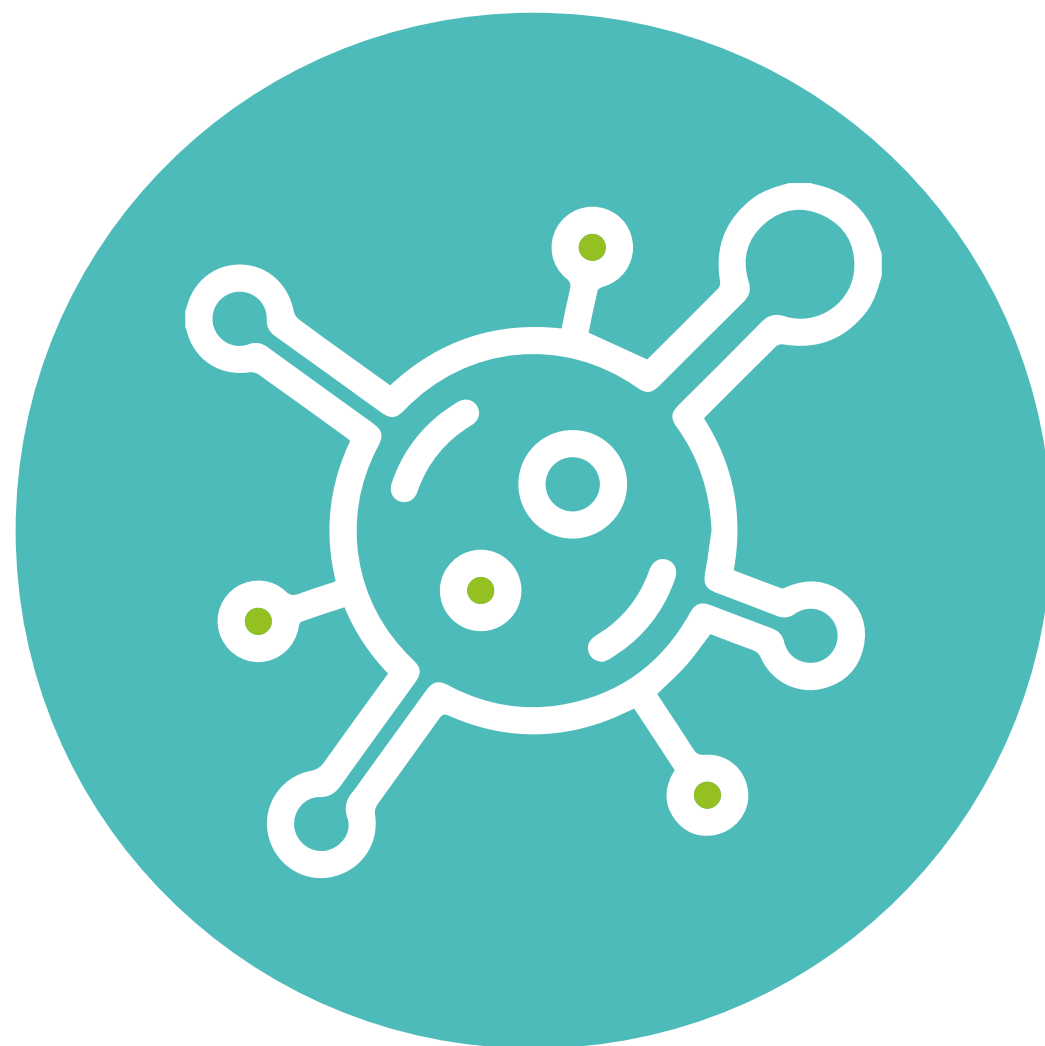




دبي الذكية
SMART DUBAI



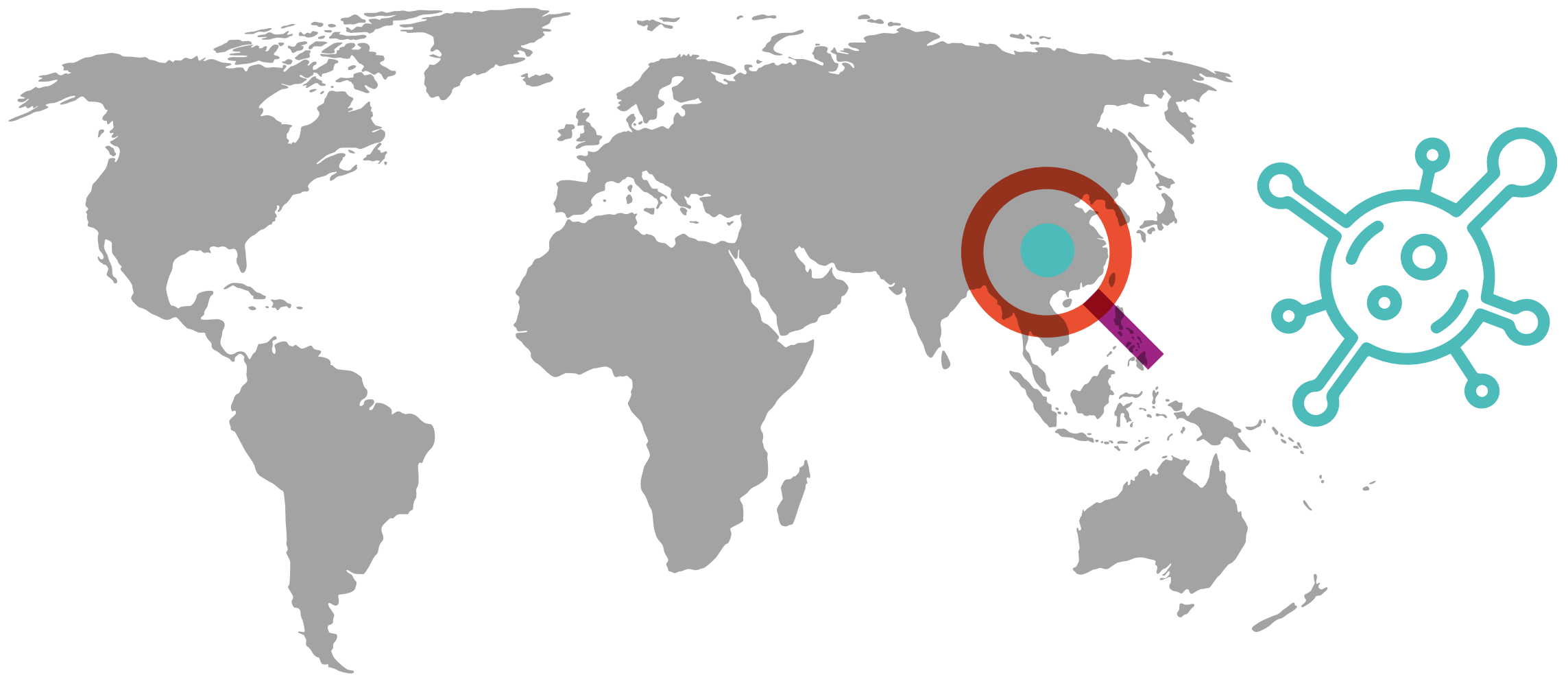
WORKING DURING THE CORONAVIRUS CRISIS

EVERYTHING YOU MUST KNOW

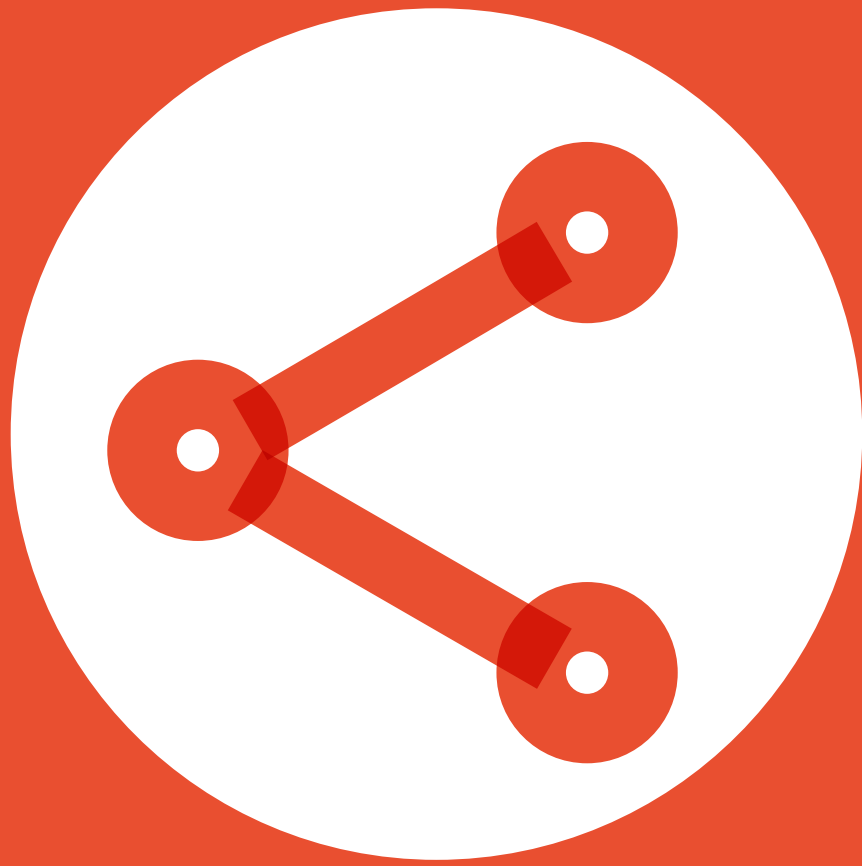


**WHAT IS THE
CORONA VIRUS?**

What is the Corona virus?

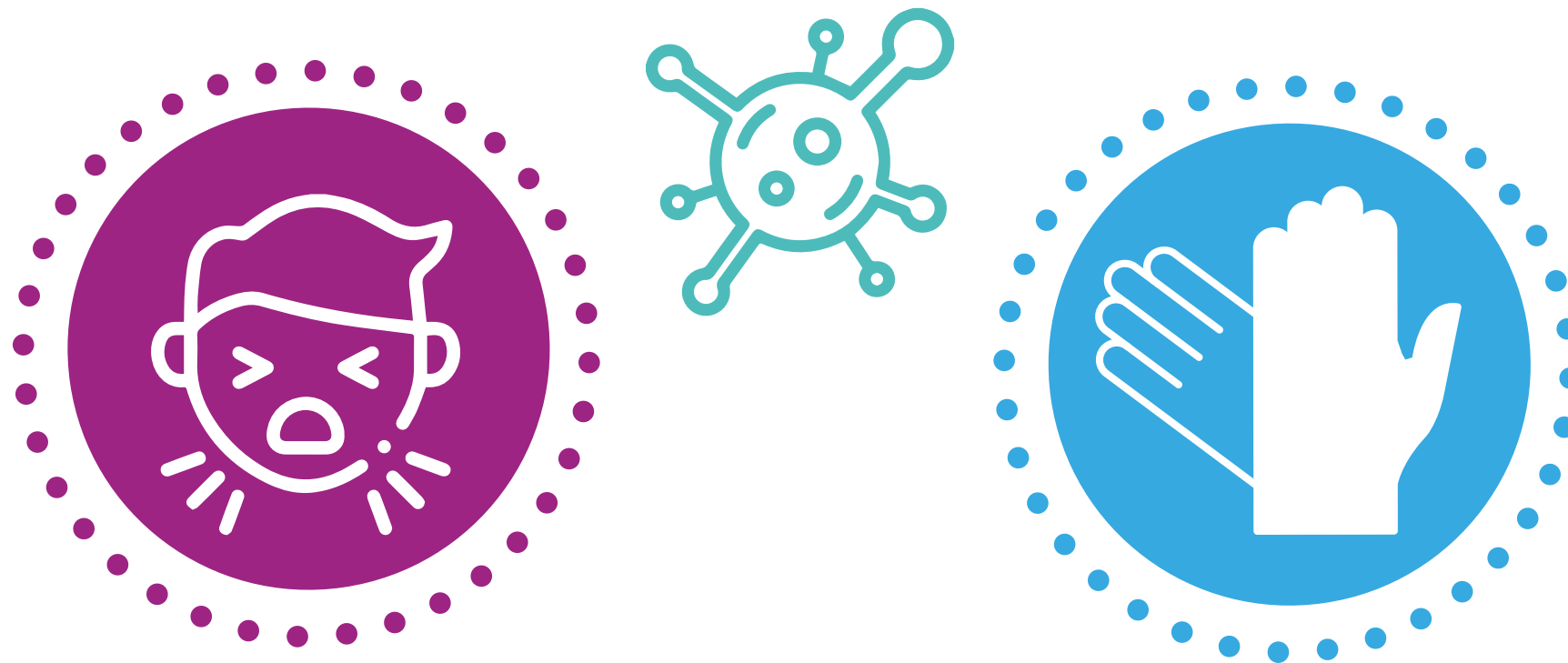


The Novel **Coronavirus (COVID-19)** is a new strain of **coronavirus**, first identified in a cluster with pneumonia symptoms in Wuhan city, in the Hubei province of China.

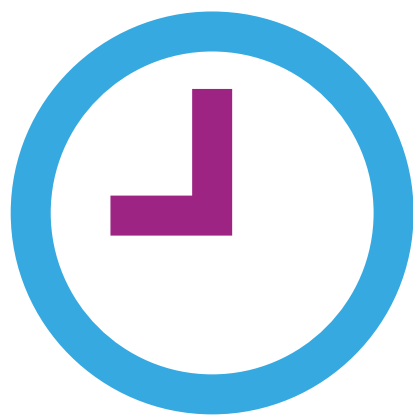


**HOW IS THE VIRUS
TRANSMITTED?**

How is the virus transmitted?



