

CEFL Centres

Post-MCO 'Back to Class' Protocols

COVID-19 Hygiene and Safety Guidelines



Partnership with Columbia Asia Hospitals to Combat COVID-19

We are proud to announce that we are working in collaboration with Columbia Asia - a private healthcare provider with 13 operating hospitals across Malaysia with over 350 resident and visiting medical specialists - to help ensure the safety and health of our students and staff during this COVID-19 period and beyond.

Columbia Asia will be supporting us in the following ways:

- a. As consultants to help us develop our COVID-19 safety protocols in compliance with MOH Guidelines
- b. Training our teachers and centre staff on international standards of healthcare and overall wellness
- c. Hosting webinars for parents and students on various health topics relevant to the current prevailing environment

We are confident that with this partnership, our centres will be able to offer a safe and healthy environment for your children in our centres.

Columbia Asia is an international private healthcare company incorporated in Malaysia in 1996. It started its first hospital in Sarawak, East Malaysia in 1997. Now, **Columbia Asia** offers 19 medical facilities (hospitals/clinics/extended care facilities) across Asia, with 13 in Malaysia.

Leading the way in private healthcare trends, **Columbia Asia** offers optimum and affordable medical services through its hospitals and clinics. With modern amenities and highly trained doctors and nurses, these hospitals are located in residential areas, making quality private healthcare more accessible and efficient for patients. New medical technologies decrease the level of invasive treatments, reducing the length of hospital stays. Moreover, rate structures are transparent and comparatively lower than the standard model for private healthcare.

Each **Columbia Asia** medical facility also houses no more than 100 beds per hospital. The hospitals may be smaller in comparison to other private hospitals but the concept behind its simplicity leads the way towards healthcare trends in the future - efficient, accessible and cost-effective. As such, its objective is to provide communities with effective healthcare at excellent value, and to be the preferred choice for families and businesses.

We have a Passion for Making People Better.

www.columbiaasia.com



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Introduction

In these changing times, with the increase in infectious and lifestyle diseases, it is all the more important that we create a safe environment and lifestyle for us and our communities. The magnitude of the COVID-19 crisis has been outstanding and there is no laid-out strategy to follow in these challenging times. The world is changing unimaginably and we have to individually create our own strategy for our people.

As a responsible organisation, CEFL has taken into account to present this pressing need to our staff, teachers and students continuously. This will help us to ensure that our people are healthy, environments are safe and there is harmony leading to more productivity and safety.

These COVID-19 hygiene and safety guidelines are provided as a guide for all CEFL centres to take precautionary measures to curb the spread of the COVID-19 disease in the community when centres reopen for operation as instructed by relevant government authorities.

It is important that CEFL centres take hygiene and safe physical distancing measures seriously as the whole of Malaysia, and worldwide, are fighting a long battle – estimated to be at least another year or two. As responsible members of the community, everyone plays an important role to continue good hygiene practices and safe physical distancing to keep the COVID-19 in control, with or without an enforced Movement Control Order (MCO) or some form of lockdown.

The preventive measures recommended in this document are likely to require adjustments to the centre and class schedule, for example, smaller class sizes to practise social distancing and to accommodate time for staggered use of common areas.



Purpose

This guideline has been developed by the order of the National Security Council (MKN) of Malaysia under the Movement Control Order (MCO) which was enforced under the Prevention and Control of Infectious Disease Act 1988 [Act 342] and Police Act 1967. The execution and enforcement of this guideline by the related government agencies is subjected to the order from time to time by the National Security Council related to the implementation of MCO.

The COVID-19 guidelines posted under the Movement Control Order act as a reference for language centres to take serious precautionary measures to contain the spread of COVID-19 whenever the premises are allowed to operate again as ordered by the authorities.

Definitions

Staff includes the Centre Manager, Centre Assistant, Admin staff, teachers, part-time cleaners, etc.

Service providers are suppliers or individuals who are engaged to carry out repair, maintenance (e.g.: air-conditioners) or service (e.g.: part-time cleaners) at the centre.

The Management includes the Centre Director and relevant Centre Manager.

Responsibilities

All staff shall comply with this guideline in order to prevent the spread of COVID-19 infection at CEFL Centres.

Centre Manager shall ensure that outsiders (including parents, guardians, visitors, suppliers, transporters, etc.) are made known of the adopted measures within the scope of this guideline before entering the centre.

Centre Manager shall notify the Management and Operations at HQ upon detection of any COVID-19 infection within CEFL Centres among its staff, students or their parents/guardians.

Centre Manager ensures that there is sufficient personal protective equipment (such as gloves and masks), hand sanitising solution, hand soap, disinfectant and non-contact thermometers (including backup batteries).

Centre Manager shall ensure that all facilities are cleaned and disinfected according to schedule.

Centre Manager shall provide proper training to staff.

Teachers must always:

- Monitor students' health status,
- Remind students to maintain personal hygiene and social distancing in a caring manner,
- Notify Centre Manager upon detection of any student with flu-like symptoms.

