

# HEALTH AND SAFETY GUIDELINES ON-CAMPUS AND ACCOMMODATION

40 CAMPUSES IN 13 SPANISH-SPEAKING COUNTRIES

Alicante | Barcelona | Cadiz | Granada | Madrid | Malaga | Marbella | Salamanca | Seville | Tenerife | Valencia (SPAIN)  
Argentina | Bolivia | Chile | Colombia | Costa Rica | Cuba | Dominican Republic | Ecuador | Guatemala | Mexico | Peru | Uruguay (LATAM)

**SAFETY GUIDANCE**  
**ON-CAMPUS**

## WELCOME TO don Quijote



The following document describes the measures taken by don Quijote to mitigate the global impact of the pandemic and provides advice and recommendations to preserve safe operations through prevention, early detection and control of Covid-19 in the schools and other educational facilities.

The preventive measures adopted are based in the information related to risk of exposure and following the guidelines of the health authorities. Preventive measures related to school operations and staff can be divided in 4 groups:

**1. HYGIENE:** set of actions to mitigate the risk of contamination and infection in the schools:

- 1.1. Sanitized mop in the main entrance of each school and daily temperature measurement of all students before entering the school and corporate transportation.
- 1.2. Implementation of hand wash protocol with water and soap or hand sanitizer gel when entering the schools. Schools will provide the hygiene resources for washing hands, hand sanitizer gel, water, soap, hand drying system, paper bin, etc. all over the school.
- 1.3. During the welcome session students will get an informative brochure in several languages addressing the hygiene protocols and measures to be implemented during their stay. Materials will not be shared among students and teachers.
- 1.4. In the schools and corporate transportation the use of face mask is compulsory according to the national and local health authorities. In case students do not have face masks we will show them where to buy them. Each school will have a number of face masks available to sell at the authorized rate by the Ministry of Health.
- 1.5. Daily washing and sanitizing of school facilities and corporate transportation with special attention in public spaces (doors, chairs, desks, windows handles, teaching aids, etc.) Maintenance and cleaning of the classrooms after sessions and ventilation in all our facilities and corporate transportation.
- 1.6. Specific guidelines for daily waste disposal. All containers from the schools should remain clean and sanitized.
- 1.7. Schools will deliver informative material printed in several languages and in public spaces, bathrooms, reception, classrooms about safe distance measures, washing hands, use of face masks, stages and restrictions of mobility, and common COVID-19 symptoms and updates hygiene and official instructions issued by the corresponding national and local authorities.

**2. SOCIAL DISTANCING:** set of measures designed to reduce the exposition of the students to prevent the spread of a contagious disease:

- 2.1. Common areas have been redistributed with the objective of reducing the people capacity following the norms and regulations to keep social distancing.
- 2.2. All workplaces of our school's staff will meet the required safety and physical distancing regulations thanks to methacrylate screens, masks and sanitizing products.
- 2.3. The people flow has been re-designed with signaled circuits to keep social distancing. The free movement spaces will have a one direction people flow and common areas will have the least of the movements or use (no coffee break moments or aisle conversations). Standing in the aisled is not allowed if social distancing is not secured. Transit areas should be free for an eventual evacuation.
- 2.4. The use of elevators will be restricted and available for Students and staff with reduced mobility and an individual use.
- 2.5. Classrooms have been redistributed to keep social distancing among students and teachers. People capacity has been reduced too in order to follow the safety protocols.
- 2.6. Bathrooms and washrooms will be used individually, avoiding sharing spaces and keeping social distancing while waiting in line.
- 2.7. Signaling circuits in the ground to keep social distancing when waiting in the reception and administration zone, the head of studies, and bathrooms, as mentioned previously.
- 2.8. When commuting in corporate transportation social distancing will be kept according to the national and local health authorities' regulations.

