



Coronavirus Epidemic Control Measures of the New Taipei City Government



Version Apr 21, 2020

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New Taipei City (NTPC) Epidemic Control Time Table

Date	Category	Selected Measures (Hyperlinks)
22 Apr 2020	Central Government	- Pre-order of rationing nine masks per fortnight at convenience stores kicks in
20 Apr 2020	Special Measures	- New Taipei meeting on preparedness of nationwide lockdown and curfew
15 Apr 2020	Labor	- Culture Department issues bailout for art workers
13 Apr 2020	Labor	- Temporary job openings during the epidemic prevention period
9 Apr 2020	Social Distancing	- Taiwan closes all KTV bars, dance halls amid coronavirus crisis
	Special Measures	- Gender-friendly care services to the underprivileged amid COVID-19
8 Apr 2020	Social Distancing	- New Taipei City requires masks to be worn at markets
6 Apr 2020	City Hall	- New Taipei City Hall makes mask wearing compulsory
5 Apr 2020	Central Government	- Additional seven days of self-health management after 14-day home quarantine - Unexplained diarrhea in addition to overseas travel or contact history asked to seek medical attention and testing
4 Apr 2020	Transport	- Rules of wearing face masks on public transport
1 Apr 2020	Social Distancing	- Online Tung Blossom Festival - Enclosed spaces managed by NTPC Government continue to be shut down for two weeks
30 Mar 2020	Social Distancing	- Exercising in New Taipei doesn't stop amid Covid-19: Online workout videos
29 Mar 2020	Hospital	- Cherish Food Taiwan initiates meal donation to frontline healthcare personnel
26 Mar 2020	School	- New Taipei City Government cooperates with cable TV companies in online learning
	City Hall	- Strict regulations taken in New Taipei City Council: Recess with one confirmed case
	Special Measures	- Regional cooperation meeting between Taipei and New Taipei City
25 Mar 2020	Special Measures	- New Taipei City prepares for rapid response to community coronavirus outbreak
	Quarantine	- Audio about the importance of autonomous health management and staying home
24 Mar 2020	Quarantine	- Hotel deal for families of the home quarantined individuals
23 Mar 2020	School	- SOP for transporting preschool students during epidemic prevention period regulated
	Social Distancing	- Online worship services for Tomb Sweeping Day
	Quarantine	- New Taipei fines man US\$33,000 for breaking quarantine rule
20 Mar 2020	Social Distancing	- Enclosed Spaces to Shut Down for 14 days between 20 Mar and 2 Apr
16 Mar 2020	School	- K-12 teachers and students banned from overseas travel until end of semester (14 Jul).
14 Mar 2020	Special Measures	- NTPC hosts Taiwan's first community transmission prevention drill
5 Mar 2020	Labor	- Online identity verification measures for migrant workers launched

4 Mar 2020	Social Distancing	- Temples agree on epidemic control measurement
4 Mar 2020	Social Distancing	- Large events halted amid coronavirus outbreak starting from 4 Mar
	Transport	- Epidemic prevention measures for taxi drivers
02 Mar 2020	Hospital	- Video chat is encouraged at long-term care facilities during epidemic prevention period - Possible massive patients to admit in New Taipei City Hospital; Central north public housing as temporary residences for health care workers
	Quarantine	- 6,000 home care packages donated by Tzu-Chi Foundation - Short-term rentals investigation task force formed
1 Mar 2020	Labor	- Emergent meetings with migrant brokers in New Taipei City after a hospital cluster - Labor Affairs Department offers bailout measures
29 Feb 2020	Transport	- Free travels on the new Circular Line (metro) to end on 1 Mar, epidemic precautions well-prepared
27 Feb 2020	Hospital	- Mayor Hou's advice at the central executive meeting to upgrade CECC's level of authorization to the highest taken. - Health Department announces hospital control measures
26 Feb 2020	Social Distancing	- New Taipei implements community-transmission precautions and invites Dr. Yeh, a SARS expert, to share experience with local volunteers - School field trips banned
25 Feb 2020	School	- Random checks on school epidemic precautions as new semester starts
23 Feb 2020	School	- Mayor supervises School Goods Distribution Center
20 Feb 2020	Quarantine	- NTPC Home Quarantine Support Center launched
8 Feb 2020	Central Government	- 28 Wuhan evacuees sent to NTPC quarantine center
6 Feb 2020	Central Government	- District emergency teams launched to help with the mask rationing
2 Feb 2020	School	- First emergency team formed by local educational agency
30 Jan 2020	Central Government	- Taiwan bans export of masks
27 Jan 2020	Central Government	- Maximizing production capability of 17 NTPC mask factories
23 Jan 2020	Hospital	- NTPC response hospital prepared for a drill - Responsible hospitals in New Taipei City prepare for case reporting, quarantine and hospitalization.
21 Jan 2020	Special Measures	- 24 HR NTPC Emergency Center launched - [Central Gov.]Taiwan announces first confirmed case
20 Jan 2020	Central Government	- Central Epidemic Command Center (CECC) launched to coordinate responses to the infection
31 Dec 2019	Central Government	- Onboard quarantine inspection of direct flights from Wuhan - Wuhan's First unknown pneumonia outbreak report

