COVID-19 (CORONAVIRUS)
Adapting CAO's Casework Due to Pandemic

The rapidly evolving global situation with COVID-19 (Coronavirus) is impacting all of us in unexpected ways. CAO sends its sympathies and support to all our teams, friends, colleagues, and partners around the world who are being adversely affected by this outbreak. World Bank Group offices in Washington DC, and the majority of country offices, are now conducting home-based work and all mission travel is suspended worldwide. These restrictions apply to all CAO staff and consultants. In light of these measures, CAO is making adjustments to its work, which are outlined below.

Case Handling:

Due to the unprecedented situation with COVID-19 and related travel restrictions, CAO is adjusting case handling as needed and in discussion with the parties:

- CAO will adopt a flexible approach and will continue to manage cases remotely, wherever feasible, and guided by the availability and unique circumstances of the parties.
- There may be cases in assessment, dispute resolution, and compliance processes that are subject to extended timeframes, delays or postponement in activities.
- CAO will communicate proactively with the parties about any such anticipated changes in case processing.

If you have questions or concerns related to the status of a new complaint, or cases in ongoing assessment or dispute resolution, please contact the relevant specialist or email us at CAO@worldbankgroup.org and we will direct your enquiry to the relevant staff member.
COVID-19
Coronavirus Disease 2019

BE AWARE.

COVID-19 is a new respiratory illness that was first discovered in Wuhan, China. It is transmitted from person to person.

**SYMPTOMS**
- Fever
- Tiredness
- Dry cough
- High fever
- Pneumonia
- Difficulty breathing

*Symptoms may appear 1 to 12 days following exposure to the virus

**Who is most at risk of becoming seriously ill?**
- People over age 60
- People with pre-existing conditions such as diabetes and heart disease

**How is it transmitted?**
- Through close contact with an infected person
- By an infected person coughing or sneezing
- By touching contaminated objects or surfaces and then touching your mouth, nose or eyes

Currently there is no vaccine or specific treatment. We can only treat the symptoms. Serious cases may require oxygen and ventilatory support.

PREPARE.

- Make sure you get your information from a reliable source.
- Wash your hands regularly with soap and water or use an alcohol-based gel.
- Cover your mouth with the inside of your elbow when you cough or sneeze or use a tissue and dispose of used tissue immediately and wash your hands.

ACT.

- Avoid close contact with people who have flu-like symptoms.
- Avoid touching your eyes, nose or mouth with unwashed hands.
- Avoid sharing cups, plates or other personal items and disinfect all surfaces that are touched frequently.
- If you have traveled to areas where COVID-19 is circulating or have been in contact with someone who has it and you experience fever, cough or difficulty breathing, seek medical attention immediately. Do not self-medicate.

Note: Information may change when more is known about the disease. February 2020.