



Curtin Singapore

Pandemic Plan: COVID-19

March 2020



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Document Control

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Document Record

VERSION NO.	DATE	AMENDMENT DETAILS	REVIEWED BY
1	March 2020	Development of Curtin Singapore Pandemic Plan based on Curtin University Emergency Management Pandemic Plan	Yin Wai Woo

Review Schedule

Curtin Singapore's Pandemic Plan follows the Singapore Government requirements, Curtin University's Emergency Management Pandemic Plan and other related guidelines and procedures.

Curtin University's plan is reviewed and approved by the Emergency Planning Committee:

- Every three years, or
- Whenever enhancements have been identified during the normal course of business; or
- Following activation of the plan in a real or simulated pandemic to incorporate any lessons learnt; or
- Following audits of this Pandemic Plan.

Curtin Singapore will review its COVID-19 Pandemic Plan following downgrading of the current situation by the WHO or changes in the Singapore Government's Disease Outbreak Response System Condition (DORSCON).



Distribution List

ORGANISATION
Curtin University Critical Incident Management Team (CIMT)
Curtin University Emergency Planning Committee (EPC)
Deputy Vice Chancellor, International
Curtin Singapore Executive Committee
Curtin Singapore Facility Management
Navitas Senior Management Team
Committee for Private Education



Reference Material and Information Resources

Curtin Singapore's Pandemic Plan has been developed in accordance with the relevant advisories, plans, frameworks and information listed below. It should be also used in conjunction with Curtin Singapore standard operating procedures (SOPs), business continuity plans and department-specific plans, which complement and coordinate overall efforts and provide more depth and specific knowledge and expertise.

SOURCE OF INFORMATION	DESCRIPTION
Curtin University Emergency Management Plan 2019	A Curtin-specific plan providing a consistent approach to planning, preparing for, responding to and recovering from emergency incidents that may affect the West Australian campuses.
Critical Incident Management Framework	A Curtin University framework that summarises the arrangements to embed the Incident Alert Matrix and management of critical incidents. The Critical Incident Management Team will lead the University during a critical incident and will prioritise response, recovery, resources and activities across the University until critical processes and/or infrastructure are operational.
Ministry of Health	A website providing updated information on how the Singapore Government is preparing and responding to protect and support residents during a pandemic event.
Committee for Private Education	A website providing updated information for private education providers in Singapore.
World Health Organisation (WHO)	An international website containing authoritative and up-to- date information about potential and actual pandemic events, including daily situation reports.
Curtin University Working Remotely – A guide for success	A guide to assist those working remotely, whether it be from the home, in an activity-based working environment, while travelling for work, or anywhere else in the world.
Centres for Disease Control and Prevention, USA	Leading national public health institute of the United States, providing up to date travel and other information regarding diseases and conditions.
International SOS	Provider for medical and security advice and support services for travellers.
Ministry of Foreign Affairs	Singapore Government overseas travel information and advice, including consular arrangements.
John Hopkins University Dashboard	Interactive web-based dashboard to track reported cases in real-time for all affected countries, developed by researchers, public health authorities and the general public.
UK Foreign & Commonwealth Office	Consolidated information produced by the Foreign Office that includes Public Health information, and travel and security advice.



Introduction

Curtin University developed a Pandemic Plan as part of their Emergency Management process. Curtin Singapore's Pandemic Plan is based on Curtin University's Plan and Singapore Government legislation and directives.

1.1 Aim

The aim of this plan is to specify the responsibilities, actions, levels of response and policies in place to assist Curtin Singapore respond to the COVID-19 pandemic event.

1.2 Purpose

This Pandemic Plan provides a framework for the coordination of an operational response during and after the COVID-19 pandemic event. This will be achieved by:

- Identifying and implementing mitigating strategies to minimise the spread of the virus to protect students and staff and the wider Curtin Singapore community from illness;
- Providing timely and up to date information to all staff, students and key stakeholders;
- Minimising the impact to business operations by implementing specific actions;
- Supporting Singapore Government directives and advice for pandemic management.

1.3 Activation

All actions taken to manage the COVID-19 pandemic affecting Curtin Singapore will be authorised and coordinated through the Curtin Singapore Executive Committee (ExCo).

