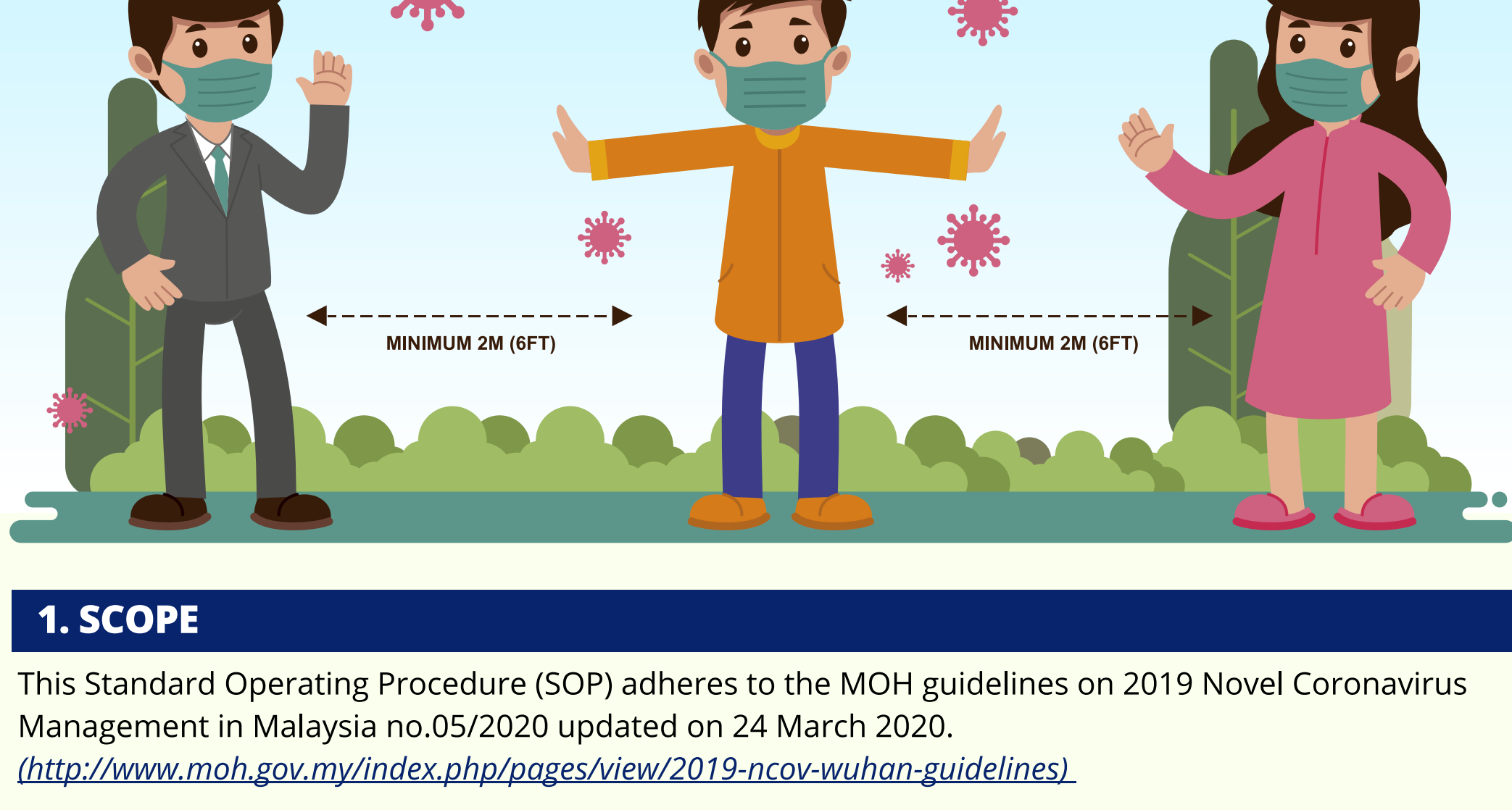


# UCSI UNIVERSITY STANDARD OPERATING PROCEDURES FOR PREVENTION OF COVID-19

Updated 30 March 2020



## 1. SCOPE

This Standard Operating Procedure (SOP) adheres to the MOH guidelines on 2019 Novel Coronavirus Management in Malaysia no.05/2020 updated on 24 March 2020.

