RE-OPEING POLICY ACTIVE LANGUAGE LEARNING 2020

All staff and students will need to review how they work a n d manage new building and health & safety practices and procedures in Active Language Learning to ensure everyone stays safe. To facilitate this we have created the following set of specific school building guidelines. These guidelines were made available by incorporating advice from the HSA, HSE, World Health Organisation (WHO) and other relevant bodies.

The guidelines were developed based on the following considerations:

- **Restructuring Operations**

    Recognising we need to adapt our operations, review student and employee practices and consider the design of our school model to ensure physical distancing and the prevention of the spread of COVID-19.

- **Putting Dedicated Resources In Place**

    We have ensured that we have dedicated personnel to implement and operate a robust system that prevents the spread of COVID-19. Equally importantly, we have put a process in place that can deal with individual and multiple cases of the disease that may occur.

- **Adapting and Changing Hygiene Practices**

    We have adapted and implemented enhanced procedures in general of social areas, classrooms, bathrooms, reception, admin offices, school equipment i.e. laptops TV's, overhead projectors, and interactive whiteboards. In particular, we have introduced and implemented touchless solutions where possible.

In addition, we will be required to introduce COVID-19 safety management systems in the form of enhanced hygiene, cleaning and disinfection, employee training and health checks, as well as physical distancing. This is to protect against the transmission of the virus to, or between, employees, students and other people who enter their premises.

These guidelines have been created in line with the Government's Roadmap for Reopening Society and Business. This is a document that will evolve in line with the roadmap, taking into account any changes to the restrictions or physical distancing.

While we have attempted to cover all relevant issues, you must bear in mind that this is a non-exhaustive document and it may not cover all situations you may encounter. As circumstances change, any procedures we implement must be monitored to ensure they remain up-to-date and in line with international best practice guidance and the Government's Public Health advice.

1. Reception Protocol

Reception, in most ELT facilities, is the first point of contact and also our main hub. Reception use can include first day processing, ID collection, collection of contact details, collecting feedback forms, preparing bank letters, general information, trip/ticket bookings, accommodation enquiries or course/class change requests. There is a transmission risk through handling contaminated items and through respiratory droplets.

The following protocols have been applied by ALL where necessary or applicable:-

DESCRIPTION	REQUIRED	OPTIONAL
Protective screening for staff and enquirer in reception	√	
Protective face masks and disposable gloves for reception staff	√	
Sanitation and hand wipe materials to be visible and available	√	
Face masks and disposable gloves to be available to either purchase or present to students, group leaders, or visitors	√	
Adequate supply of pre-cleansed student welcome packs and necessary student, admin or homestay forms.	√	
For collections/returns, a 'no contact' procedure in place	√	
Posters with QR codes from which electronic material can be accessed		√
Only necessary participants should have face-to- face reception contact.	√	
Clear floor distance required markings around reception – screen, rope or floor indicators	√	
Display a clear and prominent school facilities map – classroom, offices, facilities, social areas and exit and entry paths.	√	
Adequate markings for school directions for entry and exit procedures	√	
If applicable clear lift procedures with regard to usage and passengers allowance.		√
Portable contact retail terminal or adequate distance positioning on reception desk.	√	
Clear and obvious HSE poster signage on Covid 19 recommendations.	√	
Cleaning materials for phones, desktop or laptop, reception desk, door handles, lift buttons, suggestion boxes, retail terminals and protective screens.	√	
Clear information on the value of a virtual reception facilities available		√
Possibility to stagger collection times for students collecting/returning items e.g. course books, homestay keys or evaluation forms etc.		√
Use of more than one exit or entry points in the building to be established.		√
Provide necessary training for compliance for reception / welcoming staff	√	
All staff to wear I.D for reference at all times while in school facilities.	√	
Appoint a Covid 19 Marshal for reception, school facilities and social areas	√	
Full end of day professional cleaning procedure	√	

2. First Day Arrival Protocol

Our school would, in the main, have a considered amount of weekly first day students. In particular our junior courses which could be at any time or on any given day Monday to Sunday. Individual students or groups will initially have no prior conception of school building or geographical layout.

