Updated 19 August 2020

# Entrance to the campus area

## Staff / Students

- 1. Body temperature scanning checkpoint upon accessing campus (Post-A, -B, -C, North Wing, Hotel Entrance):
  - <37.5°C (MOH Guideline, 1st May 2020)
- 2. If the body temperature exceeded 37.5°C, staff / students are requested to stay for 3 minutes, and a second time body temperature will be taken.
- 3. The security officers reserve the right to decline entrance if the body temperature exceeded 37.5°C after the second scan. Staff / students are advised to proceed to Lauren Bleu Clinic for immediate medical advice.
- 4. Protocol to access campus as per current practice.
- 5. Scan the MySejahtera QR Code upon accessing offices, and/or other locations on campus.

## Visitor / Contractors / Vendors

- 1. At the gates, scan the MySejatera QR Code.
- 2. Body temperature scanning checkpoint upon accessing campus (Post-A, -B, -C, North Wing, Hotel Entrance):
  - <37.5°C (MOH Guideline, 1st May 2020)
- 3. If the body temperature exceeded 37.5°C, staff / students are requested to stay for 3 minutes, and a second time body temperature will be taken.
- 4. The security officers reserve the right to decline entrance if the body temperature exceeded 37.5°C after the second scan. Staff / students are advised to proceed to Lauren Bleu Clinic for immediate medical advice.
- 5. Protocol to access campus as per current practice: follow SOP given by IBC.
- 6. Scan the MySejahtera QR Code when accessing a location on campus.

#### Awareness information at entrance

- a. Wear mask at all time.
- b. Good hand hygiene practice while in the campus.
- c. Physical distancing while on campus.
- d. No handshaking culture.

# **Entrance to the buildings in campus**

- 1. Wear mask at all time.
- 2. All buildings entrances to be equip with:
  - a. Hand sanitizer
    - Main entrance of each building
    - Main entrance of each office
    - All service counters
    - In front of each elevator
    - Beginning of the escalator
  - b. Poster for good hand hygiene practice.
  - c. Poster for social distancing.

- d. Special bin for discarding used masks.
- e. Poster for reminding to discard face masks at designated bins.
- 3. MySejahtera QR code are available at the main entrances of the buildings, offices, laboratories, libraries, vendors and cafes, sport centres. All staff, students, visitors, contractors or vendors are required to scan the QR code when accessing the respective locations.

## 4. Library protocol:

- a. Arrange all table 1 meter apart to avoid student in group or gathering.
- b. Signage 1 metre apart on the floor especially queue at counter, library gate an elevator.
- c. Hand sanitizers in front of the entrance gate and in front of elevator.
- d. Document Delivery Service remains.
- e. Self check machine is recommended for all library material, minimize direct contact. However inquiry is available at the Circulation Counter.
- f. Book drop located outside the library is recommended for all returning material.
- g. Penalty charge is processed at the Circulation Counter.
- h. Wear mask at all time, practice good hand hygiene, and coughing and sneezing etiquette.

## 5. Faculty Offices Protocol:

- a. Scan MySejahtera QR code prior entering the office area.
- b. Sanitise hands prior entering the faculty office.
- c. Wear mast at all time, practise good hand hygiene, and coughing and sneezing etiquette.
- d. Practise physical distancing at all time.
- e. Encourage 'e-meeting' if physical meeting is unavoidable; use meeting room, with proper air ventilation. Alternate seat, wear mask in meeting room at all time, sanitize hands prior entering meeting room.
- f. Office admin to disinfect all office doors before starting to work.
- g. All staff to disinfect their own workstation before and after work.
- h. GLMO to:
  - clean the office floor with disinfectant daily (sodium hypochlorite at 0.5% or Bleach/Clorox).
  - collect thrash from main collection area outside the office daily.
  - disinfect all cleaning equipment after cleaning by following SOP provided by IBC (Annex 2).

## 6. Hostel Protocol

- a. Scan MySejahtera QR code prior entering the office area.
- b. Hostel staff is required to wear face mask when communicating with students and staff.
- c. Practise physical distancing.
- d. Practice good hand hygiene, and coughing and sneezing etiquette.
- e. Students are required to keep the respective hostel room clean at all time.
- f. Hostel warden is required to monitor the health condition of the students in hostel. At any time should a student unwell, immediately isolate him/herself in the hostel room, inform the SAA. Make arrangement to seek for medical advice at the Laurent Bleu Clinic.
- g. GLMO to:
  - clean the hostel floor with disinfectant daily (sodium hypochlorite at 0.5% or Bleach/Clorox).
  - disinfect all doors before starting of work.
  - collect thrash from main collection area outside the office daily.
  - disinfect all cleaning equipment after cleaning by following SOP provided by IBC (Annex
     2).

## 7. Laboratories protocol:

- a. Scan MySejahtera QR code prior entering the laboratory.
- b. Lab manager @ lab staff is to make roaster for scheduled lab access for PG students @ researchers to avoid crowd in the lab and maintain physical distancing.
- c. Disinfection to be carried out daily (every evening) using disinfectant (e.g. Sodium hypochlorite at 0.5% or Bleach @ Clorox; GERMISEP @ Sodium Dichloroisocyanurate; NaDCC).
- d. Sanitise hands prior entering the lab.
- e. Wear mask in the lab at all time, practice good hand hygiene, and coughing and sneezing etiquette.