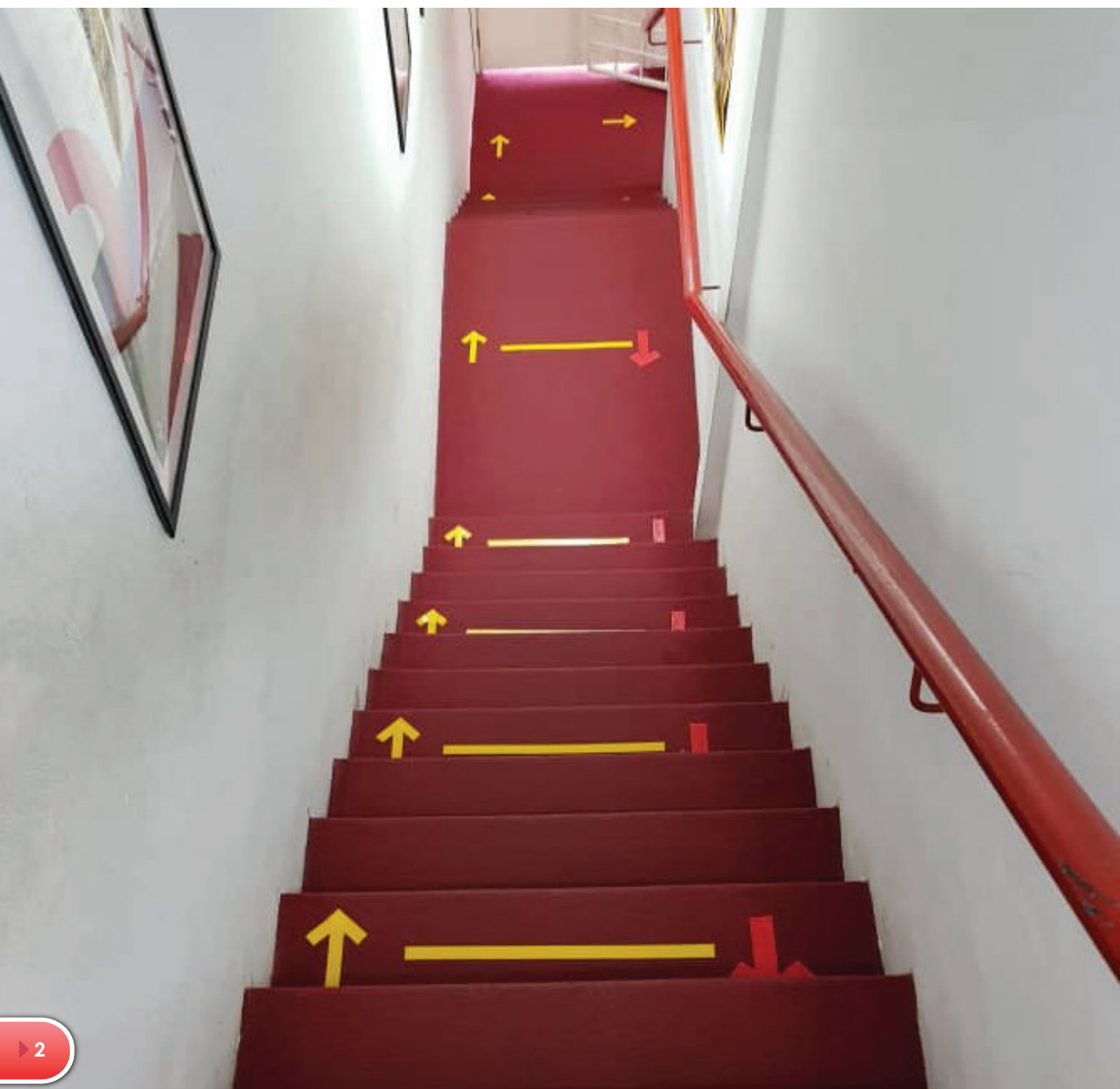
Before Re-opening the Centre

1.0 Social Distancing & Class Schedules

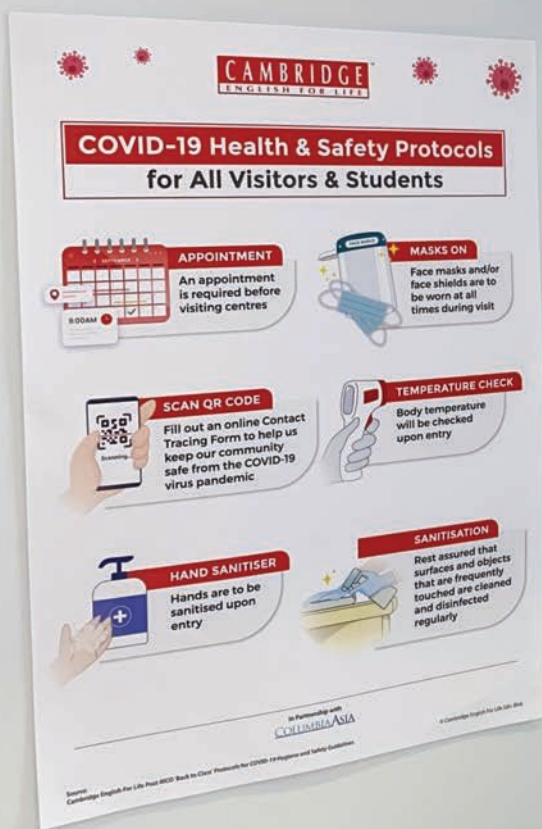
- 1.1 Reorganise office space and rearrange seating positions in classrooms, keeping in mind social distancing (minimum 1 metre away from each other).
Note: Centre will have to adjust by splitting the class into a smaller size or having two sessions. Centre Director/Manager and staff to plan your own seating arrangement based on your classroom/centre layout.
- 1.2 Chairs at waiting area must be spaced 1 metre apart from each other. We recommend students to be picked up by parents within 15 minutes after class to avoid overcrowding at the waiting area. Remind parents to pick children up within the stipulated period.



- 1.3 Reschedule class timings to avoid clashing with the next batch of students coming in for classes.
- 1.4 Inform parents and caregivers that they are no longer allowed into the centre; only drop off and pick up near the entrance is allowed.
- 1.5 Do not allow students to mingle as they wait to use the toilet.
- 1.6 Teachers are advised to prepare lessons in their respective classrooms and maintain a 1-metre distance from each other. If materials are in common areas such as the library, resource room or office, make arrangements so that only 1-2 persons are in the space at any one time, for example using queue numbers or a room usage schedule. Always maintain a safe physical distance.
- 1.7 Place arrow markings on the floor to manage the entering & exiting of students.
Example:



- 1.8 Prepare an isolation room for any student who may feel unwell halfway through the lesson. Centre staff should inform parents/guardians to come pick up the student immediately once he/she has been isolated from other students.
- 1.9 Circulate basic information to your staff/teachers to follow when they come to work (what is the 'new normal', what procedures they have to follow including washing hands, coughing etiquette, identification of symptoms, no spitting, lift usage guidelines, break times, lunch hours, ways of greeting (no handshakes/hugs/high fives), disinfection and cleaning (laptops, laptop bags, mobile phones, etc.)
- 1.10 Avoid big meetings and replace with small group discussions (while maintaining social distance) or online meetings.
- 1.11 Policy on only 'essential visitors' to be evaluated. Identify a possible space for enquirers (by appointment only).



- 1.12 Identify schedule of when servicing of office equipment can be done when there is less traffic in the office/centre.

