

## Coronavirus (Covid-19) Student Guide

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# Introduction

We are very excited at CIE to be reopening and welcoming students back to our school in September.

CIE always considers the health, safety and wellbeing of everyone in our school community to be of greatest importance. We have worked hard to make sure that the reopening of our school is being done in a safe and manageable way. We want our students to have the opportunity for a full educational and cultural experience in a safe environment both at school and with host families.

This detailed guide explains the thorough measures we are introducing at CIE to manage the risk of infection to our staff, students and host families. We have developed this guide following guidance from the UK Government and English UK, the association of English language centres in the UK.

Along with following social distancing and hygiene measures, one of the most important factors in managing the risk of infection is regular, open communication between staff, students and host families. We hope this guide will provide students with a clear understanding of how CIE is reopening safely, however we want to assure you that we will inform you immediately with any relevant, updated information. Our welfare team is always available to discuss concerns, explain the situation in the UK and provide reassurance. In return we expect students to provide accurate and up-to-date information about their personal situation with regards to Covid-19, for example, if you develop symptoms.

Please take time to read this guide. It contains important information that will help you to understand what to expect at school and in your host family. It will also help you to learn how to behave in a safe and responsible way.

We understand that health and safety measures and responses to Covid-19 in your home country may be different from those presented in this guide. We also understand that it is a complex situation that is regularly changing. Therefore, we welcome any questions that may result from reading this guide.\*

\*Please note that all information in this guide is subject to change in response to changing circumstances or the UK Government guidance.

# Staying safe onsite

Following the current UK Government guidance, we have introduced new health and safety measures to ensure everyone's safety in school.

## ***Health & Safety Induction***

On your first day at CIE you will be shown around the building and a health and safety induction will take place.

## ***Social distancing***

**When in school you should keep a distance of 2 metres between yourself and other people. To assist with this, we will introduce:**

- *Staggered timetables*  
CIE is a small school, therefore if necessary we will introduce different starting and finishing times for classes to ensure less congestion and reduce the number of people in the building.
- *Additional 'common room'*  
There will be additional space available at break times. We will monitor how students are behaving in break times and will implement social distancing if we feel the 2 metre advice is not being followed.
- *Social distancing floor tape and one-way system*  
Tape, floor arrows and wall stickers will be used to help you stay 2 metres away from other people. Where possible one-way systems will be used.
- *Capacity rules*  
Communal facilities such as the kitchen and toilets are confined spaces. To maintain a safe distance in these spaces there will be a maximum capacity of one person at a time.
- *Reduced class sizes & class 'bubbles'*  
There will be a maximum of 4-5 students per class. Where possible students will remain in the same classroom with the same students for the duration of the day.
- *Outdoor classes and cultural activities*  
Excursions to sights in Oxford are often a part of classes at CIE as there is so much to see and learn by exploring the city and using the English you are learning in the real world. To make distancing easier and encourage fresh air and exercise, there will be an emphasis on incorporating more outdoor cultural activities in classes.
- *Socially distanced furniture and equipment*  
Classroom and communal furniture and equipment will be arranged 2 metres apart.

*What do you need to do in the classroom to be socially distanced and hygienic?*

- When sitting at your desk, face forward in a single direction
- Only use your classroom and designated communal areas for break time. Do not enter rooms that you do not need to.
- Remain at the same desk throughout the lesson/day when possible
- Use your assigned course book only, do not share with your classmates
- Do not share pens and other stationery or equipment
- Use the disinfectant provided to clean equipment such as keyboards after use
- Keep your possessions safe. Where possible, avoid letting them touch other objects.

## ***Hygiene***

**The CIE building has been cleaned thoroughly in preparation for reopening. To maintain a hygienic environment CIE will:**

- Implement a strict schedule for the disinfecting of high risk areas such as handrails, door knobs, light switches and communal equipment that is used regularly.
- Deep clean classrooms, common room, kitchen and toilets at the end of each day
- Minimise communal equipment and facilities
- Install a sneeze guard at reception
- Install 3 hand sanitising stations
- Implement rigorous personal hygiene procedures to be followed by everyone
- Provide training for staff and students on how to maintain a hygienic environment
- Display clear signs and instructions about hygiene procedures
- Ensure sufficient supply of PPE (Personal Protective Equipment)
- Keep windows open where possible to maximise ventilation

### **Hand cleaning**

Having clean hands is one of the most effective ways to stop the spread of the virus. Hot water and soap is available in the bathrooms and the kitchen for thorough hand cleaning. There are posters displayed above the sinks with clear instructions for how to clean your hands effectively. It is essential to clean your hands frequently, especially:

- when you arrive at school and each time you re-enter the building
- before and after using the bathroom
- before and after eating and drinking
- after you cough or sneeze