## 8. Lecture Room/Hall protocol:

- a. Attendance of all students and staff to the lecture room/hall at a particular session must be recorded.
- b. Alternate seat gap between students (physical distancing of minimum 1metre) in the lecture hall @ classroom.
- c. Sanitize hands prior entering the lecture hall @ classroom.
- d. Wear mask at all time, practice good hand hygiene, and coughing and sneezing etiquette.
- e. At any point of lecture session, if a student is unwell, immediately inform the lecturer. The lecturer in charge should notify the dean, and make arrangement for medical check up at Lauren Bleu Clinic immediately.

#### f. GLMO to:

- to disinfect the lecture room/hall after the last lecture of the day
- Disinfectant used: Sodium hypochlorite at 0.5% or Bleach @ Clorox; GERMISEP @ Sodium Dichloroisocyanurate; NaDCC)

## 9. Counter protocol (VPU, GFO, SEC, RO, Hotel, HR, all reception counters):

- a. Practise physical distancing (at least 1 metre radius away from each other).
- b. Wear mask at all time, frequent hand sanitization, practise coughing and sneezing etiquette.
- c. Hand sanitizers must be made available at counters / front desks / stations, at all time.
- d. Notice to remind staff, students, guests, clients to sanitize their hands, wear mask, practise coughing and sneezing etiquette, and keep 1 m social distancing at all time.
- e. Mark standing spots for 1 metre distance at all counters, if que is required.
- f. At any point of communication, if staff notice any student/guest is unwell, immediately terminate the communication, inform the director supervisor, and refer the student/guest to Laurent Bleu Clinic.
- g. Staff is required to work from home if show symptoms of illness. They are required to seek medical advice immediately.

#### 10. Café, lounge & eateries protocol:

- a. Notice to remind physical distancing must be placed at the entrance of café @ eateries and strategic places in the shop.
- b. Scan MySejahtera QC code at the front of the food stall / café, or prior entering a restaurant.
- c. Alternate space seating plan must be followed: max 4 people per long table; max 2 person per 4-seated table.
- d. Mark spots on chairs or tables to ensure distance seating practice.
- e. Do not recommend self-service. However if not applicable, practice distance 1 metre from each other when queueing; standing spots should be marked on floor.
- f. Café staff are responsible and must disinfect the café/eateries area before and after service time.

- g. Café staff must disinfect table and chair after each usage.
- h. Café/eateries to encourage takeaway practice.
- i. Use of disposable cutlery is recommended.
- j. Selling prepack or set meal is encouraged.
- k. Food display stall must be covered to maintain the food hygiene.
- I. Café staff must wear mask and gloves all the time while serving food or drinks.
- m. Café staff must wear gloves when preparing food.
- n. Owner are responsible for staff health. Unhealthy staff is not allowed in the university premise to conduct the business.
- o. Café staff to arrange for food stock delivery prior or after their business hour.
- p. University reserves the right to penalise the café owner if any of their staff is found violating the guideline set.
- q. Users should practise good hand hygiene before and after using the café/eateries facility.
- r. Users must wear mask while communicating with the staff for the purchase and payment. Mask should only be removed when consuming the food and drinks.
- s. Avoid overlapping lunch hours between staff and students. Recommend rotate lunch hour session.

#### 11. Lift protocol:

- a. Allow only 4 people per ride.
- b. Queue leading up to the lift to have marked spots on the floor.
- c. Standing spots marked in the lift.
- d. Riders to face away from each other.
- e. Hand sanitizer stations placed in front of the lift for all to sanitize their hands before/after touching lift buttons.
- f. Wear mask at all time.
- g. Signboard for social distancing is placed in front of the lift.
- h. GLMO to clean and disinfect the lifts once a day, every morning.

## 12. Escalator Protocol

- a. Do not stand close to the person in front. Allow a 3 steps gap before stepping on (physical distancing 1 metre).
- b. Standing spot in a zig-zag manner can be considered.
- c. Escalator riders are recommended not to hold the handrails.
- d. Signboards for physical distancing at the beginning of the escalator.
- e. GLMO to clean and disinfect the escalator once a day, every morning.

#### 13. Hotel protocol:

- a. Scan MySejahtera QR code prior entering the hotel lobby.
- b. Hotel staff must ensure student /staff /guest /visitor to sanitise their hands with the hand sanitizer provided before proceeding into the building area.
- c. Receptionist on duty to disinfect their own workstation before and after work.
- d. Wear masks at all time, practise good hand hygiene, and coughing and sneezing etiquette.
- e. Practise physical distancing while awaiting for any services at the reception counter. Marks on the floor for physical distancing.
- f. At any point of communication, if receptionist notice any student/guest is unwell, immediately terminate the communication and inform the superior or manager on duty. Refer the student/guest to Laurent Bleu Clinic.

- g. Hotel management must initiate the COVID-19 contingency plan if a suspected case is observed.
- h. House-keeping staff must wear proper PPE as per IBC guideline when carrying out service and maintenance work.
- i. House-keeping staff must disinfect their tools and equipment upon completion of each service or maintenance job with accordance to IBC guideline for disinfecting cleaning tools.
- j. F&B area must be disinfected before and after service time.
- k. Vendor/supplier to send supplies before or after service time as per arrangement with the hotel management.
- I. Supplies delivered must be placed at the designated area prior collection from the hotel staff
- m. Vendor/supplier must wear mask while delivering the goods to the hotel. Practise good hand hygiene, and coughing and sneezing etiquette.