ExCo will coordinate the implementation of pandemic response actions. Advice will be provided to the Vice Chancellor, Curtin University and Executive General Manager, University Partnerships Australasia, Navitas.

Duration of Pandemic

2.1 Duration of a Pandemic

For the purposes of planning, a pandemic is considered as likely to last for a period of up to 12 months with cases occurring in 'waves' within the community. These waves of infection may be separated by periods of three to nine months. The duration of each wave of illness may be up to 12 weeks or more, and the second wave may have a more serious impact than the first. During these waves, up to 40% of the community may become ill, requiring other members of the community to care for those who are unwell.



Prevention and Preparedness

3.1 Government Directives for Effective Personal Protocols

Government directives for effective protocols around self-isolation/quarantine for all members of the Curtin Singapore community who may be unwell or be in close contact with people who are unwell must be followed.

3.2 Prevention Strategies

Students and staff members share responsibility for their own health and safety. If students, staff and the wider Curtin Singapore community follow a few simple steps, the risk of either succumbing to the COVID-19 virus, or of passing it on, can be minimised. These simple steps include:

Personal Precautions

- **PRACTICING GOOD PERSONAL HYGIENE**

Good hygiene practices include proper hand washing using soap and water, immediate disposal of soiled tissues, refraining from touching your face by keeping hands away from eyes, nose and mouth, and use of an alcohol-based hand rub (hand sanitiser).

When coughing and sneezing people should cover their nose and mouth with their elbow.

Workspaces should be wiped down regularly with sanitiser products. Workspaces should be wiped down regularly with sanitiser products.

Effective kitchen cleaning protocols should be implemented, and shared utensils should be cleaned and disinfected prior to use.

Posters and other specific hygiene information will be displayed on staff notice boards and in high traffic areas such as toilets and staff kitchens.

- **SANITISER SUPPLIES**

Curtin Singapore will provide sanitiser for student and staff use on an ongoing basis during the COVID-19 pandemic situations. These items will be distributed in offices, in toilet/shower facilities and in other high traffic areas for use by staff and students as required. All staff, students, visitors and contractors will be strongly encouraged to utilise the supplies available to them.

Organisation Safeguards

- **AIR CONDITIONING SERVICES AND AIR EXTRACTION**

Maintenance to be carried out routinely and additional services arranged during COVID-19 pandemic situation, as appropriate.

- **OFFICE CLEANING SERVICES**

Additional cleaning measures to be undertaken, particularly in high-traffic areas as appropriate. Staff will be requested to clean their own workstations and equipment surfaces with sanitiser products supplied by the University.



- **PERSONAL PROTECTIVE EQUIPMENT (PPE)**

In certain situations, staff (typically first responders) may be issued with, and be required to wear, personal protective equipment. These situations may include instances where staff are working in situations assessed as high risk, or when a staff member or student develops symptoms and is required to leave campus. PPE includes a face mask (either a disposable surgical mask or a P2 (N95) or equivalent particulate filter respirator) and disposable gloves.

3.3 Mitigation Strategies

All mitigation strategies at Curtin Singapore will directly follow the advice provided by the Ministry of Health and the Committee for Private Education.

Business Continuity

4.1 Business Continuity Plan

A business continuity plan has been developed for Curtin Singapore.

Response

5.1 Curtin Singapore Activation

Key personnel with responsibilities under this plan will undertake the actions outlined in the team function checklists for the relevant phase of responding to the COVID-19 Pandemic (Appendix 3).

Curtin Singapore's key pandemic management strategies and response arrangements can be summarised as follows:

- Ensuring Curtin Singapore responds to Government directives in a timely manner.
- Planning for reduced levels of staffing and student absences, providing support services, and alternative arrangements as required (Appendix 4).
- Planning for supply chain disruptions, particularly to stocks of consumables (PPE, cleaning equipment), hardware, IT equipment, maintenance and facilities equipment, and other incidentals.
- Consistent messaging ensuring accurate and timely communications are regularly circulated throughout the Curtin Singapore community.
- Determining essential services within Curtin Singapore, and planning for an altered state of operation.

