

MSF 132-021-356-2

14 May 2021

Dear Student Care Centre Operators

SAFE MANAGEMENT MEASURES FOR STUDENT CARE CENTRES

Revision of Safe Management Measures for Student Care Centres (SCCs)

On 14 May 2021, the Multi-Ministry Taskforce (MTF) announced that as the number of locally transmitted COVID-19 cases and unlinked community cases has continued to increase, MTF will be tightening more measures to decisively arrest the increasing number of cases in the community. Please refer to MTF's press release: <https://www.moh.gov.sg/news-highlights/details/updates-on-local-situation-and-heightened-alert-to-minimise-transmission-14May>.

2. The Ministry of Social and Family Development (MSF) is in the midst of reviewing our Safe Management Measures (SMM) for all Student Care Centres. **An updated advisory and revised SMM will be circulated by Monday, 17 May 2021** and we will indicate the effective date for the revised measures. We urge student care operators to look out for our updated advisory and revised measures, which will be sent via email and uploaded on MSF's website. If you need further clarification, please contact the Student Care Officers overseeing your Centre. In the meantime, we need all Centres to be extra vigilant and to take all necessary precautions against the spread of COVID-19 infections in Singapore.

Deployment of SafeEntry Gateway (SEGW) effective from 15 June 2021

3. **We would like to inform you that with effect from 15 June 2021, all Student Care Centres, including School-based SCC Operators are required to deploy the SafeEntry Gateway (SEGW), in the App or Box version** (refer to Annex for the list of venues required to deploy SEGW).

4. The SEGW works with TraceTogether App or Token, and it facilitates a more convenient check-in experience for visitors and helps users find out when their Token is out of battery. It only requires the TraceTogether App or Token to be brought within 1-25cm of range to detect Bluetooth signals for check-in. **Please note that the deployment of SEGW will be one of the contact tracing requirements for your venue from 15 June 2021.** Failure to comply with contact tracing requirements may be liable for an offence under the COVID-19 (Temporary Measures) Act 2020, with a fine not exceeding \$10,000 or imprisonment for a term not exceeding 6 months, or both, for first time offenders. Higher penalties of a fine of up to \$20,000, imprisonment of up to twelve months, or both, may apply for subsequent offences.

5. If you have already applied for the SEGW Box or are using a SEGW App, you may ignore this email.

How to deploy the SafeEntry Gateway (SEGW)

6. There are two types of SEGWs that you can deploy. You may choose to deploy either the SEGW Box or SEGW App. You are eligible to apply for one free SEGW Box. Please go to safeentry.gov.sg/login and log in with your SE Business account. If you wish to apply for more SEGW Boxes as you have multiple public facing entrance or have heavy footfall at your entrance, you may put in an appeal after you have put in the initial application

(link is provided at point of application). If you face other issues, you may refer to the FAQs on how to apply, or contact the helpdesk if you face issues during application (link to helpdesk is embedded in application portal). Please apply for the SEGW box early as it takes up to 2 weeks from application to delivery. If you do not wish to apply for the Box and instead wish to deploy the App version of the SEGW, you may upgrade and then turn on the feature in the SE (Business) App. Please refer to the table below for specifications.

	SEGW Box	SEGW on SE (Business) App Version >1.1.0
Equipment requirements	<ul style="list-style-type: none"> Requires constant power source Or can work with power bank but need to recharge power bank Comes with one-year cellular data 	<ul style="list-style-type: none"> Additional feature on the existing SafeEntry (Business) App Mobile phone or tablet has to have cellular data <u>or</u> be connected to WiFi
Time taken to deploy	<ul style="list-style-type: none"> Takes up to 2 weeks from application to process and deliver After receiving SEGW Box, set-up takes about 5 min 	<ul style="list-style-type: none"> Download or upgrade the SafeEntry (Business) app, turn on SEGW feature for immediate use
Provision of device	<ul style="list-style-type: none"> Government to fund one device (including cellular) per manned public-facing entrance Subject to a cap per venue; you may appeal for more pieces if you have many entrances (subject to approval) 	<ul style="list-style-type: none"> Businesses to use own compatible mobile phone/tablet and cellular data/WiFi
Check-in confirmation	<ul style="list-style-type: none"> A green light and “beep” to indicate successful check-in; If check-in is unsuccessful, the device will not flash green or beep 	<ul style="list-style-type: none"> App will have pop-out screen if check-in is successful
Response time for check-in	1-2s	1-2s

7. For more information on the SEGW, including FAQs and how to appeal for more SEGW Box, User Guides and new posters on SEGW, please visit go.gov.sg/gateway-overview.

8. If you require assistance, please contact your respective Student Care Officer or call the SCC hotline at Tel: 6354 8487 (8.30am to 6pm daily).

Yours faithfully

Siti Mariam Selamat (Ms)
Senior Assistant Director
Service Delivery and Coordination Division (SDCD)
Ministry of Social and Family Development

Annex –List of Venues Required to Deploy SEGW

1. Funeral parlours with wake halls
2. Schools and educational institutions
3. Preschools and student care centres
4. Healthcare facilities e.g. hospitals, clinics, TCM clinics, complementary healthcare facilities
5. Residential and community-based care facilities e.g. nursing homes, Senior Activity Centres, Senior Care Centres, Day Activity Centres for Persons with Disabilities
6. Places of worship
7. Hotels and hostels
8. Retail bank branches and insurers with customer-facing locations
9. Retail, personal and food & beverage (F&B) services
 - a. Malls
 - b. Supermarkets¹
 - c. Large retail outlets (> 930 sqm or 10,000 sqft)¹
 - d. F&B outlets for dine-in customers
 - e. Personal care services e.g. hairdressers, barbers, spas, beauty and wellness
 - f. Facilities providing basic pet services (that do not function on a drop-off, pick-up basis)
 - g. Selected popular wet markets (Geylang Serai Market, Block 104 / 105 Yishun Ring Road (Chong Pang Market), Block 20/21 Marsiling Lane, and Block 505 Jurong West Street 52)
 - h. Showrooms
10. Tuition and enrichment and training centres
11. Other training/ class venues
 - a. Sports and fitness centres, including gyms, studios
12. Country and recreation clubs
13. Registered premises of other member clubs/societies
14. Cultural and entertainment venues
 - a. Libraries
 - b. Selected museums, heritage institutions and galleries²

¹Supermarkets and large retail outlets that are fully within malls and buildings covered by TraceTogether-only SafeEntry and have the same operating hours, will no longer be required to implement SafeEntry nor TraceTogether-only SafeEntry for customers, clients and visitors

²Selected museums will be informed by the National Heritage Board (NHB)

- c. Cinemas
- d. Ticketed attractions
- e. Other entertainment venues: amusement centres, computer game centres, board game centres, billiard saloons, paintball game centres, axe-throwing centres

15. MICE event venues (hotels/convention centres with events for >100pax)