# **University facilities**

- 1. University sport facilities including basketball court, indoor squash room, swimming pool, and gym.
  - a. Scan MySejahtera QR code when accessing the facilities.
  - b. Physical distancing must be observed.
  - c. Prior reservation to use the sports facilities is recommended to avoid overcrowding.
  - d. Frequent hand sanitization. Hand sanitizers are placed at strategic points.
  - e. Practise good hand hygiene, and coughing and sneezing etiquette.
- 2. For facilities Surau,
  - a. Scan MySejahtera QR code when accessing the Surau.
  - b. Wear face masks at all times.
  - c. Practise physical distancing.
  - d. Practise good hand hygiene, and coughing and sneezing etiquette.
  - e. Do not stay in the Surau for other purposes except for praying.
  - f. Keep the Surau clean at all times.
- 3. For bus & transportation,
  - a. Scan MySejahtera QR code when entering the bus.
  - b. Wear face masks at all times.
  - c. Marked spots for alternate seating.
  - d. Practise good hand hygiene, and coughing and sneezing etiquette.
  - e. At the drop off points on campus, body temperature will be checked by assigned staff /driver. Body temperature <37.5°C (MOH Guideline, 1st May 2020) is expected. If body temperature >37.5°C, perform a second body temperature scan. If body temperature >37.5°C persists, the said staff or students are advised to seek for medical advice at Laure Bleu Clinic immediately.
  - f. Disinfect (sodium hypochlorite at 0.5% or Clorox, or other recommended disinfectants) the bus with disinfectant at least once a day every evening after the last ride.
  - g. Drivers at risk group are not allowed to drive.
- 4. Washrooms
  - a. Washrooms will be cleaned 2 times a day, depending on area.
  - b. Hygiene and sanitization of the lavatories will be taken care by GLMO.
    - i Cleaner
      - Clean the floor with disinfectant (sodium hypochlorite at 0.5% or Clorox).

- Clean the cubicles door handles with disinfectant (sodium hypochlorite at 0.5% or Clorox).
- Clean the toilet bowls and sink bowl with disinfectant (sodium hypochlorite at 0.5% or Clorox).
- Clean the flush handle and tap with disinfectant (sodium hypochlorite at 0.5% or Clorox).
- Disinfect all cleaning equipment after cleaning by following SOP provided by IBC.
- Cleaners are briefed with the protocols of disinfecting the toilet bowls and sinks by the IBC member.

#### ii. Users

- Flush the toilet after use.
- Do not spit into the sink.

#### 5. Common Areas:

Common areas include: Block A Lobby; Block G Lobby; Block C; Hotel Lobby; Café area; Library; other common areas @ lobbies of UCSI premises.

- a. Disinfection to be carried out daily (every evening) by GLMO.
- b. Disinfectant agent: Sodium hypochlorite at 0.5% or Bleach (Clorox); GERMISEP (Sodium Dichloroisocyanurate; NaDCC).

# **Visiting / Travelling Protocol**

- 1. Visitors / Guests / Vendors / Contractors to University campus:
  - a. Scan the MySejahtera QR code at the gates upon entry.
  - b. Wear face masks at all times, practise good hand hygiene, and coughing and sneezing etiquette.
  - c. Practise physical distancing (1 metre apart from each other) when communicating.
  - d. No handshake culture.
  - e. If physical consultation @ discussion is necessary, suggest meeting in a meeting room @ consultation room with proper air ventilation.
  - f. Scan the MySejahtera QR code when at a particular location on campus.
- 2. University staff visiting @ travelling protocol:
  - a. Oversea travelling follow instruction from the government.
  - b. If oversea @ outstation visit is necessary, the staff must:
    - i. Update the travel information to university management in advance in a written form.
    - ii. Wear face masks at all time; practise physical distancing; frequent hand sanitizing during visit @ travelling.
    - iii. No handshake culture.
    - iv. Practise all safety and hygiene measurement as recommended by Ministry of Health@ WHO.
    - v. Serve a 14-days self-surveillance upon return from oversea, and routinely report the health status to the direct supervisor. Staff declared free by MOH will be allowed to back on campus.

# **Construction Operation Protocol**

- The contractor/company to make sure that before resuming operation of work during this MCO
  period, all the workers do not show any symptoms of COVID-19. The contractor/ company is
  encouraged to perform medical check-up on their workers.
- 2. The workers will scan the MySejahtera QR code at the gates prior accessing the campus. Contractor/company is responsible on the health status of the workers.
- 3. Body temperature scanning checkpoint upon accessing campus (Post-A, -B, -C, North Wing, Hotel Entrance):
  - <37.5°C (MOH Guideline, 1<sup>st</sup> May 2020)
- 4. If the body temperature exceeded 37.5°C, staff / students are requested to stay for 3 minutes, and a second time body temperature will be taken.
- 5. The security officers reserve the right to decline entrance if the body temperature exceeded 37.5°C after the second scan. Staff / students are advised to proceed to Lauren Bleu Clinic for immediate medical advice.
- 6. Should there a confirmed case of COVID-19, the contractor/company shall bear all the medical cost of the worker concerned and disinfection cost at the construction site/premise. The contractor/company shall give full cooperation to Ministry of Health to conduct contact tracing.