5.2 Emergency Communications

General Communications

All communications should include relevant, clear and targeted direction on the specific actions individuals should take to protect themselves from harm, plus any other relevant information, including travel restrictions and impacts to work and study activities.



The following channels may be used to communicate with the Curtin Singapore community:

- Vice Chancellor's Note to Staff
- Critical Incident email covid-19.support@curtin.edu.sg
- Curtin Singapore website and social media platforms
- Email and text messages
- OASIS for student messaging
- International social media platforms (e.g. Sina Weibo, WeChat, QZone, V Kontakte, Douban, Kakao Talk)

All channels of communication should be continuously monitored for accuracy, rumour control and as a source of intelligence during the pandemic.

5.3 Campus Closures

Closing a campus is a last resort measure to the pandemic and may occur if directed by the Government or in response to infection on the campus. Specific arrangements for the closure of a campus will be communicated to staff, students and stakeholders.

Recovery

5.1 Responsibility for Recovery

ExCo will lead the recovery phase as the transition back to normal operations occurs.

5.2 Transition to Recovery

As the pandemic phase is downgraded to Stand-down (WHO Post Peak and Post Pandemic Phases) or to DORSCON Green by the Singapore Government, ExCO will oversee and support the transition to recovery, and the resumption of normal operations.

5.3 Support Services during Recovery

Exposure to the trauma and stress associated with a pandemic threat can have significant long-term adverse effects on students, staff, and the wider Curtin Singapore community. Some people may experience feelings of panic and anxiety, or they may be subjected to prejudice and judgement. Those involved in the response may be feeling overwhelmed, tired, or deflated once the response phase has ended.

Members of the Curtin Singapore community who have been impacted will be given access to post-pandemic support to comfort, reassure and connect them, thereby reducing the stress and stigma associated with this type of event. This may take the form of psychosocial, physical, and professional support.



Appendix 1 - Emergency Contact List

EMERGENCY CONTACT LIST	
Fire / Ambulance	995
Police	999
Ministry of Health	6325 9220 (General Hotline) 1800 333 9999 (Emergency Hotline)
Curtin Singapore Security	65 65938070
Curtin Safer Community (24 hours)	safer@curtin.edu.sg
Ministry of Foreign Affairs	+65 63798000
World Health Organisation (WHO)	www.who.int