Full Coronavirus Control Measures of

The New Taipei City Government



Special Measures

- Commander: Mayor Hou Yu-Ih
- Epidemic meeting: at least once a week since January, 2020 (Extra ones will be arranged if needed)



- **Chinese New Year visits to citizens:** 22-31 Jan, 2020
Mayor Hou practiced what he preached by wearing a mask ahead of all other leaders doing it during his Chinese New Year visits in the last week of January. Shaking hands was also reduced as much as possible. He urged his officials and citizens pay more attention on precautions and to their own health status in the holiday season.

- **Community transmission prevention drill:** 14 Mar, 2020

New Taipei City conducted Asia's first large-scale community transmission prevention drill in New Taipei City. This prevention drill responded to a simulated community transmission of more than 3,000 cases. A total of 17 items were performed in four stages in the drill:

Stage 1: Before a local transmission occurs

- ✓ Epidemic Control Propaganda to Neighborhood Residents
- ✓ Home Quarantine Support Service
- ✓ Execution of Home Quarantine
- ✓ Search for Missing individuals on Home Quarantine

Stage 2: When individual cases are confirmed (people under home isolation are sent to hospitals)

- ✓ Home Isolation Preparation for Individuals Who Contacted Confirmed Cases
- ✓ Hospitalization for Individuals on Home Isolation
- ✓ Health Screening for Individuals on Home Isolation

Stage 3: When a single local transmission has occurred (confirmed cases from various stories and apartments in the same buildings, individual cases from neighboring buildings)

- ✓ Loudspeaker Broadcast from Residents' Committees
- ✓ Imposing Community Visitor Restrictions
- ✓ Setting up Health Centers and District-Level On-site Command Posts
- ✓ Waste Disposal

- ✓ Expanding Environmental Cleaning and Disinfection

Stage 4: When a large-scale community spread has occurred in a neighborhood

- ✓ Establishing City-Level On-site Command Posts
- ✓ Establishing Screening, Isolation and Treatment Centers in Appointed Screening Hospitals
- ✓ Epidemic Control and Management in Emergency Responsible Hospitals
- ✓ Admissions of Critically Ill Patients to Far Eastern Memorial Hospital
- ✓ Environmental Cleaning and Disinfection

- Prepares for rapid response to community coronavirus outbreak: 25 Mar, 2020

At a city meeting about the virus pandemic, each department was asked to take the necessary measures to cover financial, transportation, staffing, hygienic and technical issues. Once an emergency occurred, the city authorities needed to control the traffic flow within one or two hours. All departments were required to prepare for any eventuality although the possibility of a city lockdown was not directly mentioned.

- Regional cooperation meeting: 26 Mar, 2020

Mayor Hou and Mayor Ke emphasize cooperation, resource sharing, and consistent policies when facing epidemic challenges. The two cities share the same life circle, so collaboration and resource sharing such as epidemic-prevention hotels, MRT regulations, etc. must be carried out.



- Gender-friendly care services to the underprivileged amid COVID-19: 9 Apr, 2020

As domestic violence and unemployment are on the rise since the outbreak of COVID-19, women and underprivileged groups are facing more severe tests. Pregnant women, disadvantaged workers, medical workers, individuals living alone, people with disabilities, and family caregivers may become silent victims of COVID-19. The Social Welfare Department offers 25 care services, including legal aids, mental health support, temporary housing, compensation for unpaid leave, and so on.