# **Support Staff Protection (Security / Maintenance / Customer Service)**

- 1. Security personnel is provided with
  - a. mask, and gloves
  - b. guideline to wear and take off PPE
  - c. working SOP
  - d. SOP for self assessment prior to working hour/shift
  - e. point of contact for more information
- 2. Cleaning staff is provided with
  - a. mask, gloves, apron and shoe covers
  - b. guideline to wear and take off PPE
  - c. working SOP
  - d. SOP for self asses prior to working hour/shift
  - e. point of contact for more information
- 3. Customer Service staff is provided with
  - a. mask
  - b. sanitize hands every 1 2 hours
  - c. guideline to wear and take off PPE
  - d. working SOP
  - e. SOP for self asses prior to working hour/shift
  - f. point of contact for more information
- 4. Maintenance staff (eg technician) is provided with
  - a. mask, gloves,
  - b. guideline to wear and take off PPE
  - c. working SOP

- d. SOP for self asses prior to working hour/shift
- e. point of contact for more information

#### Note:

Mask is advisable to change every 6 hours.

For security personnel, gloves can be changed every 6 hours unless they have direct physical contact with a person, or the gloves are torn.

For maintenance staffs including the cleaners, mask, gloves, apron and shoe covers must be changed each time after a cleaning process.

# **Procedures for Suspected Case(s)**

- 1. At campus
  - a. Isolation rooms/areas have been designated
    - i. Block A (for Post A, Block A & Block B) Ground floor Block A; a vacant space next to lavatory
    - ii. Block C Ground floor Block C, in front of Aquatic Lab
    - iii. Block G (for Post B & C; Block C)— Ground floor, Block G, in front of the Ground floor washrooms
    - iv. Block E Ground floor, Block E, UHP Room.
  - b. SOP for transferring of suspected cases is followed (refer to Annex)
  - Medical officers from Lauren Bleu Clinic for immediate attention to handle suspected case/s
    - i. Identified medical officers from Lauren Bleu Clinic to be posted in campus. Face masks, gloves, apron and all other appropriate PPE will be provided.
    - ii. Identified route and means of transport of suspected case(s) to Laurent Bleu
    - iii. Identified means of reporting and assurance of arrival for case(s) referred to Laurent Bleu
  - d. SOP for data recording, reporting and dissemination as in Annex
  - e. Provide point of contact & reference for UCSI University & KKM (PKD)
- 2. Staff/student/guest arriving from infected country via air/sea/land
  - a. Follow SOP from IBC (Refer Annex)
  - b. Follow SOP from GHR on procedure working from home

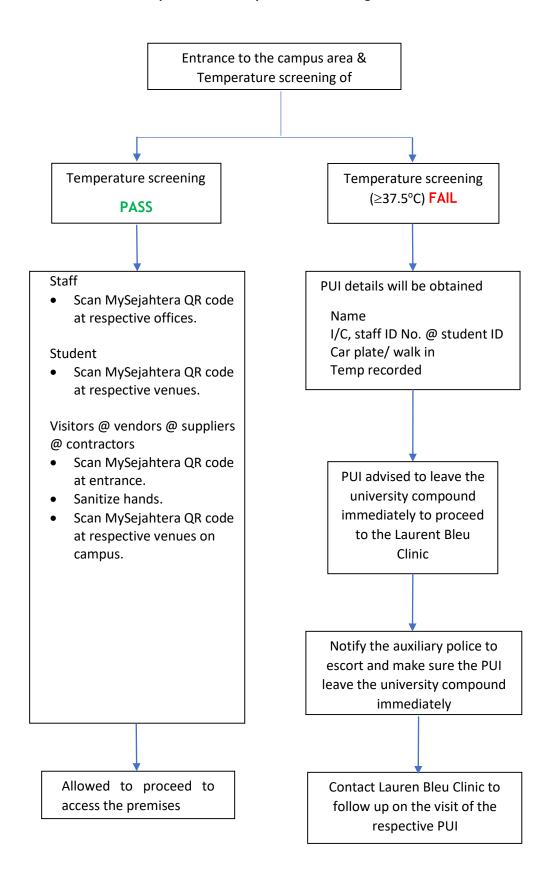
## **Procedures for Sick Staff**

- 1. Refer Annex
- 2. Staff that unwell are recommended not to work in office.
- 3. Unwell staff are required to report to their direct supervisor with regards to their sickness.
- 4. Unwell staff can opt to work from home depending to the doctor suggestion and advice.
- 5. Unwell staff need to provide medical certificate and other proof as per norm to GHR after resuming to work.