Appendix 2 – Curtin Singapore Focus Priority Areas

FOCUS/PRIORITIES – PEARL	
PEOPLE (LIFE)	
<input type="checkbox"/> Safety – People impacted <input type="checkbox"/> Immediate notification: <input type="checkbox"/> Access and Egress <input type="checkbox"/> Hazardous Materials <input type="checkbox"/> Site Location (whole or part campus) <input type="checkbox"/> Emergency Infrastructure – safety <input type="checkbox"/> Critical ICT infrastructure affecting Critical systems (access; communication)	<input type="checkbox"/> Tenants <input type="checkbox"/> Wellbeing <input type="checkbox"/> Gridlocks/ traffic management <input type="checkbox"/> Clean up <input type="checkbox"/> Cordons <input type="checkbox"/> Signage <input type="checkbox"/> Curtin Singapore Critical Incident Communications
ENVIRONMENT	
<input type="checkbox"/> Clean up (Specialised) <input type="checkbox"/> Contain or isolate <input type="checkbox"/> Hazmat Site	<input type="checkbox"/> Regulators <input type="checkbox"/> Community impacted <input type="checkbox"/> Subject Matter Experts
ASSETS – Premises, Key Infrastructure	
DAMAGES TO:	
<input type="checkbox"/> Campus Location <input type="checkbox"/> ICT Infrastructure (core systems, including Microsoft suite, email, web, telephony, etc) Signage <input type="checkbox"/> Research: facilities & critical dependencies, Including utilities infrastructure <input type="checkbox"/> Roads, pathways, access and egress	<input type="checkbox"/> Buildings <input type="checkbox"/> Utilities <input type="checkbox"/> Equipment <input type="checkbox"/> Vehicles, including industrial <input type="checkbox"/> Business Response Communications
RECOVERY – Reputation/Rebuilding Confidence	
RECOVERY	REPUTATION/REBUILDING CONFIDENCE
<input type="checkbox"/> Student Services including classes F2F/online/ Fees/enrolments/ exams, etc) relevant <input type="checkbox"/> Study Calendar Cycle (Semester/trimester etc) <input type="checkbox"/> Staff requirements (classes delivery/payroll/ concerns Teaching) <input type="checkbox"/> Research/IP/Data <input type="checkbox"/> Suppliers/Subject Matter Experts <input type="checkbox"/> Denial of access <input type="checkbox"/> Core systems – Prioritise <input type="checkbox"/> Core locations/buildings – Prioritise Industry Alternate Premises <input type="checkbox"/> Subject Matter Experts	<input type="checkbox"/> Social media <input type="checkbox"/> Invoke Hotline/Incident Information website if <input type="checkbox"/> Communications channels operational <input type="checkbox"/> Messages to the Community/Community <input type="checkbox"/> Unified messages with Emergency Services <input type="checkbox"/> Media <input type="checkbox"/> Families/ Hosting area for families <input type="checkbox"/> Curtin Singapore Spokesperson <input type="checkbox"/> Liaison with Government/Ministers/Regulators <input type="checkbox"/> Liaison with <input type="checkbox"/> Liaison with Alumni <input type="checkbox"/> Memorials – immediate and medium term
LOSS – Liability/Productivity/Revenue	
<input type="checkbox"/> Revenue impact <input type="checkbox"/> Legal liability/Breaches <input type="checkbox"/> Loss of Productivity <input type="checkbox"/> Research / Student losses <input type="checkbox"/> Funding for uninsurable losses	<input type="checkbox"/> Compliance and Regulators <input type="checkbox"/> CPE/TEQSA/ et al <input type="checkbox"/> Insurance, including Business Interruption cover <input type="checkbox"/> Risk/Legal/Compliance Comms.