2.0 Health Declaration/Contact Tracing

- 2.1 Distribute **Health Declaration Form** sent by HQ to all staff, teachers and students to fill in before centres are allowed to resume classes.
IMPORTANT: Inform parents, caregivers, staff and teachers to declare their past and future travel plans OR if they have contact with any COVID-19 positive patients. Failure to declare truthfully may result in suspension or dismissal of the staff/teacher/child/family from the centre. They may be reported to the authorities.
- 2.2 Print out the **Contact Tracing Poster with QR Code** sent by CEFL HQ and display at the front entrance.
- Staff/Teachers: Must scan QR code at entrance, complete **Contact Tracing Form** and submit before entering the centre. QR code must be scanned every time a person enters the centre, i.e. arriving for work in the morning, back after packing lunch from outside.
 - Visitors/Contractors: Must scan QR code at entrance, complete **Contact Tracing Form** and submit before entering the centre.
 - Students: Some students may not have a smartphone. Centres to use a log book to keep record of students entering the centre to attend class. Note down the student's temperature as he/she walks in (refer to PMCO Safety Guidelines & Protocols video).



- 2.3 Travelling for staff and teachers (out of the city and overseas) to be avoided for the next six months as advised by the MOH. Staff and teachers must declare their out-of-state/country movement.
- 2.4 All staff to be educated on the policy of receiving parcels, disinfecting the surfaces upon receipt, how to operate a non-contact thermometer and what is the normal human body temperature range is.
- 2.5 For efficient screening practices, non-contact thermometers are to be procured and staff to be educated on how to take the temperatures of students/staff/teachers. Please read the instruction manual beforehand.

3.0 Cleaning, Sanitising & Disinfecting

- 3.1 Check every area of the centre and ensure proper sanitisation is done.
- 3.2 Every desk space and all corners, lifts, staircase handles, doorknobs, chair handles, electrical switch points, remote controls, washrooms, etc to be cleaned/disinfected.
- 3.3 Washrooms must have liquid soap.
- 3.4 Hand sanitisers must be placed at appropriate locations, i.e. entrances, exit points, before entering classrooms.
- 3.5 Cleaning of air-conditioning systems including lift fans is required (please consult building owner).
- 3.6 Where and when possible, periodically open windows to get fresh air inside the centre/work areas rather than closed spaces.
- 3.7 Rather than place all of your books and folders on one shelf, put them up in separate areas throughout the room where possible.
- 3.8 Place a layer of transparent plastic over your soft board displays and pigeonhole cabinets for easy cleaning.



- 3.9 Remove or close off unused items, shelves, storage space to minimise the likelihood of accidental or unplanned touching to avoid virus spread within the space.
- 3.10 Staff/teachers are to use their own cups, bottles or cutlery and are required to wash their own belongings.
- 3.11 Dustbins should be covered with a lid and be hands-free (step-bin), especially those in the pantry and washrooms.
- 3.12 Plan and implement a strategy to track and report available quantities of stock – liquid soaps, disinfectant, hand sanitisers, face masks, paper towels, etc.
- 3.13 Utilise the humidifier and Chlorine Dioxide tablets to help keep the indoor air clean. Please refer to recommendation by HQ on the water:tablet ratio for optimum usage. You may place the humidifier in different rooms throughout the day. Please read instruction manual and watch the humidifier introduction video before you start using the machine. Handle machine with care.
- 3.14 Disinfect frequently touched surfaces a few times a day, e.g. every 4 hours. Examples of frequently touched surfaces: door handles/knobs, lift buttons, staircase handles, light switches.
- 3.15 Prepare a cleaning schedule for all washrooms and work with your cleaning service provider to meet the schedule. Example: Washrooms are cleaned and disinfected every 2 hours. All washrooms' cleaning must be recorded.

CLEANING CHECKLIST

MONTH: June YEAR: 2020 FLOOR: 2nd TOILET: 000007 / FEMALE

CLEANING POINTS	WEEK 1					WEEK 2					WEEK 3					WEEK 4					WEEK 5				
	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F
Check & Wipe Toilet	x	x	x	x	x	x	x	x	x	x															
Wipe Mirrors	x	x	x	x	x	x	x	x	x	x															
Wipe Sink & Fixings	x	x	x	x	x	x	x	x	x	x															
Change Hand Towels	x	x	x	x	x	x	x	x	x	x															
Clean Floor	x	x	x	x	x	x	x	x	x	x															
Pick Up Litter	x	x	x	x	x	x	x	x	x	x															
Wash the Bins	x	x	x	x	x	x	x	x	x	x															

Tick box only if an action has been completed.

Prepared by: *Kabir Kabeer* Cleaned by: *Devi* Checked by: _____

4.0 Communication

- 4.1 Put up signs, posters and visuals (child-friendly, at eye level) to remind staff, teachers, visitors and children to practise new preventive measures.



- 4.2 Inform all staff, teachers and students that if anyone who records a temperature reading of 37.5°C or above must be sent home and strictly not allowed entry to the centre until he/she has fully recovered.
- 4.3 All staff, teachers and parents/caregivers must be informed before re-opening the centre that everyone is required to wear a face mask while inside the centre. This is important to prevent the spread of viruses from asymptomatic patients. Use of a face shield is encouraged when the teacher is teaching in class, as well as for young children in JE and Starters classes.
- 4.4 The centre should maintain a supply of face masks or face shields in case a student's face mask/shield breaks while in class.
- 4.5 Inform parents or guardians not to send their child to class if the child is unwell.
- 4.6 Reassure parents that they can inform the centre if their child is allergic to alcohol-based sanitisers or cannot wear a face mask due to existing health conditions (e.g. asthma). Children who are allergic may wash their hands with soap instead of applying sanitiser on their hands and children with asthma may opt to wear a face shield instead of a face mask.
- 4.7 e-Learning may be available as backup for students with special needs or circumstances and to ensure continuity of learning. In combination with e-Learning, the centres also need to take into consideration the minimum number of hours or days for in-person instruction and learning in the centre to ensure that children have a meaningful learning experience (CEFL HQ will share e-Learning materials for four weeks after the reopening of centres and monitor feedback from parents, to determine if there should be an extension to the release of more e-Learning materials once physical classes are allowed to resume).
- 4.8 Forecast and think ahead for the next one/two months on what could go wrong, anticipate a workforce-depleted environment and mitigate accordingly, provide tools to the workforce to mitigate risks (work from home, remote working, etc) and anticipate a repeated MCO/ lockdown.