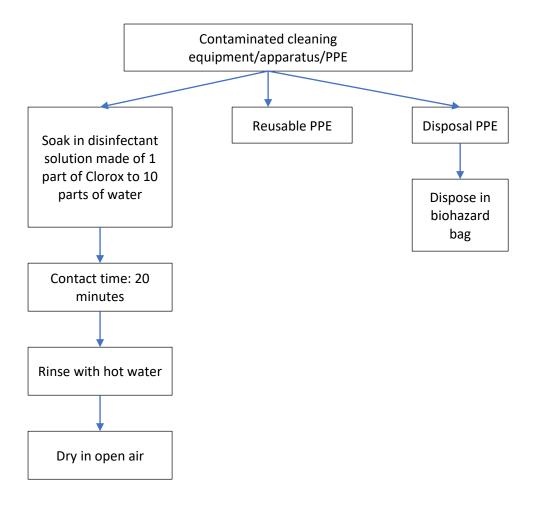
# **Addressing Management/Staff/Students Anxiety**

- 1. Management
  - a. Daily reports to VC & Group Management
- 2. Staffs/Students
  - a. Disseminate relevant awareness information gather from MOH
    - i. Material will be provided by IBC
    - ii. Dissemination will be carried out by the Chairman of the COVID-19 Task Force.
  - b. Disseminate relevant standard operation procedure
    - i. Material will be provided by IBC
    - ii. Dissemination will be carried out by the Chairman of the COVID-19 Task Force

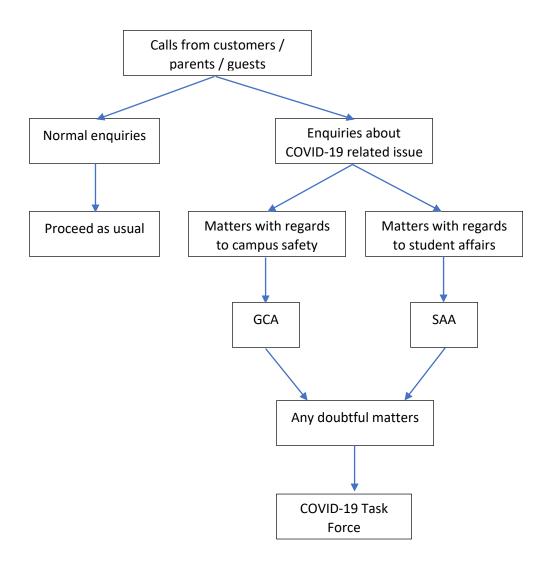
ANNEX 1 – Entrance to the campus area & Temperature Screening



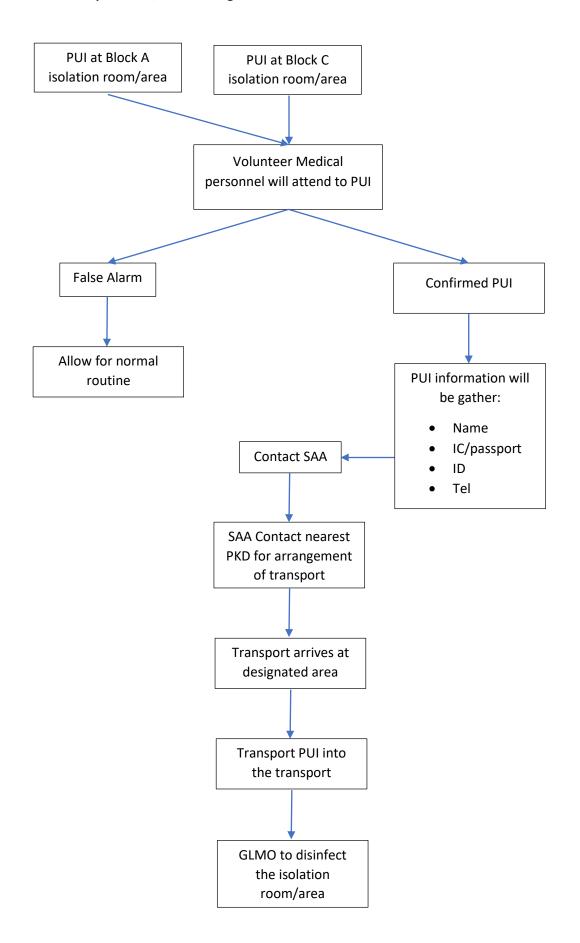
# **ANNEX 2 – Disinfection of Cleaning Equipment**



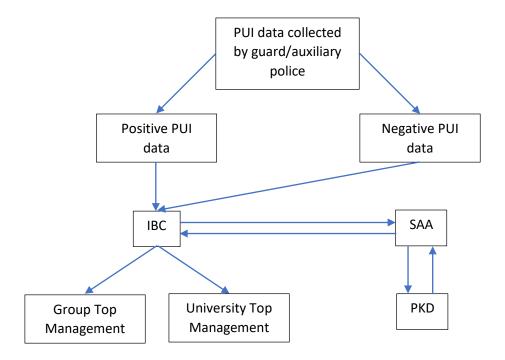
ANNEX 3 - Responses to Guest/Visitors/Prospects



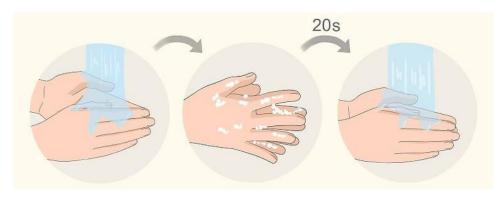
**ANNEX 4 – Transportation/Transferring PUI** 



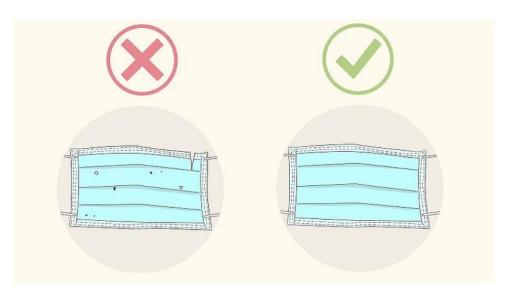
ANNEX 5 – Data Recording/Reporting/Dissemination



