

# Guide to COVID-19 Incident Response and Management Protocol



**EDB:**  
SINGAPORE



# “Living with COVID-19”

- Singapore to press on “Living with COVID-19” as updated by Prime Minister on 9 Oct
- “We should respect COVID-19, but we must not be paralysed by fear”
- Ministry of Health (MOH) is taking a holistic relook at our healthcare protocols – what to do if you are tested positive, what to do if you are close contact, or live with somebody who has tested positive.
- Reset all our testing and isolation procedures, into a simple set of 1-2-3 protocols,
  - Protocol (1) You are unwell and tested COVID positive (C+)
  - Protocol (2) You are well, no symptoms but tested positive (using ART)
  - Protocol (3) You receive a text from MOH that you are a close contact to COVID Positive (C+)
- Refer to [www.covid.gov.sg](http://www.covid.gov.sg) for updated healthcare protocols

# Key Messages

1. Vaccination is the 1<sup>st</sup> line of defense. Companies are to encourage workers to be fully vaccinated.
2. Companies should implement appropriate SMMs to protect workers from COVID-19 infection at worksites to prevent large COVID-19 clusters. Large cluster is considered high and above transmission risk, which will disrupt business operations. The SMMs include the following:
  - Maintain a high RRT compliance rate and good cohorting
  - Implement zoning
  - Minimize intermingling/cross deployment
  - Perform frequent disinfection of shared amenities
  - Improve ventilation, especially in an air-conditioned room or enclosed areas
3. Antigen Rapid Test (ART) will be prevalent test method as Delta variant viral loads tend to be higher than previous variants and rise very fast<sup>#</sup>. Because of higher viral loads, antigen rapid tests (ART), including a self-swab, does a pretty good job at detecting someone who has been infected and is infectious. That makes ART more useful now than before in terms of detecting COVID-19 patients.
4. PCR Swab Test capacity are reserved for symptomatic individuals

# Protocol 1 - You are unwell and tested COVID positive (C+)

(Updated Healthcare Protocols)

## LIVING WITH COVID-19

Be Socially Responsible.

Protect Yourself, Your Family and Your Community



(Updated Healthcare Protocols)

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### SITUATION

### WHAT DO I HAVE TO DO?

1

You are unwell

#### HOME RECOVERY STEPS

##### Isolation Period

- 10 days: fully vaccinated
- 14 days: partially/unvaccinated

- Isolate in a room, and do not interact with anyone
- You will receive an SMS on swab result, isolation order and to register your household members as close contacts
- If really unwell, such as high fever or breathlessness, contact any telemedicine provider first at **go.gov.sg/telemedicineproviders**
- If Home Recovery is not suitable, MOH will assign you to an appropriate care facility, depending on your condition

Disinfect isolation room according to NEA guidelines



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1

You are unwell

#### DURING HOME RECOVERY

- Practise good personal hygiene
- Monitor temperature, pulse rate and oxygen saturation daily
- Get support from **Home Recovery Buddy** at **6874 4939**, or contact any telemedicine provider, or participating GPs if unwell at **go.gov.sg/telemedicineproviders**
- Automatically discharge at end of isolation period, memo issued by SMS on same day

*For more information on isolation for children, please visit **covid.gov.sg***



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# Protocol 2 - You are well, no symptoms but tested positive (using ART)

(Updated Healthcare Protocols)

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### SITUATION

### WHAT DO I HAVE TO DO?

2

**You are well** but tested positive for COVID-19

**Self-isolate at home for 72 hours.** Stay calm and monitor your health.

- **First 72 hours**, stay home and isolate
- Thereafter, test ART negative to end isolation
- If still ART positive, continue to self-isolate and repeat self-ART at least 1 day apart until ART negative

**If at any time you feel really unwell, such as high fever or breathlessness, or aged above 60 and unvaccinated:**

- See a doctor at a Swab and Send Home (SASH) clinic ([phpc.gov.sg](http://phpc.gov.sg)) for clinical assessment



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Dormitory Workers (follow prevailing MOM's testing protocol)