On a Class/Working Day

5.0 Before Class Starts

- 5.1 Ensure guidelines are followed in all areas.
- 5.2 Identify issues/concerns and plan for changes/improvements.
- 5.3 All staff, teachers and students must wear a face mask while in the centre/office. Identify children who may wear a face shield to class due to existing health conditions (e.g. asthma).
- 5.4 Every person who enters the centre must be screened using the non-contact thermometer to ensure no one has a fever (normal human body temperature range: 36.5 – 37.4 °C).



- 5.5 Designate at least 2 regular staff members (one for backup) to perform health checks, temperature screening and hand sanitisation at the entrance for ALL staff, students and visitors. Staff should practise good hygiene during screening.
- 5.6 Centre staff are advised to keep contact information of extra support and replacement staff in case of emergency.

- 5.7 Do not allow anyone to enter the centre, including staff and students, that have the following conditions:
- Unwell
 - Fever or flu-like symptoms (runny nose, cough, sore throat, shortness of breath)
 - Have been in close contact with a COVID-19 positive person, those under mandatory 14-day self-quarantine and/or anyone returning from overseas
- All staff, teachers and students who just returned from overseas are to observe a mandatory 14-day self-quarantine.
- 5.8 Office/Classrooms must be clean, clear (uncluttered) and airy to reduce the risk of virus exposure. Open windows and doors periodically to allow airflow and better ventilation even if the air-conditioners are on.
- 5.9 Scripts of COVID-19 preventive measures to be read in classrooms before every lesson, during intervals and/or at any other suitable time by a teacher to remind students of good hygiene practices against COVID-19. The scripts must be printed and displayed in every classroom. Refer to **Scripts to be read in classrooms**.

6.0 Hygienic/Social Distancing Practices Throughout the Day

- 6.1 Wash and sanitise hands regularly, after touching commonly touched surfaces, such as door handles, handrails and windows.
- 6.2 Dispose of dirty tissues, wipes, used masks and gloves properly. Seal them in a plastic bag and dispose into covered step-bins. If possible, advise staff, teachers and students to dispose of used masks and gloves out of the centre.
- 6.3 Perform routine cleaning and disinfection of surfaces and objects that are frequently touched. Clean classrooms after every session by the students/teachers. Plan cleaning time into the schedule to ensure they are carried out properly. This may mean a shorter time for lessons and activities.
- 6.4 Clean and disinfect areas after each visit from enquirers.
- 6.5 Limit overlapping movement of children and staff within the centre compound as much as possible to minimise interaction between children from different classes (i.e. toilet time, end of classes).
- 6.6 Wash toilets and sinks frequently and carefully. Follow washroom cleaning schedule prepared before reopening of centre.
- 6.7 Avoid speaking with parents/guardians about the child's day in class to avoid congregating for a prolonged period. Communicate via phone or messaging app instead.
- 6.8 Limit visits from walk-in enquirers when there are classes in session. Schedule an appointment when traffic at the centre is low and if possible, arrange for an online meeting/assessment.
- 6.9 If a child is unwell, tell the parents that the child must stay at home and rest, and only return when he/she has recovered fully.
If there is a student who feels unwell during the lesson, place him/her in the isolation room immediately and call his/her parents/guardians to come pick-up the student.
- 6.10 Parents/Caretakers who are overly late (more than 30 minutes) to pick up their child must be given a reminder to collect their child at class dismissal time for the following week. There is a great and constant need to discuss the importance of social distancing with your community and ensure that there is no grouping/cluster of children who are picked up late after their classes have ended.

Modify Work Policies

- Consider flexible working arrangements, i.e. work from home policies, adjusting working hours, minimising large meetings, group activities, etc.
- Create and implement interim policies for essential but vulnerable staff like elderly and pregnant women.
- Keep a tab on the health of employees and encourage health screening when required.
- Support employees and motivate them to talk to people they trust.

Course of action if anyone in the centre is tested positive for COVID-19

1. Close the centre immediately after consulting CEFL HQ.
2. Communicate to parents and staff about the centre closure.
3. Do not disclose the identity of the infected staff, teacher, child or parent. Be mindful and communicate in a way that will avoid stigma and discrimination.
4. Contact the nearest Health Office for advice.
5. Conduct cleaning and disinfection at the centre according to MOH guidelines.
 - a. Open doors and windows to ventilate the area.
 - b. Cleaning staff must disinfect every area (e.g. office, toilets and general area) used by the infected person, with emphasis on surfaces which are often touched.
 - c. If the surface is dirty, it should be cleaned using detergent or soap before disinfection.
6. The centre can begin operations when the level of hygiene and safety complies with all requirements and permission from the District Health Office has been obtained.

Citation and further reference:

1. National Early Childhood Intervention Council. 2020. SOP: Post-Lockdown COVID-19 Safety Guidance for Early Childhood Centres. Malaysia. Version 1, 10th April 2020. Creative Commons Attribution CC BY 4.0, with Contributions to the guideline: Lai-Thin, Ng, Project Officer, NECIC Dato' Dr Amar-Singh HSS, Consultant Paediatrician & Advisor NECIC Dr Woan-Yiing, Wong, Consultant Paediatrician & President NECIC.
2. Life After Lockdown. 2020. A Handbook to Create Safe Spaces in the Aftermath of COVID-19. Apollo Project Kavach. Apollo Hospitals.
3. Social Distancing at Work. 2020. Ministry of Health, Malaysia.
4. How to Correctly Wash Your Hands. May 2009. World Health Organization.
5. How to Put On, Use, Take Off and Dispose of a Mask. 2020. World Health Organization.
6. Garis Panduan Pengurusan Pembukaan Semula Sekolah, Kementerian Pendidikan Malaysia