Appendix 3 –Checklist for Curtin-Singapore specific Pandemic Phases

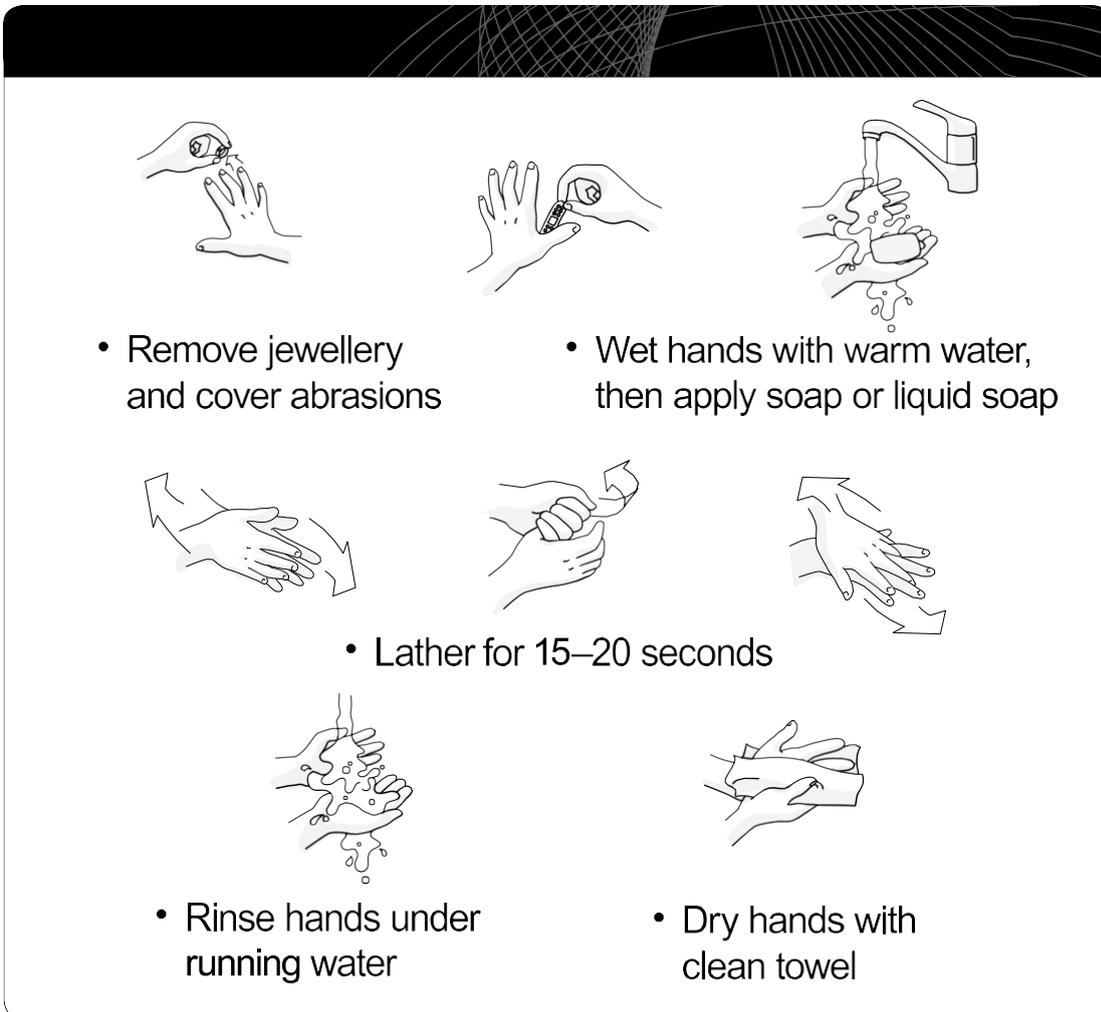
TARGETED ACTION	A global pandemic has been declared.
ExCO:	Travel ban for in place staff and students on official business.
	Maintain line of sight across all incident activities including two way communication with Curtin Perth, Curtin global campuses and Navitas.
	If instructed by the Ministry of Health isolate high risk groups through social distancing, work from home or other arrangements.
	Ensure a proportionate, coordinated and consistent response.
	Review campus closure plans, home isolation and social distancing policies to ensure they meet Government requirements.
	Ensure all response activities align with the Curtin values.
	Distribute information on university actions to Australian High Commission as relevant.
	Ensure all actions are being taken are in accordance with the Ministry of Health guidelines and directives.
	Continue to provide best practice for pandemic preparedness and response and provide responders information to manage their own exposure.
	Check the Incident Team membership and update distribution list (including Microsoft Teams groups).
	Ensure that all Critical Incident Management (CIM) teams are using Microsoft Teams for communications.
	If applicable, distribute messaging on the implementation of closure and additional security plans to key stakeholders.
Communications	Continue to ensure all messages are forwarded through ExCo for approval.
	Activate Campus User webpage and ensure it is accessible for current and future students, staff and external stakeholders.
	If applicable, distribute messaging on the implementation of social distancing measures and increased working from home arrangements based on Singapore Government advice.
	If applicable, distribute messaging on the implementation of campus closure plans based on Government advice.
	Develop FAQs for staff and external stakeholders and ensure the FAQs are updated promptly as information changes.
	Continue to provide regular VC Note to Staff and communications to students via other channels (OASIS, etc).
	Manage media requests and other incoming queries.
	Manage emerging risks through: - Social media monitoring. - Monitoring information and a lack of coordinated consistent communications. - Checking community feedback and ensuring a timely escalation of issues.
	Review and reissue updated hygiene and infection control information as required.
	Communicate to staff, students and the wider Curtin University community any revised policies regarding home isolation and social distancing, including reference to Ministry of Health advice and official information sources that have shaped policy revision.
Assist Government health agencies as required, to communicate with staff and students through supply of contact details, translation/language services and established Curtin Singapore communication strategies in place for campus closure.	
Human Resources	Provide wellbeing and counselling support for staff and students in isolation or recently returned who may need to self-isolate.
	Clarify leave arrangements Sessional teaching staff
	Update self-isolation protocol as appropriate, to clarify who is notified when staff or students advise their manager/supervisor that they are required to self-isolate. This is to enable appropriate support for the person. Clarify: a) The process for students. b) What self-isolation means for staff and students, both those required to self-isolate and those managing or supporting those who are required to self-isolates (administrative requirements).
	Defer all non-essential travel until further notice. Continue to use video conferencing, teleconferencing, Skype, Zoom and other remote working/meeting options as alternatives during the travel restriction period.
	Organise supply and distribution of Personal Protection Equipment (PPE) and hygiene consumables (hand sanitiser, etc) as required.
	Prepare and distribute messaging on correct hygiene practices in toilets and other areas
	Distribute bottles of hand sanitiser in all high traffic locations
	Provide information on the use of masks and advise people to follow the Ministry of Health advice on PPE.
	Continue hygiene and infection control measures, based on Ministry of Health advice.
	Keep a record of the number of staff and students infected or impacted by COVID-19 (LOA, SHN, quarantine).
	Monitor all Singapore Government Pandemic Plan stages and advice, and modify actions accordingly.
	Activate support services for students and staff in isolation/quarantine to enable working from home arrangements.
	Monitor and report any identified or suspected cases to the Ministry of Health.
	Determine the essential services and staff at Curtin Singapore, so that priorities can be made if implement social distancing or campus closures are implemented.
	Review use/consumption of PPE, cleaning and hygiene consumables and recall as required.
	Liaise with suppliers regarding potential quantity required of PPE (P2/N95 masks, gloves, hand sanitiser, etc), to ensure supplies as required.
	Minimise face-to-face meetings, consider cancelling/rescheduling staff meetings.
	Minimise external meetings, consider teleconferencing, online meetings, temporarily cancelling/rescheduling meetings.
	Discourage visitors from coming to the University. Use other technology to communicate with them.
	Implement social distancing techniques, if requested by the Ministry of Health.
	Continue staff and student screening and monitoring practices, as required.
	Confirm Curtin Singapore policy on pay conditions for extended campus closure.
Determine methods to manage and reduce fear and anxiety in members of the Curtin Singapore community, to reduce or eliminate panic, stigmatisation or harassment in response to the situation	
Business Response	Activate relevant business continuity arrangements, as required for each impacted business area.
	Establish team to manage online and alternate delivery.

