prevent & fight against COVID-19 & to promote health & well being. Together, we will fight COVID-19.

I commend the efforts of all those who have contributed to making this a much valuable document.

  
(Vinod K. Paul)



# COVID-19 PREVENTION

## : ROLE OF RESIDENTS WELFARE ASSOCIATION

1

RESIDENT WELFARE ASSOCIATION (RWA)  
: FORMATION & FUNCTIONING



RESIDENT WELFARE ASSOCIATION (RWA)  
: ROLE & DUTIES

2

3

RESIDENT WELFARE ASSOCIATION (RWA)  
: SUPPORTING FIGHT AGAINST COVID-19



SOCIAL STIGMA & DISCRIMINATION  
: RWA AS SAVIOUR

4

5

SANITIZER OR DISINFECTANT



INSTRUCTING ADVISORY TO THE VISITORS

6

7

PROMOTE THERMAL SCREENING & AAROGYA  
SETU APP



MONITORING & SUPPORT HOME QUARANTINE

8

9

MONITORING OF WASTE FROM QUARANTINE  
HOMECARE



COVID-19 & CARING FOR ELDERLY

10

11

RESIDENT WELFARE ASSOCIATION  
: MANAGEMENT OF ROUTINE WASTE



ENSURING DELIVERY OF ESSENTIAL ITEMS

12

13

RWA & EDUCATING PARENTAL CARE DURING  
COVID-19



CARING FOR SUSCEPTIBLE GROUPS

14

15

VACCINE HESITANCY  
: ADDRESSING MISINFORMATION & MYTHS



# RESIDENT WELFARE ASSOCIATION (RWA) : FORMATION & FUNCTIONING

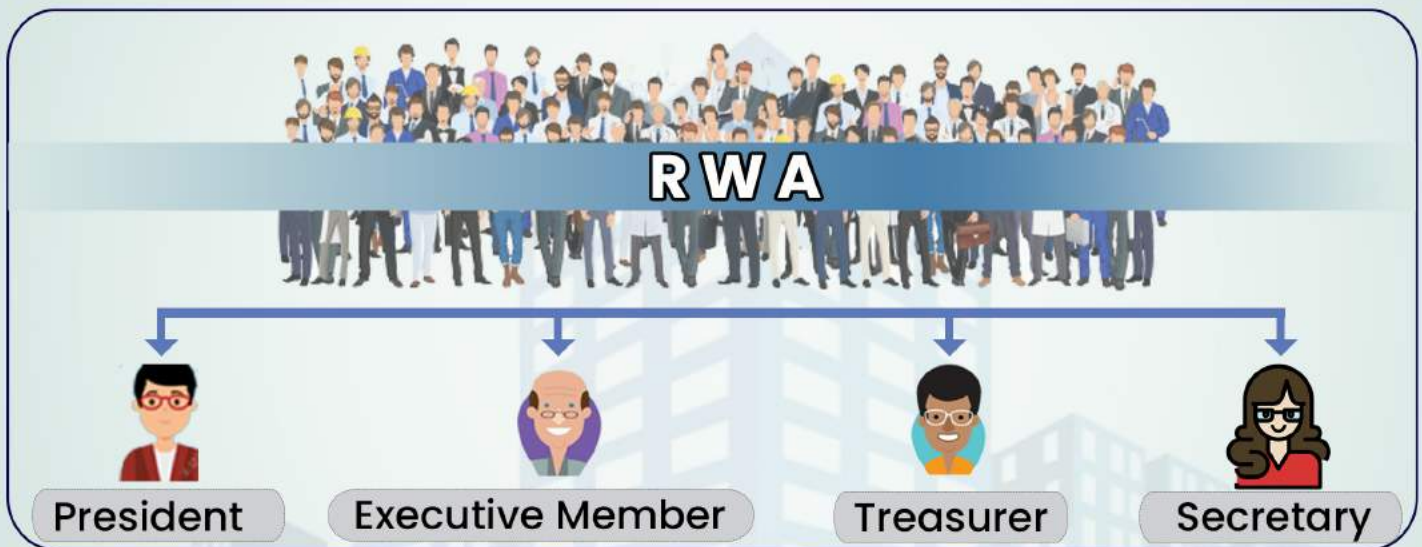


RWA: It is a body that represents interest of people living in a community or a society. They manage day-to-day problems of the residents, organising events, managing facilities in the apartments & complexes



## HOW IS RWA FORMED?

Generally, RWA members are elected by the society residents. The membership of RWA should be open to any member of the society, who is keen to participate in the development & welfare of a housing society