(<http://www.moh.gov.my/index.php/pages/view/2019-ncov-wuhan-guidelines>).

## 2. CASE DEFINITION

### (i) Person Under Investigation (PUI) of COVID-19

A person presenting with acute respiratory infection (sudden onset of respiratory infection with at least one of these: shortness of breath, cough or sore throat) with or without Fever

**AND**

Travelled to / resided in foreign country within 14 days before the onset of illness OR Close contact in 14 days before illness onset with a confirmed case of COVID-19 OR Attended an event associated with known COVID-19 outbreak.

### (ii) Confirmed Case of COVID-19

A person with laboratory confirmation of infection with COVID-19 as per Ministry of Health classification.

### (iii) Close contact of COVID-19

Close contact is defined as:

- Health care associated exposure without appropriate PPE (including providing direct care for COVID-19 patients, working with health care workers infected with COVID-19, visiting patients or staying in the same close environment of a COVID-19 patient).
- Working together in close proximity or sharing the same classroom environment with a with COVID-19 patient
- Travelled together with COVID-19 patient in any kind of conveyance
- Living in the same household as a COVID-19 patient

### (iv) PUI not admitted

A person who does not fulfil the criteria for hospital admission as listed below:

- PUI who is clinically ill.
- PUI with uncontrolled medical conditions, immunocompromised status, pregnant women, extreme of age (<2 or >65 years old).
- Laboratory confirmed case (symptomatic or asymptomatic).

Case definition is set by referring to

(<http://www.moh.gov.my/index.php/pages/view/2019-ncov-wuhan-guidelines>).

## 3. PROCEDURE FOR HOME SURVEILLANCE FOR STAFF

- All staff who return from any foreign country within the last 14 days; (b) had close contact with a suspected/confirmed COVID-19 patient(s) within 14 days since last exposure; (c) show symptoms of fever and/or cough will be required to undergo compulsory health screening.
- They have to inform the Vice Presidents/Deputy Vice Chancellors/Deans/Directors via email, Whatsapp/SMS or any forms of written electronic messages. The Vice Presidents/Deputy Vice Chancellors/Deans/Directors will notify the COVID-19 Response Team, who will then notify the District Health Office (Pejabat Kesihatan Daerah, PKD) for further action.
- Staff with no symptoms will be required to work from home for 14 days upon arriving/returning from any overseas trip.
- During home surveillance, staff are required to communicate with Vice Presidents/Deputy Vice Chancellors/Deans/Directors to identify work to be undertaken from home.
- Any symptoms occur during this period, immediately visit nearest designated District Health Office/MOH hospital for further advice.
- For record purpose, staff should notify their status to the Vice Presidents/Deputy Vice Chancellors/Deans/Directors via email, Whatsapp/SMS or any forms of written electronic messages.
- Staff under home surveillance are required to fill up the daily home surveillance form available (Annex 15 – Borang Pemantauan Harian bagi Kontak Rapat kepada KEs yang Berpotensi Dijangkiti COVID-19) (<http://www.moh.gov.my/index.php/pages/view/2019-ncov-wuhan-guidelines>).
- Staff should resume work upon completion of the 14 days of home surveillance if declared healthy the District Health Office (Pejabat Kesihatan Daerah, PKD).

