



Republic of the Philippines  
Professional Regulation Commission  
Manila



PROFESSIONAL REGULATION COMMISSION  
**MEMORANDUM ORDER NO. 24**  
SERIES OF 2020  
May 04, 2020

**TO :** **CONCERNED OFFICERS AND PERSONNEL**  
**All PRC Offices**

**CHAIRMEN AND MEMBERS**  
**Professional Regulatory Boards**

**SUBJECT :** **POST ENHANCED/LOCAL COMMUNITY QUARANTINE**  
**INTERIM GUIDELINES**

Pursuant to Proclamation No. 922 (s.2020) declaring a nationwide State of Public Health Emergency, Proclamation No. 929 (s.2020) declaring a nationwide State of Calamity, Republic Act No.11469 or the "Bayanihan to Heal As One Act", Executive Order No. 112 (s.2020) imposing an Enhanced Community Quarantine in High-Risk Geographic Areas of the Philippines and a General Community Quarantine in the rest of the country from 01 to 15 May 2020, and relevant issuances of the Inter Agency Task Force on Emerging Infectious Diseases (IATF-EID), the Professional Regulation Commission (PRC) hereby promulgates this Post Enhanced/Local Community Quarantine Interim Guidelines.

**I. COVERAGE**

These interim guidelines shall apply to all PRC offices, Central and Regional, including Service Centers and OSSCOs after the period of Enhanced Community Quarantine in Luzon and the various Local Community Quarantine.

**II. PURPOSES**

- A.** To incorporate in PRC functions and operations the public health emergency measures and protocols arising from the Covid-19 pandemic prescribed by pertinent government agencies and authorities;
- B.** To provide for the precautionary steps, preventive measures and response mechanisms that shall be observed by PRC officers, personnel, relevant stakeholders and the transacting public after the lifting of the ECQ and LCQ; and
- C.** To prescribe the responsibilities of concerned PRC officers/personnel in the implementation of these guidelines.

**III. GUIDELINES**

**A. Work Environment, Facilities and Equipment**

- 1. Face masks shall be worn at all times, and social/physical distancing shall be strictly observed in all PRC premises and activities.
- 2. Arrangement of tables and chairs in all offices including the waiting areas shall be reconfigured or be rearranged to comply with the physical/social distancing requirement. Workstation layout shall be redesigned to allow for unidirectional movement in walkways.
- 3. Thermal scanners for temperature screening and a sanitizing footbath mat shall be provided in all entrances to PRC premises, unless otherwise already provided by the building administrators where said premises are located.

4. Floor markings for queuing shall be placed following the two-meter distance including signs that direct walking traffic in a single direction. Stairs shall be marked with one-way traffic markings. Designated chairs for waiting purposes shall be marked accordingly.
5. Mass gathering within PRC premises shall be prohibited. Flag ceremony and religious mass gathering shall be suspended temporarily.
6. For sanitation purposes, all PRC offices shall be supplied with of facemasks or face shields, alcohol-based rub/sanitizers and disinfectant sprays. Frontline offices including service centers in malls and other partner establishments shall be issued disposable latex gloves and face shields.
7. All common and work areas shall be appropriately cleaned, sanitized and disinfected on a regular basis in accordance with the Department of Health (DOH) guidelines specially those frequently touched areas such as staircase handrails, elevator buttons, biometrics, doorknobs, windows and tables where the public transacts business including chairs in the waiting areas.
8. The use of elevators shall be limited to two (2) persons. Elevator areas shall be taped off to promote physical/social distancing.
9. All facilities and equipment including accessories of equipment operated by different individual shall be sanitized and disinfected prior and every after use. If available, no-touch or pedal operated waste receptacle or garbage bins/cans with proper marking shall be provided.
10. Liquid hand soaps or hand sanitizers, alcohol and disinfectant sprays shall be made available in all comfort rooms, entrance lobbies, and frontline windows. A sanitizing station with a proper signage may be established by the concerned offices.
11. Proper and relevant on-site signage shall be posted in appropriate places within the PRC premises bearing reminders to practice physical/social distancing, and regular handwashing and sanitizing.
12. To further guide the public on the protocols or measures that are to be observed within PRC premises, online information materials shall be posted at the PRC website and social media accounts.
13. Deliveries of purchased goods including orders of food from outside sources shall not be allowed to be delivered inside the PRC premises. Personnel recipients shall receive their respective deliveries at the main entrance of the premises.
14. For PRC Service Centers, including the PRC Office in PICC, safety measures and restrictions as may be imposed by the Building Administrators shall be observed by the concerned offices
15. In the event that a PRC personnel is suspected as having COVID-19, the affected work area shall be decontaminated<sup>1</sup> as follows:
  - a. Work area shall be decontaminated immediately with appropriate available disinfectant (e.g. chlorine bleaching solution and 1:100 phenol-based disinfectant);
  - b. If necessary, work in the affected area shall be suspended and shall resume after 24 hours.