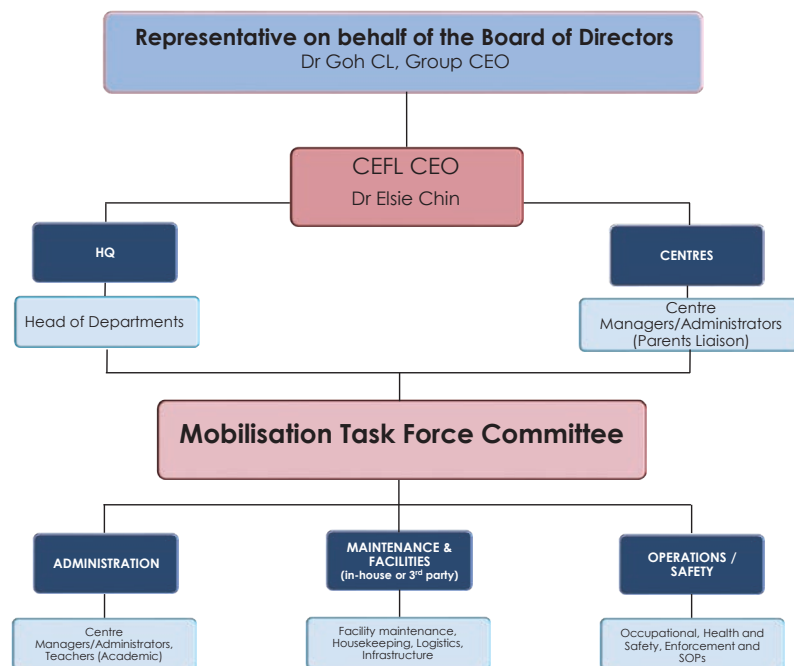
Appendixes:

(after FAQs)

- Appendix 1: How to Wash Your Hands
- Appendix 2: How to Put On, Use, Take Off and Dispose of a Mask
- Appendix 3: COVID-19 Health & Safety Protocols for all Visitors & Students
- Appendix 4: Basic Protective Measures Against COVID-19
- Appendix 5: Contact Tracing QR Code
- Appendix 6: Please Wear a Face Mask Before Entering
- Appendix 7: Health Declaration Form
- Appendix 8: Scripts to be read in classrooms
- Appendix 9: Sample classroom layout

CEFL COVID-19 Task Force Committee (HQ):

CAMBRIDGE ENGLISH FOR LIFE COVID-19 AHLI LEMBAGA PENGELOLA (ALP)



FAQs

1. Q: What are the preventive measures in place to minimise the risk of a COVID-19 outbreak in the centre?

A: To ensure that our community is safe and healthy, all staff, teachers and students are required to fill in the **Health Declaration Form** before returning to work and for classes. All individuals entering the centre will be required to fill in the **Contact Tracing Form**, have their body temperature checked and have their hands sanitised. We also make it compulsory that everyone who enters the centre wears a face mask or face shield. JE & Starters students are required to wear a face mask and face shield as a safety precaution.

2. Q: What are the SOPs that CEFL has implemented to protect the students from contracting COVID 19 in the centre?

A: The SOPs are as follows.

Before the opening of centres:

1. Centres will be sanitised and cleaned thoroughly.

On class days:

1. Students are dropped off at the entrance of the centre.
2. Students are permitted entry only if they wear either a face mask or a face shield.
3. The student's temperature is checked by the centre's staff and they are allowed to enter if their temperature is below 37.5°C.
4. The centre records their respective temperature and attendance on the class name list.
5. Students then proceed to sanitise their hands.
6. Parents are not allowed to enter the centre except by appointment.
7. Classroom settings are arranged to comply with social distancing of being one (1) metre apart.
8. Classrooms will be sanitised between classes.
9. All commonly touched surfaces will be sanitised on a regular basis.
10. Students are not permitted to congregate outside their classrooms.
11. Toilet breaks are controlled to avoid overcrowding.
12. Centre will indicate arrow markings on the floor for students' movement in and out of the centre, as well as 1 metre markings on the floors.

Visitors' Protocols:

1. The COVID-19 Health and Safety Protocols have been drawn up and made available online.
2. All visitors/parents are required to make an appointment prior to coming to the centre, whether for an enquiry, placement test or making payments.
3. All visitors/parents/delivery personnel who enter the centre's premises must wear a face shield or mask prior to entering.
4. They are required to scan the displayed QR code and fill out the Contact Tracing Form as per the government's protocol.
5. They then need to record their respective temperature and use the hand sanitiser provided.
6. If they have to make payments, payWave or online transactions are encouraged.

Note: Should you like to know more about the COVID-19 SOP protocols in detail, you may request the COVID-19 SOP guidelines from the Centre Manager as a reference.

3. Q: What procedures are to be followed in the event a student is found to be COVID-19 positive or has come in close contact with a person who is COVID-19 positive?

A: As soon as it has come to the attention of the centre staff that one of their students has tested positive for COVID-19 or has been in close contact with someone who is COVID-19 positive, the following procedures will be strictly followed.

1. CEFL HQ must be informed immediately.
2. The Ministry of Health (MOH) and/or Ministry of Education (MOE) will be informed immediately.
3. All contact tracing records related to the respective students will be made readily available to the MOH officers.
4. All parents of students and teachers who came in contact with the affected student will be informed and asked to report to the nearest government health facility and get tested if required.
5. The centre would be shut down immediately and completely sanitised before re-opening.
6. A report will be submitted to CEFL HQ confirming the steps taken.

4. Q: In regards to a student who has travelled or been in contact with a COVID-19 positive patient but tested negative and has undergone a 2 week self-quarantine, what documents should the student submit before attending physical classes again?

A: The student must submit a Health Declaration report from a doctor from a certified hospital.

5. Q: What happens if a student feels unwell in the middle of the class?

A: The teacher will quickly separate the student from the class and inform the Centre Manager. The student will be isolated from the rest while waiting for the parent(s)/guardian(s). The student's temperature will be taken and his/her hands will be sanitised before leaving the centre. The area/space that he/she has waited in will be disinfected as well.

6. Q: Our family has planned a trip during the school holidays at the end of this year. Do I need to inform the centre of my future travel plans?

A: Yes. All staff, teachers and students must declare their travel history and future travel plans.

