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## 1. PURPOSE

This SOP has been developed to assist in ensuring workplace safety, employees' well-being and continuity of business. It contains details of the tasks and responsibilities for reference to assist in curbing the spread of COVID-19 at MAHSA Avenue International College.

## 2. SCOPE

This SOP shall cover all employees, visitors and contractors who enter the premises of MAHSA Avenue International College.

## 3. ACTION BY EMPLOYEES AND EMPLOYERS

This SOP has been designed to ensure all in this organization take appropriate steps to maximise protection of all and for business continuity.

### A. Action by the employers

- Communication about COVID-19 to employees.
- Instruction to superiors on monitoring symptoms of employees at workplace.
- Encouraging employees to carry out self-assessment as in Appendix 1 (*Appendix 1 – Self assessment tool*).
- Obtaining health and travel declaration from employees on travel history as in Appendix 2 (*Appendix 2: Health Declaration Form*).
- Action to be taken if an employee develops symptoms.
- Monitor sick leave and absenteeism among employees.

### B. Action by employees

- Maintain good personal hygiene.
- Maintain social distancing at all times while in the office (even during meals times).
- Limit food handling and sharing of food in the workplace.
- Keep updated on COVID-19.
- Know what to do when symptoms develop.

## 4. DEFINITION

The following definitions are used with the designated abbreviations

### Case Definition of COVID-19


#### a. PUI of COVID-19

Acute respiratory infection (sudden onset of respiratory infection with at least one of: 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**

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Close contact<sup>1</sup> in 14 days before illness onset with a confirmed case of COVID-19

**OR**

Attended an event associated with known COVID-19 outbreak

**b. Confirmed Case of COVID-19:**

A person with laboratory confirmation of infection with the COVID-19

<sup>1</sup>close contact 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 COVID19 patient).
- Working together in close proximity or sharing the same classroom environment with a with COVID-19 patient.
- Traveling together with COVID-19 patient in any kind of conveyance.
- Living in the same household as a COVID-19 patient.

\* Check the following website for updates\_

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

## 5. UNDERSTANDING COVID-19

COVID-19 is a respiratory infection caused by a new corona virus.

### Symptoms:

Common symptoms include fever, dry cough and tiredness. Other symptoms include aches and pains, nasal congestion, runny nose, sore throat or diarrhea.

1 in 6 people infected may become seriously ill and develop difficulty breathing.

### Transmission:

Droplets from someone with COVID-19 who coughs or sneezes within a distance of 1 meter. Droplet contaminated surfaces and objects: by touching contaminated surfaces or objects and then touching their eyes, nose or mouth.


### Incubation Period

Incubation period is currently estimated to range between 1-14 days.

### Vulnerable Employees:

- Older persons (especially 60 years old and above).
- Those with pre-existing medical conditions.  
e.g. high blood pressure, heart disease, lung diseases, cancer or diabetes.

## 6. PRIMARY PREVENTION: GENERAL PRECAUTIONS

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The virus' primary mode of transmission is by aerosol, near contact with a positive case (< 2 metres) and touching surfaces contaminated by a positive case. Therefore, to reduce the risk of transmission it is important to take the following precautions.


- a. All employees with cough and/or running nose should especially wear a mask while in the office. Change the mask every eight hours, or if it gets soiled. Do not touch the mask with unwashed hand once you have put it on.  
(Appendix 3: Cough etiquette; Appendix 4: How to don a mask)
- b. All employees are recommended to purchase personal sanitizers containing at least 70% alcohol. Employees are reminded to sanitise their hands after using the washroom, before and after eating and touching common items like door knobs / door handles / office telephones, photocopy machines.  
(Appendix 5: Hand washing; Appendix 6: How to use a hand sanitiser)
- c. Employees who have come in contact with a suspected case outside the office must inform the management by WhatsApp or any other social media (but ensure privacy and confidentiality are protected). At that point, they shall be advised to seek medical attention at a government or private health facility e.g. GP clinic / hospital.
- d. Employees who have travelled to any of the affected countries and developed fever or flu like symptoms within 14 days must report immediately to management and seek medical attention at a government or private health facility e.g. GP clinic / hospital.