## RWA FUNCTIONING



# RESIDENT WELFARE ASSOCIATION (RWA)

## : ROLE & DUTIES



Encourage residents to report if any resident shows the symptoms of COVID-19



Ensure that all houses are covered under daily surveillance



Follow available advisories of government & disseminate it through chat groups or RWA social media



Provide volunteers to support residents for maintaining essential services



Facilitate house to house search by healthcare workers



Maintain suitable linkages with nearest health facilities



Provide counseling & support to COVID-19 affected individuals



By verifying the facts from government sources; address myths/misinformation/fake news



Helping members to register on Co-WIN & addressing the misinformation



Humanity Need Leadership & Solidarity to defeat COVID-19



# RESIDENT WELFARE ASSOCIATION (RWA)

## : SUPPORTING FIGHT AGAINST COVID-19



### Role of RWAs in Community Testing & Vaccination



RWA can play a major role in COVID-19 random sampling, which can be done easily with the help of voter lists & electoral rolls

RWA can play a crucial role by motivating communities that are unwilling to come forward for testing due to stigma



RWAs can coordinate with local hospitals to set up COVID-19 testing facilities & can provide necessary support e.g. distribution of PPE kits

Motivating residents to get COVID-19 vaccine & countering myths & get elderly registered on Co-WIN & providing transportation to vaccine facilities





# SOCIAL STIGMA & DISCRIMINATION : RWA AS SAVIOUR

COVID-19 can affect anyone & everyone. RWA can help to stop discrimination for COVID-19 affected people & their families



As it can lead to

Hide illness

Prevent seeking healthcare

Discourage adoption of healthy behaviour

Guide RWA members that virus can affect anyone



Educate yourself & others



Address fear & misinformation

Encourage social influences to reduce stigmatization



Communicate that socially isolating or blaming could further affect people health

Create Positive Environment-Remind RWA members that we need to support each other



## PROMOTE KINDNESS & COMPASSION







# SANITIZER OR DISINFECTANT?



An agent that kills the bacteria & reduces the chances of disease by 99.9%



An agent that kills the wide range of microorganisms & used generally on hard non-porous surfaces

## FOLLOW DISINFECTANT USE INSTRUCTIONS



Wear skin/ eye protection for hazards

Use no more than the amount recommended on the label

Use water at room temperature for dilution

Store & use chemicals out of the reach of children & pets

Ensure adequate ventilation

Avoid mixing chemical products

Label diluted cleaning solutions

Do not wipe or bath pets with these products

## FOLLOW SANITIZER USE INSTRUCTIONS: READ LABEL BEFORE USE



Keep hand sanitizers away from fire or flame

For children hand sanitizer should be used with adult supervision

Always store hand sanitizer out of reach of children & pets

# INSTRUCTING ADVISORY TO THE VISITORS

Care & attention to house-keeping staff, providing them with sanitization materials



Guide house-keeping staff to keep one PPE kit





Guiding residents to use BIS approved sanitizer at home





## INSTRUCTIONS TO BE FOLLOWED DURING SANITIZATION

 Use freshly prepared 1% sodium hypochlorite

 Avoid using disinfectant sprays on potentially highly contaminated areas (such as toilet bowl or surrounding surfaces)

 Discard cleaning cloth or wiping cloth in appropriate bags after cleaning to avoid cross contamination

 Disinfect cleaning equipment after or before using them

 Rinse buckets with warm water & disinfect them by soaking in bleach solution

 Ensure the complete building sanitization periodically

## PERSONAL PROTECTIVE EQUIPMENT (PPE)

Provide the house-keeping staff & management team of the society with an appropriate PPE kit.

Disposable gloves, rubber boots & a triple layer mask after use should be discarded as per guidelines



After discarding PPE wash hands with soap & water



# PROMOTE THERMAL SCREENING & AAROGYA SETU APP



Thermal Screening of visitors at entry points

Vendors, car cleaners, household workers, delivery personnel etc. to also undergo thermal screening daily



It help to protect yourself & the community from COVID-19



This help in precision tracking of the spread of COVID-19 & how to prevent ourselves

DOWNLOAD  
**AAROGYA SETU APP**



You can take a self-assessment test for infection mitigation



Access curated relevant advisory from government



This offers help & support at hand



Check if visitors have installed Aarogya Setu App



Ensure that data is shared only with the government. The app doesn't allow your name & number to be publicly disclosed

# MONITOR & SUPPORT HOME QUARANTINE

Clinically assigned as a mild case or presymptomatic case, should self isolate themselves at their residence & also quarantine the family contacts



