enhance education

MySejahtera

PARENTS' GUIDE TO COVID-19

STANDARD OPERATING PROCEDURES

FOREWORD

Dear Parents and Students,

The recent government announcement permitting our physical reopening is a very welcome one. Our priority at Enhance Education is always to ensure the safety and health of all those who enter the premises, which in this time of covid-19, as you know, requires an extra set of procedures which all of us are required to adhere to.

We will continue to strictly follow the Government's standard operating procedures as they apply to tuition centres [Garis Panduam Pembukaan Semula Institusi Pendidikan Swasta Ketergori Pusat /'Guidelines to Private Educational Institutions (Category: Centre) Reopening']. Enhance Education also has further measures in place to best protect staff, customers and students alike and we will continue to adhere to these for everyone's best protection.

It is our hope that you will take careful note of the guidance contained here to do your part in helping us to provide the safe and positive learning environment that each of our students deserves.

Do let us know if you have any feedback, questions or concerns.

All good wishes,

The Enhance Education Team

[*Last updated 17/11/2021*]

ENHANCE EDUCATION COVID-19 SOPs

What we are doing:

i) Admin. Management / Awareness of Policy and Procedures:

- ✓ Applying Ministry stipulations and keeping up to date with the latest Government Advisories
- ✓ Registered with MySejahtera App.: all adults/students with smartphones entering the premises to scan the QR code
- ✓ Clear communication of all relevant policies/procedures to customers, students and staff
- ✓ All-staff training to ensure awareness and compliance
- ✓ Students to be regularly reminded of policies/procedures by teachers and via in-class PPTs and posters

ii) Safety / Teaching & Learning Management:

- ✓ All staff are double-vaccinated
- ✓ Thorough cleaning of centres before opening and on a daily basis thereafter
- ✓ Sanitising of classroom furniture, door handles and light switches and equipment/banisters between each class
- ✓ Classes staggered if necessary to reduce flow
- ✓ No students to be allowed entry to the classroom until the room has been sanitised but to be moved from lobby into classroom as soon as cleaning has finished to avoid crowding
- ✓ Body temperature check for all staff/students/parents/visitors
- ✓ Isolation/retesting and sending home of anyone with a temperature exceeding 37.5^0 or displaying other associated symptoms such as fever, cough, sore throat, shortness of breath and sudden loss of taste/smell
- ✓ Careful monitoring of student's health during classes: any individual developing symptoms will immediately be safely separated, and promptly returned home
- ✓ Compulsory mask-wearing or face shields for students and staff at all times
- ✓ Compulsory use of hand sanitizer at the main entrance; additionally readily available in classrooms and teachers' rooms and regular usage strongly encouraged including before eating snacks
- ✓ Social distancing of 1 m to be strictly enforced at all times: flow in centres (including use of fire exits), classroom furniture, students lining up and release from/entry to classrooms and all classroom activities organised accordingly
- ✓ Waiting in centre discouraged where possible, and restricted to one family member
- ✓ Contactless registration and online payment available
- ✓ Floor markings to indicate both entry/exit, corridor flow and social distancing in reception areas
- ✓ Strictly no classroom equipment/cup/utensil/food-sharing. Parents asked to send their child in with their own equipment
- ✓ Water dispensers only to be used if absolutely necessary and only by staff member on student's behalf
- ✓ Libraries to be closed until further notice. Returned books to be disinfected

- ✓ Students to use the toilet as the need arises during class time rather than only at break times: parents requested to have their child use the toilet before bringing child to class
- ✓ Only one class at a time to be released at the end of the lesson
- ✓ Students must not change seats during the lesson
- ✓ Bar soap is not to be used– liquid soap dispensers are to be used exclusively
- ✓ Starters pupils are supervised when washing their hands; Starters class entry routine/circle time modified to achieve 1m social distancing; independent sets of materials prepared
- ✓ Teachers to sanitise hands before and after handing out books/worksheets etc.
- ✓ Larger classrooms scheduled for larger classes to achieve social distancing
- ✓ Movement of students between classes strictly prohibited: all activities must take place within their own classroom