**Note:**

Employees above 60 years, those with illnesses that reduce body immunity such as diabetes mellitus, on chemo or radiotherapy or any other chronic illnesses are more easily susceptible to coronavirus infection. The case fatality is also highest in this age group.

## 7. AT THE WORKPLACE

To ensure a clean and hygienic work environment the following steps are to be carried out.

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#### **In general:**

- There will be no handshake.
- All visitors are encouraged to practice hand sanitization at the entrance / reception counter.
- Hand sanitisers, liquid soap, tissue paper, and disposable gloves will be provided.
- Contingency plans will be put in place 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.
- There is provision of Hand sanitizers, liquid soap (in the washroom and pantry)
- Employees are not encouraged to socialize in the office and confine their communication to work related needs via telephone.
- Ensure the work environment is stress free to reduce stress among employees.
- Monitor sick leave and absenteeism among employees. Keep a record of employees sick leave including reasons for leave, duration of leave and current status

#### **Wearing masks (*Appendix 4: How to wear a mask*)**

- Clean hands with sanitizer or soap and water before donning the mask.
- Remove the mask correctly and place it in a clean plastic bag when not using it.

#### **Sharing of common items:**


- Avoid sharing common items like the stationary and office supplies.
- When using common machines such as the photocopy machine or office telephone, sanitise your hands before and after using them.

#### **Toilets**

- Close the toilet seat cover after using and before flushing to reduce aerosol transmission.
- Disinfect the door handles of the toilet with sanitizer when entering and leaving.

#### **Cleaning routine**

- Cleaners must wear masks and disposable gloves while cleaning the office.

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- Commonly used surfaces i.e door knobs, door handles, toilet sink heads, handrails, light switches, counter tops and desk tops are to be cleaned at least twice a day.
- The floor should be cleaned at least once a day.
- Cleaners are to use household bleach diluted with water or sanitisers with at least 70 % alcohol. (*Appendix 7: Disinfection procedures*)

#### Office seating arrangement:

- Use floor marks (masking tape) around all workspaces to denote working spaces.
- Do not encroach into your colleague's workspace.
- Avoid sharing desk space.

#### Meetings:

- It is advisable to conduct meetings the available virtual platforms. If that is not possible, it is advisable have a limited number of attendees.
- It is also advisable to reduce the duration of meetings.
- All attendees will have to wear a mask and sanitise their hands prior to entering the meeting room.
- Large meetings or events and travels will be deferred to a later date
- Informing participants not to attend if they are unwell and to join the meeting using a virtual platform.
- Ensure all relevant information is given to the participants such as the practice of hand hygiene and the use of masks for those who develop respiratory symptoms.

#### Food and meals:


- Employees are encouraged to bring packed meals, limit food handling and sharing of food and eat at their own workspaces.

#### Prior to entering the office:

- All employees must use the access card to gain entry into the office. (Do not use the finger scan facilities as it may be a source of the virus).
- Wear your mask properly.
- Sanitise your hands before and after touching the door handle.

#### In the office:

- Go directly to your office room or workspace (office desk).
- Do not stop to chat with your colleague/s.
- Move out of your workspace if your superior calls you.

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- If you have to go to the pantry or washroom, as far as possible, ensure there is no crowding at these areas. There should not be more than 2 persons in these confined spaces. Each person should have a personal space of 4ft<sup>2</sup>.
- Maintain a social distance of 1 metre at all times.

#### **When leaving the office:**

- Clock out using the access card.
- Do not crowd at the clock out area.
- Maintain a distance of 1 meter at all times.

#### **At the lift lobby:**

- Avoid using the lifts when there are more than 4 persons in the lift. Instead, use the staircase.
- While in the lift, face different directions.
- Stand 1 metre away from the other persons at the lift lobby and when in the lift.