**3. OPERATIONS:** set of measures designed to reduce crowds so recommended social distancing is possible:

- 3.1. To set up an emergency reaction protocol when a suspected of infection, and designated staff to coordinate and manage the situation.
- 3.2. In order to avoid crowds during peak hours, we will implement staggered schedules at the beginning and at the end of classes (8:30, 8:45, 9:00 and 9:15).
- 3.3. In case of need students could shift the on-site classes to on- line classes.
- 3.4. Common areas in the schools will remain closed except for the "vending machines".
- 3.5. Outdoor activities will be scheduled according to norms and protocols of the visiting venue and local authorities.
- 3.6. In the context of a pandemic situation, an added value of don Quijote team is the Chief of Security and Health (Responsable de Seguridad y Salud). A professional with the expertise and academic background needed in Labor Risk Prevention matters in charge of coordinating and implementing protocols and measures to be addressed in all our schools according to the Health and Prevention national authorities.

**4. TRAINING MEASURES:** set of measures designed to inform the student and school staff about the safety measures to prevent and control of Covid-19.

- 4.1. Informative web site where students can access to updated information before arrival and during their stay. A contact e-mail where students can ask any question about safety and health and actions protocols to take in consideration before arrival. .
- 4.2. On your first day of class you will receive a brief training about health and actions protocols during stay.
- 4.3. All our staff in all our schools is trained and informed with the action protocols for COVID-19. Updated information is provided when needed. .
- 4.4. In addition to the above, don Quijote has an accredited outsourcing Risk Prevention and Management service that has trained all our staff regarding COVID-19.

**SAFETY GUIDANCE**  
**STUDENTS' ACCOMMODATION**

## WELCOME TO don Quijote

The following document describes the measures taken by Ideal Education Group to mitigate the global impact of the pandemic and provides advice about what to do in case of a coronavirus outbreak or in case of having been in contact with people tested positive.

The preventive measures adopted are based in the information related to risk of exposure and following the guidelines of the health authorities.

**1. HYGIENE:** set of actions to mitigate the risk of contamination and infection in the Residence hall:

- 1.1. Sanitized mop in the main entrance of the Students Residence to disinfect the shoes.
- 1.2. Reminder of hand wash protocol with water and soap or hand sanitizer gel when entering the Students Residence. The organization will provide the hygiene resources for washing hands, hand sanitizer gel, water, soap, hand drying system, paper bin, etc. all over the residence.
- 1.3. Protocol regarding the use of face mask is compulsory according to the national and local health authorities. The staff in the residence will be using face masks. There will be information related to where to buy face masks and how to use it properly.
- 1.4. Daily washing and sanitizing of the Students Residence with special attention in public spaces and most frequent surfaces areas (rails, doors, chairs, windows handles, etc.) Maintenance and cleaning of the residence and ventilation according to the security and prevention guidelines of the residence. Main focus in common areas.
- 1.5. Specific guidelines for daily waste disposal. All containers from the residence should remain clean and sanitized.
- 1.6. Cleaning material with special attention to shared materials like water bucket and broom should be sanitized before and after using them to make sure they are in good condition.
- 1.7. Residence keys and remote-control devices should be disinfected before returning it to the staff. Remote-control should be covered in plastic to protect them.
- 1.8. Common kitchen items (microwave, fridge, toaster, cutlery, etc.) cannot be used unless they have been sanitized by the user. The staff will provide the guidelines for using and sanitizing the items upon arrival. The user is responsible for the proper management and safety conditions.



don Quijote schools apply the guidelines and recommendations of FEDELE, accrediting itself as a 'safe center' against COVID-19.

**For more information:**

<https://fedele.org/en/safe-ele-school-certificate-facing-covid19>

#### 1.8.1 Laundry zone: ALLOWED

- The use of laundry zone will be individual. A previous request should be done to the staff and get the key in the front desk of the residence.
- Laundry zone surfaces will be sanitized everyday with disposable towels and sanitizer products.

