

MSF 132-007-356-2

1 June 2021

Dear Student Care Centre Operators

We understand that the recent measures to prevent the spread of COVID-19 have had an impact on student care centres, students and their parents. We appreciate the arrangements you have made at your centre, to reduce the children's risk and exposure to COVID-19.

2 During this period, we have received some commonly asked questions on service provision in Student Care Centres during Phase 2 (Heightened Alert).

3 We have prepared some commonly asked questions and replies below, for your reference.

### **Commonly Asked Questions on Service Provision in Student Care Centres (SCCs) during Phase 2 (Heightened Alert)**

#### **1. Why are SCCs still open during Phase 2 (Heightened Alert)?**

Student care centres have remained open during this period to support parents who need to continue working onsite. Where possible, parents are encouraged to keep their children at home.

During this period, we have further enhanced safe management measures in SCCs. These include visitor restrictions, reduction of group sizes, and suspension of large group activities. As the situation evolves, we will continue to assess if measures need to be enhanced to safeguard the health and well-being of our community and children.

#### **2. Will SCCs be required to provide fee refunds/waivers to parents who choose to keep their children at home on a voluntary basis?**

While SCCs remain open to support parents who need to work, parents are also encouraged to keep their children at home where possible, to minimise the risk of COVID-19 transmission during this period of heightened alert.

As the situation varies from centre to centre during this period, parents are encouraged to work out suitable arrangements with the centres, for children who are not attending SCC. For families who have chosen to keep their children at home and may face difficulties, SCCs may consider in-kind support (such as learning resources, worksheets etc.), fee offsets/discounts, or financial assistance. MSF currently does not require SCCs to provide fee offsets where parents have chosen not to send their children to SCCs.

To support families during this period, MSF will continue to disburse monthly Student Care Fee Assistance (SCFA) subsidies in full to SCFA beneficiaries, and automatically waive the minimum attendance requirement for May and June 2021.