A care taker should be available 24/7



Doctor's protocol should be followed by all the close contacts of such cases



Patient should monitor their health regularly & inform District Surveillance Officer for regular follow ups by the surveillance teams



Aarogya setu app should be installed by everyone & should remain active all the time



# MONITORING OF WASTE FROM QUARANTINE HOME CARE



RWA's shall ensure the following



Separate team of workers engaged in indoor step waste collection at quarantine homes or home care



Only designated staff collects biomedical waste from quarantine homes or home care is ensured



Training about pre-cautionary measures to handle biomedical waste is provided



Training to waste collector in handling of biomedical waste including methods of sanitization is given



PPEs to be worn all the time while collecting of waste from quarantine center/home care is requested



Use of dedicated carts /vehicles for transport of biomedical waste & sanitization of vehicles with 1% hypochlorite after each trip is ensured



Waste collectors also disinfect the bin used for yellow bag disposal with sodium hypochlorite solution



# COVID-19 & CARING FOR ELDERLY

## DO'S



Stay at home. Avoid meeting visitors at home



Wash your hands & face at regular intervals with soap & water



Sneeze & cough either into your elbow or into tissue paper/handkerchief



Clean the frequently touched surfaces with disinfectant regularly



If you develop fever, cough or breathing difficulty immediately contact nearest health care



Help to Co-WIN Registration & Transportation to Vaccine Facilities



## SUPPORT ELDERLY & VULNERABLE CITIZENS



## DON'TS



Do not cough or sneeze into your bare hands or without covering your face



Don't go near your contacts if you are suffering from fever & cough



Don't touch your eyes, face, nose & tongue



Don't shake hands or hug your friends & near ones



Don't go out unless it is absolutely essential

# RESIDENTIAL WELFARE ASSOCIATION & MANAGEMENT OF ROUTINE WASTE



Routine solid waste generated from quarantine centres can be treated & disposed off as per the Solid Waste Management Rules (SWM), 2016



Segregate & store waste generated separately as biodegradable, non-biodegradable & hazardous waste & handover to authorized waste picker



Wrap securely used sanitary waste like diapers, sanitary pads etc. in suitable material & put it in same bin meant for dry or non-biodegradable waste



The communities need to dispose off their used napkins, tissues, empty sanitizer bottles in a separate bag, to ensure the safety of municipal workers & ragpickers



It will also ensure that the cycle of garbage collection & plastic recycling don't get affected



No one shall throw, bury or burn the waste in open spaces or public places

- Vegetables/ Fruit Peel
- Tea Bags / Coffee grinds
- Coconut Shells/fibers
- Rotten Eggs



- Plastic Bottles/Boxes
- Plastic cups/plates
- Milk juice /packets
- Newspaper /tea bags
- Pizza boxes



- Printer cartridges
- Expired Medicines
- Broken Thermometer
- Button Cells
- CFL Tubelight



**WASTE SEGREGATION IS THE KEY**



# ENSURING DELIVERY OF ESSENTIAL ITEMS



> RWA send message through phone to society groups

> Message is forwarded to food & supplies department for fruits & vegetables



> Recieves estimate of items needed by the residents

> The food suppliers contact retailers & share the society details along order

> Marketing board informs vendors at mandi about the order



> Grocers go to the societies & deliver the order by provided vans



> Vegetables & fruits vendors use their own vehicles or city buses/handcarts to deliver the order

> Residents are informed about the time of delivery. They come to society gate & buy their items



● Provide door-step deliveries to elderly & vulnerable members



## SAFETY SAVES LIVES







# RWA & EDUCATING PARENTAL CARE DURING COVID-19



Educate your child to cover the mouth & nose with a tissue or flexed elbow coughing & sneezing



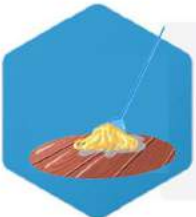
Don't take children to crowded places. Keep them indoors as much as possible



Establish a routine that is age-appropriate & can be followed easily



Try to engage your child in indoor activities. Avoid outdoor activities as much as possible



Clean the floor & commonly touched objects atleast once a day at home



Don't forget to give a nutritious diet with plenty of water



Seek medical care early if your child has a fever, cough or breathing difficulty



Stay in touch with the child's education facility



Teach children about COVID-19 appropriate behavior

You can refer KIDS, VAAYU & CORONA comics to educate



Download from- "[www.care4cleanair.com](http://www.care4cleanair.com)"



# CARING FOR SUSCEPTIBLE GROUPS



Elderly & children shall stay indoors. All should follow government instructions



Children who are unwell shall stay at home & should be provided timely with medical care