# ANNEX 6 – Putting On the Mask



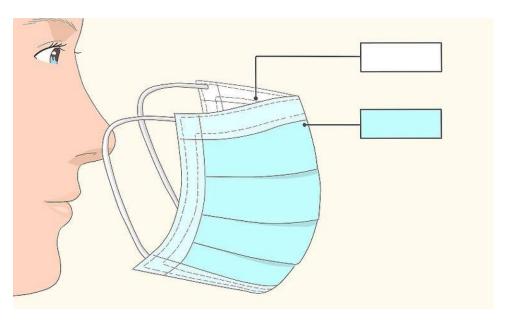
Step 1: Wash your hand



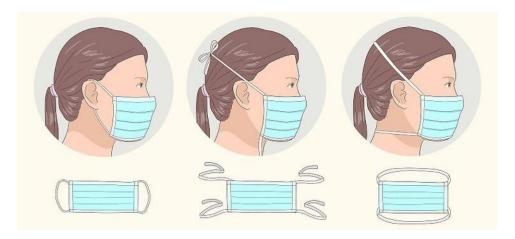
Step 2: Check the mask for defect – Do not use defect mask



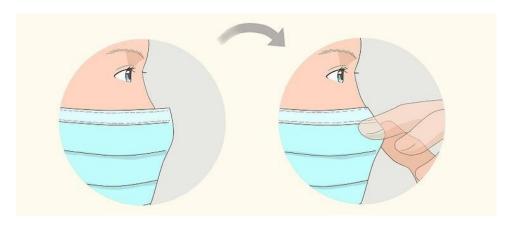
Step 3: Oriented the mask properly



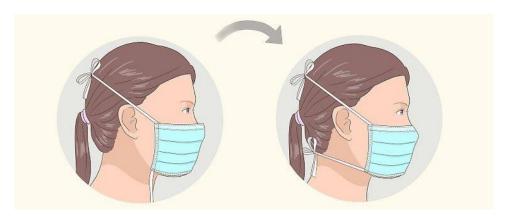
Step 4: Ensure the proper side of the mask is facing outside – color outside, white inside



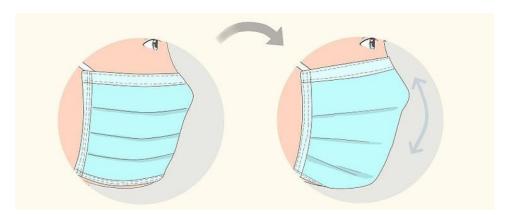
Step 5: Placing the mask on your face



Step 6: Adjust the nose piece



Step 7: Tie the lower band if needed (apply only to face mask that need to be tighten)



Step 8: Fit the mask properly under your chin

# ANNEX 7 – Taking off Mask



Step 1: Wash your hand with soap



Step 2: Remove the mask by holding to the ear loops or the string. NEVER hold the front part of the mask

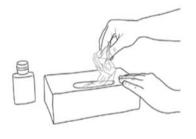


Step 3: Put the mask inside plastic bag and tie it up before disposing.

# Recommendation on type of mask for general public according to specific settings

Situations/settings	Population	Purpose of mask use	Type of mask to consider wearing if recommended locally
Areas with known or suspected widespread transmission and limited or no capacity to implement other containment measures such as physical distancing.	General population in public settings, such as grocery stores, at work, social gatherings, mass gatherings, closed settings, including schools, churches, mosques, etc.	Potential benefit for source control	Non-medical mask
Settings with high population density where physical distancing cannot be achieved.	People living in cramped conditions, and specific settings such as refugee camps, camp-like settings, slums	Potential benefit for source control	Non-medical mask
Settings where a physical distancing cannot be achieved (close contact)	General public on transportation (e.g., on a bus, plane, trains)  Specific working conditions which places the employee in close contact or potential close contact with others e.g., social workers, cashiers, servers	Potential benefit for source control	Non-medical mask
Settings where physical distancing cannot be achieved and increased risk of infection and/or negative outcomes	Vulnerable populations:  □ People aged ≥60 years  □ People with underlying comorbidities, such as cardiovascular disease or diabetes mellitus, chronic lung disease, cancer, cerebrovascular disease, immunosuppression	Protection	Medical mask (Surgical 3 ply mask)
Any setting in the community	Persons with any symptoms suggestive of COVID-19	Source control	Medical mask (Surgical 3 ply mask)