- New Taipei meeting on preparedness of nationwide lockdown and curfew: 20 Apr, 2020

An emergency response meeting on the preparation for the nationwide lockdown was held in New Taipei City. The CDCC commander, the Northern hospital network commander, and representatives from four other cities in the Taipei Metropolis would be invited. The meeting would make plans based on All-out Defense Mobilization Readiness Act and cover the topics including resources allocation, panic buying precautions, traffic control measures, environment disinfection, and make-up schooling. It was held to prevent panicking and chaos should the lockdown take place.



Social Distancing

1. Large events halted amid coronavirus outbreak starting from 4 Mar.
2. Temples agree on epidemic control measurements. Religious groups agree to implement six virus control measures, including follow the city's preventive practices, sterilize venues and facilities, avoid public gathering, streamline worship services, conduct autonomous health management, support online worship.
3. As **Tomb-Sweeping Day** approached (3 Apr), New Taipei City announced that all state-run columbariums must strictly regulate how many visitors they host, allowing only 50 visitors indoors at a time to ensure people have 1m between them. **Electronic "tomb sweeping" systems**, which display a virtual altar for people to make offerings and say prayers, can reduce crowd sizes at columbariums.



4. **Starting from 20 Mar**, sports centers, museums, and libraries managed by the New Taipei City Government will shut down for 14 days. In addition, the campuses of elementary and secondary schools in New Taipei City will also be closed to outsiders until the end of the school year. **On 1 Apr**, NTPC Government announced another closing order of its enclosed spaces, and comprehensive alternative services had been implemented throughout the period. For example, since day one when the city libraries were closed, citizens had been encouraged not only to exploit digital library resources but also to reserve books online in advance and then borrow them from certain branch counters.
5. **The Tung Blossom Festival** hosted by Hakka Affairs Council is a nation-wide festival taking place around April and May every year when the tung trees blossom. In order to avoid huge thongs gathering in a few spots, Hakka Affairs Department of the New Taipei City Government canceled all performances and markets and presented a series of blossom viewing videos featuring a local travel influencer, DJ Ying-Jen. These videos showed infection precautions, histories of the festival as well as eight exclusive routes less known by travelers. Those who would not like to risk going out could still appreciate the blooms by watching videos. Besides, notices of the latest control measures of public transportations and digital maps of the tung trees were available on the website, too.
6. New Taipei City has **shut down enclosed spaces** managed by the city government including civil sports centers since March 20. However, exercising is one of the best ways of increasing immunity. From March 21, Sanchong Civil Sports Center uploaded a short exercising clip every day to encourage everyone to **exercise at home**. Many other sports centers also follow in its footsteps. Besides the clips, some of the sports centers also have 30-minute outdoor exercising classes for citizens to participate, and the class-size limit is 15.

7. 8 April, both New Taipei and Taipei have ordered that market vendors who do not wear a mask at work would be fined between NT\$30,000 and NT\$60,000 for contravening the Act Governing Food Safety and Sanitation. As for customers, while the Health Ministry has asked that people going to the markets wear facemasks, it's not mandatory yet.

8. 9 April, Taiwan closes all KTV bars, dance halls amid coronavirus crisis

All KTV bars and dance halls across Taiwan will shut down, effective on Thursday (April 9), after a Taipei KTV bar hostess continued to serve customers while experiencing COVID-19 symptoms. The Central Government also appealed to all Taiwanese to avoid entering crowded, confined spaces and businesses prone to cluster infections, so as to reduce the odds of transmission. In New Taipei City, 75 venues that are unable to enforce social distancing guidelines adequately have been shut down in the past month. Also, 1360 popular tourist spots, transportation hubs, and places of entertainment have been disinfected since the end of March.



School

1. Three levels of protection

- Level 1: Parents must measure the body temperatures of their children before school. Children with fever must not attend school.
- Level 2: The forehead temperatures of students must be measured upon entering the school campus. Those with forehead temperatures exceeding 37.5°C must wait for 5 minutes before having their ear temperatures measured. If their ear temperature exceeds 38°C , students must visit the infirmary for treatment, and the school must notify their parents to consult a doctor.
- Level 3: Faculty and students must have their health statuses monitored at all times, and homeroom teachers must measure students' body temperatures every noon.

2. Five health measures

- Measure your body temperature
- Regularly wash your hands
- Do not attend school if you are sick
- Wear a mask properly
- Maintain adequate ventilation

3. SOP for transporting preschool students during epidemic prevention period regulated

- Completing disinfection of the bus and preparation of epidemic prevention materials before hopping on.
- Wearing a mask during the ride and keeping the car ventilated.
- Disinfecting the bus thoroughly and taking children's epidemic prevention materials while getting off.

