ANTICIPATED QUESTIONS ON
RE-OPENING OF STUDENT CARE CENTRES (SCCs)
(Updated as at 27 May 2020)

REOPENING OF SCCS

1. **The recent media release had mentioned that SCCs will be allowed to fully re-open on 2 June 2020, along with reopening of schools. Does this apply to SCCs that are not registered with MSF to administer Student Care Fee Assistance (SCFA) as well?**

   All SCCs whose Singapore Standard Industrial Classification (SICC) codes are within the list of permitted services (including non-SCFA Administrator SCCs) can resume student care services on 2 June 2020, along with the re-opening of schools. Please visit the GoBusiness FAQ at https://covid.gobusiness.gov.sg/faq/resumptionbusiness for more details.

   SCCs whose SICC codes are not within the list of permitted services would need to apply and be approved for a general exemption, before they are allowed to continue operations during the suspension period. Please visit https://covid.gobusiness.gov.sg for more details.

   All non-SCFA Administrator SCCs are required to implement the same safe management measures as SCFA Administrator SCCs to mitigate the potential risk of transmission of COVID-19. Operators have a key responsibility to ensure that safeguards are in place to mitigate the potential risk of transmission of COVID-19, and to protect the health and safety of staff and children.

2. **What safe management measures are SCCs required to adhere to, following the re-opening of SCCs?**

   Please refer to the email advisory from MSF, dated 27 May 2020, for details of the safe management measures for SCCs. The advisory is also uploaded on MSF website at www.msf.gov.sg/studentcare.

3. **For the month of June, students not in graduating levels will alternate between home-based learning (HBL) and school on a weekly basis. Are SCCs required or allowed to provide full-day care for children during the HBL days?**

   As we exit from the Circuit Breaker, we need to take a more cautious approach so that SCCs can re-open safely. Hence, community-based SCCs should not provide full-day care for children during the HBL days. Community-based SCCs will provide student care services in the afternoons only.Parents whose children are on HBL but are unable to secure the necessary care arrangements at home should approach the child's school for assistance.

TESTING

4. **Will all SCC staff be required to undergo a swab test for COVID-19 before SCCs re-open?**

    The Circuit Breaker measures have brought down the number of community cases to a fairly low level. As the risk of transmission is now significantly lower compared to the situation before the Circuit Breaker period, there is no need to test everyone who has to leave their home, including staff working at SCCs. This is similar to students and teachers in MOE schools.

    Testing is a limited resource and should be prioritised for individuals deemed to be of higher risk or who have close and constant contact with more vulnerable populations such as the elderly and young children. This will include the staff of preschools.

    SCCs are required to implement safe management measures such as requiring staff and students to wear face masks, continued screening of symptoms for staff and students, restriction of visitors in the SCCs, grouping students and minimising intermingling across groups.

SAFE ABCs FOR SCCs

5. **Is it mandatory for all SCCs to implement the COVID-Safe ABC measures? Will MSF be conducting checks on SCCs to check on compliance?**

    All SCCs should complete the self-assessment checklist and take the necessary actions to implement the COVID-Safe ABC measures. Operators must communicate and explain the measures to staff prior to resuming work. This is to ensure that safeguards are in place to mitigate the potential risk of transmission of COVID-19 and to protect the health and safety of staff and children.

    In addition, SCCs are to appoint Safe Management Officer(s) (SMO) to be responsible for the consistent implementation and monitoring of safe management measures in their SCCs. MSF Student Care Officers may visit SCCs to provide guidance, check on compliance with the measures and support the student care community.

    SCCs that encounter challenges with implementing the safe management measures can contact MSF_Student_Care@msf.gov.sg for advice.

6. **SCCs are to adhere to a list of safety measures, including the implementation of the SafeEntry system. Specific to this system, is there a need for operators to key in the details of each child?**

    The purpose of the SafeEntry system is to ensure prompt contact tracing, so as to limit the risk of further community transmission. As such, all persons entering the SCC premises (students included) would be required to check in. As the SafeEntry system is QR enabled, centres may consider requesting students to check-in via their mobile phones, where feasible. Alternatively, centres can use the camera function of mobile phone to do scanning. Centres may refer to the SafeEntry User Guide for more details.

7. **Will staff of SCCs be allowed to return to their respective centres for cleaning, before services resume on 2 June 2020?**

   Non-SCFA Administrator SCCs would need to <u>apply and be given approval for a Time-Limited Exemption (TLE)</u>, before their staff can return to the premises to carry out thorough cleaning and disinfection of the premises, materials and resources, and to prepare the centre for implementation of the safe management measures. Non-SCFA Administrator SCCs can refer to https://covid.gobusiness.gov.sg/faq/timelimited for more information on the TLE.

8. **Some parents may choose not to send their children to SCCs on weeks when they have home-based learning (HBL) or when parents work from home and are available to care for them. Will such cases be eligible for fee offsets?**

   MSF encourages operators and parents to reach a mutual agreement on fees, should operators agree for the children not to attend the SCC for the time being.

ADDITIONAL SUPPORT FOR SCCs

9. **Additional precautionary measures add to costs of SCCs. Will Government be providing any support for SCCs to implement these measures?**

   Eligible SCCs can qualify for up to 80% subsidy from Enterprise Singapore (ESG)'s enhanced Productivity Solutions Grant (PSG) till end-2020 to implement pre-approved visitor management systems and automated temperature screening systems, to support 'COVID-Safe Access'. SCCs can visit the appended website for more information: https://www.enterprisesg.gov.sg/financial-assistance/grants/for-local-companies/productivity-solutions-grant

   In the longer term, operators should take into consideration these additional measures and safeguards, and build these costs in accordingly, in order to maintain a COVID-Safe environment for staff and children.

10. **What are some examples of tools and equipment that could be used to help implement safe management measures in SCCs?**

    Some example of tools and equipment that could be used to help implement safe management measures include:
    - Disinfection solution and agents, e.g. non-alcohol based sanitizers, soaps, etc
    - Cleaning equipment, e.g. automated dispensers, UV sterilizers, etc
    - Personal Protection Equipment, e.g. masks, face shields, gloves, etc
    - Safe distancing tools, e.g. table top clear separators or similar equipment

11. **Are there other pre-approved digital solutions for SCCs to consider?**

    SCCs can visit IMDA's Digital Solutions Directory (https://www.imda.gov.sg/bizgodigital) to review the list of digital solutions that help SCCs implement safe management measures. These include free, free to trial and PSG-supported solutions for remote working, visitor management, temperature screening and learning management systems for collaboration and delivery of content (e.g. learning materials and assessment).

12. **How much support will eligible SCCs receive to adopt IMDA pre-approved solutions?**

Eligible SCCs can receive up to 80% PSG support till end-2020 for the adoption of pre-approved digital solutions. SCCs can visit the Tech Depot (www.smeportal.sg/content/tech-depot/en/home.html) for the list of pre-approved digital solutions, and the Business Grants Portal (www.businessgrants.gov.sg) to apply for PSG support from 11 May 2020 until 31 December 2020.