## **B. Safe Work Practices**

1. All PRC personnel are required to observe safe work practices and precautions as follows:

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<sup>1</sup> DTI and DOLE Interim Guidelines on Workplace Prevention and Control of Covid-19, 30 April 2020

- a. Wear face mask at all times and make sure that mouth and nose are covered. Depending on the availability, surgical disposable face mask can be used which should be appropriately disposed of after use. Cloth or fabric face masks can also be used but additional filter material such as tissue paper inside the masks may be added. Cloth masks shall be washed with soap and water after use. Touching the eyes and outer surface of the facemask should be avoided. Replace masks that are deformed, wet or dirty with new ones.
  - b. Have temperature taken prior to proceeding to assigned units or workplaces. Personnel with fever and those suffering from colds or cough shall not be allowed to report for work and shall be advised to undergo necessary quarantine or to seek medical treatment.
  - c. Prior to and after use of biometrics, sanitize hands with 70% alcohol or sanitizer.
  - d. Wear disposable latex gloves in handling possibly contaminated objects/documents and when operating any equipment. Perform proper hand hygiene after removing gloves.
  - e. Wash hands frequently with soap and running water or apply alcohol or sanitizers after handling packages, documents inside the office and those brought from outside the offices and every after use of comfort rooms.
  - f. Dispose of used tissues, gloves and contaminated face masks in the nearest no-touch or pedal operated waste receptacle or marked garbage bins/cans after use.
  - g. Avoid close contact with anyone by way of “beso-beso,” hugging, handshake, touching directly, talking to someone within 3-feet and sharing eating or drinking utensils.
  - h. Regularly clean and disinfect work area (preferably every after use) specially the frequently touched objects and surfaces including cellphones, laptop keyboard, computer mouse, telephone, worktable, chair surfaces and other office articles.
  - i. Avoid congregation, gathering or assembly during break time and maintain social/physical distancing. To keep distance from others, eating at your own working space is encouraged and all wastes shall be disposed properly. Engaging in conversation with mask off during mealtimes is highly discouraged.
2. Heads of offices should always monitor members of the staff for any sign of fever, colds and cough. Personnel, including PRBs, who are on duty should be sent home immediately if they manifest the above-mentioned symptoms and shall be advised to undergo home quarantine, or to seek appropriate medical care if there is persistent fever, when difficulty of breathing has started, or when becoming weak. The Head of Offices shall immediately report the same to the Covid-19 Task Force for proper reporting to DOH if necessary.
  3. Heads of offices shall ensure proper endorsement of work by the concerned employee and to designate a substitute or alternate in the performance of the affected function.
  4. In the event that a personnel is suspected as having COVID-19 under DOH Administrative Order No.2020-0013,<sup>2</sup> he/she shall be required to leave the office premises and be assisted (if ambulance/vehicle is available) or be advised

