



## COVID-19 PROTOCOL

### OF THE EUROACE PREMISES & ALL ORGANIZED PROGRAMS

On the Euroace premises protocols are in place to try and limit the transmission of Covid-19 and to provide as safe a space as possible through regulations that uphold current health and safety standards.

These protocols are based on principles of health, cleanliness, hygiene, responsibility and adaptability.

To achieve this, we carry out the following measures:

- **Cleaning the facility:** As well as deep cleaning of the facility that takes place several days a week, the toilets are disinfected periodically throughout the day. After every class, tables and chairs used by students are disinfected so that they are clean to use for students in the next class.
- **Air ventilation:** The Euroace premises are located on the seventh floor with windows on all sides and no surrounding buildings of the same height. Therefore, when opening the windows, the facility has very good ventilation and a constant renewal of air. We also have an AC and heating system that can be used when necessary.
- **Class Schedule:** In order to avoid clusters of people at Euroace, students are required to arrive at the facility right on time for class. Likewise, when classes finish they are not allowed to hang around at the facility unless they need to speak with a member of the Euroace staff about something that can't be solved by email or phone call, or incase they need to do extra studying. This ensures that there are no unnecessary groupings of people and it keeps all students, teachers and employees safer as a whole.
- **Taking body temperature:** Upon entering the facility, each person must have their temperature taken. If their temperature exceeds 37.5 °c they will not be allowed onto the premises.
- **Wearing a mask:** It is mandatory to wear a mask all times while on the Euroace premises.  
\*We give masks to those who are wearing one in poor condition or that do not comply with regulations.
- **Washing hands:** When a person enters the Euroace facility he/she is required to clean his/her hands with hydro-alcoholic gel. We have several hydro-alcoholic gel dispensers located throughout the center.
- **Social distancing:** In classrooms and in the main coworking area people are required to maintain the required social distance when seated (in class or working). Chairs are positioned at a minimum distance of 1.5 to 2 meters apart. The number of students in class is usually low so that the minimum socialdistance requirement can be met.

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### **Protocol to follow if denied entry to Euroace:**

If a person's body temperature exceeds 37.5°C when measured at the door, they should immediately call the nearest medical center to ask how to proceed and see if they should take a test to find out if they have Covid-19. If the medical center does not answer, it is advised to call the following number: 900 300 555 or walk directly to the medical center.

The student must follow the instructions provided by medical professionals which may include: a PCR test, self-quarantine, information about those they have been in contact with etc. In the event that a person has to be quarantined (which will occur even if they have not had the PCR test), then the following will apply:

If living in a shared apartment with more students you will need to:

- Isolate yourself in your room, avoiding contact with anyone else.
- Constantly clean your hands with hydro-alcoholic gel, especially before touching something that other people can touch afterwards (door knobs, switches, etc.).
- Only leave your room to go to the bathroom and to the kitchen to prepare your meals (if you can avoid cooking or spending excessive time in the kitchen this is advised).
- Clean anything you have touched or used.
- Only leave the apartment when the health professional advises.

If living with a host family the family will be notified immediately. You will need to:

- Confine yourself to your room.
- Collect food from your door and eat in your bedroom.
- Likewise, leave the dishes and cutlery at the bedroom door to be collected.
- Only leave the bedroom to go to the bathroom and when the medical professional advises. Or if the self-quarantine period has finished.

In the event that the student's condition does not improve, the student should inform Euroace staff and the relevant medical center or health authority and follow instructions.

**Any student who has had to undergo self-quarantine will only be allowed onto the Euroace premises if they have medical proof indicating that the virus has been overcome and he/she is no longer contagious.**

During the time the student has to self-quarantine, he or she will obviously not be able to continue with Spanish classes or their Internship placement in person.

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If the student is taking a Spanish course they will be given the opportunity to continue the course online as our classes at present are being conducted both in person and online.

If the student is taking an internship, the company with whom they are interning will be informed of the circumstances and will attempt to continue the position remotely i.e. working from their room. It is not guaranteed that the internship is able to be taken online because this will depend on the company and the type of tasks the student performs.

If the student has to quarantine and exceeds the initial duration of their program while confined, they will be required to cover the cost of the extra days or weeks spent in the accommodation.

### **Protocol to follow in the face of a hypothetical general confinement:**

If a national quarantine is imposed again such as that between March and May 2020 and students are forced to leave the country, they will continue with their online program whenever possible (Spanish or Internship).

If students are forced to return to their country, their program will be postponed and they will be able to take it at a later date. If this is not possible, they will be refunded the part of their program corresponding to the accommodation that they have not used. They will not be refunded for the part corresponding to the management of their Spanish course or Internship placement, since they will be given the option to continue online.

If a student is unable to travel to Spain because their program was scheduled to begin on a date when general confinement is taking place, their program will be postponed to another date on which they can travel. In the case where rescheduling is not possible because the student will not be available, the student will be able to convert their program online whenever possible. In this case, the student will also be refunded the money corresponding to the accommodation.

### **Health insurance**

Students that participate in our programs must have their own insurance: the European Health Card, which is the European public insurance card for European students, or a private health insurance, for European and non-European students).

The public or private insurance should cover the treatment in case the student needs it.

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