1. If you are tested Ag+ and are symptomatic, regardless of vaccination status, you will be sent for a confirmatory PCR swab and be isolated while awaiting the result.
2. If you are asymptomatic and unvaccinated, you will also follow the above process.
3. If you are asymptomatic and vaccinated, you will be sent to a dormitory recovery facility (DRF)/or isolated pending conveyance to a community recovery facility (CRF). For workers pending conveyance to a community recover facility, MOM officers will inform the dormitory on the conveyance schedule.
4. Ag+ workers will be required to undergo additional ARTs on Days 4 and 7 of his stay.
5. If you obtain a negative test result on either Day 4 or Day 7, you will be discharged and can return to work. Otherwise, you will be discharged on Day 10

# Protocol 3 - Receive HRW SMS from MOH that you are a close contact to C+

(Updated Healthcare Protocols)

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### SITUATION

### WHAT DO I HAVE TO DO?

3

You have been notified by MOH to be a **close contact of a COVID-19 case (C+)** (including household members of cases)

MOH will notify you via a **Health Risk Warning (HRW) SMS**: Follow **7-day ART monitoring** and isolate immediately.

- **Day 1**: ART self-test (legally required) and upload results at [go.gov.sg/agsubmit](https://go.gov.sg/agsubmit)
- **Day 2-6**: Test ART negative on same day before going out
- **Day 7**: ART self-test and if result is negative, no need for further tests **No need to upload results**
- Anytime ART positive, see **2**
- If required, you can collect ART kits from the vending machines islandwide at [gowhere.gov.sg/art](https://gowhere.gov.sg/art)



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For workers who have been identified by companies to be in contact with a C+ case, but have not received a Health Risk Warning(HRW) or for workers who have been in contact with an Ag+

1. Monitor your health for a period of 7 days from last exposure to C+ / Ag+. If you have severe symptoms such as high fever or breathlessness, visit a SASH clinic for a doctor to assess, and advise you on your next steps.
2. If you have no symptoms, but are still worried, you can take an ART.
  - If you test Ag+, refer to Protocol 2.
3. Companies may consider implementing Protocol 3 close contacts who not received a HRW SMS or alternatively, consider doing Day 1, Day 4 and Day 7 ART for these group of workers.
  - If you test Ag+, refer to Protocol 2.

# HRW SMS Script

Dear TAN AH KOW GXXXX123A,

You are issued a Health Risk Warning Order under s15(1) of the Infectious Diseases Act (IDA) to isolate at your residence from 12/Oct/2021 to 18/Oct/2021, or upon a negative ART (Ag-)/PCR (C-) test result, whichever is earlier.

You are required under s55(1)(f) IDA to self-administer an ART test at your residence and submit your test result at [go.gov.sg/agsubmit](https://go.gov.sg/agsubmit) by 12/Oct/2021. Please collect your ART test kits from a vending machine ([gowhere.gov.sg/art](https://gowhere.gov.sg/art)).

If your test result is positive (Ag+), please adhere to protocol at [covid.gov.sg](https://covid.gov.sg) and continue to isolate at your residence until you test Ag-/C-.

If you test Ag-/C-, you are no longer required to self-isolate, but for the duration stated above, please continue to self-administer ART tests and ensure you have a valid Ag- test result each time before you leave your residence. Each ART test result is valid for 24 hours from the time of testing. If any of your ART test results is Ag+, please adhere to protocol at [covid.gov.sg](https://covid.gov.sg).

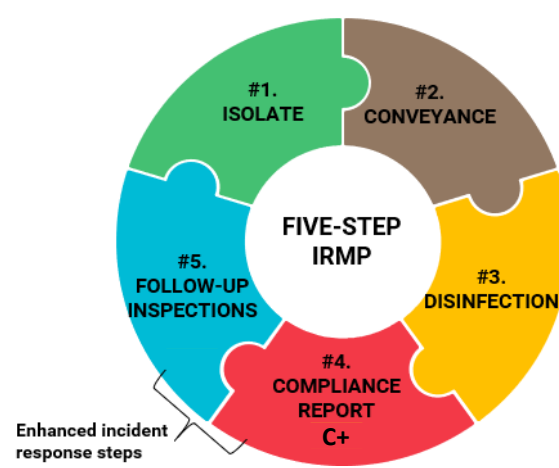
Upon receipt of this Order, please acknowledge immediately at [go.gov.sg/hrw](https://go.gov.sg/hrw). Non-compliance with s15(1) and/or s55(1)(f) of the IDA is a serious offence.