#### **Travelling to and from home:**


- Employees are advised to wear at least a 2-ply or 3-ply mask when they leave their homes.
- If they choose to wear a cloth mask, use 2 at least.

#### **Work travel, site visits**

- Employees who have travelled overseas for leisure or business must inform the management and stay home 14 days as a measure of self-quarantine (considered as paid leave of absence) (*Appendix 7: Daily self- monitoring form*)
- Employees are advised to deferral travel
- All meetings will be held virtually via Zoom, Google Meet or hangout etc.

#### **Reaching home**

- Upon reaching home, before interacting with family members, employees are advised to have a shower immediately and soak all their clothes worn at work in soap and water.

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### **SICK EMPLOYEES**


- If any employees is unwell or develop symptoms they must inform their immediate superior, wear a 3-ply mask and seek medical attention immediately. Avoid contact with fellow colleagues.
- Employees who become sick at work, must inform their immediate superior or HR and seek medical attention at the nearest clinic. If they are suspected of having the COVID-19 infection, they must proceed to the nearest screening hospital.
- All employees must produce a fitness to work certificate after an illness before they can recommence their job.
- If employees develop symptoms;
  - i. Alert superior immediately
  - ii. Wear surgical mask
  - iii. Seek medical treatment immediately
  - iv. Avoid contact with fellow employees

#### **If employee develops symptoms 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 employee develops symptoms at the workplace:**

Relieve employees 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.

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## Appendix 1

### SELF ASSESSMENT TOOL FOR PERSONS WHO ARE UNWELL

Name	:	
No. Identity Card / Passport No.	:	
No. Telephone	:	Mobile: ..... Home: .....
Home Address	:	
Date Arrival in Malaysia	:	
Flight No.	:	

#### TABLE FOR DAILY MONITORING


**INSTRUCTION:** Please (v) the symptoms that you experience for each day.

Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7
Date: ...../...../.....	Date: ...../...../.....	Date: ...../...../.....	Date: ...../...../.....	Date: ...../...../.....	Date: ...../...../.....	Date: ...../...../.....
Symptoms : Fever ( ) Cough ( ) Shortness of breath ( )	Symptoms : Fever ( ) Cough ( ) Shortness of breath ( )	Symptoms : Fever ( ) Cough ( ) Shortness of breath ( )	Symptoms : Fever ( ) Cough ( ) Shortness of breath ( )	Symptoms : Fever ( ) Cough ( ) Shortness of breath ( )	Symptoms : Fever ( ) Cough ( ) Shortness of breath ( )	Symptoms : Fever ( ) Cough ( ) Shortness of breath ( )

Day 8	Day 9	Day 10	Day 11	Day 12	Day 13	Day 14
Date: ...../...../.....	Date: ...../...../.....	Date: ...../...../.....	Date: ...../...../.....	Date: ...../...../.....	Date: ...../...../.....	Date: ...../...../.....
Symptoms : Fever ( ) Cough ( ) Shortness of breath ( )	Symptoms : Fever ( ) Cough ( ) Shortness of breath ( )	Symptoms : Fever ( ) Cough ( ) Shortness of breath ( )	Symptoms : Fever ( ) Cough ( ) Shortness of breath ( )	Symptoms : Fever ( ) Cough ( ) Shortness of breath ( )	Symptoms : Fever ( ) Cough ( ) Shortness of breath ( )	Symptoms : Fever ( ) Cough ( ) Shortness of breath ( )

**NOTE:** Days of self monitoring can be added to the instructed period IF a person has recurrent exposure to the risk of infection.