TARGETED ACTION	A global pandemic has been declared.
	<p>Undertake a financial impact assessment, taking into account information relating to:</p> <ul style="list-style-type: none"> - The number of staff and students impacted. - The potential income loss - Any additional costs.
	Consider the need for after-hours support for student, parents, and staff enquiries, including on weekends.
	Continue to log questions asked by students so they can inform the FAQ page.
	Based on Government advice, reschedule or cancel any mass gatherings and large social events, as appropriate.
	Where online learning is required but not available, consider supporting through distance learning and other low tech solutions.
	Create and maintain a register of students with alternative study options, including online support for CPE/TEQSA.
	Prepare a coordinated plan for partial or total campus closure, including securing facilities and equipment.
	If appropriate, and recommended by the Ministry of Health, implement partial or full campus closure plans.
	Identify security and monitoring arrangements for potential campus closures.

STANDDOWN	Pandemic is controlled but further waves may occur. The aim of this phase is to return to normal while remaining vigilant.
ExCo	Activate business continuity plans.
	Address any training gaps for team members.
	Evaluate systems and revise plans and procedures with any corrective actions.
	Cease activities that are no longer needed, and transition activities to seasonal or interim arrangements.
	Ensure all response activities align with the Curtin values.
	Monitor for a second wave of the outbreak.
	Monitor for the development of antiviral resistance.
Human Resources	Restock pandemic PPE supplies.
	Identify people with ongoing adverse health issues arising from the virus and work with Government health agencies to ensure they receive appropriate ongoing medical support.
	If applicable, identify deceased students and staff as well as students and staff that have suffered loss of family or friends and prepare strategy for assistance, on a case-by-case basis.
	Support and maintain quality care, including psychosocial, physical and professional support.
Business Response	Develop flexible work/education arrangements for people identified with ongoing health issues.
	Prepare 'catch-up' schedules for short-term closure or deferral process for a prolonged closure.
	Prepare plans for reopening campuses and recommencing services.
Communications	Develop messages to communicate and support the return from pandemic to normal business services.
	Circulate messages about the benefits of vaccinating for flu and other diseases.
	Continue supporting media enquiries and maintain social media channels.
	Update Campus Users webpage with standdown messages.