This Order supersedes any other Order(s) under IDA and its regulations previously issued to you.

For information, please visit [covid.gov.sg](https://covid.gov.sg) or call certis at 63805072.

for the Director of Medical Services, Ministry of Health

# Ag+ / C+ Incident Response and Management Plan (IRMP)



## What do YOU do when a Ag+/ C+ case is detected at worksite?

Steps to follow:

### Within 6 Hrs

- **Isolate** Ag+/C+ and close contacts
- **Convey** C+ back to accommodation to adhere to **Protocol 1**
- **Convey** Ag+ back to accommodation to adhere **Protocol 2**
- For C+, Implement voluntary stop work order (VSWO)<sup>^</sup> immediately at affected work zones and cordons off for access and **disinfection** under NEA guidelines
- For Ag+, company may disinfect affected work zones as part of housekeeping/cleaning regime.
- Inform EDB of Ag+/C+ case(s) at your worksites



### Within 24 hours

- Companies to provide the following information to EDB:
  - a) Nominal roll of Ag+/C+ and close contacts
  - b) Map out all locations where Ag+/C+ had worked in site layout
- Once affected work zones are disinfected, unaffected workers can restart work. No approval needed from EDB to restart work.
- **Compliance report when C+ is detected** to be submitted to EDB asap
- Any worker issued with HRW SMS to adhere to **Protocol 3**
- Identified close contacts by companies but not issued HRW may consider undergo Protocol 3 or alternatively D1, D4 and D7 under company's own discretion and resources.
- EDB assesses transmission risk level based on Risk Assessment Matrix (RAM)
  - Risk level – **Medium and below**: VSWO at affected work zone(s)
  - Risk level – **High and above**: EDB may issue **SWO<sup>^</sup>** under IDA at **affected work zone(s) or work site if companies are unresponsive to reduce transmission risk**

### Over next 30 days

- Companies to map out all Ag+ / C+ detected over rolling past 7 consecutive days to determine if there is worksite transmission.
- Companies are to provide the above map to EDB when requested.
- **Follow-up worksite inspections** may be conducted by EDB to review SMM and evaluate post large cluster incident to determine if there is worksite transmission
- For subsequent non-compliance or breaches to SMM, enforcement actions e.g. composition fines or SWO, may be taken

<sup>^</sup>For companies who are unable to stop work safely, they are required to disinfect affect work zone(s) and unaffected workers can resume work



# Compliance Report's Requirements

When COVID Positive (C+) case/s discovered at a worksite, companies should be ready to furnish the compliance report with the following information.

## 1. Workforce Details

- Nominal Roll of C+ and close contacts (CC)
- Last date of C+ working on site
- Including a timeline of last 7 days onsite, including C+ movements, affected zones, close contacts
- Submit D1 ART results of workers issued with HRW, when available.

## 2. Worksite Organisation

- Worksite address
- Affected worksite and work zone(s)
- Map out C+ 's movements on site and allocated amenities areas (Resting, Meals and Toilets) to C+ and his cohort. To provide SafeEntry UEN and Branch Code/s of affected work zones
- **Map out all C+ cases detected on site and their affected work zones in the rolling past 7 consecutive days from date of reporting**

## 3. Disinfection Details (which can be obtained from the cleaning crew)

- Disinfectants used and disinfection method statement in accordance to NEA Interim Guidelines\*
- Attached photos/videos of disinfection operations
- Any change in subsequent cleaning regime over the next 30 days?

## 4. Closure of Identified SMM Gaps

- State what was done to close identified SMM Gaps and attach before and after photos/videos
- If unable to close SMM gaps, state what is the stop gap measure and when can the SMM gap be closed? If the gaps still cannot be closed after stipulated time without valid reasons, SWO under IDA may be imposed to the worksite if the companies are unresponsive.

# EDB Large Cluster Threshold Criteria

EDB adopts the following Large Cluster Threshold Criteria:

1. Evidence of worksite transmission where 5 or more work zones detected C+ cases and/or
2. 10 or more C+ cases<sup>#</sup> detected over 3 consecutive days

<sup>#</sup>EDB may adjust the total number of affected work zones and/or cumulative threshold C+ cases according to current COVID situation.

