



Coronavirus Preparedness Checklist

We all play a part in protecting against sickness. Prepare us and yourself for any situation by ticking off all the boxes on this checklist.

Section 1: Oracle details

TTEC calling. Make sure we've got your most recent details in Oracle in case we need to connect through outside channels. Even if you think your record is up to date, follow these steps to double check.

- Check your emergency contact information in [Oracle](#) and update it, if needed.
- Add your personal email if it's not entered already in Oracle.
- Make sure your current personal phone number is listed in Oracle.
- Sign up for [Text Connect](#) messaging if it's available in your area to get updates.

Section 2: Handwashing

Got a minute? Actually, effective handwashing only takes 20 seconds! These tips can protect you from sickness - every second is worth it.

- Follow the World Health Organization's [steps for cleaning hands](#).
- Take a look at our [handwashing techniques](#) on Mosaic.

Section 3: Cough and sneeze practices

Achoo! Protect yourself and the people around you with simple, preventive measures. Scientists say these are the most reliable ways to stop the spread of germs.

- Stick to these [cough and sneeze habits](#) from the Centers for Disease Control and Prevention.
- Read our [COVER](#) cough and sneeze steps on Mosaic.
- Learn when you should use a [face mask](#) from the World Health Organization.

Section 4: Basic personal care

Under the weather? If you suspect that you or a loved one are getting sick, here are some basics for managing symptoms and getting healthy fast.

- Feeling sick? Stay home from work and follow your standard process to notify your manager.
- See a doctor early if you have flu-like [symptoms](#) like fever, cough and difficulty breathing.
- Take care of cold symptoms with these proven [remedies from Mayo clinic](#).
- Try to stay calm and use these healthy ways to [handle stress](#) from the World Health Organization. Also, check the [MyBenefits website](#) to see if your country has an Employee Assistance Program (EAP).