4. Since 16 Mar, students and teachers at the high school level and below will no longer be allowed to travel abroad until the end of June. Those who wish to receive a special exemption would need to get permission from the city's Education Department.

5. Criteria for suspending classes

- For high schools or lower-level schools
 - ◆ Any class with one or more individuals diagnosed by the Central Epidemic Command Center as a confirmed case shall be suspended.



- ◆ Any school with two or more individuals diagnosed by the Central Epidemic Command Center as a confirmed case shall be suspended.
 - ◆ Any township, city, or district with one third or more of its schools suspended shall have all of its schools suspended.
 - Learning centers and kindergartens
Cases involving learning centers and kindergartens shall be handled in accordance with the aforementioned criteria for high schools or lower-level schools.
 - Higher education institutions
 - ◆ If one professor or student is diagnosed by the Central Epidemic Command Center as a confirmed case, all courses instructed or undertaken by the individual shall be suspended.
 - ◆ If two or more professors or students in an institution or an administrative district are diagnosed by the Central Epidemic Command Center as a confirmed case, the entire institution or district shall be suspended.
 - Faculty / Staff
If one or more faculty or staff members are diagnosed by the Central Epidemic Command Center as a confirmed case, all major events of the institution (e.g., class and club activities and sports events) shall be suspended and the practice of having students and instructors move between classes shall be cancelled.
6. Response measures for class suspension, make-up lessons, and regular assessment
- Cloud administration
School affairs can be continued through video conferences.
 - Online learning
 - ◆ We have prepared course maps for different subjects, as well as learning packs.
 - ◆ We have also prepared a downloadable version of the offline courses for students with no internet connection or computer access.
 - ◆ We will provide you with an online tutor to help you timely solve problems in your studies.
 - ◆ To respond to the online learning needs during the possible suspension of classes amid Covid-19, the Education Department of New Taipei City has prepared 30,000 mobile devices and 3,300 4G SIM cards for students with no devices at home to borrow.
 - ◆ Starting from April, 13 local cable TV companies will also broadcast 10-minute New Taipei City educational videos at 9 AM, Monday to Friday, for one month. The contents include math, English, mother tongue teaching, knowledge of epidemic prevention, etc.
 - Flexible make-up lessons
Institutions can create online flexible make-up lesson plans using online teaching resources and platforms. The plans are implemented after the approval of the Ministry of Education to deduct the required number of missed hours after the class is resumed.



Quarantine

- Home isolation: For those who have interacted with confirmed cases
- Home quarantine: For those with history of traveling in China, Hong Kong, Macau, England, Ireland, Dubai and the 26 Schengen countries
- Autonomous health management: People who have travel history within 14 days

1. Distributing home care package

- People quarantined at home for 14 days are prohibited from participating in outdoor activities, overseas travel, or public transportation during their quarantine. The New Taipei City government will make arrangements to provide physical and psychological care for individuals in quarantine.
- Material supplies: 14 surgical masks, self-quarantine guidelines, and mayor's letter.
- Digital supplies: In addition to providing health care information online, the three main OTT platforms, CATCHPLAY+, myVideo, and LINETV will provide 3,000 sets of free VIP membership keys for New Taipei City residents in quarantine. The serial numbers for the VIP membership keys are randomly distributed to each resident and cannot be selected manually.
- Tzu-Chi Foundation donated 6,000 home care packages including foods, supplements to strengthen immunity, blessing cards and books. Hopefully, not only the physical but also the mental health of the home quarantine and home isolation individuals can be minded.

2. Establishing home quarantine care centers

- We will rapidly integrate resources from the Civil Affairs Department, Health Department, Police Department, Environmental Protection Department, and Social Department to provide care for up to 5,000 residents in home quarantine. Residents who require medicine but have no friends or relatives who are capable of collecting medications on their behalf can request that local pharmacists deliver medicine to their home and provide instructions and consultation regarding the medicine through phone calls.
- The Home Affairs Department shall establish a telephone care center in each district to make daily phone calls to check on residents and coordinate with the Department of Civil Affairs to obtain up-to-date quarantine information.
- The Police Department shall conduct on-site visits for residents in quarantine.
- The Environmental Protection Department shall assist residents in waste collection.
- The Health Department shall provide professional medical consultation services through phone calls or video diagnosis.

- Quarantined residents who experience difficulties in conducting everyday life activities can request help from care center personnel through the center hotline.
- Isolated or quarantined residents found engaging in activities outside their homes shall be apprehended and forcefully isolated. Individuals who break breaking quarantine rules will be fined up to US\$33,000.

