

# Procedure for contact identification and tracing at meetings during COVID-19

Version 2  
April 2021



UNITED NATIONS  
GENEVA



COVID-19  
RESPONSE

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# 1. Introduction

In compliance with Swiss federal regulations for meetings during the COVID-19 pandemic, UNOG is required to put in place protective measures and appropriate contact tracing measures for all persons on site at the Palais des Nations.

To this end, there will now be a systematic collection of contact details from participants when they register for meetings taking place at the Palais des Nations in Indico.UN, as well as recording of information about personnel servicing the meetings. In addition, meeting participants and personnel must be provided with information on precautionary measures related to COVID-19.

For UNOG-serviced meetings outside the Palais des Nations, the same framework as described in this document would apply, however, the details will need to be established with the landlord of the venue.

## 2. Preparation for the meeting

### *For UNOG personnel*

- **DCM, CSS and SSS Service Chiefs/Division Directors** are responsible for recording the names and mobile phone number of the team members servicing each meeting (daily). This information must be retained for two weeks.
- The **Chief/Director of each Service/Division** will provide the list of relevant personnel to the UN Medical Service upon request, if there is a COVID-19 case.
- **UN personnel** assigned to service meetings must not come to the Palais if they have symptoms of cold or flu, however mild, or if they are awaiting a COVID-19 test result. UNOG will provide regular communications about this issue, including what procedure to follow if personnel develop symptoms.

### *For personnel of the organizing secretariat*

- The **organizing secretariat** shall designate a “COVID-19 focal point” who is responsible for recording the names and contact mobile phone number of their team members servicing each meeting (daily). This information must be retained for two weeks.
- The **focal point in the organizing secretariat** will provide the relevant list of personnel to the UN Medical Service upon request, if there is a COVID-19 case.
- The **organizing Secretariat** is responsible for informing their personnel about the COVID-19 related conditions for accessing the Palais des Nations premises. The secretariat must also inform their personnel of the name of the organizing secretariat focal point, who should be informed if they are diagnosed with COVID-

19, or if they have a suspect case, during or within 14 days after their presence at the Palais des Nations.

- The **organizing Secretariat** informs the President/Chair of the meeting about the undertaken measures related to COVID-19 and his or her role if there is a COVID-19 case identified during the meeting.

### *For meeting participants*

- All **meeting participants** (even those who hold UNOG ground entry passes) must register to events via Indico.UN. The Indico.UN banner includes a standard message from UN Geneva about COVID-19 related conditions of in-person participation.
- Meeting participants are required to provide a phone number for the purpose of contact tracing on the registration form. To ensure this information is collected, the **organizing secretariat** must make the phone number field mandatory in the event registration form. It is optional for the participant to also provide details of the hotel or the address at which the participant is staying for the duration of his/her stay in Geneva.
- The **organizing secretariat** must also include a field on the Indico registration page, where participants must acknowledge and agree to certain COVID-19 measures (i.e. conditions for access to the premises). This field is available in the registration form template for easy insertion by meeting organizers. See [template text in annex](#).
- The **organizing secretariat** should also include a notice on the event page that includes a link to UNOG's COVID-19 webpage and information on who a participant should contact if he/she is diagnosed with COVID-19 in the days surrounding his/her attendance at the meeting. See [template text in annex](#).
- The **organizing secretariat** must directly share with participants (e.g. by email before the meeting) information regarding all safety measures and whom to contact if they become diagnosed with/have a suspected case of COVID-19 during or in the 14 days after the meeting). See [template text in annex](#).
- If a COVID-19 case is identified, the **Chief Safety and Security Service**, in liaison with the organizing secretariat, will provide a list of the participants in attendance at the meeting to the Medical Service upon request.
- In meetings with a predefined seating plan (e.g. Human Rights Council), UNOG's **Division of Conference Management (DCM)** will be able to provide – to the UNOG Medical Service, if needed – the seating arrangement applicable at the time, by country delegation. NGOs and members of the press have their own designated seating area of the room. A list of speakers will typically also be available, as an additional source of information. Please note, there is no seating arrangement recorded for the overflow room.
- For 'a-la-carte meetings' with no pre-defined seating arrangements, a set of name plates is provided at the door and delegates select where they want to sit. In these instances, the **organizing secretariat** will be responsible for photographing the seating arrangement (once most participants have arrived at the start of the

meeting, and again after any break in which seating arrangements have changed). The organizing secretariat should retain these images for 14 days, and provide them to the UNOG Medical Service on request, in the event of a COVID-19 case.