iii) Ill Health / Management of Infection

- ✓ Students regularly reminded to inform staff if they begin to feel unwell
- ✓ Staff, students, customers and visitors are informed of the symptoms of possible coronavirus infection (i.e. a cough, difficulty in breathing and high temperature, and sudden loss of sense of smell/taste) via lobby posters, class whatsapp groups and this Parents' Guide to EE SOPs and are kept up-to-date with national guidance about the signs, symptoms and transmission of coronavirus
- ✓ Any pupil who displays signs of being unwell is immediately referred to Customer Services for isolation from all other individuals whilst their parents are contacted/they wait to be collected
- ✓ All parents' contact details to remain current/be regularly updated-termly reminder to be sent to parents
- ✓ Where contact with a student's parents cannot be made, the individual will remain safely in isolation
- ✓ Areas used by unwell pupils who need to go home will be thoroughly cleaned once vacated
- ✓ Any spraying of bodily fluids, e.g. sneezing/respiratory and nasal discharges, will be cleaned up immediately
- ✓ Pupils will be instructed to cough or sneeze into their elbow by PPT reminders and classroom posters and use a tissue to cover their mouths where possible, disposing of the tissue in waste bins provided; they will be informed to sanitize or wash their hands after coughing or sneezing.
- ✓ Classroom displays to have: Please Do Not Touch labels
- ✓ Parents informed not to bring their child/ren onto the premises if they show signs of covid-19 or believe they have been exposed to coronavirus
- ✓ Children who have displayed symptoms of coronavirus including a fever and been sent home as a result can only resume lessons with an accompanying signed doctor's letter confirming it is safe to do so.
- ✓ Enhance Education will be consistent in its approach to any suspected and confirmed cases of coronavirus with strict adherence to COVID-19 positive case management protocols as issued by the authorities
- ✓ Enhance Education will keep pupils and parents adequately updated about any changes to infection control procedures as necessary.

iv) HR Management / International Travel

- ✓ Travel records will be requested/reviewed
- ✓ Newly arrived international students will need to submit a COVID-19 free letter from their home country in English, the quarantine directive from the MoH and the release from the Malaysian Immigration Department before they can join classes
- ✓ Parents will receive regular reminders to report any international travel to Customer Services
- ✓ Staff members to complete quarantine period/have clearance to return to work following any international travel

v) Emergency Evacuation

- ✓ In the event of having to evacuate the building due to an emergency (e.g. fire), students will be lined up adhering to the 1m social distancing rule and lead out class by class in an orderly fashion following the evacuation route
- ✓ Lining up at the Assembly Point will strictly adhere to the 1m social distancing rule within and between class lines

vi) Parental Involvement:

What we need you to do:

- **Contact your centre as soon as possible if you believe you/your child has been exposed to coronavirus or display/s symptoms**
- **If your child has been exposed to the virus or sent home having displayed symptoms, a doctor's letter must be presented stating they are safe to return to the centre in order for them to resume classes**
- Check in via the MySejahtera app. Students without access to smartphones should be registered by parents under 'Dependant'.
- Avoid entering the centre unless necessary
- If essential to enter the centre e.g. to pay, ensure only one adult per child/children, and avoid class start times to reduce congestion in reception
- Drop off and collect your child on time
- Help your child to open/close the car door as necessary
- **Ensure your child is wearing a face covering [mask or face shield]. This is a strict requirement to enter the classroom**
- Send your child with their own set of stationery [pencil, eraser, sharpener, ruler, and if possible, board marker]; you may also want to provide them with their own small hand sanitizer though we will have this readily available
- Consent to us using wipes/applying hand sanitizer as necessary for Starters students
- Ensure your child understands the need for 1m social distancing at all times, how to cough into their elbow, and the importance of effective hand washing/sanitising
- Make sure your child is aware they must tell a member of staff if they begin to feel unwell

- Encourage your child to use the toilet before class start, and to tell the teacher if they need the toilet: they will be using the toilet as necessary during class time to avoid a crush at break-time
- Only send your child with a snack if they really need it. Ensure they are aware they should never share their food/drink or ask for food from others
- Ensure your child sleeps, eats, exercises well and drinks lots of water
- Comply with any Government restrictions on international travel and declare any overseas travel to Customer Services before return to class, submitting documentation as stipulated by the Government at the time.

Enhance Education Team ***[Last revised 17/11/2021]***