Necessary steps have been provided or displayed by ALL for the following:-

DESCRIPTION	REQUIRED	OPTIONAL
Pre-arrival information and protocol to be supplied to partners and/or accompanying group leaders.	√	
A new student walk in policy should be clearly displayed in reception.	√	
Protocol Information should be prominent on all welcome packs.	√	
Relevant information regarding arrival procedure and building protocol should be displayed clearly on school website	√	
Homestay collection, where provided, to also receive the necessary arrival protocols	√	
A dedicated socially distanced school area provided for homestay meet and greet	√	
A Yes/No Covid form to be completed by students – Countries visited, flu symptoms etc.	√	
Provide a dedicated and adequate luggage space for group arrivals.	√	
A measured and full school induction to include school Covid protocol and regulations	√	

3. Lifts & Stairways – Traffic Management

ALL have three stairwells, three exit/entry points and a lift in their main school Necessary steps have been provided or displayed by ALL for the following:-

DESCRIPTION	REQUIRED	OPTIONAL
Stairwell control - if you have multiple stairwells, use one for going up, another for coming down, etc.	√	
Stairwell control - single stairwell use a coming up preference for right of way (1.1)	√	
Reduce (and manage) maximum occupancy for lifts – no juniors should use lift facilities unless needs dependent.		√
Provide hand sanitisers for the operation of lifts and encourage the use of stairs.		√
Consider standing lift down in particularly busy high season periods		√
Standard cleaning /wipe down after high movement – school start time, break time etc.	√	
Adequate lift signage regarding protocol at all door wells	√	
Full end of day professional cleaning procedure	√	

(3.1)*In ELT this would apply, depending on your context, to school premises, residential settings, games facilities, etc. Brief, transitory contact (eg. passing others in corridors, stairwells etc. is considered low risk)*

4. School Bathroom Facilities

Regulations (ACELS) stipulate adequate bathroom facilities per school capacity. These regulations will not be adjusted but new protocol must be implanted by ALL.

DESCRIPTION	REQUIRED	OPTIONAL
Adequate bathroom signage regarding protocol to be displayed outside facilities	√	
A wait outside policy and not inside bathroom vestibule policy to be implemented	√	
Adequate soap and hand sanitizer to be available at all times	√	
Disposable hand towels or electric hand drying facilities to be available at all times	√	
Standard cleaning /wipe down after high movement – school start time, break time etc.	√	
A daily cleaning record sheet to be displayed and signed record after each refreshing	√	
Cleaning materials including sanitary wipes and glass cleaner to be stored in facilities		√
Full end of day professional cleaning procedure	√	

5. Office Arrangements & Protocol

ALL maintains several department specific facilities. Directors, Managers, Academic Management, Welfare/ Accommodation, Sales/Admin offices being the core. Necessary steps have been provided or displayed by ALL for the following:-

DESCRIPTION	REQUIRED	OPTIONAL
Plan for the minimum number of people needed on site – Marketing/Accommodation etc.		√
Consider Office staff that could work from home if or on a shared staggered basis		√
Use online meeting tools to avoid face-to-face meetings Zoom / Google / SKYPE etc.		√
Review layouts and processes to help maintain social distancing.	√	
Arrange for employees to work side-by-side or facing away from each other.	√	
Consider screens to create a physical barrier between people.		√
Limit the use of shared office equipment (staplers, pens, tape, calculators, markers etc.)	√	
Provide hand sanitiser in offices and meeting rooms	√	
Hold meetings in large well ventilated classrooms or social areas		√
Limit/restrict occupancy in common areas i.e. staff room and kitchen where applicable	√	
Use floor signage in meeting spaces to help people maintain social distancing.	√	
Cleaning materials including sanitary wipes and glass cleaner to be stored in offices		√
Standard cleaning /wipe down after high movement – school start time, break time etc.	√	
Full end of day professional cleaning procedure	√	
Appoint a Covid 19 Marshal for Office Areas	√	

6. Staffroom Arrangements & Protocol

ALL would consider the staffroom area to have the highest traffic volume of all departments outside the classroom. Necessary steps have been provided or displayed by ALL for the following:-

DESCRIPTION	REQUIRED	OPTIONAL
Plan for the minimum number of people – staggered timetable and prep time		√
Consider own use of cups, plates cutlery etc.		√
Personal teachers lockers /baskets and materials to be provided		√
Appropriate furniture and equipment will be installed to facilitate social distancing	√	
Clear division of ELT books and materials for each level provided to avoid over handling		√
Where possible have a photocopying timetable in place		√
Review working layouts and processes to help maintain social distancing.	√	
Arrange for employees to work side-by-side or facing away from each other.	√	
Consider screens to create a physical barrier between people.		√
Limit the use of shared staff room equipment (staplers, pens, tape, calculators, markers etc.)	√	
Ensure up-dated DCF is present in staff room	√	
Provide hand sanitiser in staff room	√	
Use floor signage in meeting spaces to help people maintain social distancing.	√	
Display Clear and precise information to correct Covid procedure for staff in the event of a suspected case within the school – procedure who to contact etc.	√	
Cleaning materials including sanitary wipes and glass cleaner to be stored in staffroom		√
Standard cleaning /wipe down after high movement – school start time, break time etc.	√	
Where possible have an open door policy at high traffic periods	√	
Display clear and obvious HSE poster signage on Covid 19 recommendations	√	
Full end of day professional cleaning procedure	√	
Appoint a Covid 19 Marshal for Staffroom	√	