FACTSHEET 1 - How to wash and dry hands

How to wash and dry hands with soap and water



- Remove jewellery and cover abrasions
- Wet hands with warm water, then apply soap or liquid soap
- Lather for 15–20 seconds
- Rinse hands under running water
- Dry hands with clean towel

During the lather, pay particular attention to the backs of hands and fingers, fingernails, fingertips and the webbing between fingers.

Hand hygiene is crucial in reducing transmission of infections. It includes both hand washing with plain or antimicrobial soap and water, and use of alcohol-based products (gels, rinses, foams) containing an emollient that do not require the use of water.

If hands are visibly soiled or contaminated with respiratory secretions, wash hands with soap (either non-antimicrobial or antimicrobial) and water.

In the absence of visible soiling of hands, approved alcohol-based products for hand disinfection may be used. Ensure you have facilities for hand washing (i.e. sinks with warm and cold running water, plain or antimicrobial soap, and disposable paper towels) and hand disinfection (i.e. alcohol-based products) readily accessible.



Australian Government
Department of Health and Ageing



FACTSHEET 2 - How to clean hands using an alcohol-based liquid

How to clean hands using an alcohol-based liquid or hand rub

- Remove jewellery and cover abrasions
- Use water or a wet wipe to remove visible soiling
- Dispense product into dry hands
- Rub all surfaces of hands for one minute

When rubbing, pay particular attention to the backs of hands and fingers, fingernails, fingertips and the webbing between fingers.



Australian Government

Department of Health and Ageing

FACTSHEET 3 – How to fit and remove a surgical mask

How to fit and remove a surgical mask

Fitting a surgical mask

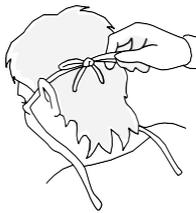


- Position mask over mouth and nose



- Fasten ties or tapes above and below ears at back of head

Removing and disposing of mask



- With clean hands, untie or break ties at back of head



- Remove mask by only handling at the ties, then discard in appropriate waste



- Wash hands

When worn by a sick person, surgical masks limit the spread of droplets produced through talking, coughing or sneezing



Australian Government
Department of Health and Ageing



FACTSHEET 4 – Cough etiquette and respiratory hygiene

Cough etiquette and respiratory hygiene

1 **COVER** your mouth and nose with a tissue when you cough or sneeze.

Put your used tissue in the rubbish **BIN**.

2

3 If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, **NOT YOUR HANDS**.

4 **WASH** your hands with soap and running water. Dry your hands thoroughly with a disposable paper towel or hand dryer.

Stay germ free and healthy

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VICTORIA
State Government

Health and Human Services

FACTSHEET 5 – Singapore Ministry of Health: Stay Home Notice/Quarantine and/or Self-Isolation Measures:

The following advice has been issued by the Ministry of Health, Singapore (11 March, 2020) for people issued with [Stay-Home Notices](#) (SHN).

1. The SHN period will commence from the day of return to Singapore from countries or regions designated by the Singapore Government. Persons under SHN may resume regular activities after the 14-day period if they remain well.
 2. You must remain in your place of residence at all times during the 14-day period. Do not leave your residence, even if it is to purchase food and essentials. If necessary, you may opt for home delivery services or enlist the assistance of others for your daily necessities.
 3. You should minimise contact with others, and avoid having visitors to your residence. You should maintain a record of persons you come into close contact with during this period.
 4. Monitor your health closely, i.e. twice daily for fever (i.e. $\geq 38^{\circ}\text{C}$) and respiratory symptoms such as cough and breathlessness.
 5. Maintain good personal hygiene, including regular hand washing with soap and water. Flush the toilet after use, and wash your hands before and after handling food or eating, and after going to the toilet.
 6. Do not touch your face.
 7. Cover your mouth when coughing or sneezing.
 8. Maintain good indoor ventilation.
 9. Carry out frequent cleaning of your place of residence.
 10. Do not share food, crockery, utensils and other personal hygiene items.
-

Frequently asked questions:

What is the difference between leave of absence and the Stay-Home Notice?