The residents shall refrain from unnecessary travel & if needed follow travel guidelines



Educate children on cough etiquette, hand-hygiene & physical distancing



Parents are advised to inform their children on the situation of COVID-19 & importance of preventive measures so that children understand the reason



Encourage children to play indoor & follow COVID-19 appropriate behavior



# VACCINE HESITANCY

## : ADDRESSING MISINFORMATION & MYTHS

**Vaccine:** A substance used to stimulate the production of antibodies & provide immunity against one or several diseases



### Vaccine Hesitancy & Why ?

A delay in acceptance or refusal of vaccines despite the availability of vaccination services

Religious Propaganda

Vaccine-derived Diseases



Myths on Social Media

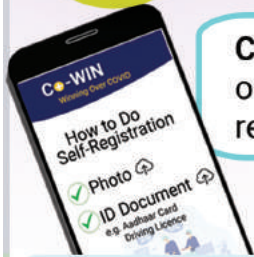
Inconvenience in accessing vaccines

RWA can address the misinformation/rumors/fake news by verifying the facts from government sources



Disseminating right information on their internal communication media (e.g. whatsapp group, displaying banner at prominent places)

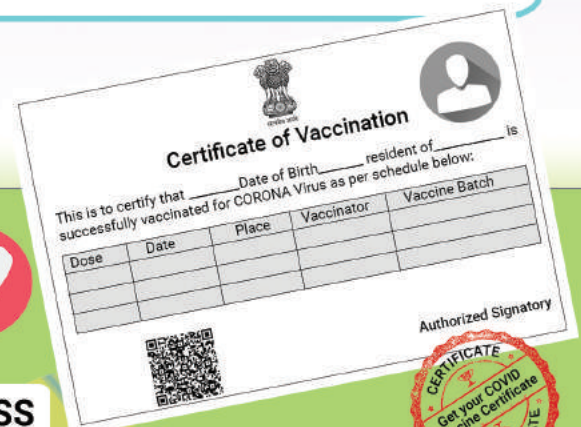
**COVID-19 Vaccine Intelligence Network (Co-WIN):** It is a digitized platform & one-of-its-kind citizen-centric tool, which is being used to get the beneficiaries registration & tracking on real-time basis



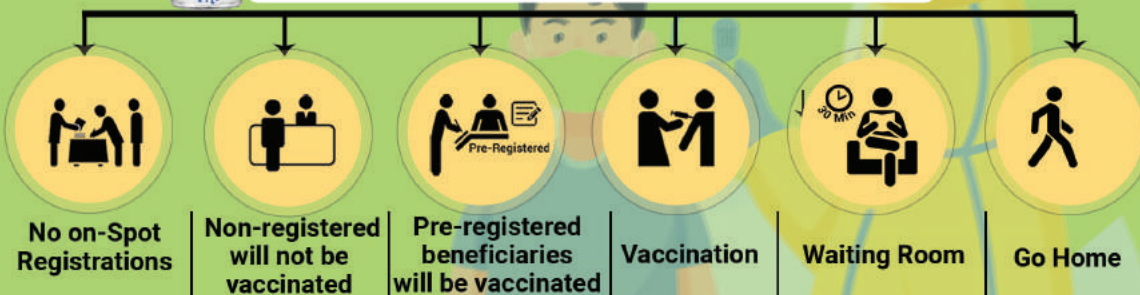
### STEPS FOR Co-WIN REGISTRATION

- Enter your details
- Upload a photo & verification document (aadhar card, driving license, PAN card & others)

VACCINE ADVERSE REACTION HELPLINE



### BENEFICIARIES VACCINATION PROCESS



# COVID-19 PREVENTION

## : ROLE OF RESIDENTIAL WELFARE ASSOCIATION



TOGETHER WE WILL FIGHT COVID-19



**Dr. Suman Mor**\*

Associate Professor & Chairperson  
Department of Environment Studies  
Panjab University, Chandigarh, 160014, India  
[sumanmor@pu.ac.in](mailto:sumanmor@pu.ac.in)



**Dr. Suneela Garg**

Director Professor HAG  
President Elect, IAPSM  
Department of Community Medicine  
Mulana Azad Medical College, New Delhi, 110002, India



**Dr. Ravindra Khaiwal**

Additional Professor of Environment Health  
Department of Community Medicine & School of Public Health  
PGIMER, Chandigarh, 160012, India

\* © All right reserved with @Suman Mor

© No reproduction or print allowed without written permission.

ISBN: Applied