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**Appendix 2: Health Declaration Form**

**1. Adakah anda mengalami gejala-gejala berikut?**

*Do you have these symptoms?*

- |  |          |            |
|--|----------|------------|
| a) Demam / Fever                         | Ya / Yes | Tidak / No |
| b) Batuk / Cough                         | Ya / Yes | Tidak / No |
| c) Selsema / Flu                         | Ya / Yes | Tidak / No |
| d) Sesak nafas / Difficulty in breathing | Ya / Yes | Tidak / No |

**2. Adakah anda pernah disahkan positif COVID-19?**

*Have you being declared as a positive COVID-19?*

Ya / Yes      Tidak / No

**3. Adakah anda mempunyai kontak rapat dengan mereka yang disahkan POSITIF COVID-19?**

*Do you have history of close contact with anyone who has been Diagnosed as COVID19 POSITIVE?*

Ya / Yes      Tidak / No

**4. Adakah anda mempunyai sejarah perjalanan ke luar negara dalam tempoh 14 hari yang lepas?**

*Do you have history of travelling to overseas for the last 14 days?*

Ya / Yes      Tidak / No

**5. Adakah anda sedang menjalani perintah kawalan kuarantin di rumah yang diarahkan oleh Kementerian Kesihatan Malaysia?**

*Are you currently under strict home quarantine as instructed by Ministry of Health Malaysia?*

Ya / Yes      Tidak / No

☐

Saya mengesahkan bahawa semua maklumat yang diberikan adalah betul dan tepat. Tindakan boleh dikenakan jika maklumat yang diberikan adalah palsu.


*I hereby declare that all the information given in this form is true and correct. Action can be taken if the information provided is false.*

Nama / Name : .....

No. KP / NRIC: ..... No. Tel: .....

IPT: .....

T/Tangan :

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### ***Appendix 3: Respiratory Hygiene / Cough etiquette***

The following measures to contain respiratory secretions are recommended for all individuals with signs and symptoms of a respiratory infection.

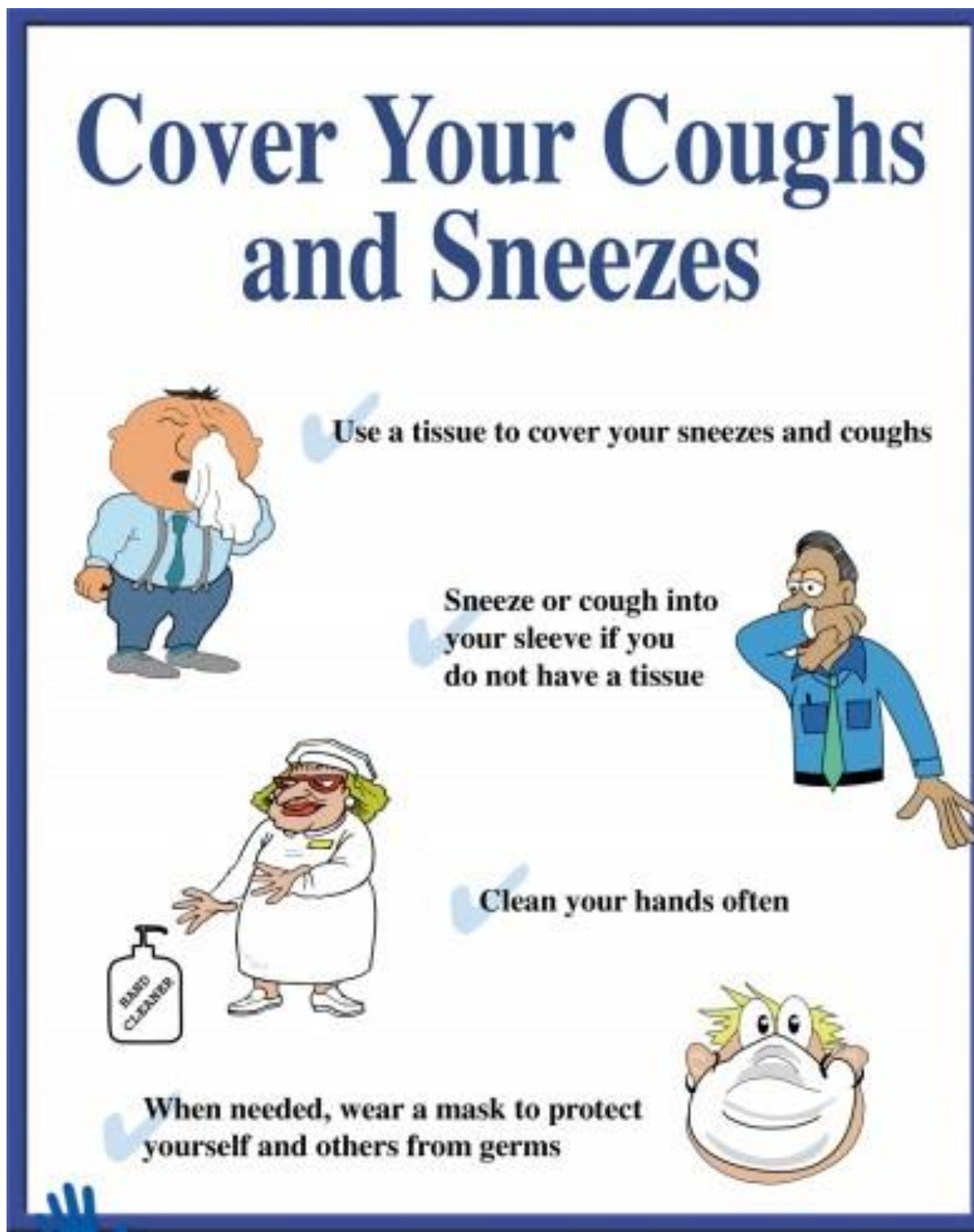
- Cover your mouth and nose with a tissue when coughing or sneezing;
- Use in the nearest dustbin to dispose of the tissue after use;
- Perform hand hygiene (e.g., hand washing with non-antimicrobial soap and water, alcohol-based hand rub, or antiseptic handwash) after having contact with respiratory secretions and contaminated objects/materials.