### **External contractors**

The **Chief of Central Support Services** will inform all contractors of their responsibilities, as follows:

- **Each external contractor** is responsible for collecting the names and mobile phone numbers of the team members servicing each meeting (daily), and to retain this information for two weeks.
- The **external contractor** will provide the relevant list of personnel to the UN Medical Service upon request if there is a case.
- The **external contractor** is responsible for informing their personnel that they must not come to UN premises if they display cold- or flu- type symptoms, however mild, and whom they must inform should they develop symptoms during the meeting.

## **3. In the event of a COVID-19 case among the participants or personnel at the meeting**

If any badge holder (meeting participant, UN staff member, contractor, or any other badge holder category) is diagnosed with COVID-19, or if they have a [suspect case](#), within 14 days after their presence at the Palais des Nations, the following procedure will be followed. For the purpose of this procedure the person who has or is suspected of having COVID-19 is referred to as ‘the patient’.

**Important note:** It is important that the medical confidentiality of the patient is always respected. Only the UN Medical Service should be informed of the patient’s name or personal details.

### **1. Immediate steps**

*If the person is off site (but has previously been present at the meeting)*

- The **patient** should arrange to be tested for COVID-19. UNOG Medical Services can be contacted for information or assistance if needed. Even in case of a negative result, the sick person should stay at home/at their accommodation and limit contact with others until their symptoms have passed.
- The **patient** (or another party) informs the organizing secretariat focal point of the confirmed lab results/or diagnosis of a suspect case.
- The **organizing secretariat** in turn informs the following people/entities, while ensuring that the medical confidentiality of the patient is maintained:

- a. The **UN Medical Service**. The meeting organizer should provide the name and contact details (phone, accommodation and – if known - the language spoken, if not French, Spanish or English) of the patient to the UN Medical Service. The Medical Service will follow a standard operating procedure.
- b. The **meeting President / Chair**.
- c. **UNOG COVID Response Coordinator**.
  - i. The **UNOG COVID Response Coordinator** in turn informs the UNOG COVID Response Team, including the UNOG Director-General, plus the Chiefs of the Safety and Security Service (SSS), Central Support Services (CSS), Director of Division of Conference Management (DCM), and Director of the UN Information Service (UNIS). (See contact details in Annex B).

*If the person is on site (e.g. in the meeting room)*

- The **patient** (or another party) informs the organizing secretariat focal point, a meeting room assistant (MRA) or SSS that they are feeling unwell.
- Unless they require immediate assistance, the patient should be asked to return home/back to their accommodation immediately, always wearing a mask and limiting their contact with others, and arrange to be tested for COVID-19. UNOG Medical Services can be contacted for information or assistance if needed. They should then follow the procedure for 'If the person is off site' (above).
- If they require medical assistance at the meeting:
  - If the meeting room assistant is the one informed, the MRA should first call SSS to inform them and seek care for the patient; and then inform the organizing secretariat focal point.
  - If the SSS is the first informed by the patient, they should check that the organizing secretariat has also been informed (and if not, inform the organizing secretariat).
  - The **organizing secretariat** in turn informs the following people/entities, while ensuring that the medical confidentiality of the patient is maintained:
    - a. The **UN Security and Safety Service** (SSS), who will respond according to the normal procedure/following the same precautions as when someone is ill for any reason. SSS will quarantine the patient in a separate room and in turn contact the **UNOG Medical Service** (see contact details in Annex B). The Medical Service will follow a standard operating procedure.
    - b. The **meeting President / Chair**: The President will consult with the UN Medical Service, before consulting with delegates and/or making a statement to the meeting participants (only if this were judged to be necessary).
    - c. **UNOG COVID Response Coordinator**. The UNOG COVID Response Coordinator in turn informs the UNOG COVID Response

Team, including the UNOG Director General, plus the Service Chiefs of Central Support Services (CSS), Director of Division of Conference Management (DCM), and Director of the UN Information Service (UNIS). (See contact details in Annex B).