*Alternatively, there are 3 hand sanitising stations available in the school which should be used if it is not possible to wash your hands with soap and water.*

### **Coughing and sneezing**

If you cough or sneeze follow this advice '**catch it, bin it, kill it**':

- *Catch it* - use a tissue to catch the cough or the sneeze. Make sure you cover your mouth and nose with the tissue completely. If you do not have a tissue, use the inside corner of your elbow.
- *Bin it* - as soon as you have finished with the tissue throw it in a 'general waste' bin
- *Kill it* - wash or sanitise your hands thoroughly

*If you have a new, persistent cough then see the advice below on [Covid-19 Symptoms](#).*

### **Face Coverings**

Students, staff and visitors will be required to wear face coverings in communal spaces in the CIE building during break times and when entering and exiting the building via the staircase and reception area. It is not compulsory to wear a face covering during classes but a student can wear one if they want to. Students and staff are expected to provide their own face coverings. It is important to regularly change or wash your face covering for it to be hygienic and effective. Note: if you have a health or disability reason for not wearing a face covering you can be exempt, please discuss with a member of the CIE welfare team.

### **Communal facilities**

There are a number of communal areas and facilities at CIE. It is important to be hygienic, responsible and considerate in your use of these by following these rules:

- Wear masks in the common areas during break times
- Use the disinfectant and paper towels provided to clean communal equipment
- Flush the toilet with the lid down and dispose of sanitary products hygienically
- If using the kitchen for tea and coffee or food storage/preparation bring your own equipment such as cutlery or mug. Alternatively, CIE will lend you equipment that you can label with your name and use for the duration of your course.

### ***Procedure for entering and exiting the CIE building***

To minimise the risk of someone with possible Covid-19 entering the building, a temperature check will happen at reception for all students, staff and visitors. For students this will happen at the start of each day. There will be a hand sanitising station at the entrance which should be used before proceeding further into the building.

Please note, some areas of the building do not allow for a one way system due to space. When this is the case, act responsibly and considerately. If possible, move to another space that will allow 2 metres distance; this may require you to exit the building and then re-enter. Do not congregate in the entrance, reception or in the stairwell and do not stop for extended conversations as you enter or exit the building. Only one person is able to go up or down the stairs at a time, we encourage you to use common sense to judge when it is appropriate for you to use the stairs.

## **Welfare support**

The wellbeing of our students at CIE is of the utmost importance. Dealing with Covid-19 presents physical, emotional and mental challenges for all of us. To support our students through this time, we will:

- Participate in training that informs our welfare staff how to best support our students during the coronavirus pandemic
- Monitor each student's physical, emotional and mental wellbeing on a daily basis
- Have a member of our welfare team available on site at all times in the school day
- Ensure access to healthcare provisions and PPE
- Keep students informed of any updates regarding the Covid-19 situation
- Deal with any symptomatic students or staff with urgency
- Promote an environment where we are all responsible for taking care of ourselves and others around us
- Provide information about support services and resources available for students

To manage the wellbeing of all members of the CIE community effectively, we require students to:

- Provide accurate medical information prior to arrival
- Update medical information if any changes occur while studying at CIE
- Provide consent (or not) for emergency medical treatment if required
- Provide up-to-date contact details and emergency contacts
- Ask for help and support from the CIE team at any point if needed
- Participate positively in taking care of themselves and others at CIE
- Inform CIE immediately if you display any known symptoms of Covid-19 (see [Covid-19 Symptoms](#) below)
- Stay at home if you feel unwell but inform CIE as soon as possible if you will not be attending classes

## **Coronavirus (COVID-19)**

### **Symptoms**

For most people, coronavirus (Covid-19) will be a mild illness. However, UK Government guidelines say that if you or any member of your household have any of the following symptoms you must stay at home and arrange to have a test (see [Testing](#) below):

- a new continuous cough
- a high temperature (fever >37.8°C)
- a loss of, or change in, normal sense of taste or smell
- discharge or congestion
- shortness of breath
- sore throat, wheezing, sneezing

### **What to do if you develop symptoms**

If you experience any of these symptoms whilst in the CIE building, you must report this to a member of CIE staff immediately who will take appropriate action. You must not have contact with other students or members of staff and must avoid touching anything. You will be moved to a well-ventilated room behind closed doors where you can be isolated until you are able to leave the site safely. You must use your own mobile phone to arrange a test (see [Testing](#) below). If you need to go to the toilet while waiting to be collected, you must inform a staff member so that the toilet can be cleaned and disinfected before being used by anyone else. You must avoid contact with others while leaving the building and on your journey home. Once you arrive home you must follow the Government's self-isolation rules (see [Self-isolation](#) below).

If you are a student under 18 or have A1/A2 level of English a designated member of staff will provide support for you.