The company has provided materials for adhering to Respiratory Hygiene/Cough Etiquette in waiting areas for patients and visitors.

- Provide tissues and no-touch receptacles for used tissue disposal.
- Provide conveniently located dispensers of alcohol-based hand rub; where sinks are available, ensure that supplies for hand washing (i.e., soap, disposable towels) are consistently available.

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**Appendix 3: Respiratory Hygiene / Cough etiquette (con't)**

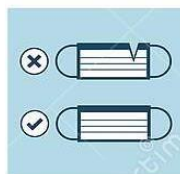


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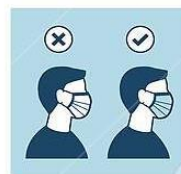
#### Appendix 4: How to wear a mask



WASH YOUR HANDS  
BEFORE  
WEARING A MASK



CHECK THE NEW MASK  
TO MAKE SURE  
IT'S NOT DAMAGED



ENSURE THE PROPER  
SIDE OF THE MASK  
FACES OUTWARDS



LOCATE THE METALLIC  
STRIP AND PLACE IT  
ON THE NOSE BRIDGE



SECURE THE STRINGS  
BEHIND YOUR HEAD  
OR OVER YOUR EARS



COVER MOUTH  
AND NOSE FULLY MAKING  
SURE THERE ARE NO GAPS



PRESS THE METALLIC  
STRIP TO FIT THE SHAPE  
OF THE NOSE



REPLACE THE MASK  
IF IT GETS DAMP  
AND DO NOT REUSE IT



DO NOT TOUCH THE  
MASK WHILE USING IT,  
IF YOU DO  
WASH YOUR HANDS



REMOVE THE MASK  
FROM BEHIND BY  
HOLDING THE STRINGS  
WITH CLEAN HANDS



DISPOSE THE MASK IN  
A CLOSED BIN WITHOUT  
TOUCHING THE FRONT



LEARN HOW TO USE  
THE MASK PROPERLY

#### WHEN SHOULD YOU USE A MASK?



IF YOU COUGH, SNEEZE,  
HAVE FEVER  
OR RECOVERING  
FROM ILLNESS



IF YOU ARE IN CONTACT  
WITH AN INFECTED  
PERSON




IF YOU ARE  
A HEALTHCARE WORKER  
IN HIGH RISK AREAS




AS PRESCRIBED  
BY YOUR LOCAL PUBLIC  
HEALTH AUTHORITY IN  
HIGH RISK AREAS



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### Appendix 5: Hand washing steps



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#### Appendix 6: How to use a hand sanitiser



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## **Appendix 7: Disinfection procedures**

### **Surfaces**

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, use diluted household bleach solutions or alcohol solutions with at least 70% alcohol.
  - o Diluted household bleach solutions can be used if appropriate for the surface.
  - o Check to ensure the product is not past its expiration date.
  - o Never mix household bleach with ammonia or any other cleanser.
  - o Unexpired household bleach will be effective against coronaviruses when properly diluted.