## **2. Isolation and contact tracing**

The UNOG **Medical Service** will immediately contact the patient (by telephone or, if on premises, in person) and recommend testing if this has not yet happened. They will then work with the cantonal authorities to ensure isolation.

The Medical Service and cantonal authorities will trace any contacts with persons that took place within the context of the UN meeting/on UN premises. Within 24 hours, the Medical Service will contact any person deemed to have been in [close contact](#) with the patient at the UN premises, to interview them and provide them with appropriate instructions. The cantonal authorities will trace and advise any contacts that took place outside the UN premises.

## **3. Informing those involved in the meeting**

- ✓ A template message (which may be adapted depending on the audience) informing and reassuring those involved in the meeting may be issued if needed when there is a lab-positive case. The message must not provide any personal details about the patient. See proposed [template message in annex](#).
- ✓ If needed, as agreed with the COVID-19 Response Coordinator, the Medical Service and Internal Communications Officer will finalize the message template with the relevant details.

The **Chiefs of DCM, CSS and the organizing secretariat** will send the message to their own personnel.

The **Chief of Central Support Services** will send the message to the management of all external contractors servicing the meeting (which the management can in turn share with their staff).

The **organizing secretariat**, which has access to the email addresses of all meeting participants through Indico.UN, will send the message to all external participants of the meeting. The message can be easily prepared through Indico.UN by selecting the recipients, and it is a tool widely used already by organizing secretariats to contact their meeting participants. The UNOG **Safety and Security Service / DCM / Indico.UN support team** may provide the list of participants from Indico.UN to the organizing secretariat if they do not have direct access, or support in the timely transmission of the collective email message.

#### 4. Further steps

The following may also be deemed necessary for a confirmed case:

1. **Chief of the SSS** (or a member of the COVID Response team) informs the Security Management Team.
2. **COVID-19 Response Team** (including the Internal Communications Officer) develops a Broadcast message to be issued to UN Geneva personnel, informing them of the cases and the response measures implemented.
3. The **organizing secretariat** (normally through their communication unit/service) liaises with the **UN Information Service** as soon as the suspected or confirmed case is identified, regarding the issuance of a statement to members of the media, if needed.

## ANNEXES

### A) Definitions

#### Suspect case of COVID-19

For the purpose of this procedure, a suspect case is a case where a person displays common COVID-19 type symptoms but this has not yet been confirmed by a positive test result.

#### Close contact

A 'close contact' is a person who has had any physical contact with the COVID-19 positive person, or who has been in close proximity (currently 1.5 meters) to them for more than 15 minutes when either person was not wearing a mask – during the 48 hours before the symptoms of the disease developed to the present time.

### B) Checklist of roles and responsibilities

This list reflects the procedure outlined above.

#### UNOG

- ✓ Maintains a single webpage with a text on generally required preventive measures at the Palais des Nations. The web page is available on the UN Geneva website at: <https://www.ungeneva.org/en/covid-19>
- ✓ Informs organizing secretariats about any changes in measures to be carried out by UN personnel, meeting participants and staff servicing the meetings.