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<sup>2</sup> Item 2.1 Suspect case – is a person who is presenting with any of the conditions below: a. All SARI cases where NO other etiology fully explains the clinical presentation; b. ILI cases with any one of the following: 11. With no other etiology that fully explains the clinical presentation AND history of travel to or residence in an area that reported local transmission of COVID-19 disease during the 14 days prior to symptoms onset OR iii. With no contact to a confirmed or probable case of COVID-19 in the two days prior to onset of illness of the probable/confirmed COVID-19 case until the time the probable/confirmed COVID-19 case became negative on repeat testing. C. Individuals with fever or cough or shortness of breath or other respiratory signs or symptoms fulfilling any one of the following conditions: Aged 60 yrs and above, with a comorbidity, assessed as having a high risk pregnancy, and health worker.

to directly proceed to the nearest medical facility. The transporting driver shall be required to wear appropriate Personal Protective Equipment (PPE). If necessary, proper notification, referral and reporting to the DOH shall be done.

5. All those with history of close contact with a probable or confirmed case of Covid-19 must go on mandatory home quarantine for 14 days and shall be required to be subjected to the applicable COVID-19 Test in accordance with the existing Department of Health procedures and guidelines.

### **C. Entrance/Reception Areas**

1. All PRC office entrance shall have a posted advisory requiring all clients or visitors to use face masks prior to being allowed entry and all throughout their stay in PRC premises. A NO FACEMASK, NO ENTRY policy shall be implemented.
2. If there is queueing, social/physical distancing shall be ensured by marking the floors where clients should stand in line or provide chairs that are placed in proper distances. Security personnel shall maintain order and compliance to social/physical distancing.
3. For contact tracing purposes, all clients and visitors with official business shall be required to accomplish a *Health Checklist* (Annex A) prior to entry into the PRC premises.
4. Clients or visitors with colds and cough should be advised to return once their medical condition has improved. Their names shall be registered with the Security Guard/Personnel so that they can be accommodated at a later date or when their medical problems have been resolved.
5. At the entrance, all personnel, clients or visitors shall be subjected to a nocontact temperature scan. Clients and personnel whose recorded body temperature is higher than normal (or 37.5 °C and above), rendering them suspect for symptoms of Covid-19, shall not be allowed entry.
6. Prior to entry into the PRC premises, employees and clients are required to step and soak their shoes on the provided sanitizing footbath mat.
7. Only persons with official business shall be allowed entry to PRC premises.
8. No accompanying person shall be allowed. However, those with conditions requiring assistance, such as PWDs, may be assisted by one companion, or by PRC or PRC security personnel, who shall be with the appropriate PPE.
9. The security service shall limit the number of clients admitted at any time to ensure strict compliance with physical/ social distancing.

### **D. Frontline/Transaction Window Areas**

1. Glass barriers or improvised plastic barriers shall be installed on the windows with enough space for communication and submission of documents. Offices that do not have pre-installed windows but are accepting applications/documents from the public shall designate a receiving area and shall install or improvise a plastic barrier, if applicable.
2. For queuing purposes, seats and queuing lines to be utilized by clients shall be properly marked to ensure proper distances between chairs. Clients shall be advised not to move from one chair or one line to another until they reach the appropriate window. Clients shall be called accordingly via queuing number if available or upon advice by the assigned window personnel.
3. PRC frontline personnel are required to wear disposable latex gloves, face mask which should be appropriately disposed of at the end of the day or of each duty. They shall also wear face shields as may be provided.

4. Clients shall be advised to place their documents in a plastic envelope and shall be required to disinfect the said envelope prior submission to the assigned frontline personnel. The frontline offices may utilize plastic trays or drop boxes where the public can drop/place their documents.
5. While the ICT office rolls-out its related program, if applicable and to maximize the waiting areas, concerned offices shall implement a queuing system so that the public, after the transaction (only for transaction that requires action within the day), need not wait within PRC premises, can leave and return to claim their processed documents at specially designated areas.
6. Clients and PRC personnel are required to clean hands with alcohol-based sanitizers after each transaction.
7. Loitering around the PRC premises other than the place of transaction shall be prohibited. The public shall be advised to immediately leave the area once they have completed their transactions.