Novel **Coronavirus** strains are spread by human contact with an infected person through contaminated droplets (coughing or sneezing), or contaminated hands. The **virus** can also spread from contact with contaminated surfaces.

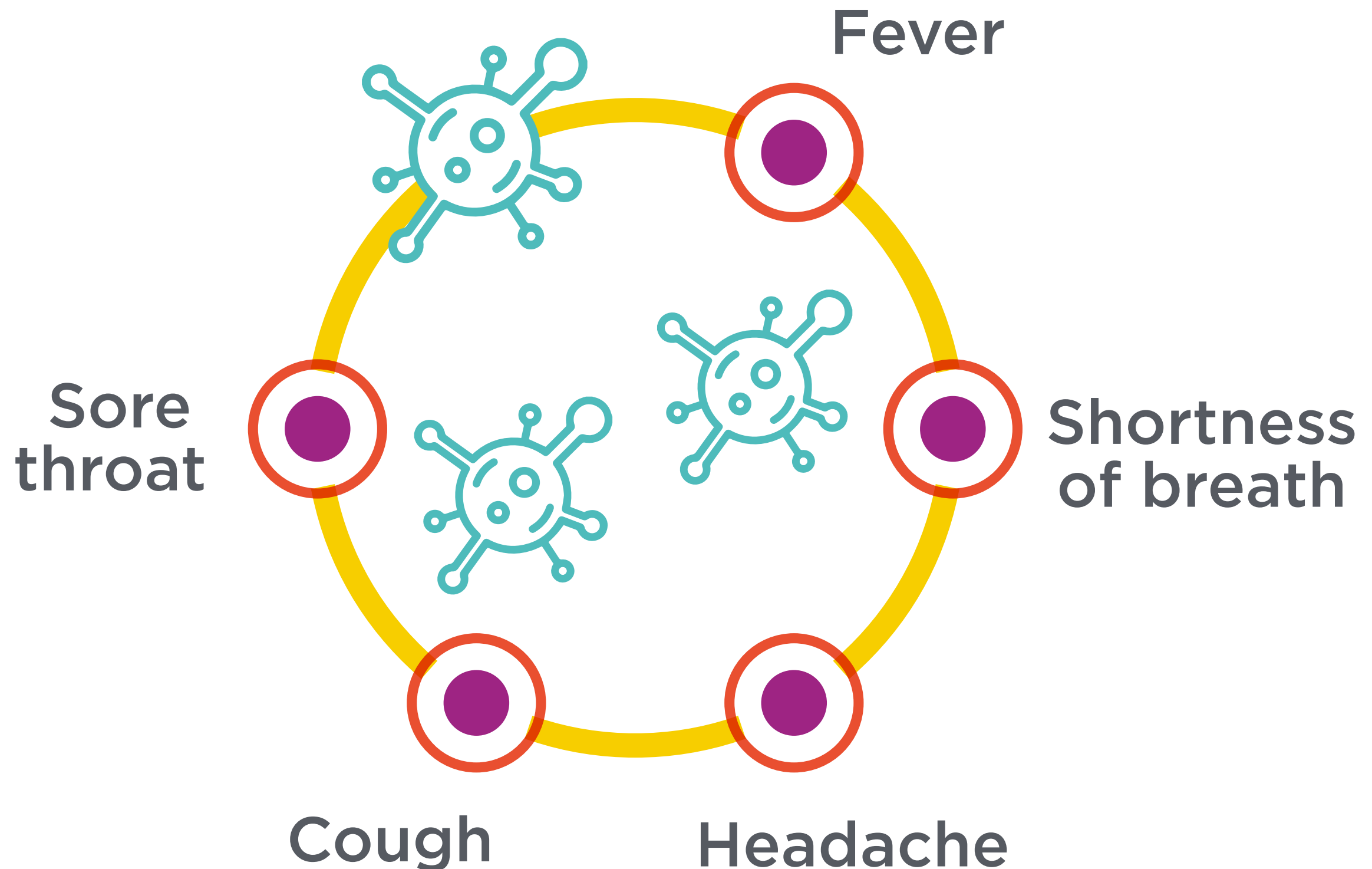


The incubation period, as in time from infection to appearance of symptoms, typically varies **between one day to 14 days.**



SYMPTOMS

Symptoms



Be extra diligent and allow yourself for a two-week period of self-isolation if you have recently travelled to a high-risk country or have been in contact with someone suspected or infected.



**IS THERE
ANY TREATMENT?**

Is there any treatment?



As there is no specific vaccine or treatment for COVID-19, the only way to cure an infected patient is treatment of the symptoms that will ease any complications



Health organizations worldwide are harnessing efforts to develop the necessary vaccine and medication



The recovery of the patients depends on their immunity



**HOW TO PROTECT
YOURSELF & OTHERS**

How to protect yourself & others



Wash your hands
frequently for at least
20 seconds



Use hand
sanitizer



Don't shake
hands



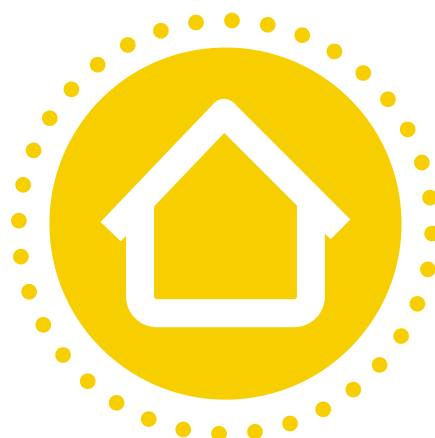
Avoid touching
your eyes,
mouth and nose



Cover your cough
with the bend of you
elbow or use a tissue

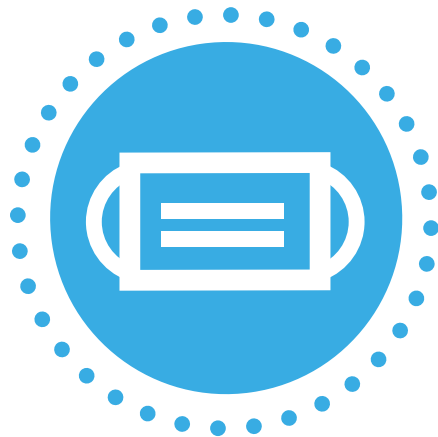


Avoid crowded
places and
using elevators

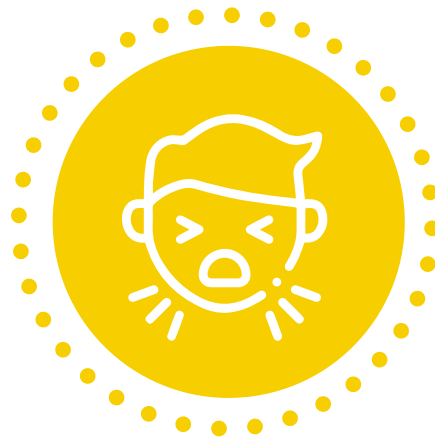


Stay at home if
you feel unwell

How to protect yourself & others



Wear
face mask



Avoid contact with
patients showing
respiratory symptoms



Drink plenty
of water



Leave your shoes
outside the house



Wash your clothes
regularly and
keep them in the sun



Avoid contact
with animals,
animal markets,
& animal products



Maintain a 2 meter distance
from one another



**CONSULT RELIABLE
INFORMATION
SOURCES**

Consult Reliable Information Sources



We recommend that you keep yourself updated only with information published from official government entities and do not circulate any rumors or inaccurate information. In the event that any medical support is required, please contact:

Department
of Health AD

800 1717

Ministry of Health
and Prevention

800 1111

Dubai Health
Authority

800 342

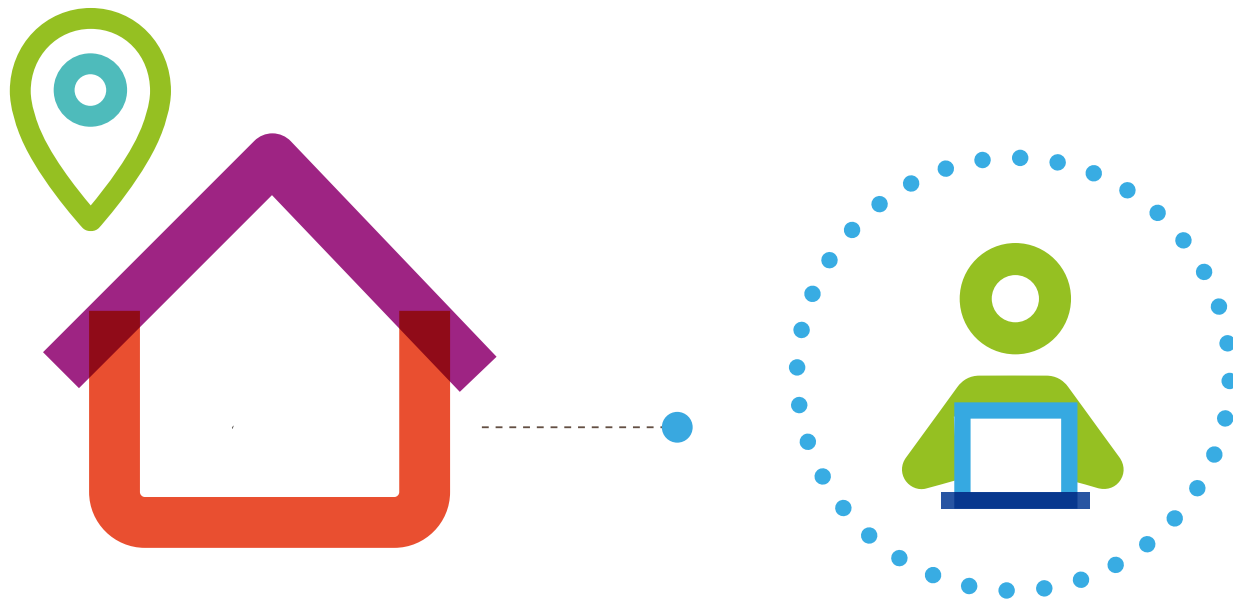
The DHA is now available on WhatsApp, add **DHA 800 342 (800 342)** to your contact list and send Hi to get started.



GUIDELINES

For Working Remotely
for Smart Dubai Employees

Guidelines For Working Remotely



- Official work related duties and responsibilities performed from home are only to be done during official working hours
- Employees shall commit to maintaining information and document confidentiality as well as refraining from using work computers for any personal reasons, or in any manner that will increase their vulnerability to piracy, viruses, and other cyberthreats
- Employees shall commit to maintaining the possessions entrusted to them while working from home and ensure that they are being used only by the respective Dubai Government employee and no other family member
- When employees are working from home, entities should ensure that employee productivity is maintained during official working hours, and projects and tasks are completed as per the deadline

Guidelines For Working Remotely

- Whether at home or outside, **all employees shall commit to the personal health and safety guidelines** issued by the respective federal and local health authorities
- If employees require any data or documents to perform their duties, they must consult the relevant **entity to determine the best way to obtain the required data and documents**
- **When updating oneself on the ongoing global health concerns**, it is important to obtain information from only trusted official sources and avoid spreading rumors and false information that may cause unnecessary fear and panic
- **An employee should immediately inform HR if they have been in recent contact with any relative who is known to be infected with the COVID-19.** Employees should also disclose the travel destinations of these relatives
- In cases where **employees working from home need to participate in a video conference**, they must be dressed in official work attire



TOOLS FOR WORKING REMOTELY

For Smart Dubai employees

Working Remotely Tools



**WebeEx Meet
conference
calling service**



**Cisco's Jabber
platform**



**Microsoft
Teams**



**Microsoft
Outlook**



INFORMATION SECURITY TIPS



TIPS FOR USING MICROSOFT TEAMS SECURELY

Tips for using Microsoft Teams Securely



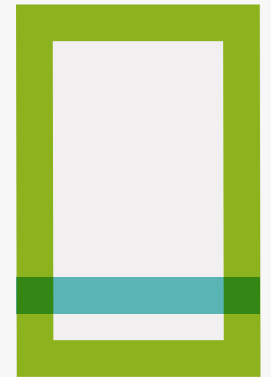
When sharing your screen, ensure no sensitive or confidential information is visible



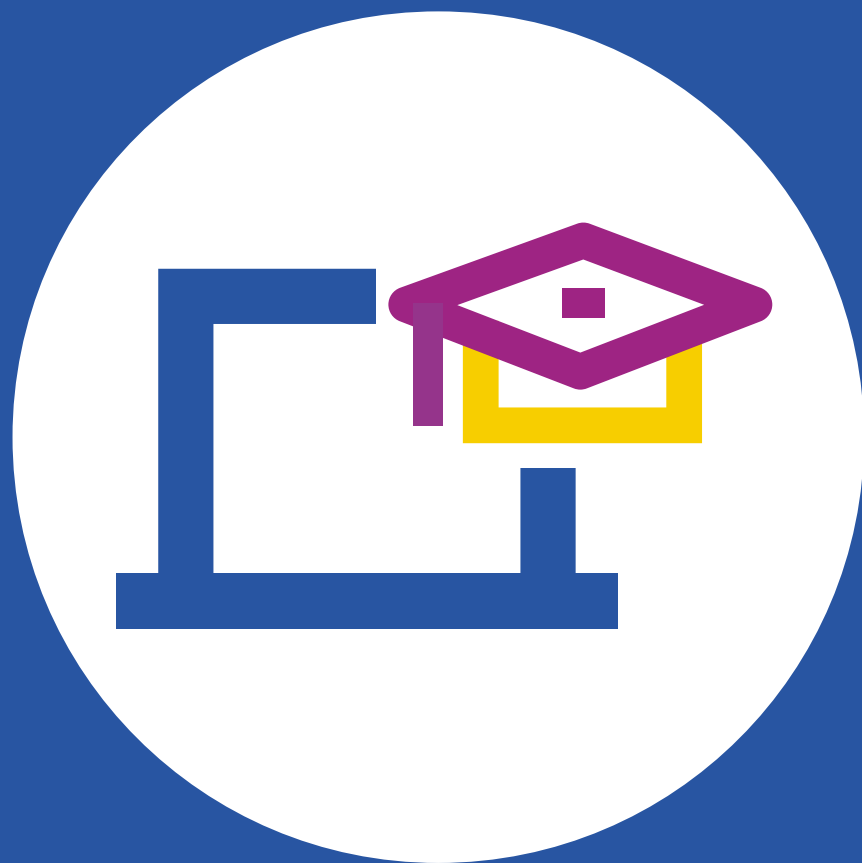
Remove the participant if someone who's not meant to be there manages to join your virtual meeting room