7. Q: What are the measures that CEFL has implemented to ensure social distancing in the centres?

A: The safety measures below are to be followed:

Before & after class:

1. Class schedules will be rearranged to avoid overcrowding in the common areas. Kindly wait for the new schedule or advice from the respective CM before the centre reopens.
2. Parents should drop off and pick up students within 15 minutes prior to and after class.
3. Centre will constantly monitor the movement of students especially when they enter/exit classrooms.
4. All students/parents must follow the prevention & safety protocols, and maintain social distancing at all times.

During class:

1. Seating in all classrooms will be rearranged to ensure a minimum of one (1) metre social distance is maintained.
2. Centre staff will monitor and stagger toilet breaks to avoid overcrowding. A staff member will be placed at the entrance to control the number of students entering the washroom.

8. Q: How is disinfection or sanitisation being done on commonly touched surfaces and throughout the centre premises?

1. We will do regular disinfection of commonly-touched objects such as door knobs/handles, light switches, handrails, furniture, tables, chairs and whiteboard.
2. Classroom will be disinfected after every class.
3. Disinfectant will be sprayed at common areas such as walkways and toilets at regular intervals.

9. Q: Will the centre supply face masks to every student?

A: No. All students are required to provide their own face mask/face shield.

10. Q: My child has skin allergies. Must he/she use alcohol-based sanitiser?

A: Please inform your Centre Administrator if your child is allergic to alcohol-based sanitiser. We shall make arrangements to bring him/her to wash his/her hands upon entering the centre, instead of applying/spraying hand sanitiser.

11. Q: What are the safety measures that I should follow after attending class?

A: It is highly recommended that you take a shower once you get home. Then, wash the clothes you wore earlier.

12. Q: Can parents and caregivers wait for their children inside the centre or meet the Centre Manager to check on the progress of his/her child in class?

A: Parents and caregivers are no longer allowed into the centre on class days; only drop off and pick up near the entrance is allowed. They are encouraged to communicate with the Centre Manager via virtual meeting, email, phone call or text messages to minimise unnecessary contact. Otherwise, they should make an appointment to meet the Centre Manager on a non-class day.

13. Q: Can payments for tutorial fees be made using a credit card in the centre?

A: Yes. However, you need to make an appointment first before you can enter the centre to make the payment. It is highly recommended to use the payWave option or online transfer.

14. Q: How will I know if the classes can resume, and whether everyone or only students of certain levels are allowed to return to class?

A: Formal notice will be sent to parents at least seven (7) days in advance when classes can resume including which levels can resume based on the directives of the Ministry of Education (MOE). Centre Managers will send information regarding the latest class schedule to parents via phone, email or social media.

15. Q: Will there be any replacement class if a child is asked to go home due to him/her showing symptoms of COVID-19?

A: No, a replacement class will not be provided. Please discuss with the Centre Manager if there are other options available. Parents must not bring their child to the centre if they are displaying any symptoms.

16. Q: Will e-learning be available if I do not want to send my child to physical classes at the centre due to social distancing? What can I do?

A: E-learning option will still be available for 2 weeks after physical classes resume. Should there be any extension, it will be updated accordingly. However, the options of continuing e-learning or physical classes are at the centre's discretion. If you wish to have your child continue e-learning, kindly inform your Centre Manager at least 3 days before the actual adjustment and discuss the options available, or what can be done to accommodate your choice.

17. Q: Will all classes still be conducted all on one day? What will happen to bigger centres with hundreds of students?

A: Most CEFL centres will be sharing a new schedule and will contact parents after sorting out the logistic issues.

18. Q: Will the number of students in the classroom be maintained?

A: Seating in all classrooms will be rearranged to ensure a minimum of one (1) metre distance between all students. This may or may not affect the number of students in a class, as the capacity and layout of the room varies for all classrooms.

19. Q: Can my child be allowed to bring home their files and books instead of leaving them on the shelves in the classroom so that I can clean/wipe down their file and books before their next class?

A: This is at centre's discretion. Kindly inform your Centre Manager if you wish to bring home the materials.

20. Q: Have all staff/teachers been briefed and asked to follow the protocols?

A: Centre Managers will ensure that all teachers and staff are briefed on all protocols and will enforce the mandatory COVID-19 SOP Guidelines.

21. Q: Who can I contact for more information regarding the COVID-19 protocols?

A: You should contact your respective Centre Manager or contact CEFL HQ at 03-7883 0912.

How to Wash Your Hands

 Duration of the entire procedure: 40-60 seconds

Hand hygiene is an important measure to prevent the transmission of viruses.

When should you wash your hands?

- ▶ Upon arrival at the centre
- ▶ Before and after eating food
- ▶ After using the washroom
- ▶ After helping a young child in the washroom
- ▶ After wiping noses, mouths, sores or cuts
- ▶ After handling any bodily fluids, e.g. diarrhoea, mucus or vomit
- ▶ After playing outdoors
- ▶ Any time your hands look dirty



Wet hands with water



Apply enough soap to cover all hand surfaces



Rub hands palm to palm



Right palm over left dorsum with interlaced fingers and vice versa



Palm to palm with fingers interlaced



Backs of fingers to opposing palms with fingers interlocked



Rotational rubbing of left thumb clasped in right palm and vice versa



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa



Rinse hands with water



Dry hands thoroughly with a single use towel



Use towel to turn off faucet



Your hands are now safe

Some tips to ensure you wash your hands thoroughly:

- ▶ Use liquid soap
- ▶ Scrub your hands (front and back) for at least 20 seconds (Singing 'Happy Birthday', 'Twinkle Twinkle Little Star' or 'Baby Shark' should take about 20 seconds)
- ▶ Use hand sanitisers sparingly; only when hand soap is not available. Hand sanitisers should not replace hand washing with soap and water when available

How to Put On, Use, Take Off and Dispose of a Mask

When to Use a Mask



Wear a mask when you are out of home



Masks are effective only when used in combination with frequent hand-cleaning with alcohol-based hand rub or soap and water



If you wear a mask then you must know how to use it and dispose of it properly



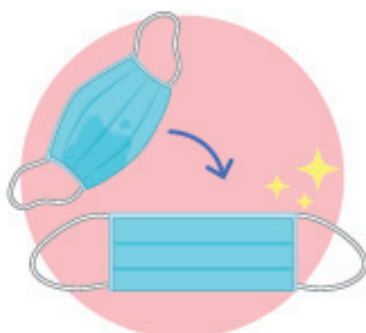
Before putting on a mask, clean hands with alcohol-based hand rub or soap and water