#### **E. Food Safety**

1. Employees are encouraged to practice food safety by consuming foods that are cooked thoroughly and properly handled during food preparation. Regular intake of fruits and vegetables to boost immune system is encouraged.
2. All personnel are encouraged to bring their own “baon” or packed lunch/snacks in consideration of possible limitations and inconveniences in having to line up to purchase food from available food outlets.

#### **F. Travel, PRC Service Vehicle**

1. For purposes of international and local travel, no travel authority or order shall be issued except ministerial or urgently and extremely necessary meetings/official business as may be approved by the Head of the Agency.
2. To observe physical/social distancing, PRC vehicles shall be used at reduced capacity consistent with the Department of Transportation (DOTr) imposed guidelines and shall be cleaned and disinfected prior and after every use.

#### **G. Operations and Services**

##### **1. Work Arrangement**

- a. PRC offices may resume work at full operational capacity or under alternative working arrangements that are deemed applicable to the area in accordance with relevant PRC issuances, particularly on the applicability of the 10-hour 4-day workweek or regular 8-hour 5-day workweek whenever appropriate, subject to further guidelines as may be issued in consonance with other appropriate government agencies.
- b. Heads of Offices are given the discretion to allow work from home (WFH) arrangements particularly for employees and personnel who are below 21 years old, those who are 60 years old and above, those with immunodeficiency, comorbidities or other health risks, and pregnant women with high risk pregnancy and shall ensure that specific tasks or assignments with definite period or timeline for submission shall be given including the submission of accomplishment reports with the HRDD.

##### **2. Communication, Handling of Internal and External Documents**

- a. For Internal documents:
  - i) To promote zero-contact between and among personnel, telephone and email shall be the primary means of communication. All Offices are required to strictly and to regularly check their emails for timely action and monitoring purposes.



- ii) To minimize physical interaction between and among personnel, those internal documents that require action from other offices such as requests, or for submission in compliance of an order or directive such as but not limited to periodical reports, the same shall be forwarded to concerned offices through the official emails at least one (1) day prior to the deadline given. Said documents shall be pre-evaluated by the receiving office to check the completeness of the same. Further instructions shall be immediately communicated through email and only when said documents are complete and compliant that the same shall be endorsed personally, or through a courier if applicable, to the concerned office.
  - iii) All other documents that do not require submission of physical document shall be communicated and endorsed through email.
  - iv) Personnel who will be physically submitting documents to other offices should maintain physical/social distancing when entering and while in said offices.
- b. For external documents:

- i) All personnel assigned to receive documents shall wear latex gloves for protection.
- ii) For external documents received from other government agencies or entities that require action, the same shall be acted upon by concerned offices by sending an electronic reply, through email, if applicable.
- iii) If applicable, transactions/services that require submission of physical documents by the public but do not require “same day” action, the public shall be advised to submit a soft/scanned copy of their documents together with their application form for pre-evaluation purposes. If found proper and complete, only then that the public shall be notified to submit their documents in person or through an authorized representative. Otherwise, they shall be required to complete said documentary requirements for further evaluation. If by an authorized representative, a Letter of Authority is required if the representative is a PRC licensed professional, otherwise a Special Power of Attorney.

In order to avoid full storage problems, concerned offices are encouraged to delete all emails already acted upon, after saving or transferring the contents thereof to available storage devices for record or reference purposes.

- iv) To minimize physical contact and exposure to external documents, repeaters who are applying for licensure examination shall no longer be required to submit their documentary requirements, except for those under PRBs requiring the submission of refresher course and those with “conditional” rating.

### **3. Commission Activities**

- a. All scheduled Commission activities, such as PRC Week and Mid-Year Planning Assessment Conference (MYPAC), shall be revisited accordingly and rescheduled whenever appropriate.
- b. Alternative activities, if appropriate, shall be prepared in lieu of any suspended Commission activities.

### **4. HR Processes**

- a. Biometrics and DTR registration shall continue.