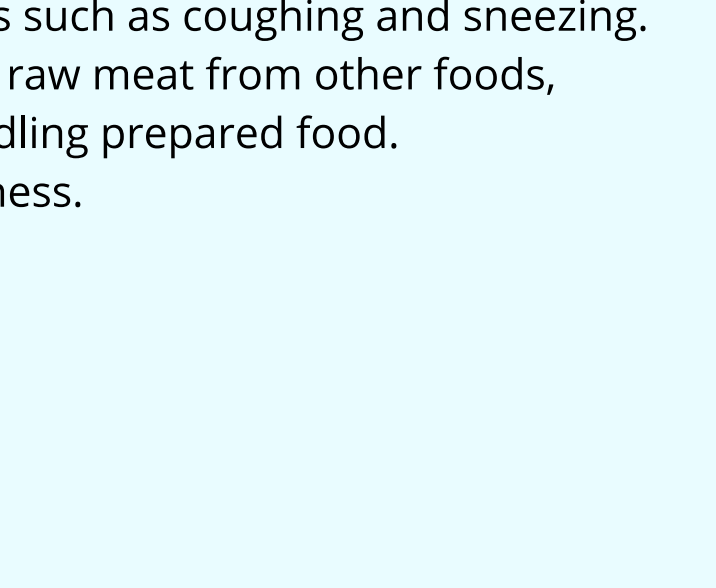
## 4. PROCEDURE FOR CENTRALISED HOME SURVEILLANCE FOR STUDENTS

- All students arriving from the foreign country within the last 14 days will be issued Health Alert Card by MOH at the point of entry (air/land/sea).
- The students will be issued Health Declaration form and Home Assessment Tool (refer to Annex) (<http://www.moh.gov.my/index.php/pages/view/2019-ncov-wuhan-guidelines>).
- Arriving students who show no symptoms but has been in contact with a confirmed case within 14 days since last exposure, have to inform SAA. SAA will then inform Vice Presidents/Deputy Vice Chancellors/Deans/Directors, and notify PKD for further action.
- Any arriving students with no symptoms and have no contact with suspected / confirmed case, she/he is required to undergo a centralized home surveillance for a period of 14 days.
- SAA will issue supervision form and explain the procedure for centralized home surveillance, according to Guideline COVID-19 Management No.05/2020 updated on 24 March 2020, Annex 14 (Attachment A) (<http://www.moh.gov.my/index.php/pages/view/2019-ncov-wuhan-guidelines>) and Ministry of Higher Education Guideline for Screening the Returning Students from Oversea, dated 27 Mar 2020.
  - During home surveillance, he/she should be isolated in a separate room from others and minimise contacts with others. Should there a need to communicate, he/she is required to wear a surgical mask and stay at least 1 metre away when communicating.
  - He/she is STRICTLY NOT ALLOWED to leave the containment/ isolation room for the purpose of visiting public area.
  - Arrange a family member or friend to purchase daily needs and food.
  - In any unavoidable circumstances that requires he/she to leave the isolated room, he/she must obtain permission from the medical officer from PKD via SAA.
  - No visitors are allowed.
  - SAA will provide face mask to symptomatic students and hand sanitizer at designated areas.
  - SAA will conduct daily health monitoring.
- Students who did not visit foreign country, but (i) present with fever OR dry cough OR acute respiratory infection (shortness of breath, cough or sore throat); (ii) had close contact with a COVID-19 patient should be requested to seek for medical assistance immediately.
- If any student fulfils criteria of Patient Under Investigation (PUI) during centralised home surveillance period, the management of the PUI will be as follows:
  - SAA will contact the nearest District Health Office (Pejabat Kesihatan Daerah, PKD) triage and arrange an ambulance to transport PUI to the nearest PKD (according to Guideline COVID-19 Management No.05/2020 updated on 24 March 2020, (Annex 2a) (<http://www.moh.gov.my/index.php/pages/view/2019-ncov-wuhan-guidelines>).
  - SAA will communicate with PKD for further action.
  - SAA will conduct further monitoring on the status of PUI, and report to the COVID-19 Response Team daily.
- If student has no symptoms and has completed 14 days surveillance period, he/she should obtain clearance from the medical practitioner or Ministry of Health before he/she can resume to class.