Persons taking leave of absence are allowed to leave their place of residence to purchase daily necessities or to attend to important personal matters. Persons issued a SHN should remain in their place of residence at all times during the 14-day period.

1. What if I do not comply with the SHN?

If you fail to comply with the SHN, you may face the following penalties, as you have put the well-being of the wider community at risk:

- a. You may be prosecuted under Section 21A of the Infectious Diseases Act⁴;
- b. If you are a Singapore Permanent Resident, Long-Term Visit Pass holder, Dependant's Pass holder, or Student's Pass holder, your Re-Entry Permit or passes may be revoked or the validity shortened; and
- c. If your child/ward is a full-time student attending a preschool, school or other educational institution in Singapore, your child/ward might be subjected to disciplinary action, including suspension or dismissal. For foreign students, this may include the cancellation of your child's/ward's Student's Pass or Dependant's Pass.

2. What if I require medical attention while on SHN?

For life-threatening cases such as cardiac arrest, active seizures, breathlessness, major traumas and stroke, please call 995 directly for assistance; and

For non-emergencies (such as cough or fever, follow-up visits for chronic conditions, refilling of prescription, etc.):

- d. For Singapore Citizens, Permanent Residents and Long-Term Visit Pass holders, you may contact the People's Association (PA) at 63448222. PA will assist you to make the necessary arrangements with the nearest Public Health Preparedness Clinic (PHPC) or GP clinic, or to arrange for a house call by a GP (for those with mobility issues). Please inform the staff and doctor of your travel history and that you have been issued a SHN;
- e. For students/ pre-school students, you can seek assistance from your school or MOE/ECDA; and

FACTSHEET 6 – Social Distancing Technique

Social distancing is a technique used to minimise close contact among persons in public places, such as work sites and public areas. It involves keeping people one to two meters apart. The Singapore Government has implemented a number of measures in relation to [social distancing](#) (13 March, 2020). These include

Social distancing

In order to reduce the risk of local transmission, we will introduce requirements and advisories for events and gatherings, workplaces and public venues. This is to limit large crowds gathering in close proximity over a prolonged duration.

Advisory for events and gatherings

1. All ticketed cultural, sports and entertainment events, with 250 participants or more, are to be deferred or cancelled. For events that have already been committed (e.g. tickets sold), organisers must demonstrate that satisfactory precautionary measures have been put in place before they can proceed.
2. For all other mass gatherings including private functions and religious services, organisers are advised to put in place the following precautions:
 - Reduce the scale of events to below 250 participants where possible;
 - Reduce the crowding of participants and improve ventilation. For example, participants could be seated at least a metre apart from one another, and be advised to reduce contact with others (e.g. avoid shaking hands);
 - Put in place temperature and health screening measures, as well as turn away persons who are unwell; and
 - Put in place measures to facilitate contact tracing if needed, such as obtaining contact details of participants.

Participants are also advised to practise social responsibility - monitor their own health condition and avoid attending gatherings and events if unwell.

Advisory for workplaces

3. Employers are advised to put in place measures to reduce close contact where feasible. For example, employers should implement tele-commuting and video-conferencing where possible, as well as stagger work hours, and allow employees to commute at off-peak hours. Seating in meeting rooms and work stations could also be spaced apart.

Advisory for public venues

4. Owners/ tenants of venues which are accessible to the public are advised to put in place measures to reduce close contact by patrons/customers, where possible. For instance:



- Dining venues could set seats at least a metre apart
 - Entertainment venues and tourist attractions (e.g. casinos, cinemas, theme parks, museums, and galleries) could limit the number of visitors at any one time, and/or increase spacing among visitors; and
 - Sports centres with indoor facilities (e.g. gyms, private academies) could limit the number of patrons, introduce physical separation measures, increase the frequency of cleaning, as well as issue advisories to reduce unnecessary contact, and practise public hygiene.
5. The Singapore Government has stated that the above advisories for events, gatherings, workplaces and public venues will be subject to further review based on the global situation.

The [Ministry of Health](#) provides updates on advice or directives. Please check the website for the most up to date information