Cover mouth and nose with mask and make sure there are no gaps between your face and the mask



Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water



Replace the mask with a new one as soon as it is damp and do not re-use single-use masks



To remove mask: remove it from behind (do not touch the front mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water





COVID-19 Health & Safety Protocols for All Visitors & Students



APPOINTMENT

An appointment is required before visiting centres



MASKS ON

Face masks and/or face shields are to be worn at all times during visit



SCAN QR CODE

Fill out an online Contact Tracing Form to help us keep our community safe from the COVID-19 virus pandemic



TEMPERATURE CHECK

Body temperature will be checked upon entry



HAND SANITISER

Hands are to be sanitised upon entry



SANITISATION

Rest assured that surfaces and objects that are frequently touched are cleaned and disinfected regularly

Basic Protective Measures Against COVID-19

The COVID-19 pandemic has been challenging and we at Cambridge English For Life (CEFL) take hygiene and safe physical distancing measures seriously.

As responsible members of the community, everyone plays an important role to continue good hygiene practices and safe physical distancing to keep the COVID-19 under control, with or without an enforced Movement Control Order (MCO) or some form of lockdown.

Here are some simple precautions you can take to reduce the chances of being infected or spreading COVID-19. Take care of your health and protect others by doing the following:

What You Can Do at Home



Wash your hands with soap frequently.



Keep the environment clean. Perform routine cleaning and disinfection of surfaces and objects that are frequently touched.



Wear a mask before stepping out of the house and coming to class to prevent the spread of viruses from asymptomatic patients.



Upon returning home dispose of your mask, soak your clothes with soap and take a bath before having any physical contact with anyone at home.



If you wish to discuss your child's progress, you are encouraged to communicate via phone or messaging app to avoid congregating for a prolonged period.



Please stay home if you have the following conditions:

- Unwell
- Fever or flu-like symptoms (runny nose, cough, sore throat, shortness of breath)
- Have been in close contact with a COVID-19 positive person, those under mandatory 14-day self-quarantine and/or anyone returning from overseas
- All staff, teachers and students who just returned from overseas are to observe a mandatory 14-day self-quarantine.

What We Do at CEFL Centres



Only 'essential visitors' will be allowed in the centre. Any enquiries will be by appointment only.



Every person who enters the centre will be screened using a non-contact thermometer to ensure no one has a fever. Any staff, teacher or student who has a temperature reading of 37.5 degrees Celsius or above will be sent home and strictly not allowed entry to the centre until he/she has fully recovered.



Parents, students and staff MUST declare past and future travel plans (if any) and any contact with anyone who is COVID-19 positive. Failure to declare truthfully may result in suspension or dismissal of the student/family from the centre. The student/family may be reported to the authorities.



Please wear a face mask while you are inside the centre. You may opt to use a face shield instead or in addition to the mask.



Parents and caregivers are no longer allowed into the centre; only drop-off and pick-up near the entrance is allowed. Please maintain social distancing while waiting for your child after class.



Hand sanitisers will be placed at appropriate locations (i.e. entrances and exit points) and must be used before entering classrooms.



Surfaces and objects that are frequently touched will be cleaned and disinfected. Classrooms will be cleaned after every session before the next group of children uses it.



Students will be dismissed from classrooms within 15 minutes after class. Parents are to pick their child up within the stipulated grace period.

Together, we will win this battle against COVID-19.

As part of our community effort to help curb the spreading of the COVID-19 virus pandemic, please fill in the 'Contact Tracing Form' by scanning the QR code below before you enter our premises. It takes only two easy steps.



Step 1



Use your smartphone camera to scan the above QR code

Step 2



Fill in the 'Contact Tracing Form' and click 'Submit'

*iOS (Applicable for iOS 11 onwards. You may also download any QR Code reader on the App Store)
Android (Download 'Google Lens' app from Play Store)*



Temperature check will be conducted for all visitors. Please key in your temperature reading on the form.

Thank you for helping us keep everyone safe and healthy.

#NewNormal #ContactTracing



**PLEASE WEAR
A FACE MASK
BEFORE ENTERING**



Student / Parent / Supplier / Visitor Health Declaration Form

I am visiting CEFL (Please state which location)

Personal Details

Name (as per IC)

IC/Passport number

Contact number

Purpose of visit

For supplier, please indicate your company

For visitor, please fill in your home address

Travel/Contact History

Have you travelled outside of Malaysia in the past 14 days?

Have you been in close contact with family, friends or individuals who have just returned to Malaysia in the past 14 days?

Have you attended an event or come in contact with someone who attended an event or went to a location where there was a COVID-19 positive case reported in the past 14 days?

Have you been in close contact with a suspected (PUI)/confirmed case for COVID-19 in the past 14 days?

Health Declaration

I hereby declare my current health condition as follows: (lease " ✓" in the relevant box)

Symptom	Yes	No	If yes, please provide details
Fever	<input type="checkbox"/>	<input type="checkbox"/>	_____
Cough	<input type="checkbox"/>	<input type="checkbox"/>	_____
Shortness of breath	<input type="checkbox"/>	<input type="checkbox"/>	_____
Runny nose	<input type="checkbox"/>	<input type="checkbox"/>	_____
Headache	<input type="checkbox"/>	<input type="checkbox"/>	_____
Sore throat	<input type="checkbox"/>	<input type="checkbox"/>	_____
Other symptoms:	<input type="checkbox"/>	<input type="checkbox"/>	_____

- I agree that the above information provided is, to the best of my knowledge, complete and true.
- I agree to the collection, use and disclosure of above information by CEFL to the relevant authorities for the purpose of tracking and taking precautionary measure against COVID19.
- I agree that if I am unwell, I shall be denied entry to CEFL and seek medical treatment immediately.