EDB will assess the transmission risk level based on the Worksite Transmission Risk Assessment Matrix (RAM) published in EDB's sector specific COVID Safe Restart Criteria. Large clusters are considered High or Very High transmission risk and will cause major disruption to company's business operations. If worksites are assessed as High or Very High worksite transmission risk, EDB may issue SWO to affected work zones if companies are unresponsive to reduce the transmission risk.

The issuance of SWO is not a punitive action against companies. It is a deliberate move to effectively stem further infection at the worksite and to protect your workers. Any identified SMM gap, arising from this incident, would need to be closed.

Companies are thus strongly encouraged to implement precautionary measures to stem COVID infection and reduce large clusters developing in their worksites pre-emptively.

**Companies are strongly encouraged to continuously review their SMMs, particularly the cohorting, zoning and minimising intermingling of cohorts especially at shared amenities and all mask off situations. TT token must be carried by each worker. Company is to implement SE QR code per work zone, where practicable. The intent is for companies to continue operations safely and reduce frequent start stop situations.**

# COVID Risk Assessment Matrix (RAM) Updated 11 Oct 21

The RAM was developed with MOH Epidemiological Team. The intent of RAM enables companies to assess their worksite transmission risk and reduce the risk to as low as reasonably practicable (ALARP). Companies must ensure they comply with their safe management measures and lower risks through RAM, to protect their worksites from COVID outbreaks.

Risks	Parameters / Areas to Reduce Worksite Transmission Risk										In the event of Ag+ / C+	
	Total Number of workers in worksite	Physical Interaction with Non-Local based workers*	Work group cohort size	Worksite divided into zones	% of work zones that workers are deployed to	Vaccinated workers Population	RRT Compliance Rate	Accommodation Cohorting	Transport Cohorting	Worksite Cohorting	No of Ag+ / C+ Cases over 3 consecutive days	No. of affected work zones
<b>Low</b>	<500	No	<30	Yes, with ability to track workers entering into each work zone	<30%	>=90% (Completed 2 <sup>nd</sup> dose)	>=98%	Workers from the same work zone staying in same accommodation (no other worker)	Dedicated Transport per work zone	Dedicated facilities e.g. rest areas and toilets for workers in the same zone	6 or less / 3 or less	Less than 5
<b>Medium</b>	>=500, <1000	No	>=30, <50	Yes, but no ability to track workers entering into each work zone	< 30%	>=80% (Completed 2 <sup>nd</sup> dose)	>90%, <98%	Workers from the same work zone staying in different accommodations (no other worker)	Dedicated transport per work site but may be different zones	Shared facilities for a few work zones	8 to 18 / 4 to 9	Less than 5
<b>High</b>	>=1000, <3000	Yes (But isolated to specific work zones)	>=50	No, but able to track workers' movements within work site	>30%	<80% (Completed 2 <sup>nd</sup> dose)	>=85%, <90%	Workers from the same work zone sharing accommodation (in similar location) with other workers	Dedicated transport for Dorm workers but own transport for non-dorm workers	Shared facilities for workers in the worksite	20 or more / 10 or more	Less than 5
<b>Very High</b>	>=3000	Yes (Non-local based workers allowed to move around worksite freely)	>=50	No, and unable to track workers' movements within worksite	>30%	<70% (Completed 2 <sup>nd</sup> dose)	<85%	Workers from the same work zone sharing accommodation (in different locations) with other workers	No dedicated transport to worksite	Shared facilities for workers in production sites and visitors	20 or more / 10 or more	5 or more