When planning to record a web conference, ensure you have permission to do so from all conference attendees



Personal mobile devices should not be used to record web conferences



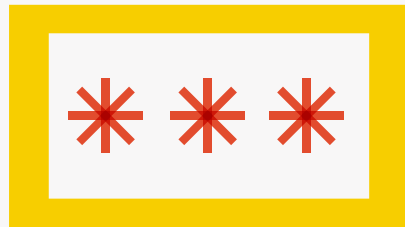
DISTANCE LEARNING SECURITY

Distance Learning Security

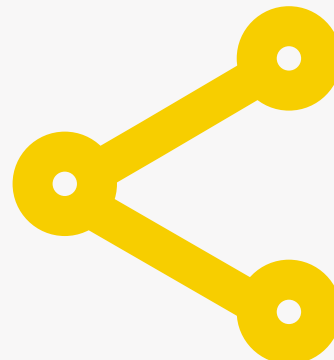
Checklist



Install an anti-virus software on all your children's devices



Use strong passwords on your children's devices



Help your kids set privacy controls on their social media accounts



Consider using child-safe browsers and search engines

Distance Learning Security



Distance Learning Security Checklist:

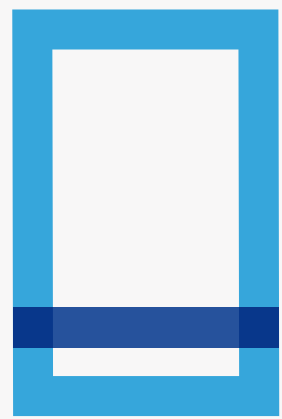
- Make Youtube safe for your kids by enabling the “**Restricted Mode**” setting, ensuring videos containing inappropriate content are hidden
- Enable **restrictions** and parental controls on your mobile devices
- Enable **automatic updates for software and firmware** on your children’s devices to ensure you do not miss out on important security updates



**DOCTOR FOR
EVERY CITIZEN**

Doctor For Every Citizen

First Step



Download the DHA application from the App Store or Google Play

Second Step



Select Doctor for Every Citizen from list of DHA apps

Third Step



Log in with your Health Card number for verification. A verification number will be sent to your email with further instructions

Doctor For Every Citizen



**BOOK YOUR
APPOINTMENT
WITH DOCTOR FOR EVERY CITIZEN**

800 DHA

Call **800 342 (DHA)** and book your appointment with Doctor for Every Citizen. Find your appointment scheduled in your DHA app.



**WANT TO
GET TESTED?**

Want to get tested?

Here are types of eligible patients:

1 Patient present with upper or lower respiratory symptoms “With or Without Fever” and any of the following:

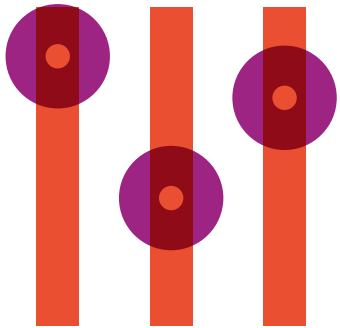
- Has returned from highly affected countries in the last 14 days prior to symptoms onset
- Has cared for/come into contact with an individual known as confirmed case of **COVID-19** within 14days

2 Patient with Severe acute respiratory infections with no other lab result that explains illness

Required Documents:

- Emirates ID
- Passport Copy

Want to get tested?



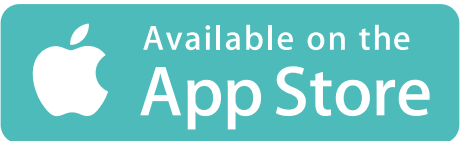
Process:

- . A staff member will note down your data
- . You shall be briefed on a list of instructions, such as wearing a facemask, along with other tips
- . A nurse or doctor will make an initial assessment of your vital parameters
- . The virus test will be made based on the assessment
- . You are then to leave the center or hospital directly to self-isolation at home
- . If you do not receive a call within 72 hours, this means that you aren't infected with the virus
- . You may view the test results on Patient Services under the Health category within 72 hours