If you experience any symptoms of Covid-19 having recently been at CIE, you must report this to CIE immediately. If you become aware of someone who is showing symptoms while in the CIE building or who has recently been on site, please also report this. The CIE telephone number is +44 (0) 1865 202 238. If it is out of UK working hours (09.00-17.00) please call the CIE emergency contact number +44 (0) 7963 905 355.

If a confirmed case of Covid-19 among the CIE community is reported to us we will make every effort to identify and inform all students, staff and others who have or may have had contact with the individual and respond in line with the UK Government's guidance. Any areas, facilities or equipment that the individual may have had contact with will be deep-cleaned.

### **Testing**

If you have coronavirus symptoms you can get a free test by calling the NHS non-emergency number which is **119** or you can apply for a test on the NHS website.

<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/>

Do not call 999, this number is for emergencies only.

It is important that you arrange to have a test as soon as possible when you have symptoms, the NHS advice is within 5 days of your first symptom. We encourage students experiencing symptoms to access NHS testing facilities via the NHS website. Please let us know if you are being tested and report the result of the test to CIE.

### **PPE - Personal protective equipment**

CIE will use PPE only in certain situations, such as:

- Staff who may be required to have physical contact with others, such as first aiders
- Specific purposes identified in your delivery risk assessment
- Emergency use, if staff or learners need to be isolated

### **Self-isolation**

Self-isolation is when you do not leave your home because you have, or might have Coronavirus (Covid-19). This helps stop the virus spreading to other people. The rules for self-isolation in England are:

- You have tested positive for Covid-19 or you are showing symptoms:  
You must self-isolate for at least 10 days. If your symptoms continue longer than 10 days you must continue self-isolating.
- You live with someone who has tested positive for Covid-19 or is showing symptoms:  
You must self-isolate for 14 days. This is because it can take 14 days for symptoms to show.
- You have been told to self-isolate by NHS Test and Trace because you have been in contact with someone who has tested positive for Covid-19:  
You may have to self-isolate for 14 days.
- You have been in close contact with someone who tested positive for Covid-19 or is showing symptoms, for example, a classmate:  
CIE will discuss the situation with our local public health protection team and will inform you if you need to self-isolate or not.
- You live with someone who has been in close contact with a confirmed case of Covid-19 or someone who is showing symptoms, for example, your host mother:  
CIE will discuss the situation with our local public health protection team and will inform you if you need to self-isolate or not.

For further details about self-isolation periods visit the NHS website where you will find up-to-date, detailed information: <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/how-long-to-self-isolate/>

## **Homestays**

### **CIE host families**

To manage students and host families as safely as possible in these unprecedented times CIE will take a number of additional steps including:

- identify host families who are willing and able to host during the pandemic
- rigorously check the medical conditions of students and ensure this information is passed on to our host families and understood, especially where the student is in a high risk health category.

- provide single room (ie. no twin share) options only - unless students are related or from the same household.
- review cleaning arrangements within the host family
- identify emergency homestays and back up residencies
- conduct regular checks and reviews online

The CIE Accommodation Officer is in regular contact with host families, especially those families that are currently hosting. Any concerns or issues on the part of the student or the family are treated seriously and dealt with promptly.

In response to the current situation, CIE have provided additional information and guidance for host families on the Covid-19 pandemic.

Advice for host families with regards to hygiene includes:

- Increase cleaning and disinfection procedures, especially for high risk areas and objects in regular use such as mobile phone, keys and wallet
- Avoid using cash and use cards instead
- Increase the amount of fresh air and ventilation in the home
- Provide hand sanitiser in rooms
- Consider the introduction of bathroom rotas

### **Expectations and guidelines between the host family and the student**

Your host family will make every effort to provide you with a safe home and will try to involve you in their daily activities as long as it is safe to do so. Every family deals with the current situation in their personal way and they might have different expectations from your own family. Communication is the key. Your host family will have a discussion with you to establish clear guidelines about issues including:

- hygiene
- curfew
- expectations regarding freedom
- making and meeting friends
- using public transport

### **Whilst in the host family**

Please observe good hygiene practices at all times (see [Hygiene](#) above) for your own health and safety as well as that of your host family. Please talk to your host family regularly and always ask if you have any questions, concerns or are unclear about anything. Your host family knows that they are an essential part of your experience and they will support and guide you. In return it is essential that you respect and follow the 'rules' that are established with your host family regarding hygiene, curfew and expectations about your social activity outside of school and your host family.

## **Travelling to CIE safely**

The following guidelines are designed using the UK Government's advice on the safest ways to travel to work and school during the coronavirus pandemic. If you have any concerns about travelling to school, please contact CIE and we will be happy to assist.

### **Walking**

Walking is a safe and healthy way to travel to school if you live within a close distance.