- ✓ In meetings with a predefined seating plan (e.g. Human Rights Council), UNOG's Division of Conference Management (DCM) will be able to provide – to the UNOG Medical Service, if needed – the seating arrangement applicable at the time, by country delegation. NGOs and members of the press have their own designated seating area of the room. A list of speakers will typically also be available, as an additional source of information. Please note, there is no seating arrangement recorded for the overflow room. *Note: For 'a-la-carte meetings' with no pre-defined seating arrangements, the organizing secretariat will be responsible for photographing the seating arrangement.*

### **UNOG COVID Response Coordinator**

In the event of a case:

- ✓ Informs the UNOG COVID Response Team, including the UNOG Director-General, as well as the Service Chiefs of the Safety and Security Service (SSS – if not already informed by the meeting organizer), Central Support Services (CSS), Director of the Division of Conference Management (DCM) and Director of the UN Geneva Information Service (UNIS).
- ✓ With the COVID Response Team (including the Internal Communication Officer), develops a message to be issued by Broadcast to UN Geneva personnel, if needed.

### **DCM, CSS and SSS Service Chiefs/Division Directors**

Preparation:

- ✓ Records the names and mobile phone number of the team members servicing each meeting (daily) and retains the list for two weeks.

In the event of a case:

- ✓ Provides a list of their personnel who were involved in the meeting to the UN Medical Service.
- ✓ If needed, informs their personnel who have been involved in the meeting about the positive case/s through a [standard email message](#) (final message provided by the Medical Service and Internal Communications Officer).

### **Security and Safety Service**

In the event of a case:

- ✓ When informed of a possible case on premises by the meeting organizer, a Security Officer will take the necessary steps to move the concerned person to a safe location away from others and will contact the UN Medical Service to inform them and request Medical personnel to respond to the case.

- ✓ Will provide a list of meeting participants registered to the event in Indico.UN to the organizing secretariat, in instances where the secretariat does not have direct access.
- ✓ The Chief of the Security and Safety Service will inform the Security Management Team of the confirmed case.

### **Medical Service**

In the event of a case:

- ✓ Upon being informed by SSS of the case on the premises, contacts the meeting organizer for further information, including the patient's name and contact details. (In the event of a case being identified off premises, the Medical Service will receive the case information directly from the organizing secretariat).
- ✓ Immediately contacts the patient (by telephone or, if on site, in person).
- ✓ Liaises with the Swiss authorities (the cantonal doctor), including regarding isolation of the patient.
- ✓ Responsible for tracing any contacts with persons that took place within the context of the UN meeting/on UN premises, together with the swiss authorities. Within 24 hours, they will contact any person deemed to have been in close contact with the patient at the UN premises, to interview them and provide them with appropriate instructions.
- ✓ Request from the Service Chiefs and organizing secretariat the relevant lists of UN personnel, meeting participants and contractor personal, as required.
- ✓ Works with the **Internal Communication Officer** to finalize the proposed [template email message](#) for sharing with the Chiefs of DCM, CSS and the organizing secretariat.

### **Indico.UN team**

In preparation:

- ✓ The Indico.UN banner will include a notice that participants are forbidden from coming to UNOG if they display any cold- or flu-like symptoms or awaiting COVID-19 test results. See [annex](#))
- ✓ An additional field acknowledging COVID-19 measures developed and available for meeting organizers to insert into the registration form. (See [annex](#))
- ✓ The automated approval message is updated with COVID-19 information. (See [annex](#)).

### **Other UN**

#### **Organizing secretariat**

In preparation:

- ✓ Designates a 'COVID-19 focal point', who is responsible for recording the names and contact mobile phone number of the team members servicing each meeting (daily) and retaining this for two weeks. The focal point will also become the main liaison with the UN Medical Service if there is a case of COVID-19.
- ✓ Informs personnel of the [conditions for accessing the Palais des Nations](#) premises, and whom they must inform should they develop symptoms during the meeting.
- ✓ Ensures that all participants register in Indico.UN. Sets the phone number field as mandatory in the registration form. Also adds in the new field for participants to acknowledge and agree to certain COVID-19 measures (i.e. conditions for access to the premises). This field is available in the registration form template for easy insertion by meeting organizers. See template text in [annex](#).
- ✓ The **organizing secretariat** should also include a notice on the event page that includes a link to [UNOG's COVID-19 webpage](#) and information on who a participant should contact if he/she is diagnosed with COVID-19 in the days surrounding his/her attendance at the meeting. See template text in [annex](#).
- ✓ The **organizing secretariat** must directly share with participants (e.g. by email before the meeting) information regarding all safety measures and whom to contact if they become diagnosed with COVID-19 during or in the 14 days after the meeting). See template text in [annex](#).
- ✓ For 'a-la-carte meetings' with no pre-defined seating arrangements, a set of name plates is provided at the door and delegates select where they want to sit. In these instances, the **organizing secretariat** will be responsible for photographing the seating arrangement (once most participants have arrived at the start of the meeting, and again after any break in which seating arrangements have changed). The organizing secretariat should retain these images for 14 days, and provide them to the UNOG Medical Service on request, in the event of a COVID-19 case. *Note, for meetings with a predefined seating plan (e.g. Human Rights Council), UNOG's Division of Conference Management (DCM) will be able to provide – to the UNOG Medical Service, if needed – the seating arrangement applicable at the time.*