Signature :

Name :

Date :

Scripts to be read in classrooms (not more than 10 seconds):

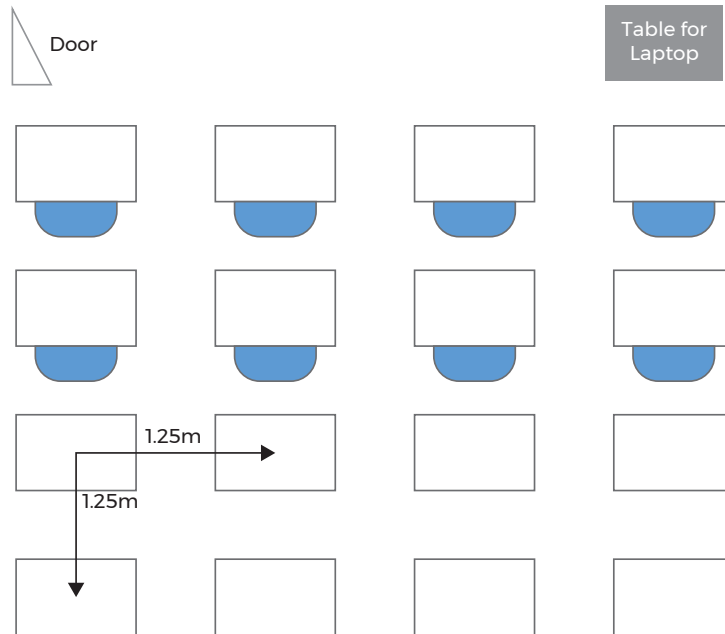
To be read alone or in combination (Note: Do not read 'or'):

Attention boys and girls,

- 1) Face masks or face shields are to be worn at all times while in the centre.
OR
- 2) Observe social distancing. Distance yourself (1 metre apart) from others. No crowding or gathering in common spaces.
OR
- 3) If you feel unwell, please inform your teacher.
OR
- 4) No shaking hands, high fives, hugging or any physical contact. You may place your hand on your chest as a sign of respect
OR
- 5) Practise personal hygiene. Wash and/or sanitise your hands regularly. No sharing of stationery, books, food, cutleries, utensils or equipment.
OR
- 6) Avoid getting together in groups as this is not allowed.
OR
- 7) Cover your mouth and nose with a tissue when coughing or sneezing. Avoid touching your eyes, nose and mouth with unwashed hands.
OR
- 8) Upon arriving home, take a shower and wash your clothes immediately.

**Classroom seating arrangement in compliance with
CEFL's Post MCO Hygiene & Safety Guidelines**

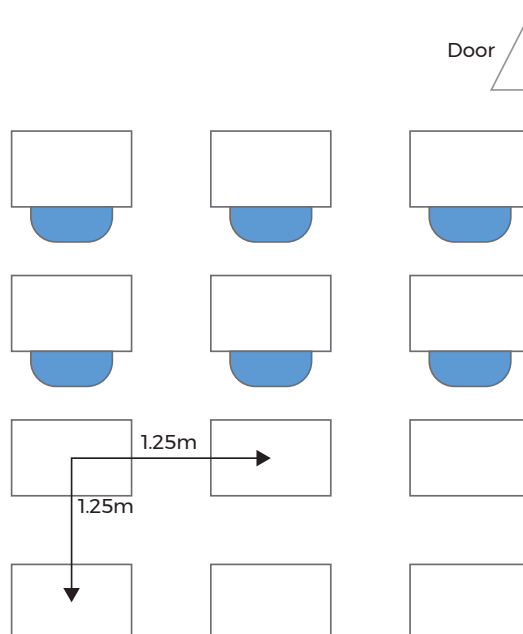
Downing



* 8 tables and chairs

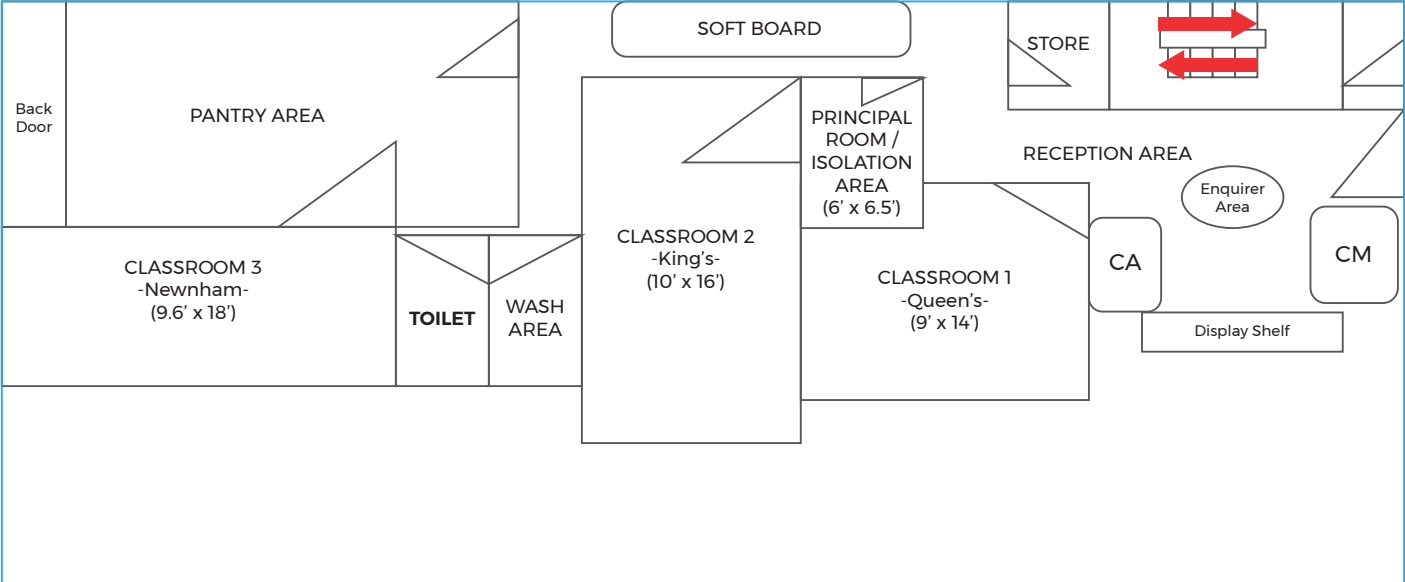
**Classroom seating arrangement in compliance with
CEFL's Post MCO Hygiene & Safety Guidelines**

Clare



* 6 tables and chairs

GROUND FLOOR LAYOUT PLAN



FIRST FLOOR LAYOUT PLAN