#### 1.8.2 Gym: CLOSED

#### 1.8.3 Dining Room: ALLOWED

- To use only the available chairs in order to keep social distance.
- To avoid crowds shifts or any other ad hoc measure can be implemented and transmitted to the users before the service is requested.
- Saltshaker, sugar container, vinegar and oil etc. will be provided in individual samples.
- Every chair and table in the dining room will be sanitized after use .
- It is not allowed to share cups, cutlery, and other items that could be in contact with saliva and other releases.

#### 1.8.4 Student's Kitchen: RESPONSIBLE USE

- Keep social distance recommended by authorities.
- Every item should be sanitized before and after use in order to keep the hygiene and safety protocol designed.
- Respect social distance and limited capacity.

#### 1.8.5 Chill out zone: ALLOWED

- Keep social distance recommended by authorities.
- Observe the hygiene and safety protocol designed.
- Respect social distance and limited capacity.

#### 1.8.6 Terrace: ALLOWED

- Keep social distance recommended by authorities.
- Observe the hygiene and safety protocol designed.
- Respect social distance and limited capacity.

#### 1.8.7 Parking: ALLOWED

- Observe the hygiene and safety protocol designed.
- Respect social distance and limited capacity.

#### 1.8.8 Bedroom: ALLOWED

- Regular cleaning and bed lining services will continue, always keeping social distance.
- Dirty clothing will be placed in a closed separate bag and place in the cleaning service trolleys. Cleaned and sanitized clothing will be placed once the room has been disinfected.
- Students will be encouraged to use sanitizing products provided by the residence in the "puntos limpio" to clean frequently their room, with focus in placements, surfaces, doors, tables, etc. Once finished they should bring back the products to "punto limpio" so someone else can use it too.
- Cleaning staff will not do the cleaning service while the student in the room, with exceptions. Students will be informed in advance day and time their cleaning service will take place.
- Air conditioning system will be checked frequently with focus in filters cleaning and maintenance.

#### DEFINITION:

##### ALLOWED:

Can be used always following the area protocols and guidelines.

##### CLOSED:

Cannot be used since security and healthcare are not guaranteed.

##### RESPONSIBLE USE:

To be able to use the area an authorization is required and a signed personal responsibility statement.

**2. SOCIAL DISTANCE PROTOCOL:** set of measures designed to reduce the exposition of the guests to prevent the spread of a contagious disease:

- 2.1. People flow has been re-designed with signaled circuits to keep social distancing. The free movement spaces will have a preferred direction people flow and common areas will have the least of the movements or use (no coffee break moments or aisle conversations). Standing in the aisled is not allowed if social distancing is not secured. Transit areas should be free for an eventual evacuation.
- 2.2. The use of elevators will be restricted and should be one person only.
- 2.3. Bathrooms and washrooms will be used individually, avoiding sharing spaces and keeping social distancing while waiting in line. Shared bathrooms are cleaned and sanitized 3 times per day minimum and paper towel and hand dryer are available.
- 2.4. External visitors' access to the guest rooms is not allowed.
- 2.5. Access to the rooms for maintenance tasks will take place under safety and healthcare protocols by using face masks. If the guest is in the room, he/she should use the face mask during the time the maintenance staff is in the room.
- 2.6. When commuting in corporate transportation social distancing will be kept according to the national and local health authorities' regulations. Before entering the vehicle, temperature will be measured, face mask is compulsory, and sanitizing will be provided.

**3. OPERATIONS:** set of measures designed to reduce crowds so recommended social distancing is possible.

- 3.1. There is an "Emergency reaction protocol when a suspected of infection in the Residence" (Annex 1), and a designated staff to coordinate and manage the situation
- 3.2. In case a guest or staff member is suspected of infection he/she should remain in his/her room and contact with the healthcare services in the number 112 or 061 and wait for instructions.  
  