- b. Personnel who were required to go on leave due to COVID-19 related reasons, shall be afforded the appropriate leave of absence as provided under the Civil Service Commission Memorandum Circular No. 08 (s.2020) and other related issuances.
- c. Necessary Medical Clearance/Certificate/Record issued by government/private physician, together with the Application for Leave form shall be required to be submitted to the HRDD prior to reporting back to work.
- d. Application for Leave, including the supporting documents shall be submitted online through the official email of HRDD.
- e. Unless otherwise directed by the Commission, no Overtime (OT) services or Compensatory Time Off (CTO) shall be allowed. This is to allow the utility or the general services personnel to have ample time in the conduct of their after-work office disinfection and sanitation.

**5. Accommodation of Online Appointments, Walk-in Transactions**

- a. All confirmed appointments (appointments with payments) affected by the ECQ shall be accommodated on a weekly basis by the concerned PRC office (appointment place) in accordance with the following schedule:

**FOR ROs under GCQ beginning May 4, 2020:**

ONLINE TRANSACTIONS	ORIGINAL APPOINTMENT SCHEDULE	NEW APPOINTMENT SCHEDULE
Application for Examination, Initial Registration, Renewal of PICs, Request for Duplicate IDs and Certification of Passing/Rating	March 17 – March 20	May 4 – May 8
	March 23 – March 27	May 11 – May 15
	March 30 – April 3	May 18 – May 22
	April 6 – April 8	May 25 – May 29
	April 13 – April 17	June 1 – June 5
	April 20 – April 24	June 8 – June 11
	April 27 – April 30	June 15 – June 19

**FOR ROs under GCQ beginning May 18, 2020:**

ONLINE TRANSACTIONS	ORIGINAL APPOINTMENT SCHEDULE	NEW APPOINTMENT SCHEDULE
Application for Examination, Initial Registration, Renewal of PICs, Request for Duplicate IDs and Certification of Passing/Rating	March 17 – March 20	May 18– May 22
	March 23 – March 27	May 25 – May 29
	March 30 – April 3	June 1 – June 5
	April 6 – April 8	June 8 – June 11
	April 13 – April 17	June 15 – June 19
	April 20 – April 24	June 22 – June 26
	April 27 – April 30	June 29-July 3

	May 4 – May 8	July 6 – July 10
	May 11 – May 15	July 13 – July 17

The new appointment schedules shall be subject to change upon notice of enhanced/local community quarantine re-imposition or new requirements, protocols, policies as may be adopted by the Commission.

- b. Walk-in transactions (transactions not covered by LERIS) shall be catered only by the RO where the transacting public reside. Professionals who are Covid-19 frontliners or voluntary workers or other professionals with urgent cases shall be entertained regardless of the date and place of appointment, provided that sufficient proof of employment/designation as Covid-19 frontline or voluntary worker and any proof of urgency (e.g. plane tickets, appointments) shall be presented.
- c. Upon deployment of the Delivery System of the Courier Service Provider of the PRC, the online delivery system shall be utilized by the ROs for its online transactions subject to operational guidelines that may be issued.
- d. Pending the deployment of the Online Delivery System, Bunch/Batch transactions for the renewal of Professional Identification Card (PIC) and other applicable services shall be allowed but only to medical institutions (for health professionals) or government institutions (other professionals such as criminologists, social workers, etc.) in behalf of their employed professionals who are serving as Covid-19 frontline or voluntary worker, subject to the presentation of a Special Power of Attorney duly signed by the concerned professionals, or of an Authorization Letter if the representative is a PRC licensed professional.

**6. Cash/Payment Transactions**

- a. Payment of fees through online payment channels shall be encouraged. PRC Cashiers shall be utilized only for PWDs, OFWs, and walk-in clients with emergency transactions due to COVID-19.
- b. Request for refund of fees on transactions affected by the ECQ, if applicable, shall be processed in accordance with existing rules and regulations issued by appropriate government offices or authorities.