PHARMACIES

Pharmacies



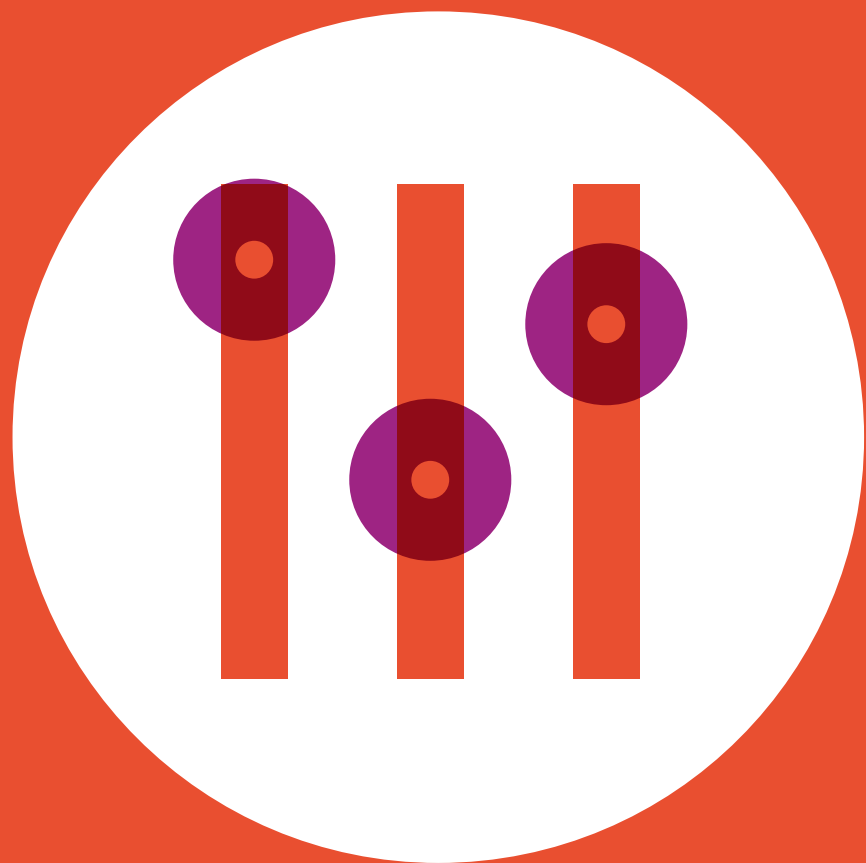


DWA'EE

Dwa'ee

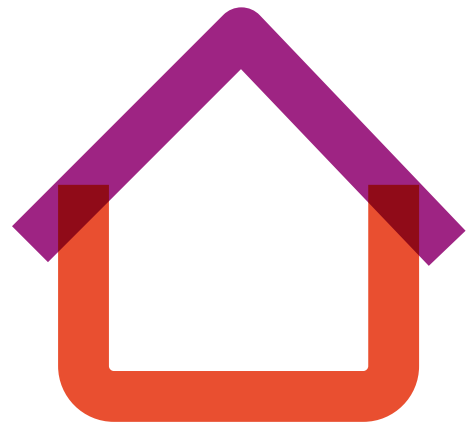


- This service is available for nationals, and Sa'ada and Enaya insurance holders
- A valid medical prescription should be provided
- In order to request this service, you must fill out an electronic Delivery Request Form available on the DHA website, or dial 800342
- A pharmacist will then deliver the required medications and provide instructions for their use
- No delivery fees are imposed within Dubai



**HOME
SECURITY**

Home Security



Stay Safe at Home

- Disconnect any devices from your network that are no longer being used or whose internet connection is rarely used
- Update all default passwords for all internet connected devices. These include routers, smart televisions, game consoles, and anything that requires a login
- The admin account is for one person: YOU. Don't give these credentials to any other family member or friend
- Ensure all devices have an updated antivirus software installed

Home Security



Back it up!

**Your phones, your laptops,
your tablets - all store data
that you probably want to
keep. Back these devices
up both locally and on
the cloud.**

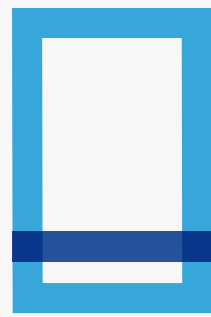


DISINFECTION GUIDELINES FOR HOUSEHOLDS

Disinfection Guidelines for Households



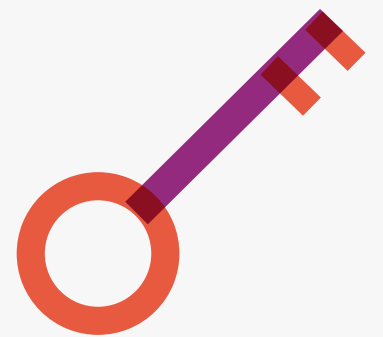
Clean surfaces,
such as floors and
carpets, with
household
detergents



Make sure that all
surfaces are dry



Get rid of things
that can't be dried,
such as towels
and sponges



Clean things that
are used on a daily
basis e.g: tables,
keys, knobs,
phones, etc

Disinfection Guidelines for Households



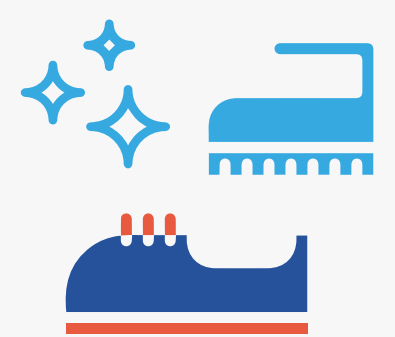
When disinfecting surfaces, make sure to use a solution made-up of at least 60% alcohol to ensure effectiveness



Make sure that the house is always well ventilated



Disinfect toilets



Shoes should be disinfected and kept outside the house



DISINFECTION GUIDELINES FOR HOUSEHOLDS

In case a family member is sick

Disinfection guidelines for households in case a family member is sick



Use trashcans lined with a garbage bag



The sick individual must eat his meals separately



Wash your hands regularly and often



Clean surfaces with soap & water



Use diluted household bleaching solutions for sterilization



Wash the sick person's clothes and sterilize the laundry basket



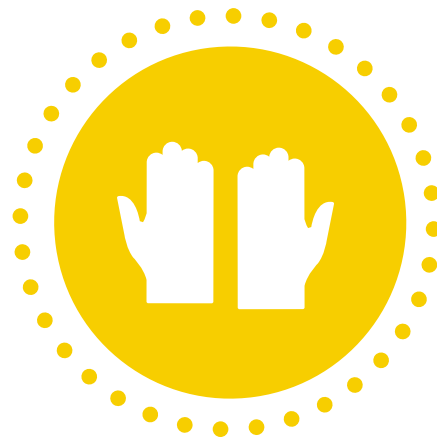
PRECAUTIONARY GUIDELINES

when going to the supermarket

Precautionary guidelines when going to the supermarket



Wear a protective face mask



Wear gloves



Wash your hands before you leave home



When needed, only one person per family is to go for grocery shopping



Do not take children with you



Avoid touching surfaces



Use a clean trolley & sanitize the handle before use



Keep at least a 2 meter distance from others



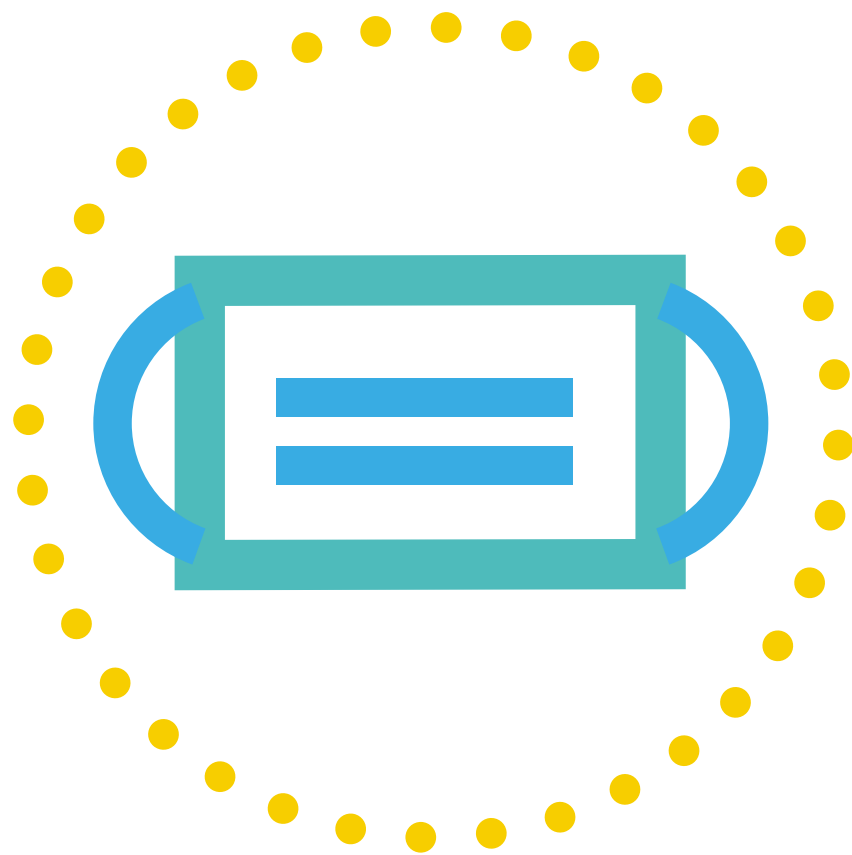
Use Apple Pay



HOW TO USE

Protective face masks and gloves

How to use protective face masks and gloves



Face mask



Gloves

Instructions:

- Gloves and masks should only be used once
- Do not wash and reuse masks or gloves
- Avoid using masks and gloves for a long period of time
- Avoid swapping masks and gloves with others
- Throw them in the trash after use
- Wash your hands immediately after taking the gloves or masks off



CLEANING YOUR PURCHASES

When you get home from
the supermarket

Cleaning your purchases when you get home from the supermarket



Get rid of
your gloves



Wash your hands
with soap and water



Wash fresh
products with water



Get rid of all
the bags



Clean all
tables where
purchases were
placed before
being disinfected

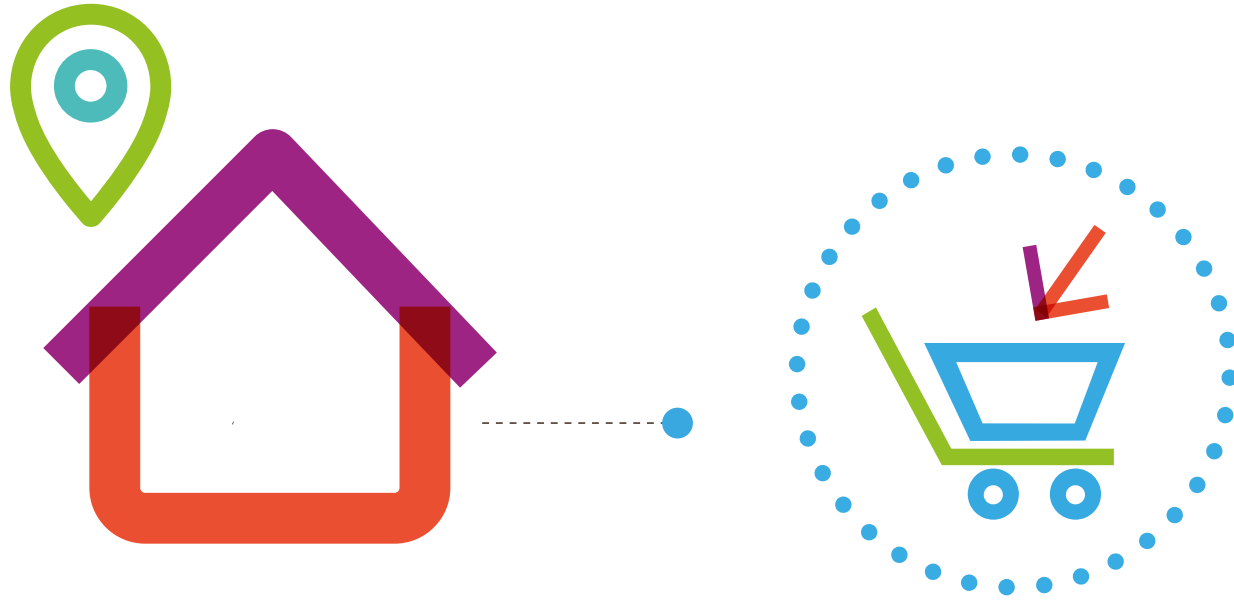


Wash your hands
one more time



**ONLINE
SHOPPING**

Online shopping

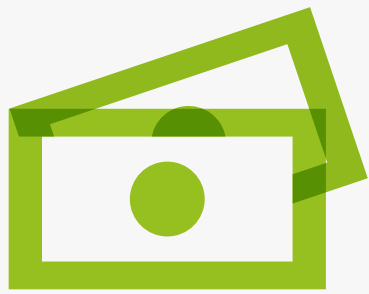


Process:

- . Avoid dealing with bills and coins
- . Ask the delivery person to place the order on the doorstep
- . Wear gloves before taking your order
- . Get rid of the gloves, bags and boxes
- . Sterilize the products
- . Wash your hands with soap and water for 20 seconds

Online shopping

Checklist



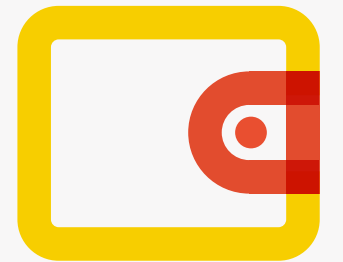
Personal information is like money: value it and protect it



Verify websites, especially when directed via an email, sms or online advertisement



Keep a close eye on your bank statements. Check your statements regularly



Use secure payment methods, avoid options like direct wire transfer, bank transfers, or sending cash or checks through the mail

Online shopping

Checklist



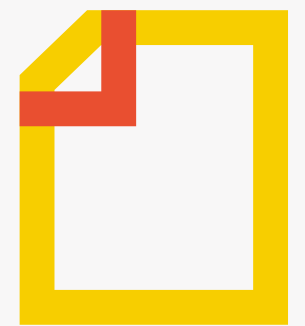
Stick to recognizable websites, and always verify the URL before entering any personal info (look for the green padlock and HTTPS)



Beware of any offers that you receive via email or text which come from merchants you don't recognize. Always think before you click!