- Prepare a bleach solution by mixing:
  - o 5 tablespoons (1/3rd cup) bleach per gallon of water\* or
  - o 4 teaspoons bleach per quart of water \*\*
  - o For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces.
- After cleaning:
  - o If the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely.

\* 1 Gallon = 3.8 Liters

\*\* 1 Quart = 0.95 Liters


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**Appendix 8: Updated Price List for COVID-19 testing (RT PCR)**

•


NAME OF HOSPITAL	PRICE FOR COVID-19 TESTING (RT-PCR)
○ Manipal	○ 600
○ Sunway	○ 360
○ SDMC Subang	○ 630
○ SDMC Ara Damansara	○ 630
○ SDMC Desa Park	○ 630
○ KPJ Damansara	○ 388
○ KPJ Rawang	○ 388
○ KPJ Klang	○ 388
○ KPJ Shah Alam	○ 388
○ Pantai Bangsar	○ 480
○ Pantai Klang	○ 600
○ Assunta	○ 555
○ Thomson	○ 580
○ Medic Clinic Kepong Menjalara	○ 580
○ MSU Specialist	○ 550
○ Makhota Malacca	○ 800
○ Sentosa	○ 500
○ Columbia Asia Bkt Rimau	○ 500
○ Columbia Asia Meru	○ 500
○ Columbia Puchong	○ 450
○ Columbia PJ	○ 450
○ DEMC	○ 590




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**Appendix 9: SCREENING HOSPITALS (THROUGHOUT MALAYSIA)**

STATE	LOCATION	TEL. NO.
Perlis	Hospital Tengku Fauziah, Kangar	04-973 8000
Kedah	Hospital Sultanah Bahiyah, Alor Star Hospital Sultanah Maliha, Langkawi Hospital Sultan Abdul Halim, Sungai Petani	04-740 6233 04-966 3333 04-445 7333
Penang	Hospital Pulau Pinang, George Town Hospital Seberang Jaya, Perai Hospital Bukit Mertajam, Bukit Mertajam Hospital Kepala Batas	04-222 5333 04-382 7333 04-549 7333 04-579 3333
Perak	Hospital Raja Permaisuri Bainun, Ipoh Hospital Taiping Hospital Teluk Intan Hospital Seri Manjung Hospital Slim River	05-208 5000 05-820 4000 05-621 3333 05-689 6600 05-450 8000
Selangor	Hospital Sungai Buloh Hospital Tengku Ampuan Rahimah, Klang Hospital Selayang, Batu Caves Hospital Serdang, Kajang Hospital Shah Alam Hospital Banting Hospital Kajang	03 6145 4333 03 3372 3333 03 6120 3233 03 8947 5555 03 5562 3000 03 3187 1333 03 8913 3333
Putrajaya	Hospital Putrajaya	03 8312 4200
Kuala Lumpur	Hospital Kuala Lumpur	03 2615 5555
Negeri Sembilan	Hospital Tuanku Ja'afar, Seremban Hospital Jempol, Bandar Seri Jempol Hospital Tampin Hospital Tuanku Ampuan Najihah, K. Pilah	06 762 3333 06 459 2000 06 441 1511 06 481 8001
Melaka	Hospital Melaka	06 289 2344
Johor	Hospital Sultan Ismail, Johor Bahru Hospital Sultanah Nora Ismail, Batu Pahat	07 356 5000 07 436 3000