**7. Conduct of Licensure Examination**

- a. All cancelled/postponed licensure examinations shall be rescheduled as may be determined by the Commission upon the recommendation of the PRBs concerned and in accordance with new requirements, rules, and procedures as may be issued related to the public health emergency.
- b. The extended deadlines for the filing of applications for the licensure examinations shall likewise be rescheduled in accordance with the new schedule of licensure examinations recommended by the Licensure Office and approved by the Commission.
- c. To comply with the physical/social distancing requirement of at least two (2)-meter distance between and among the examinees and examination personnel, examination rooms shall be limited to the applicable number of examinees per room. The required distance shall be observed in seating arrangement and in all areas of the testing venue for the duration of the examinations.
- d. Additional testing venues and examination personnel shall be provided. For private testing venues, the provision of thermal scanning and sanitizing footbath mat including the sanitation/disinfection of the



examination venue prior to and after use at the end of the day shall preferably be provided by the owner and added to their agreement. For government owned testing venues, thermal scanner and footbath mat shall be provided by PRC.

- e. Examination personnel shall be oriented or advised of the precautionary measures and protocols that shall be observed and implemented during the conduct of licensure exams such as, but not limited to, the following:
  - i. All examinees shall be required to wear and bring their own protective face mask and alcohol-based sanitizers. For identity verification purposes and pre-examination checking of examination paraphernalia, the face mask shall be required to be properly taken off temporarily to show the examinees' face and the inner part of the facemask. Face masks during the progress of the exam shall not be allowed to be taken off.
  - ii. All examination personnel shall be provided with extra protective face masks or face shield and latex gloves.
  - iii. All examinees and examination personnel shall be required to queue upon entry with a one-meter distance radius from other examinees.
  - iv. Body temperature shall be taken through thermal scanners prior entry to the testing venue premises. Those with fever, cough or colds shall not be allowed entry to the testing venues. Affected examinees shall be allowed, however, to take the next licensure exam without additional cost.
  - v. Physical/social distancing among and between examinees and examination personnel during the entirety of the exam and during their entire stay at the testing venue shall be observed. Congregation, gathering or assembly within the examination rooms, hallways or any area within the testing venue shall be strictly prohibited.
  - vi. All examinees and examination personnel shall not be allowed to go outside the examination room during break time and lunch time. They shall be advised to bring their own packed lunch and snacks with them to be placed under their seats, and to be taken out only during break time.
  - vii. Proper hand hygiene shall be observed particularly every after use of the restrooms.
  - viii. Prior to entry to the examination rooms, examinees shall be required to sanitize their hands and their plastic envelopes with their sanitizers or alcohol.
  - ix. Prior to the distribution of the Test Questionnaires/Booklet, examinees shall again be required to sanitize their hands using their alcohol or hand sanitizers. Hand sanitizers thereafter shall be placed in their transparent envelopes and shall be deposited or placed at the designated area of the examination room. The same process shall be done every start of each examination subject.
  - x. The testing venues shall be required to conduct thermal scanning procedure including the provision of sanitizing footbath and for their security personnel to implement proper COVID-19 precautionary measures.

- e. The precautionary measures to be observed during the licensure examination shall be published in the PRC website and be included in the Notice of Admission and examination program for the examinees' information. Further guidelines on the precautionary measures during licensure examination may be issued.
- f. Further cancellation/postponement of Licensure examinations including the Special Professional Licensure Examination (SPLE) may be resorted to whenever appropriate, and in accordance with the issuances of appropriate government agencies.
- g. For the protection of the PRBs Chairs/Members and assigned personnel during pre-examination activities, particularly the examination quarantine, the following shall be observed:
  - i. The confidential room shall be properly sanitized prior to and every after use. The Administrative Service shall see to it that air purifier shall be installed, including the necessary reconfiguration of its air conditioning exhaust system.
  - ii. PRBs and assigned personnel, including necessary materials or food packages, shall undergo proper sanitation or disinfection procedure prior to entry to the confidential room.
  - iii. Mandatory wearing of protective masks, proper hand hygiene, physical/social distancing, and everyday thermal scanning shall be strictly implemented inside the confidential room.
  - iv. In any event that a PRB or assigned personnel would contract fever, colds or cough while inside the confidential room, he/she shall be replaced and be assisted to seek medical attention.