## All parties in any organization should take appropriate steps to ensure maximum protection of staffs and business.

### Vulnerable group:

- Older persons<sup>1</sup>
- People with pre-existing medical conditions e.g. high blood pressure, heart disease, lung diseases, cancer, kidney failure or diabetes<sup>1</sup>
- People with asthma<sup>2</sup>
- People with weakened immune system<sup>3</sup>
- Pregnancy<sup>4</sup>



## 5. ACTION BY EMPLOYEE

Staff are strongly advised to practise standard prevention measures.

- Follow good hygiene practise, such as regularly wash hands with soap and water for at least 30 seconds, and disinfectant working surfaces time to time.
- Practise proper cough etiquette, ie. covering the mouth and nose with tissue when coughing and sneezing or using the sleeve if tissue is unavailable.
- Avoid close contact with anyone with symptoms of respiratory illness such as coughing and sneezing.
- Avoid eating raw and undercooked meat/animal products. Separate raw meat from other foods, work at right temperatures and refrigerate food promptly when handling prepared food.
- Wear a face mask (at least a surgical mask) if showing respiratory illness.
- Dispose the used tissues, napkins, or masks appropriately
- Employees are encouraged to take their meals at their desk
- Limit food handling and sharing of food in the workplace
- If develop symptoms;
  - Need to alert supervisor immediately
  - Wear surgical mask
  - Seek medical treatment immediately
  - Avoid contact with fellow employees

Staff are advised to keep themselves updated with the latest information and health advisory on COVID-19 from valid websites such as the Malaysian Ministry of Health (MOH) and World Health Organization (WHO).

## 6. ACTION AT THE WORKPLACE/ STUDYPLACE (UCSI University)

- Ensure a clean and hygienic work environment through regular disinfection of the office and its equipment.
- Consider a no handshaking policy
- Enforce hand sanitization at entrance for visitors
- Practise social distance (at least 1 metre)
- Provide easy access to frequent hand washing for employees
- Proper maintenance of toilet facilities and floor drains.
- Provision of lidded rubbish bin, regular refuse disposal and adequate supply of liquid soap and disposable towels.
- Plan for contingency measures in case there are limited human resources e.g. working from home for those on home surveillance, mobilization of employees etc. This is also to avoid stress to employees who have to work during a period of human resource deficiency.
- Consider alternate communication methods e.g. virtual meetings in place of face to face meetings, group chats etc.
- Consider deferring large meetings or events
- Consider having meetings outside in open air if possible
- In case of indoor meetings or events, ensure all precautions are taken:
  - Informing participants not to attend if they are unwell and to join the meeting using a virtual platform
  - Ensuring all relevant information is given to the participants such as the practice of hand hygiene and the use of surgical masks for those who develop respiratory symptoms
- Providing:
  - Hand sanitizers where necessary or ensuring availability of soap and water
  - Surgical masks and tissues for those who develop respiratory symptoms
- Consider opening windows for natural lighting and better ventilation
- Monitor participants daily and provide support for isolating those with symptoms and transporting them to a health facility.
- Keep in touch with participant on their health status after seeing the doctor.
- Keep contact details of all participants and organizers in case there is a need to contact them. Records should be kept for at least one month for the date of completion of the event.
- If any of the participants become positive, organizers are to assist the Ministry of Health who will carry out measures such as contact tracing and placing of close contacts under Home Surveillance.
- In the setting of UCSI transport buses, drivers should ensure the following measures;
  - Frequent hand washing using soap and water, or hand sanitizer and practise respiratory etiquette at all times.
  - Wear mask and seek medical attention if develop symptoms.
  - Ensure passengers to wear mask if they have symptoms.
  - Regularly disinfect the interior of the vehicle after alighting passengers or after each trip as well as door handles (both outside and inside).
- Keep all employees informed of the latest developments in COVID-19