## **ANNEX 8: How to Wear Gloves**



1. Take out a glove from its original box



2. Touch only a restricted surface of the glove corresponding to the wrist (at the top edge of the cuff)



3. Don the first glove



4. Take the second glove with the bare hand and touch only a restricted surface of glove corresponding to the wrist

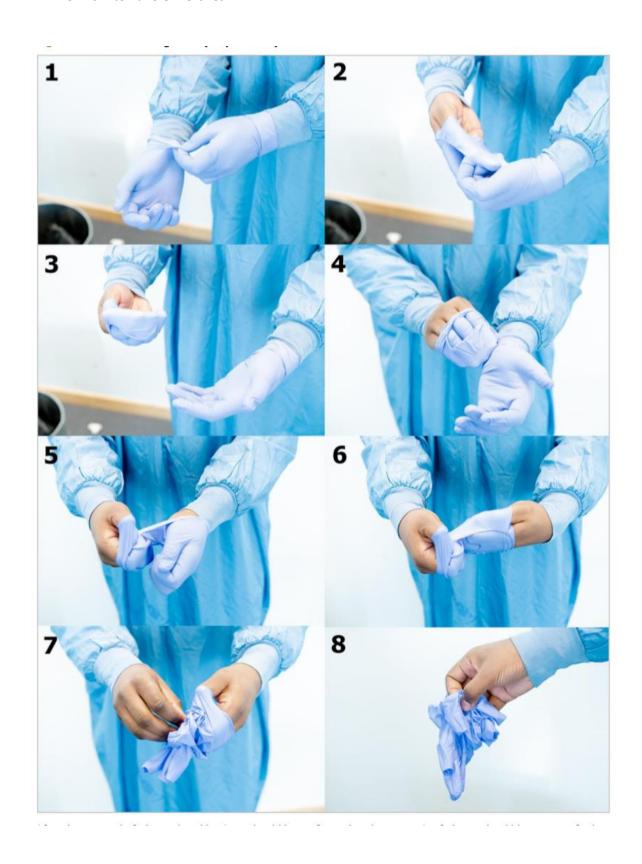


5. To avoid touching the skin of the forearm with the gloved hand, turn the external surface of the glove to be donned on the folded fingers of the gloved hand, thus permitting to glove the second hand



6. Once gloved, hands should not touch anything else that is not defined by indications and conditions for glove use

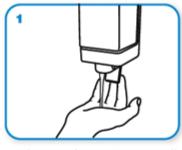
**ANNEX 9: How to Take Off Gloves** 



## **ANNEX 10: How to Wash Your Hand**



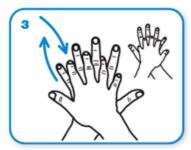
Wet hands with water



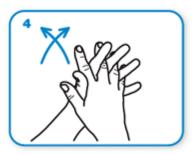
apply enough soap to cover all hand surfaces.



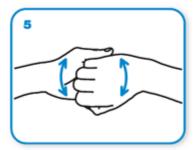
Rub hands palm to palm



right palm over left dorsum with interlaced fingers and vice versa



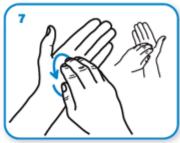
palm to palm with fingers interlaced



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.



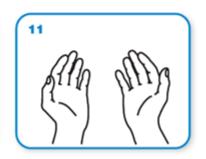
Rinse hands with water



dry thoroughly with a single use towel



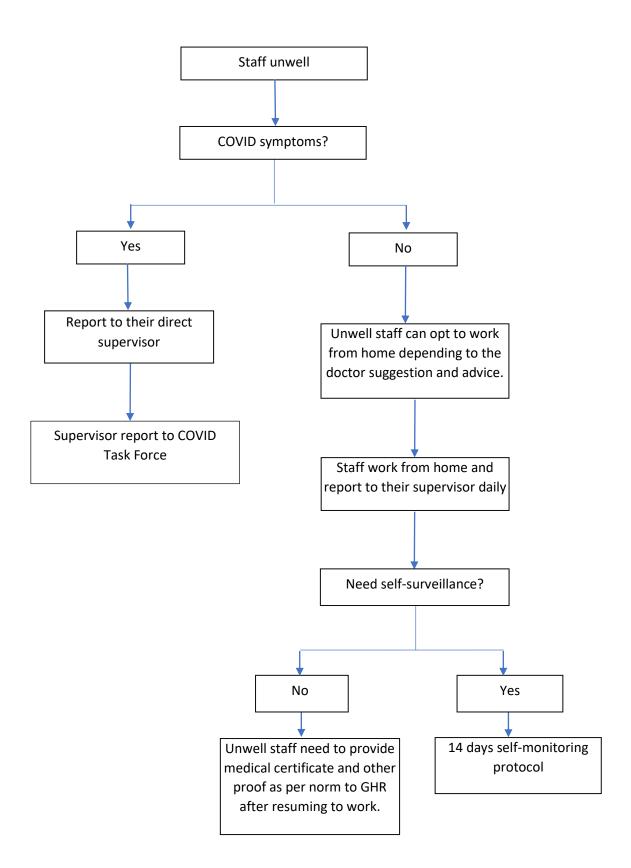
use towel to turn off faucet



...and your hands are safe.