3. **Short-term rentals investigation task force** formed

To avoid possible prevention loopholes at short-term rentals, New Taipei City Government formed a joint task force to investigate the facilities and the lodgers. If the lodgers are home quarantine or home isolation individuals, they can get a fine up to NT 1 million. The business owner will also be fined for up to NT 800,000.

- 4. **Audio** about the importance of autonomous health management and staying home recorded by Mayor Hou is broadcasted through landlines from 24 Mar to 26 Mar.



5. **New Taipei fines man US\$33,000 for breaking quarantine rule**

A man skipped quarantine to go clubbing, and he was fined NT\$ 1 million as his night out was deemed malicious. Those who are caught going out to places that have big crowds and are not well ventilated will be sent to central epidemic prevention facility and fined NT\$ 1 million," said New Taipei city mayor Hou Yu-Ih.

6. **Hotel Deal for Families of the Home Quarantined Individuals**

For those in home quarantine, it would better to stay in a familiar place since they cannot go out for 14 days. Therefore, New Taipei Association provides rooms with a 50%-70% off deal for healthy family members to stay. Thus, home quarantine can be implemented reliably.



Labor Policies

1. **Labor Assistance Policies** during the Epidemic Prevention Period:

- **Temporary Job Openings:** The Employment Service Station of New Taipei Labor Department provide six-month temporary job openings, whose monthly allowance is up to 12,640 NT dollars, to help workers relieve economic pressure during the epidemic prevention period. Those who are qualified to apply must have participated in the Labor Insurance or Employment Insurance for more than two months in the past six months, and their previous monthly insurance salary should be under 23,800 NT dollars.
- **Mediation Service of Labor Disputes:** Lawyers will be actively appointed as labor agents by New Taipei Labor Department to mediate labor disputes caused by the epidemic. (e.g., salary or termination of labor

contract disputes due to epidemic prevention)

- Rewards for Employers' Labor-Friendly Measures: Employers providing paid leave for epidemic prevention or taking labor-friendly measures better than those in the law can receive a reward of 10,000 NT dollars if the steps are approved by New Taipei Labor Department.
- Epidemic care leave is not considered a public holiday and shall be provided in accordance with the existing leave regulations in each public and private sector (e.g., home care leave, personal leave, and annual leave). Employees can use the leaves according to their own needs. If children under 12 years of age require care, one parent may apply for epidemic care leave.
- A sweeping aid package was announced by the Culture Department to help the city's creative and culture sectors in these hard times, including subsidies from the Economic and Development Department, discounts on the rent in government-owned spaces, spacious open spaces for performances, and channels for audience to participate.

2. Migrant workers: All sellers of surgical masks must promote relevant measures to migrant workers who purchase their products: to regularly wash their hands, to use surgical masks properly, and to consult a medical professional in the event of symptom occurrence.

- Filipino, Vietnamese, Thai, and Indonesian versions of epidemic prevention cards shall be provided.
- Epidemic prevention propaganda for migrant workers shall be provided to migrant workers who reported their reason to enter Taiwan as "visiting."
- Urgent intermediate symposiums on epidemic prevention shall be hosted even on holidays.
- Letters shall be sent to migrant companies with no fewer than 30 workers to promote epidemic prevention measures.
- Temporary resettlement shall be provided to migrant workers entering Taiwan who exhibit fever but are not diagnosed as a confirmed case.
- A proposal shall be made to the central government that migrant workers should be provided with the same number of surgical masks as domestic residents.
- A proposal shall be made to the central government that migrant workers and their caregivers should be provided with channels to purchase surgical masks in medical institutions.

3. Meetings with job agencies

1 Mar, Mayor Hou held a meeting with 30 representatives from job agencies to discuss the epidemic precautions for migrant workers. Since foreign caregivers have been an essential human resource in Taiwan and that a hospital cluster of infections just recently took place, the prevention propaganda was much needed. Besides, since the well-known annual Songkran Festival in New Taipei had been canceled all the outdoor activities before the meeting, The Mayor urged the brokers to further call off their own large events, too.

4. The phone interviewing service is now added for people to apply for departure verifications at home to reduce the risk of contacting crowds. Before, employers who'd like to apply for departure verifications have to send a notification to the Labor Affairs Department 14 days before the date that employment relationships terminate. After the Labor Affairs Department receives notifications, the personnel will contact migrant workers to confirm reasons for terminating employment relationships and their willingness to depart. If no disputes occurred, certificates would be sent to employers right after. The whole process can be conducted at home and is used to reduce the risk of virus spreading when employers and employees go out.