 Staff can contact the healthcare services. If the symptoms and the situation indicate a potential Covid - 19 infected, the "Emergency reaction protocol when a suspected of infection in the Residence" (Annex 1) will apply.
- 3.3. Common areas in the residence can continue under limited people capacity in order to respect social distance. In case it is not possible to achieve, common areas will not be available. These spaces will show important information and FAQ about Covid-19 and how to mitigate it.
- 3.4. Common areas with restricted use will remain closed.
- 3.5. There will be daily recording of all cleaning and maintenance tasks (name/day/time/task/action).
- 3.6. In the context of a pandemic situation, an added value of don Quijote's corporate team is the Chief of Security and Health (Responsable de Seguridad y Salud). A professional with the expertise and academic background needed in Labor Risk Prevention matters in charge of coordinating and implementing protocols and measures to be addressed in all our schools according to the Health and Prevention national authorities.



**4. TRAINING MEASURES:** set of measures designed to inform the student and school staff about the safety measures to prevent and control of Covid-19.

- 4.1. All our staff is trained and informed with the action protocols for COVID-19. Updated information is provided when needed.
- 4.2. In addition to the above, don Quijote has an accredited outsourcing Risk Prevention and Management service that has trained all our staff regarding COVID-19.
- 4.3. Information and guidelines to be addressed by guests will be given prior to arrival and check in. Guest should confirm by e-mail when receiving and reading the information.
- 4.4. Schools will deliver informative material printed in several languages and in public spaces, bathrooms, reception, classrooms about safe distance measures, washing hands, use of face masks, stages and restrictions of mobility, and common COVID – 19 symptoms and updates hygiene and official instructions issued by the corresponding national and local authorities.

## ANNEX I - EMERGENCY REACTION PROTOCOL WHEN A SUSPECTED OF INFECTION IN THE RESIDENCE

In spite of all measures and protocols taken to mitigate Covid -19, global situation is still out of control in some countries and with outbreaks in others, therefore we must continue implementing all guidelines and more even, being able to anticipate and de-risk the possibility of having spreads in our community.

Each guest and staff member should take care of its own health and observe potential symptoms: fever, cough, high fever, breathing problems. In case of having one of these symptoms talk to the head of the Residence.

There is a thermometer to check fever in the residence's front desk.

If you measure your temperature and it shows above 37.5 C you should isolate from the other Students and as a preventive measure stay in your room and contact health services by dialing 112 or 061 and wait for next steps. Our staff will be in communication with the guest and provide guidelines during the process. If it is the case of a staff member, he/she should go home and contact health services.

In case health services authorities determine the guest should remain confined in quarantine or similar:

- ☑ The situation will be assessed considering the possibility of relocating the guest in the less transit/people movement area of the residence.
- ☑ In case the guest changes room, this will be cleaned and sanitized according to all protocols. Cleaning service staff must wear FPP2 or FPP3 face masks, glasses and disposable cleaning rope.
- ☑ Every time cleaning service takes place in the infected person room the above protocol should apply.
- ☑ The head of the residence will inform the rest of the guests to track who could have been in contact for more than 15 minutes in a distance than less than 2 meters (in case local authorities don't take care of this task).
- ☑ The outsourcing Risk Prevention and Management area at don Quijote will be notified so they can take care of contacting health authorities and confinement protocols and management.
- ☑ The head of the residence guided by the Risk Prevention and Management area will be taking care of the confined guest to make sure health and safety conditions are taking place.

# VIVE EL ESPAÑOL

Live the Spanish Way

don Quijote

SPANISH LANGUAGE LEARNING since 1986

## HEAD OFFICE

Gustavo Fernández Balbuena 11  
28002 Madrid | SPAIN  
T. +34 923 26 88 60  
[infocentral@donquijote.org](mailto:infocentral@donquijote.org)

[www.donQuijote.org](http://www.donQuijote.org)

40 CAMPUSES IN 13 SPANISH-SPEAKING COUNTRIES

Alicante | Barcelona | Cadiz | Granada | Madrid | Malaga | Marbella | Salamanca | Seville | Tenerife | Valencia (SPAIN)  
Argentina | Bolivia | Chile | Colombia | Costa Rica | Cuba | Dominican Republic | Ecuador | Guatemala | Mexico | Peru | Uruguay (LATAM)

**ideal**  
education group