In the event of a case:

- ✓ Informs:
  - a. The UN Medical Service (if the COVID-19 positive person is not on site)
  - b. The UNOG Safety and Security Service (if the unwell person is on site)
  - c. The meeting President.
  - d. UNOG COVID Response Coordinator.
- ✓ COVID-19 focal point provides the list of organizing secretariat personnel involved in the meeting and meeting participants (from Indico.UN) to the UN Medical Service on request.
- ✓ If needed, informs their personnel, management of external contractors, and participants involved in the meeting about the positive case/s (without revealing

confidential information) through a standard email message, which will be provided by the Medical Service and UNOG Internal Communications Officer.

- ✓ Liaises with the UN Information Service regarding the issuance of a statement to members of the Press, if any.

### ***Meeting President***

In the event of a case:

- ✓ Consults with the Medical Service through/together with the organising secretariat.
- ✓ Consults with meeting delegates, if needed.
- ✓ Makes a statement to the meeting participants, if any.

### **External**

#### ***External contractors (management)***

In preparation:

- ✓ Collects the names and mobile phone numbers of the team members servicing each meeting (daily) and retains this information for at least two weeks.
- ✓ Informs their personnel of the [conditions for accessing the Palais des Nations premises](#), and whom they must inform should they develop symptoms during the meeting.

In the event of a case:

- ✓ Provides the list of their personnel involved in the meeting to the UN Medical Service.

#### ***Meeting participants***

In preparation:

- ✓ Register to events via Indico.UN and provide a phone number for the purpose of contact tracing on the registration form. The provision of details of the hotel or the address, at which the participant is staying, is optional.
- ✓ Only participates remotely and not in person if any of the following applies at the time of the meeting:
  - within the 10 days prior, they have been present in [a country or area designated by the Swiss Confederation as having a high risk of infection](#);
  - within the 14 days prior, they have been in close contact with a COVID-19 positive person;
  - they are awaiting the results of a COVID-19 PCR test; and/or
  - they have any cold- or flu- like symptoms, however mild.

- ✓ Respect all on-site precautionary measures, including wearing of masks in and around conference rooms, physical distancing and hand hygiene.

In the event a case:

- ✓ Informs the organizing secretariat focal point if they are diagnosed with COVID-19 within 14 days after their last presence at the meeting.
- ✓ If they start to develop any cold- or flu-type symptoms while at the premises, requests assistance from the organizing secretariat focal point/meeting room assistant/UN Safety and Security Service.
- ✓ Follows the organizing secretariat/SSS/Medical Service's instructions.