1. Responsible hospitals and the clearance plan:

In response to possible changes in the epidemic status, 75 negative pressure isolation wards have been established in 17 hospitals in New Taipei City. Should a **community transmission** occur and admissions in the negative pressure isolation wards exceed 80% of their total capacity, we will execute **the clearance plan**. This plan involves transferring patients not infected with COVID-19 from the hospitals containing isolation wards to other hospitals and charging the Sanchong branch of the New Taipei City Hospital with the responsibility of treating patients infected with COVID-19. Medical personnel is the key actors in this plan.

2. Housing for medical workers:

Should the plan be executed, these medical workers shall be provided with temporary housing in **Yanbei Community Housing** to enable them to focus on and endeavor in treating patients. Each room in the community housing features an independent air conditioning unit, a bathroom, and a kitchen as well as a wide and ventilated space. In the first stage, 224 rooms will be arranged to accommodate first-line medical workers temporarily. Up to 1,022 rooms will be provided, featuring 1,076 beds; these numbers are subjected to change according to the epidemic status. These rooms will be provided to medical workers for free, and New Taipei City shall provide them with transportation and waste removal services.

3. Hot meals for medical workers:

Cherish Food Kitchen in Banqiao, promoted by Cherish Food Taiwan, aims to provide free meals to economically disadvantaged individuals. This is accomplished through unused venues provided by Taipei City and ingredients supplied by New Taipei City while Cherish Food Taiwan oversees meal preparation. In response to the current COVID-19 outbreak, the kitchen supports frontline medical staff by providing **300 free lunch boxes daily to seven hospitals** in Taipei City and New Taipei City. The number will increase to four hundred or five hundred each day. It is estimated that a total of twenty-five thousand will be delivered by the end of June.



4. The visiting times and the number of ward visitors

permitted have been adjusted in the aforementioned 17 emergency responsible hospitals in New Taipei City:

- All personnel accompanying patients (i.e., primary caregivers) and visitors must wear surgical masks throughout the diagnosis and visiting process.
- Individuals diagnosed with fever or respiratory syndromes are prohibited from entering wards.
- Only one person may provide long-term patient accompaniment, and the companion must provide the patient's travel, occupation, contact, and cluster information.

- The two-visitor policy for its wards, with one companion allowed per patient. Visiting hours have been reduced to 30 minutes from 3-5 PM, Monday to Saturday. **Video chats** rather than in-person visits are highly encouraged to prevent infections.



Transport

1. Rules on public transport

On 4 Apr, CECC announced that passengers on the train, MRT (metro), and bus were required to wear a **face mask**, taxi passengers included the next day. Violators would be fined 3,000 to 15,000 NTD, while Mayor Hou has instructed that the highest fine would be applied in New Taipei City. Also, hot meals on the train and the high-speed railway will stop to be provided.



2. BUS:

- The New Taipei City Government will implement sterilization measures on buses and conduct on-site sterilization training to ensure that each procedure is completed thoroughly and accurately.
- Since the Chinese New Year vacation (Jan.23-Jan.29), we have requested that all bus industry owners measure bus drivers' body temperatures, remind them to wear surgical masks and to wash their hands regularly, and record relevant procedures accordingly. In addition, disinfection will be conducted by cleaning staff every four hours to sterilize bus seats and armrests.
- The Transportation Department will inspect each bus using the video recording system at random. The Level 1 Maintenance Checklist has been updated to include new epidemic prevention items.

3. MRT:

We continue to monitor MRT traffic and adjust epidemic prevention mechanisms accordingly. Touch screens, escalator armrests, and elevator buttons, which passengers frequently make physical contact with, will now be disinfected every 4 hours instead of every 8 hours. After a train arrives at a terminal station, the cleaning staff will rapidly disinfect the train within 100 seconds after its arrival and report to the command center. To reduce passengers' concern about contacting the epidemic while taking the Circular Line, The MRT Department will

flexibility adjust these epidemic prevention measures to account for peak traffic times and to ensure that each procedure is conducted accurately and thoroughly.