#### **8. Conduct of Mass Oath taking, Conferences, Consultative Meetings, Seminar or Workshops**

- a. As mass gathering is still prohibited, the conduct of mass oath taking, live conferences, consultative meetings and seminars/workshops involving large crowd shall be prohibited. However, essential work-related gatherings may be conducted so long as strict physical/social distancing of at least two (2)-meter distance between and among those attending, and mandatory wearing of facemask, face shield, or other facial protective equipment by attendees are maintained during the entirety of the event.
- b. Online-based or Module type seminars and capacity trainings shall be conducted in lieu of a person-to-person seminars/training. Said onlinebased or Module type seminars/trainings shall be conducted simultaneously by the participants, using their office-issued computers and at a given period.
- c. The use of online/livestream methods of communication for work-related meetings shall be utilized.
- d. The conduct of alternative modes of oath taking shall be subject to a separate guideline that the Commission may adopt upon the recommendation of the Technical Working Group on Alternative Oathtaking Scheme.<sup>3</sup>

#### **9. Financial, Budgetary Concerns and Procurements**

- a. Economy measures shall be undertaken in accordance with DBM National Budget Circular No. 580 (s.2020), and other directives that may be issued by appropriate government authorities.

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<sup>3</sup> Office Order No.142 s.2020

- b. Procurement of critical supplies and materials necessary in the prevention and control of COVID-19 shall be given priority.

**c. Legal Services**

- a. All legal queries, requests for legal advice, or related complaints, with corresponding attachments (if any), shall be coursed through phone, official email, or by mail/courier.
- b. In response to a query, the Legal Opinion and Research Division (LROD) shall issue its Legal Opinion in electronic copy and shall be endorsed through its official email. Upon request, hard copies shall be provided thereof by LROD.
- c. Hearing through videoconferencing, if applicable, may be adopted subject to security prescriptions similar to those adopted by the regular courts. The same may be applied to all stages of the trial including the required conciliation proceedings. If needed, applicable software or system for this purpose shall be facilitated by the ICT.
- d. Submission of Position Papers in lieu of the formal hearing shall be implemented. If appropriate, the Legal Service may adopt the electronic filing of pleadings, except for initiatory pleadings, to minimize contact or exposure to physical documents.
- e. Further cancellation of hearings, including mediation/conciliation and clarificatory meetings, and rescheduling thereof by the Legal Service shall be in accordance with Administrative Order No.30 and applicable provisions of the Omnibus Guidelines on the implementation of GCQ.
- f. Separate guidelines to govern the foregoing shall be issued by the Legal Service.

**d. Services under Regulations Office**

- a. Upon deployment of the enhanced Continuing Professional Development Accreditation System (CPDAS), the submission of all CPD/Regulation related applications shall be done online including the registration and payment of fees.
- b. Pending the deployment of the CPDAS, all CPD Program applications shall be submitted and processed under the current process but subject to the observance of the COVID-19 precautionary measures. CPD Programs that are not compliant with the preventive measures adopted under the public health emergency by the IATF-EID and other government agencies shall not be accepted.
- c. Those CPD programs already approved but were postponed shall be rescheduled accordingly. CPD Providers shall however be required to manifest in writing their intent to offer the same program under a new schedule or a new scheme/alternative mode of conduct of CPD program, including the precautionary measures/protocols to be observed during the conduct of their program, to the concerned CPD Council prior to the offering of the program.

**e. Services under International Affairs Office**

- a. For the postponed ASEAN or APEC Professional conferment ceremonies, alternative conferment schemes may be adopted, including reduced

number of participants in compliance with the required physical/social distancing, online conferment through available digital platforms or other alternative arrangement as may be applicable.

- b. To minimize contact with clients, online filing of applications for registration/issuance of Special Temporary Permits, Temporary Training Permits, Qualifying Assessment (QA), Certificate of Exemption from QA, Certificate of Ineligibility to take Licensure examination, Verification for Hawaii DOH, as well as applications of ASEAN and ACPE professionals is encouraged to check compliance and completeness of documentary requirements.