7. Classroom Arrangements & Protocol

All offers several course options. Adult, Junior, Business, ESP, One to One all have to be re-evaluated in terms of compliance and procedure. Necessary steps have been provided or displayed by ALL for the following:-

DESCRIPTION	REQUIRED	OPTIONAL
Desks and chairs to be adequately positioned in accordance with spacing and numbers	√	
Doors to remain open to allow for minimum contact on arrival and departure	√	
Class sizes will be reduced to allow the recommended minimum distance between participants	√	
Classrooms will be arranged in such a way that students do not directly face one another.	√	
Appropriate furniture and equipment will be installed to facilitate social distancing	√	
Timetables will be staggered to reduce student contact between classes and during breaks.	√	
Schools will conduct online pre-arrival testing and online	√	
Schools will conduct on-line level testing for students requiring changing of level	√	
Schools, where possible, offer online orientation for new students		√
Cleaning materials including sanitary wipes and glass cleaner to be stored in classrooms		√
Standard cleaning /wipe down after high movement – school start time, break time, afternoon or evening etc.	√	
Provide hand sanitiser in classrooms	√	
Display clear and obvious HSE poster signage on Covid 19 recommendations	√	
Display a clear and prominent school facilities map – classroom, offices, facilities, social areas and exit and entry paths.	√	
Teachers to have sole use of in-class teaching materials and equipment	√	
Teachers to be in possession of personal full teachers pack / bank – i.e. markers, board wipe, cd player, books etc.	√	
Schools may consider a book only option and not photocopies for students		√
Schools may consider The Bubble Approach to teaching (6.1)		√
Schools may consider Pod Practice with regard to junior groups (6.2)		√
Full end of day professional cleaning procedure	√	
Appoint a Covid 19 Marshal for Classrooms	√	

6.1   Based on current government guidance, you could consider a 'bubble' approach throughout your provision. This entails keeping groups of students and staff together and reducing contact with other groups. For example, on junior programmes, class groups could become activity groups (eg. students in morning classes could be kept together for afternoon activities and excursions), thereby keeping that 'bubble' together throughout the day.

6.2   More popular with junior courses with same groups of four sitting in Pods at each session throughout their course. This can be coinciding with the Bubble approach as well.

8. Social & Recreational Areas

ALL maintains several course offers within the adult and junior market. A distinct difference of activities and excursions are offered to both groups which may need consideration of different sets of policies. Necessary steps have been provided or displayed by ALL for the following:-

DESCRIPTION	REQUIRED	OPTIONAL
Protective screening for students and staff i.e. student lounge, computer room, library etc.		√
Adequate social spacing for students and staff i.e. student lounge computer room, library etc.	√	
Use floor signage in meeting spaces to help people maintain social distancing.	√	
Provide necessary training for compliance for social / activity staff	√	
Appoint a Covid 19 Marshal for Social Areas	√	
Cleaning materials including sanitary wipes and glass cleaner to be stored in offices		√
Standard cleaning /wipe down after high movement – school start time, break time etc.	√	
Adequate soap and hand sanitizer to be available at all times in all social areas	√	
Display a clear and prominent school facilities map – facilities, social areas and exit and entry paths.	√	
Clear and obvious HSE poster signage on Covid 19 recommendations.	√	
A Covid 19 Marshal in place to police protocol (Particularly where junior course activities are in place)	√	
Keeping Bubble or Pod groups together for external excursions and activities	√	
Acquire Protocol Procedures from external suppliers – museums, visits, theatres, swimming pools, coach companies, etc.	√	
Acquire Protocol Procedures from rented facilities – i.e. schools for summer school provisions.	√	
Stagger use of social areas to include same group use policy where possible	√	
Consider temporarily suspending obvious junior contact sports or activities		√
Full end of day professional cleaning procedure	√	

All the Above guidelines are product specific to the ELT sector and type of courses offered. Government guidelines are in place to ensure compliance and may change due on an ongoing basis. ALL have committed to incorporate this policy in their current DCF working policy in order to allow correct sharing for staff and necessary accreditation bodies.

HSE: https://www2.hse.ie/conditions/coronavirus/returning-to-work-safely.html

HSA: https://www.hsa.ie/eng/topics/covid-19/covid-19_advice_for_employers_and_employees/

WHO:https://covid19.who.int/?gclid=CjwKCAjw26H3BRB2EiwAy32zhU5BjsQpoyA2zUdk6htFaTGly6oOGqbjYrdxVdzflD_uPZKGRQEcJhoCCf4QAvD_BwE