There are some measures you can take to ensure your safety when you are walking:

- Use pavements and pedestrianised areas and be aware of other pedestrians

- Wear fluorescent or light coloured clothing if you are walking in the dark so you can be easily seen by other road users.
- Wearing ear or headphones or using your mobile phone while you are walking can make you vulnerable, try to stay alert and be aware of your surroundings.

It is important to know about road safety, here is a useful website for familiarising yourself with road safety in the UK <https://www.highwaycodeuk.co.uk/rules-for-pedestrians.html>

## Cycling

Cycling is also a safe and healthy way to travel to school if you live within a close distance and it is very popular in Oxford. There are plenty of bike parking racks available in close proximity to the CIE building.

- Always use cycle paths when available and make sure you are familiar with the rules of the road in the UK.
- Bike theft is common in Oxford so it is very important to use a secure lock when parking your bike.
- Make sure the bike you are using is well-maintained
- Wear a bike helmet, light-coloured or fluorescent clothing and have bike lights that work in case you need to cycle in the dark.

Here is a useful website for learning about road safety and how to be a safe cyclist in the UK <https://www.roadwise.co.uk/cyclists/>

## Public Transport

The UK Government currently recommends against using public transport if possible and instead walking, cycling or driving. However, for many students public transport is necessary for travelling to CIE. There are precautions you can take to minimise the risk whilst travelling by bus, train or taxi:

- Remember to follow social distancing and hygiene rules
- *It is compulsory to wear a face covering on all public transport and in transport hubs such as stations.* You will be breaking the law if you do not and could be fined. Note: There are exemptions for wearing face coverings for age, health and disability reasons, speak to a member of the CIE welfare team for advice.
- Some bus and train services are reduced and have adapted timetables so it is important to check travel times.

For detailed information about using public transport see the Government website <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers#public-transport>

## Staying safe in public places

CIE students should follow these guidelines when in public places:

- Always try to maintain **2 metres distance** from those around you
- *Wear a face mask. It is compulsory to wear a face mask in indoor public places such as shops, museums, cinemas and places of worship.* Note: There are exemptions for wearing face coverings for age, health and disability reasons, speak to a member of the CIE welfare team for advice.
- Keep your hands and face as clean as possible and follow hygiene practices (see [Hygiene](#) above). Most public places have hand sanitiser available but it is a good idea to always have some on your person.
- Avoid being face-to-face with people

- avoid crowded places
- do your homework or extra study at home instead of in public places such as cafes
- Where possible avoid letting your possessions touch other objects.
- Plan ahead. Being prepared makes staying safe easier and less stressful.

The UK Government has created detailed advice about how to stay safe outside your home during the coronavirus pandemic. A full list can be found here

<https://www.gov.uk/government/publications/staying-safe-outside-your-home/staying-safe-outside-your-home>

Currently, you will find that most shops, restaurants and cafes have been able to re-open safely in most places in the UK, including Oxford. However, there are a small number of local lockdowns in some areas and it is possible that the UK Government could introduce more if it were required.

Some cultural facilities such as museums and art galleries have been able to re-open and/or are offering alternative ways for the public to experience their collections. Some popular sightseeing venues are still working out how they can safely re-open and in Oxford this includes most Oxford university colleges and buildings.

All public places that have reopened have had to adapt in ways that you are likely to be familiar with from your home country. They have introduced measures to encourage social distancing, increase hygiene practices and protect the wellbeing of the general public.

It is important to respect and follow guidelines in order to protect our own health and the health of those around us. We cannot completely remove the risk of catching coronavirus but by acting responsibly, following government advice and using our common sense we can significantly reduce the risk.

<sup>1</sup>In view of recent developments with Covid-19 in England socialising outside the household and school bubbles and non essential travel is strongly discouraged.

## **School closure or local/national lockdown**

If there is a confirmed case of Covid-19 at our school, guidance will be taken from our local public health protection team. In case we need to temporarily close the school, we will continue with our tried and tested course, a combination of self study and online classes, which we were successfully delivering throughout the lock down from March to June. If you are a student staying in a host family, it has been arranged that your host family will be able to accommodate you should this unusual circumstance happen and they will support you throughout your stay.

### **Useful links**

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<sup>1</sup> Updated on 30/09/2020

Travel: Entering the UK:

<https://www.gov.uk/uk-border-control>

<https://visas-immigration.service.gov.uk/public-health-passenger-locator-form>

Travel to the UK: travel corridors:

<https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors>

Testing:

<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-an-antigen-test-to-check-if-you-have-coronavirus/>

Mental health and wellbeing:

<https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing>

We will be reviewing and updating this guide regularly and will inform everyone involved.

We will be expecting everybody's cooperation to observe these measures and help to keep everyone safe. In case of serious or persistent breaches, this will be handled via our Disciplinary procedure.