## 7. ACTION BY EMPLOYER (UCSI UNIVERSITY)

- Communicate to employees about COVID-19;
  - Advise employees on preventive methods; including personal hygiene and respiratory etiquette.
  - Remind employees of the need to practise hand hygiene regularly e.g. via email, social media, gamification etc.
  - Provide regular updates on COVID-19 to employees
  - Provide surgical masks and how to use surgical masks
  - Provide appropriate health education materials regarding COVID-19 to all employees
- Instruct supervisors to monitor symptoms of employees at workplace
- Encourage employees to take temperature regularly and monitor for respiratory symptoms
- Consider obtaining travel declaration from employees on travel history.
- If employee develops symptoms;
  - If at home:
    - Wear a surgical mask and seek medical attention at the nearest health facility immediately.
    - Avoid contact with family members
    - Accompanying person should also wear a surgical mask.
  - If at workplace:
    - Relieve staff members from work if they are sick
    - Wear a surgical mask and seek medical attention at the nearest health facility immediately
    - Avoid contact with fellow employees
    - Accompanying person should also wear a surgical mask
- Conduct mental health assessment among employees and carry out appropriate measures to reduce stress among employees.
- Monitor sick leave and absenteeism among employees. Keep a record of staff sick leave including reasons for leave, duration of leave and current status.

## 8. MINISTRY OF HEALTH'S GUIDELINE FOR THOSE RETURNING HOME FROM OUTDOOR

According to the guideline, anyone who is returning home from outdoor activities, must remove their face mask and clothing and shower immediately, before they can interact with anyone. We would like to urge all staffs and students to follow the instruction given by the Ministry of Health. Below are steps to be taken after returning home from after returning home from outdoor activities (e.g. purchasing groceries or food etc.):

- Remove mask, put it in a plastic bag and throw it out.
- Avoid interacting with household members.
- Head to the shower immediately and remove all clothing worn.
- Soak the clothing in soapy water before washing them.
- Shower. Ensure that face and hands are thoroughly washed with soap.
- After completing all these steps, then only interact with others.

Any further inquiries, please contact: [UCSICovid19@ucsiuniversity.edu.my](mailto:UCSICovid19@ucsiuniversity.edu.my)

## References:

- <http://www.moh.gov.my/moh/resources/Penerbitan/Garis%20Panduan/Pengurusan%20Kesihatan%20&%20kawalan%20pykit/2019-nCoV/25.%20COVID%20guide%20for%20workplaces.pdf>
- <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/asthma.html>
- <https://www.healthdirect.gov.au/coronavirus-covid-19-groups-at-higher-risk-faqs>
- <https://www.cdc.gov/coronavirus/2019-ncov/hcp/pregnant-women-faq.html>
- <https://www.usda.gov/coronavirus>
- <http://www.moh.gov.my/index.php/pages/view/2019-ncov-wuhan>

## UCSI UNIVERSITY WORKFLOW FOR PREVENTION OF COVID-19

### PROCEDURE FOR HOME SURVEILLANCE (STAFF & STUDENT)

• Screening at KLIA upon returning from foreign country  
• Had close contact with a suspected/confirmed COVID-19 patient(s) within 14 days since last exposure;

**No symptoms**

**Symptoms\*\***

Notify VPs/DVCs/Deans/Directors via emails/WhatsApp/SMS or any forms of electronic written messages

Home surveillance  
• Home assessment tool  
• Appointment for clinical sample collection (PKD)  
• Health status monitoring (PKD)

**No symptoms**

Resume work after 14 days

**Symptoms\*\***

Notify the nearest PKD

^ For student:  
The SAA will be notified, which will then notify the VPs/DVCs/Deans/Directors

\*\* Symptoms:  
• Fever  
• Dry cough; or any symptoms of acute respiratory infection (e.g shortness of breath, sore throat)