Credit: WHO / CDC

**Annex 11: Procedures for Sick Staff** 

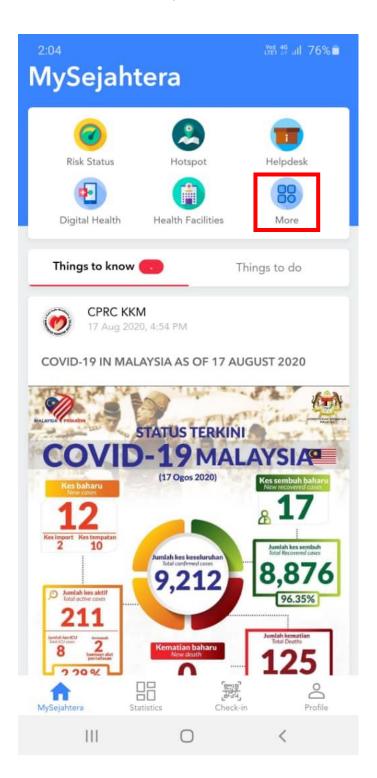


Annexe 12 MySejahtera App - Update My COVID-19 Risk Factor whenever there is a change on your risk factor

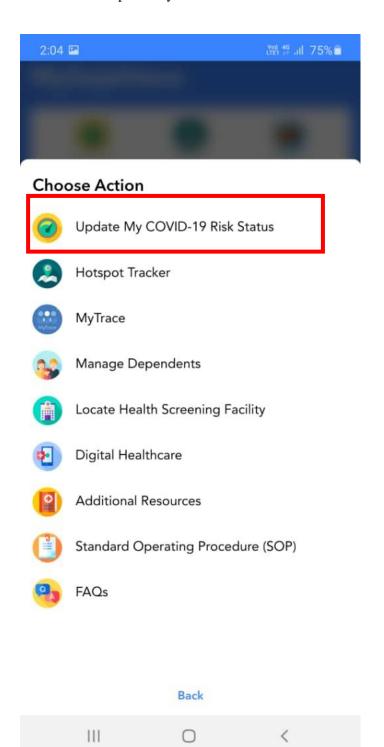
- 1. Open your MySejahtera App
- 2. Close your Check-in page



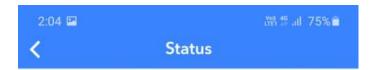
3. In the Main Menu, click "More"



4. Select Update My COVID-19 Risk Factor



## 5. Click Start

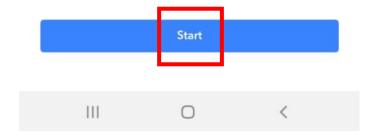




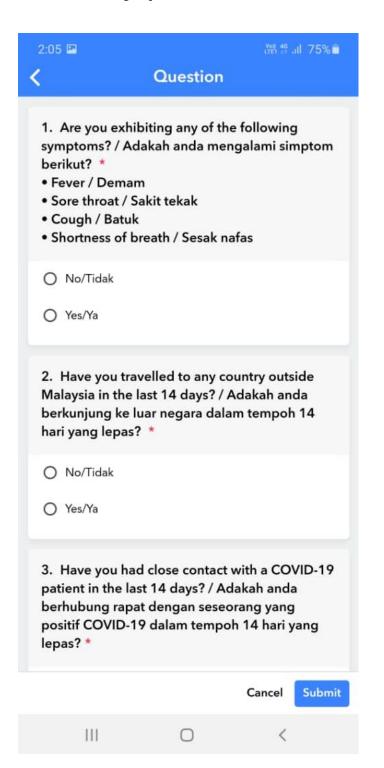
Are you a Low Risk person who has:

- Started exhibiting COVID-19 symptoms?
- Travelled overseas, had contact with a positive COVID-19 patient or attended any mass gathering in the past 14 days?

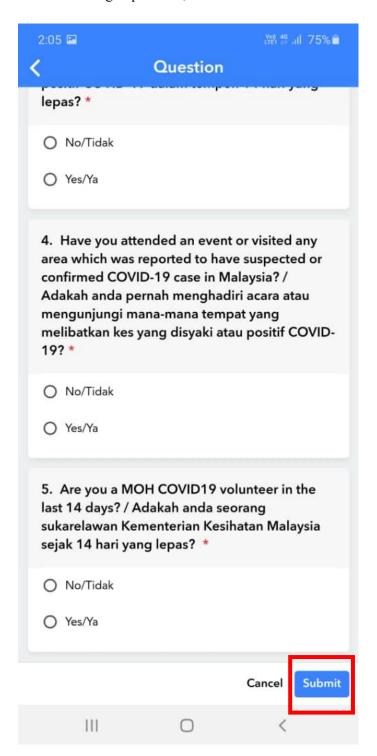
If your answer is "Yes" to any of the above, kindly update your health status.



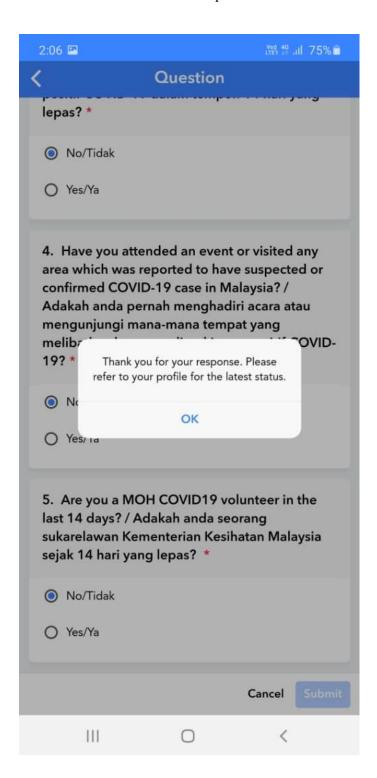
6. Answering 5 questions



7. After answering 5 questions, click "Submit"



8. Your COVID-19 Risk Factor is updated



9. Update "My COVID-19 Risk Factor" whenever there is a change on your risk factor (5 questions)