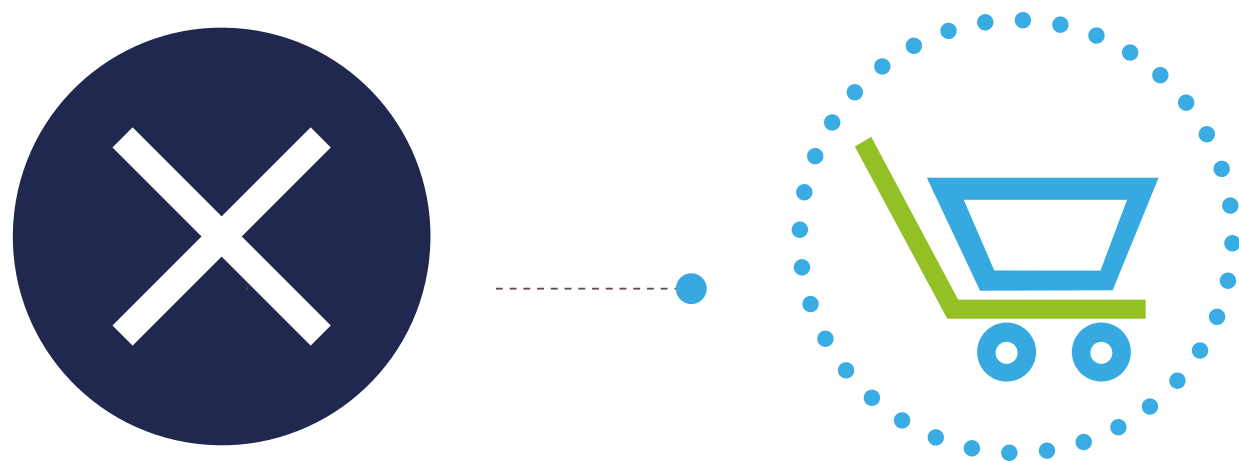


Read return policies and other website information so you know what to expect if the purchase doesn't go as planned



Always save records of your online transactions, which should include the receipt, order number, product description, and price

Online shopping



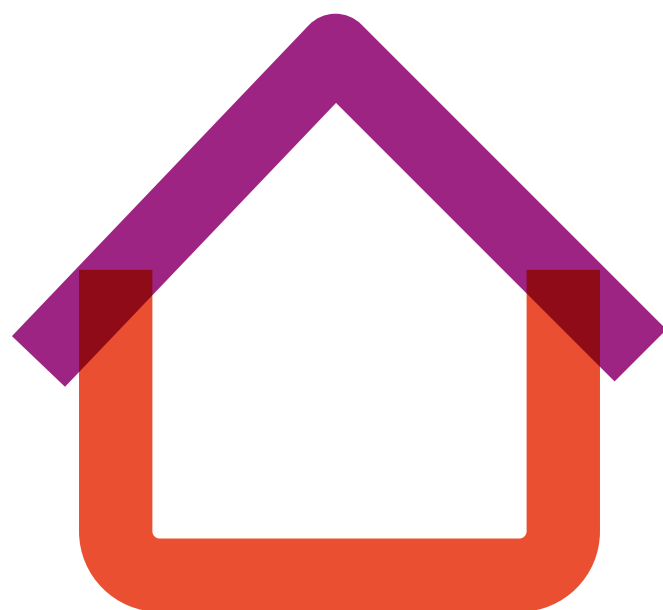
**Take action if you don't
get your stuff, call the
merchant and report the
company to the official
government channels.**



WHILE WORKING FROM HOME

Here are a few ideas to invest
your time in

While working from home, here are a few ideas to invest your time in



Read more

Take online courses



Practice your
your hobbies

2
⇧



3
⇧



Learn a
new language

4
⇧

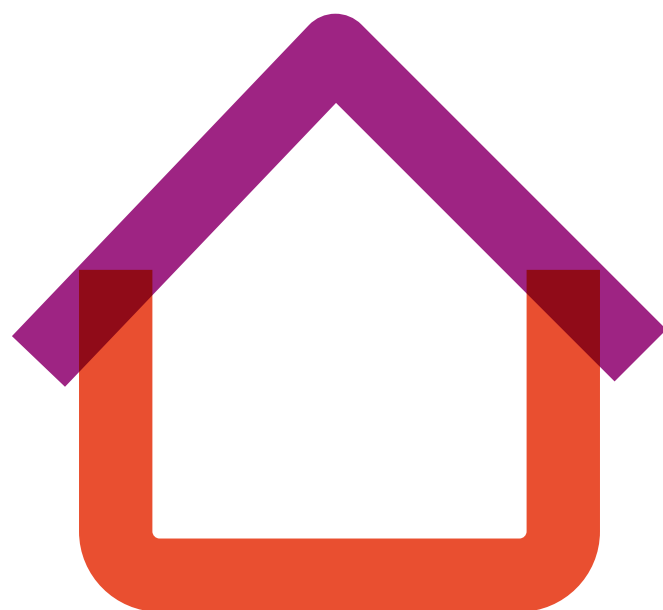


5
⇧



Learn a
new skill

While working from home, here are a few ideas to invest your time in



Exercise regularly

Plant a tree



Spend time with your loved ones

Learn to cook

Help with household chores



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**STAY HOME
STAY CONNECTED**





دبي الذكية
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REMOTE WORKING TOOLS

zoom

loom

skype

appear.in

join
me

nextcloud

Outlook

Dropbox

Gmail

OneDrive

G Suite

Office 365

Notion

Slite

GitBook

Confluence

Prezi

Trello

Jira

smartsheet

asana

Redbooth

ZOHO
PROJECTS

monday.com

Google Keep

Microsoft To-Do

Notes

Google Calendar

Calendar

Outlook
Calendar

draw.io

Lucidchart

FeatureMap

CARDBOARD

Figma

inVISION

Marvel

ZEPLIN

Apple Mail

Cisco
webex

Microsoft Teams

miro

sketchboard

Explain
Everything

GroupMap

STAY HOME



STAY CONNECTED

LinkedIn Learning

Busuu

Coursera

Google
Digital Garage

buffer
A Smarter Way to Share.

MOOC

YouTube Creator Academy

Adobe

Google Developers

DEDICATED INSTITUTE FOR
PROFESSIONAL EDUCATION
ATTON
INSTITUTE



FLIGHTSCHOOL

FOOD AND GROCERY DELIVERY



Talabat



Careem

UBER
eats



STAY HOME



STAY CONNECTED

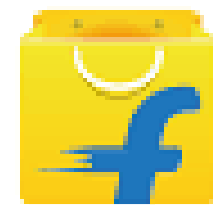


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SMART DUBAI

RETAIL SHOPPING

amazon

Flipkart



noon

mumzworld
#1 mother, baby & child site in the Middle East

نمشي
NAMSHI

STAY HOME



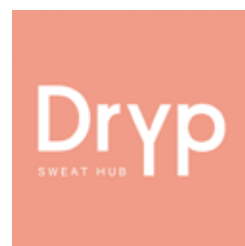
STAY CONNECTED



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SMART DUBAI

FITNESS AND HEALTH

Online Classes



Workout Apps



Yoga Studio



Keep It Cleaner



Nike Training Club



Home Fitness Workout
by GetFit



STAY HOME



STAY CONNECTED



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SMART DUBAI

ENTERTAINMENT

NETFLIX

audible 
an **amazon** company

apple tv



ManyBooks.net
the best ebooks at the best price: *free!*

prime video


تلهد

STARZPLAY

STAY HOME



STAY CONNECTED



Your Health is Our Priority

**To learn more download the DubaiNow App
#Stay_In_We've_Got_You_Covered**

The content in this booklet is not solely owned by Smart Dubai, but is rather information collected from various reliable sources with the aim of guiding our employees while they work from home, and encouraging the public to stay healthy and stay aware of best practices to follow for virus prevention.