### C) Key contacts at UNOG

Function	Focal Point
Chief Safety and Security Service	Jorge Villanueva +41 79 202 68 50 <a href="mailto:jorge.villanueva@un.org">jorge.villanueva@un.org</a>
COVID Response Coordinator	Daniela Wuerz +41 79 217 3035 <a href="mailto:wuerz@un.org">wuerz@un.org</a>
Chief Human Resources Management Section	Nataliya Myronenko +41 76 334 6442 <a href="mailto:nmyronenko@un.org">nmyronenko@un.org</a>
Medical Service Nurses	+41 22 917 2807 (only during business hours) <a href="mailto:unognurses@un.org">unognurses@un.org</a>
Medical Service Doctors	Call Security Control Centre at +41 22 917 2900 for UN doctor on roster (24/7)
Indico.UN support	<a href="mailto:support.accreditation@un.org">support.accreditation@un.org</a> +41 22 917 2400
Office of the Director of the Division of Conference Management	+ 41 22 917 18.07 <a href="mailto:dcmdirector@un.org">dcmdirector@un.org</a>
Chief, Planning and Coordination Service	Vitali Rousak +41-76-691-0367 <a href="mailto:vitali.rousak@un.org">vitali.rousak@un.org</a>
Chief Central Support Service (OIC)	Stephen Farrell +41 76 691 0050 <a href="mailto:farrells@un.org">farrells@un.org</a>
Assistant to the Chief	Annie Dufour +41 22 917 1420 <a href="mailto:Annie.dufour@un.org">Annie.dufour@un.org</a>
Director, United Nations Information Service	Alessandra Vellucci +41 79 2173065 <a href="mailto:alessandra.vellucci@un.org">alessandra.vellucci@un.org</a>

## D) Communication templates

### *Templates for communication with meeting participants before meetings:*

#### **Indico banner:**

For Geneva-based meetings only: Due to COVID-19, meeting participants who, within the 10 days prior to a meeting, have been present in [a country or area designated by the Swiss Confederation as having a high risk of infection](#) or, within the last 14 days, have been in close contact with a person testing positive for COVID-19, may only join meetings remotely and not in person. In this case or if you have any cold- or flu-type symptoms, however mild, or you are awaiting a COVID-19 PCR test result, access to the Palais des Nations is not authorized. For the most up-to-date information about measures at the Palais des Nations please visit the [UN Geneva website](#).

#### **Indico event description page:**

For the most up-to-date information about COVID-19 measures at the Palais des Nations please visit the [UN Geneva website](#).

Please note, if you are diagnosed with COVID-19 within 14 days of your last presence at the meeting – even if you have already left Switzerland – you have a responsibility to inform the organizing secretariat focal point or the UNOG Medical Service.

The focal point for this meeting is: \_\_\_\_\_, email: \_\_\_\_\_ phone: \_\_\_\_\_

The UNOG Medical Service can be contacted by phone +41 (0) 917 25 20.

#### **Indico registration form, additional field:**

In completing this registration form, I am made aware that access to the Palais des Nations is not authorized if:

- within the 10 days prior, I have been present in [a country or area designated by the Swiss Confederation as having a high risk of infection](#);
- within the 14 days prior, I have been in close contact with a COVID-19 positive person;
- I am awaiting the results of a COVID-19 PCR test; and/or
- I have any cold- or flu- like symptoms, however mild.

I agree that if any above applies to me at the time of the meeting, I will participate in the meeting remotely and not in person

#### **Approval email:**

Thank you for your registration.

As indicated and agree in your registration, due to COVID-19, meeting participants who, within the 10 days prior to a meeting, have been present in [a country or area designated by the Swiss Confederation as having a high risk of infection](#) or, within the last 14 days, have been in close contact with a person testing positive for COVID-19, may only join meetings remotely and not in person. In this case or if you have any cold- or flu-type symptoms, however mild, or you are awaiting a COVID-19 PCR test result, access to the Palais des Nations is not authorized.

For the most up-to-date information about measures at the Palais des Nations please visit the [UN Geneva website](#).

You will receive further communication from the meeting organizer with details for remote connection to the meeting, in case you should need this.

**Reminder email from the organizing secretariat to meeting participants in the days prior to the meeting:**

Dear meeting participant,

[Introductory statement by the meeting organizer]

Conditions for in-person participation:

As was communicated to you during the registration process, due to COVID-19, access to the Palais des Nations premises is not authorized for any person who:

- within the 10 days prior, has been present in [a country or area designated by the Swiss Confederation as having a high risk of infection](#);
- within the 14 days prior, has been in close contact with a COVID-19 positive person;
- are awaiting the results of a COVID-19 PCR test; and/or
- has any cold- or flu- like symptoms, however mild.