4. TAXI:

- Epidemic prevention inspections are to be conducted on taxi drivers. Drivers are required to wear surgical masks and have alcohol available for disinfection at all times.
- More than 20,000 taxi drivers operate in New Taipei City. Currently, the combined number of masks allocated by the central government and provided by the New Taipei City government is sufficient for these drivers to use.



City Hall

During the early stages of the COVID-19 epidemic in Taiwan, the New Taipei City Hall began to plan for epidemic response measures. Various epidemic prevention supplies were inventoried, including surgical masks, alcohol, alcohol packs, forehead thermometers, and spray bottles, to equip the city hall for epidemic emergency response and to provide effective support for each department.

1. The administrative building:



- Establish an epidemic prevention station at the lobby of the City Hall to provide body temperature monitoring, alcohol spray bottle disinfection, and epidemic prevention consultation services.
- List the critical disinfection areas (e.g., elevators, restrooms, and door handles for stairs on each floor), and increase the disinfection frequency in those areas.
- Continue to promote epidemic control measures to city hall personnel and the public.
- Set a notification stand at each entrance or exit in the first-floor lobby and use news tickers and elevator screens to promote epidemic prevention measures.
- Check and restock alcohol and liquid soap in the public areas of the city hall regularly.
- Notify outsourced businesses such as restaurants that first-line service personnel must wear surgical masks and measure their body temperatures daily.
- Notify all personnel that they must make daily measurements and records of their body temperatures at the stations that have been established on each floor of the City Floor.
- Convene a meeting on epidemic control measures in the city hall daily to timely monitor the epidemic status and prepare for appropriate responsive actions.
- Submit daily statistical reports on epidemic prevention supplies.
- Starting from 3 Mar, the access control of the city hall entrance was reinforced in response to the epidemic, and requirements for body temperature monitoring were implemented. In addition, infrared thermometers and thermographic cameras have been installed, and training, tests, and personnel grouping assignment have been completed. In addition, entry and exit control systems were established for the City Hall.
- Takeout is to be encouraged at the cafeteria on the eighth floor, and the distances between seats for dining in the cafeteria have been widened to reduce the risks of group infection.
- With the curve of COVID-19 infections showing no sign of flattening, New Taipei City Government has announced that beginning April 6, every person entering New Taipei City Hall must wear a face mask and have their temperature checked or be denied entry.



2. Working from home:

- The New Taipei City Hall has implemented working from home measures in advance.
- All personnel can sign official documents from home after configuring their official document system account settings.
- The Research, Development, and Evaluation Commission is advised to enforce the use of these settings by all personnel in each department.

3. Temporary second offices for governors have been planned in advance.

4. New Taipei City Council, scheduled to open between April 15 and June 23, plans to implement the real-name system during the latest session. Only approved personnel can enter the sittings. As for the deliberation meetings,

the number of the attendees will also be reduced. Once there are any confirmed cases, the chairperson could call for recess and disinfection. The resumption of the session will be carefully evaluated.



Central Government Policies

1. Central Epidemic Command Center (CECC)

- Health officials in China reported an unidentified pneumonia outbreak for the first time on 31 Dec 2019, and sickened 27 people. No obvious human-to-human transmission had been observed, and no healthcare worker infections reported. However, CECC detailed what was known and immediately announced a travel alert. **Right after, the Department of Health of New Taipei City Government shared the information on its fan page.**
- 20 Jan, Taiwan's health authority established the Central Epidemic Command Center (CECC) to coordinate responses to the infection. Just a day later, Taiwan's first imported case of 2019 novel coronavirus infection was identified. CECC hence raised travel notice level for Wuhan to the highest.
- 5 Apr, CECC imposed a new measure on those who completed 14-day home quarantine that an additional seven days of self-health management were required before returning to work or school. The move was due to Taiwan's 356th case, who showed no fever and respiratory symptoms during quarantine but was tested positive after his wife was found infected. In addition to the new measure, diarrhea was now one of the symptoms with which the patient would be asked to seek medical attention and testing because 19 percent of the newly confirmed cases in April had developed unexplained diarrhea.

2. Border Control

- To prevent imported cases, Taiwan has implemented relevant response and preparedness measures since 31 Dec for **border quarantine inspection** according to the standard operating procedures, including reinforcing fever screening of arriving passengers, screening suspected cases through inquiring about their history of travel, occupation, contact, and cluster, conducting health assessments, carrying out onboard quarantine inspection of direct flights from Wuhan, China and promoting relevant prevention measures among travelers.
- **First evacuation from Wuhan:** 4 Feb, three of the 247 Taiwanese evacuated from the Chinese city of Wuhan late Monday have been put into isolation wards around Taiwan while the others have been quarantined at three facilities. Of the remaining evacuees, 69 were sent to a facility in central Taiwan, 28 were sent to a venue in Wulai, and 145 were quarantined in Linkou District, both in New Taipei.