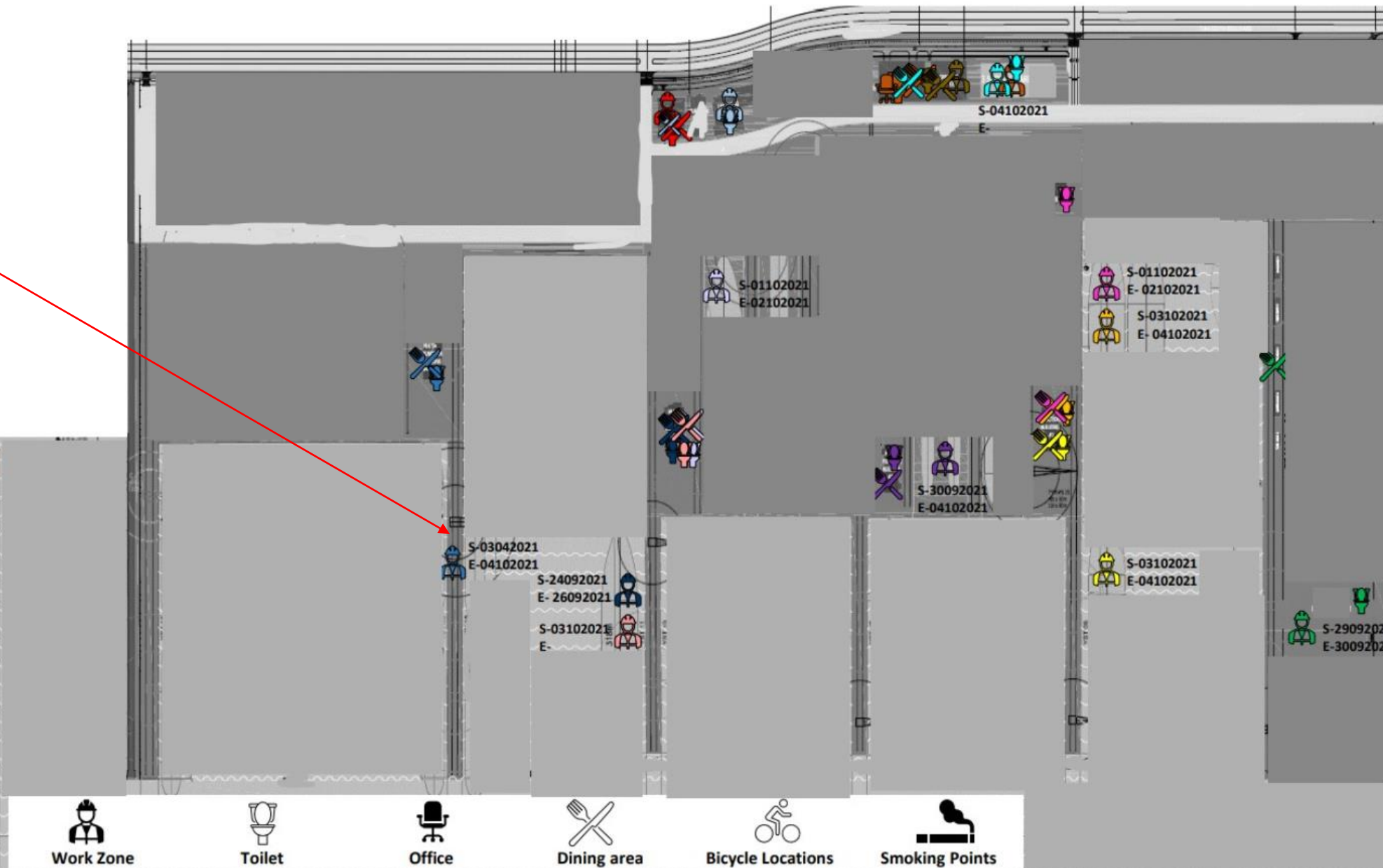
\*Non-local based workers refer to Not-to-Land (NTL) crew and Malaysian truck drivers

# Worksite Layout depicting C+ cases detected over the rolling past 7 consecutive days

Updated 4 Oct 21

VSWO dates  
 Start (S): XX102021  
 End (E): XX102021

Colour	Case No. (Last date of C+ at site)
Brown	Case 48 (29/09/2021)
Blue	Case 49 (29/09/2021)
Pink	Case 50 (28/09/2021)
Cyan	Case 51 (29/09/2021)
Dark Blue	Case 52 (27/09/2021)
Light Blue	Case 53 & 53.1 (29/09/2021)
Green	Case 54 (29/09/2021)
Orange	Case 55 (30/09/2021)
Yellow	Case 56 (01/10/2021)
Light Blue	Case 57 (28/09/2021)
Orange	Case 58 (28/09/2021)
Pink	Case 59 (30/09/2021)
Light Purple	Case 62 (01/10/2021)
Red	Case 63 (01/10/2021)
Purple	Case 64 (02/10/2021)



Work Zone    
 Toilet    
 Office    
 Dining area    
 Bicycle Locations    
 Smoking Points



# End



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