If the above applies to you, your remote participation is welcomed, however you are asked to refrain from coming to the premises.

To connect remotely... [organiser includes connection details here]

On-site responsibilities:

All persons participating in-person in a meeting at the Palais des Nations are kindly requested to observe the following measures:

- Strict adherence of 2 metres physical distancing must be maintained.
- Face masks are required to be worn in and around conference rooms, and in all common areas at the Palais des Nations premises.
- Adhere to all circulation instructions (e.g. traffic flows in conference rooms) and maximum occupancy measures on premises.



- If you develop any cold- or flu-like symptoms while on the premises, you should request assistance from the organizing secretariat, a meeting room assistant or the UN Safety and Security Service (112 from any fixed line phone on the premises).
- Strict hand hygiene measures should also be followed, and hand sanitizer stations are provided throughout the premises for this purpose.

Responsibility to report:

- If you are diagnosed with COVID-19 within 14 days of your last presence at the meeting – even if you have already left Switzerland – you have a responsibility to inform the organizing secretariat focal point or the UNOG Medical Service.

The focal point is: \_\_\_\_\_, email: \_\_\_\_\_ phone: \_\_\_\_\_

The UNOG Medical Service can be contacted by phone +41 (0) 917 25 20.

For the most up-to-date information about measures at the Palais des Nations please visit the [UN Geneva website](#).

**Communication templates if needed in case of a COVID-19 case**

**Statement by the president of the meeting:**

*I have been informed that a person who was present in this meeting [today/yesterday etc] [is displaying symptoms of COVID-19 / has been diagnosed with COVID-19]. The person is being [looked after/followed] by the UN Medical Service and contact tracing procedures are being followed.*

*Please be assured that there are comprehensive safety measures in place at the Palais des Nations to prevent any possible spread of infection, which includes the setup of our conference rooms to assure physical distancing, the wearing of masks, proper ventilation and hand hygiene stations.*

*If you have been following the recommended precautions regarding physical distancing and hand hygiene you should have no cause for concern. You are not considered to be at risk unless you have been in close contact (less than 1.5 meters distance) with the sick person without a mask for more than fifteen minutes. Our contact tracing procedure will establish if there are any individuals who may have had close contact with the sick person and they will be contacted.*

*There is no need for you to take further action at the present time – other than everyday preventive actions required of us all. [We have*

*also assessed that there is no immediate risk at the present time and we can therefore safely continue the meeting.]*

## **Email message to inform participants, personnel and contractors**

### *Proposed template message:*

*I am writing to inform you that a [meeting participant/contractor/member of UN personnel] who was present in [name of meeting] on [x date, x date and x date] has tested positive for COVID-19.*

*Please be assured that we have comprehensive safety measures in place at the Palais des Nations to prevent any possible spread of infection, and UNOG is carefully following its established protocol to quickly respond to the situation. The sick person has been requested to isolate and the UN Medical Service and cantonal authorities have initiated contact tracing.*

*If you have been following the recommended precautions regarding physical distancing and hand hygiene you should have no cause for concern. You are not considered to be at risk unless you have been in close contact (less than 1.5 meters distance) with the sick person without a mask for more than fifteen minutes. Our contact tracing procedure will establish individuals who may have had close contact with the person, and you will be contacted by the Medical Service within 24 hours if you have been identified as such.*

*Unless you have been notified by medical authorities that you may have been in close contact, there is no need for you to take further action at the present time – other than everyday preventive actions required of all personnel – and you may go about your regular business.*

*As is already the case for all UN personnel, you are reminded to monitor your health and contact the UN Medical Service (+41 22 917 2900) should you develop any COVID-19 type symptoms.*

*Together with the cantonal authorities, the UN Medical Service is following all established protocols to ensure the safety of participants, personnel and contractors involved in the meeting.*

*Thank you for your cooperation.*