3. Mask Rationing

- Export of face masks has been banned since 30 Jan. Apr 13, the health minister announced Taiwan would extend its ban on exports of surgical masks and continue its requisition of factories that produce surgical

masks until the end of June, from the original deadline of April 30.

- In February, each resident could purchase up to **2 surgical masks** using their NHI card once per week, and only at designated **drugstores**.
- In March, **3 surgical masks per adult and 5 per children** could be purchased by residents with an even number as the final digit of their National ID number on Tuesdays, Thursdays, and Saturdays; by residents with an odd number as the final digit of their National ID number on Mondays, Wednesdays, and Fridays; and could be purchased by all residents on Sundays. **Online ordering of masks** through the government's eMask website or the NHI Administration's National Health Insurance Express mobile app also allowed the ordering of adult-sized surgical masks.
- In April, up to **9 masks per adult and 10 per child** could be purchased any day per fortnight, but they could still only be collected at drugstores. Also, people were since April 9 allowed to send up to 30 masks every two months by mail to their first- or second-degree relatives living in foreign countries.
- April 11, Taipei inaugurating three **vending machines** selling surgical masks, more such machines in all 12 administrative districts of the city will be installed.
- Starting April 22, buyers will be able to collect their pre-ordered ration of nine masks every two weeks at **convenience stores**, once they present their National Health Insurance (NHI) cards.

APPENDIX 1

Demographic data of the COVID-19 cases in Taiwan (4/21 updated)

	Number of People
Confirmed cases	422 (New Taipei City: 90)
Deaths from the virus	6
Hospitalization	
Patient was hospitalized	219
Patient was released	203
Sex	
Female	193
Male	170
Age	
</=9	4
10-19	20
20-29	158
30-39	91
40-49	41
50-59	49
60-69	42
>/=70	17
Exposure	
Local transmission	55 (NTPC: 18)
Travel related	367 (NTPC: 72)
Testing and Monitoring	
Total number of people subjected to testing	53,632
Total number of people subjected to monitoring	100,500+ (NTPC: 26,643+)

APPENDIX 2: Related Reports

1. [VOICE OF AMERICA/ Taiwan's WHO Ambitions Get Boost from Coronavirus Success](#)
Photo: Soldiers take part in a drill organized by the New Taipei City government to prevent the spread of the new coronavirus in Xindian district on March 14
2. [U.S. NEWS & WORLD REPORT \(BY AP\)/ US Sees Coronavirus Window to Push Taiwan's Global Status](#)
Photo: New Taipei's Drill
3. [BROOKINGS INSTITUTION/ Taiwan shows its mettle in coronavirus crisis, while the WHO is MIA](#)
Photo: New Taipei's Drill
4. [FOREIGN POLICY/ Fear of China Made Taiwan a Coronavirus Success Story](#)
Photo: New Taipei's Drill
5. [THE JAPAN TIMES/ Taiwan reports six new coronavirus cases in largest single-day rise, all imported](#)
Photo: New Taipei's Drill
6. [FORTUNE/ SARS taught Taiwan how to contain the coronavirus outbreak](#)
Photo: Disinfection in Xindian district of New Taipei City
7. [NPR/ With Odds Against It, Taiwan Keeps Coronavirus Corralled](#)
Photo: New Taipei's school entry control
8. [VOX/ Taiwan has millions of visitors from China and only 45 coronavirus cases.](#)
Photo: New Taipei's school entry control
9. [U.S. NEWS & WORLD REPORT/ What the U.S. Can Learn From Taiwan's Response to Coronavirus](#)
Photo: Disinfection in Xindian district of New Taipei City
10. [THE STAR/ Big gatherings cancelled across Taiwan due to coronavirus scare](#)
11. [FOREIGN POLICY/ Fear of China Made Taiwan a Coronavirus Success Story](#)

12. [VIDEO/ First in Asia: New Taipei City hosts the large-scale epidemic prevention drill](#)



13. [VOA/ Taiwan Soldiers Carry Out Virus Cluster Drill](#)



14. [New Taipei City Hall building prevention measures](#)



15. [Mayor Hou's reminder to Citizens on Prevention Practices](#)