When the submitted e-copies of the application and supporting documents are determined to be complete, the applicant shall immediately be required to submit in person the needed original copies of the documents submitted by mail/courier, or through an authorized representative whichever is appropriate. If by an authorized representative, a Letter of Authority is required if the representative is a PRC licensed professional, otherwise a Special Power of Attorney. Whenever necessary, the IAO shall set the appointment schedules to regulate the possible influx of persons in its premises.

## **H. Responsibilities**

### **1. Administrative Service/ ROs - Finance and Administrative Division (FAD)**

- a. The Administrative Service shall spearhead the implementation of the physical measures and ensure compliance with the guidelines.
- b. In coordination with the Bids and Awards Committee (Central/RO BAC), the Procurement and Supply Division (PSD)/Supply and Property Section (SPS) shall ensure the provision of thermal scanners, protective facemasks, face shields, disinfecting sprays/solutions/materials, alcohol-based sanitizers, sanitizing footbath mat and other equipment or supplies necessary in the implementation of these guidelines, subject to the availability of funds and compliance with procurement rules and regulations.
- c. The General Services Division (GSD)/General Services Section (GSS) shall ensure the implementation of the regular sanitation and disinfecting measures, including the strict observance of social/physical distancing, marking of necessary areas, preparation of signage and the rearrangement of tables and chairs.

Extensive cleaning and disinfection prior to resumption of work must be done in accordance with DOH requirements and procedures, Daily sanitation and disinfection of PRC premises shall be conducted by the Janitorial services under the supervision of the GSD/GSS.

PRC Drivers shall ensure the sanitation/disinfection of the PRC vehicle prior to and every after use by PRC Officers, PRBs and PRC personnel.

- d. The PRC Medical Health Officer and Nurse shall always make themselves available to ensure medical assistance and assessment to personnel, including the transacting public who would be needing immediate medical attention. For PRC offices without Medical Health Officer and Nurse, personnel and clients who need immediate medical attention shall be assisted to the nearest medical facility/center.
- e. The Human Resource and Development Division (HRDD)/Human Resource Development Section shall observe the rules on leave of absence related to COVID-19, and shall likewise avail of additional Government Internship Program (GIP) interns as additional manpower to

augment the increased number of transactions including the conduct of online-based or module type seminars/trainings.

**I. Licensure Office (LO)/ROs -Licensure and Registration Division (LRD)**

- a. The LO, in coordination with the PRBs through the PRB Secretariat, shall facilitate the rescheduling of the cancelled/postponed licensure examinations and shall ensure the provision of additional testing venues and examination personnel.
- b. The LO shall continue to coordinate with the PRBs and POLO officers for the conduct or possible further postponement of the local licensure examination and / or the SPLE.
- c. The LO/LRD shall likewise ensure proper orientation of examination personnel on proper COVID-19 precautionary measures to be observed during the conduct of licensure examinations.
- d. Provision of face mask or face shield, latex gloves and sanitizers/alcohol for use by the examination personnel shall be ensured by the LO/LRD in coordination with the PSD/SPS.


**J. Planning, Management and Finance Service (PMFS)/ROs - Finance and Administration Division (FAD)**

- a. The PMFS/FAD shall make the necessary budget adjustments to correspond to the expenses of post quarantine activities and new operational targets.
- b. Priority shall be given to urgent public health emergency activities while adjusting the budget based on reprogrammed activities by the different delivery units.
- c. Subject to applicable rules and regulations, PMFS/FAD shall facilitate the reimbursement of work-from-home (WFH) related expenses incurred by authorized personnel during the WHF arrangement period.

**K. Bids and Awards Committee**

Subject to applicable rules, the Central and Regional BAC shall prioritize the procurement of all supplies and materials necessary in the implementation of these guidelines in response to the current public health emergency.

This Order shall take effect immediately.

  
**TEOFILO S. PILANDO, JR.**  
Chairman 