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	Hospital Pakar Sultanah Fatimah, Muar Hospital Sultanah Aminah, Johor Bahru Hospital Enche' Besar Hjh Kalsom, Kluang Hospital Segamat	06 952 1901 07 223 1666 07 778 7000 07 943 3333
Pahang	Hospital Tengku Ampuan Afzan, Kuantan Hospital Sultan Hj Ahmad Shah, Temerloh Hospital Kuala Lipis	09 513 3333 09 295 5333 09 312 3333
Terengganu	Hospital Sultanah Nur Zahirah, Kuala Terengganu Hospital Hulu Terengganu Kuala Terengganu Hospital Kemaman	09 621 2121 09 681 3333 / 681 3120 09 851 3333
Kelantan	Hospital Raja Perempuan Zainab II, Kota Bharu Hospital Tanah Merah Hospital Sultan Ismail Petra, Kuala Krai Hospital Tumpat	09 745 2000 09 954 5000 09 961 1300 09 762 3000
Labuan	Hospital Labuan	087 423 922 / 423 919
Sabah	Hospital Queen Elizabeth I, Kota Kinabalu Hospital Duchess Of Kent, Sandakan Hospital Tawau Hospital Wanita dan Kanak-Kanak, Likas Hospital Lahad Datu Hospital Keningau	088 245 249 088 522 600 089 248 600 089 773 533 089 895 111 087 313 000
Sarawak	Hospital Umum Sarawak, Kuching Hospital Miri Hospital Bintulu Hospital Sibul Hospital Sarikei	082 276 666 085 420 033 086 255 899 084 343 333 084 653 333


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**Appendix 10: ADMITTING HOSPITALS FOR 'PUI COVID-19' & 'CONFIRMED COVID-19' (SELANGOR AND WILAYAH PERSEKUTUAN)**

- Hospital Sungai Buloh
- Hospital Kuala Lumpur
- Pusat Perubatan Universiti Malaya

List of designated screening centres and hospitals handling covid-19 cases can be obtained from the url below

[http://www.moh.gov.my/moh/resources/Penerbitan/Garis%20Panduan/COVID19/Annex\\_3\\_Screening\\_centre\\_24032020.pdf](http://www.moh.gov.my/moh/resources/Penerbitan/Garis%20Panduan/COVID19/Annex_3_Screening_centre_24032020.pdf)

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## Guideline COVID-19 Management No. 4/2020 update on 26 February 2020

### Acknowledgement

1. Guideline COVID-19 Management No.4/2020 update on 26 February 2020
2. Policies and Procedures on Infection Prevention and Control – Ministry of Health Malaysia; 2018
3. Interim infection prevention and control recommendation for patients with confirmed 2019- Novel coronavirus or patient under investigation for COVID-19 in healthcare setting. Updated Feb 3 2020. CDC
4. Infection prevention and control of epidemic- and pandemic-prone acute respiratory infections in health care. World Health Organization 2014
5. Public Health Guidance for Community-Level Preparedness and Response to Severe Acute Respiratory Syndrome (SARS) Version 2. CDC 2004
6. Disinfection Guidelines 2018 - Ministry of Health Malaysia, Malaysia
7. Infection prevention and control during health care when novel coronavirus (COVID-19) infection is suspected, Interim Guidance. WHO Jan 2020
8. Health Declaration Form – Ministry of higher Education, Malaysia