

2022-2023

**SSIS HEALTH OFFICE  
HANDBOOK  
PART 1**



**SSiS**  
**SAIGON SOUTH  
INTERNATIONAL SCHOOL**

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## GENERAL INTRODUCTION

SSIS School Health Services are designed to protect, promote and manage the health and safety of students and the school community.

**The Health Office Handbook Part 1** provides information for the members of the SSIS community to better understand how the Health Office within SSIS operates. **The Health Office Handbook Part 2** provides information and procedures for the School Nurse.

### Roles and Responsibilities

- The **Head of School** provides educational direction to the School Leadership Team.
- The **Associate Head of School-- Finance and Operations** reports to the Head of School and provides fiscal and policy direction to the Health Office.
- The **Health Office Manager** reports to the Associate Head of School -- Finance and Operations. The Health Office Manager is responsible for planning, coordinating, implementing and evaluating school health services at SSIS. The Health Office Manager ensures that nursing care is based on prioritization of health care needs which reduce the incidence of health related absenteeism, and eliminate or minimize health problems which impair learning. The Health Office Manager collaborates with a wide variety of school systems and professional disciplines to enhance the educational process and promote an optimal level of wellness for students and staff. [\(ADAPTED FROM SSIS JOB DESCRIPTION NURSE OFFICE MANAGER JAN 2020\)](#)
- The **School Nurse** reports to the Health Office Manager. The School Nurse will manage and coordinate the assigned school's health services program based on requirements established by school division policies, procedures, and protocols, and by local and international regulations. The School Nurse will maintain and operate the Health Office. The School Nurse is also responsible for identifying both actual and potential health problems, providing case management services, and collaborating with educators, school administrators, students, and families to ensure that students grow and develop in a healthy manner as they respond to the school environment. [\(FROM SSIS JOB DESCRIPTION SCHOOL NURSE AUG 2020\)](#)

## HEALTH OFFICE MANAGEMENT

There are two SSIS Health Offices on campus and these are staffed by four National Registered Nurses. The nurse team at SSIS may be employed through a nurse service contract with SOS or with SSIS directly. Nursing skills are based on International and Vietnamese standards.

The offices are located on the ground floor of the MS Building A (A105) and the ground floor of the HS Building C (C106) to provide services to students and assist faculty, staff and visitors during an emergency.

A nurse is on campus Monday-Friday 0730-1800 during days school is in session, students are on campus, and there are after school athletics/activities scheduled. On non school days or on days there are no athletics scheduled a nurse is on campus Monday-Friday 0730-1600. Nurses are not on campus during National Holidays. Nurses are not on campus on weekends unless they are supporting competitive sports events or practices. Non-Sport student activities outside the Health Office hours do not require a nurse on campus, but are evaluated on a case by case basis for level of risk and will be staffed accordingly.

The Health Office has a mobile phone Nurse HOTLINE which is monitored by a School Nurse from Monday to Friday 0730-1800. **Any staff with an Emergency can call this number to notify the School Nurse on duty. Parents please call the main office school number and email the divisional office to report your child's absence. The hotline is for SSIS staff/faculty only for on campus emergencies.**

## **Sick Policy/What to do if your child is ill**

Students or staff with a temperature of 37.8 degrees Celsius or higher will not be permitted on campus and must stay at home until they are fever-free for a full 24 hours without taking fever-reducing medication before returning to school. Also staff or students with flu-like symptoms (cough, shortness of breath, nasal congestion, body aches, fatigue, sore throat) must stay away from campus until they are symptom-free and fully recovered. Staff or students with vomiting or diarrhea must stay away from campus until 24 hours after the last episode of diarrhea or vomiting. **If your child tests positive for Covid submit the test to the SSIS health app.**

For any medical absence needing to be recorded please reach out to your child's divisional and nursing office. **When you are report an absence due to a medical reason, please state the illness and symptoms your child is experiencing.**

### **Divisional school office email and phone:**

[esoffice@ssis.edu.vn](mailto:esoffice@ssis.edu.vn) (84 28) 54130901 ext: 21190,21191  
[msoffice@ssis.edu.vn](mailto:msoffice@ssis.edu.vn) (84 28) 54130901 ext: 12005  
[hsoffice@ssis.edu.vn](mailto:hsoffice@ssis.edu.vn) (84 28) 54130901 ext: 33080, 33081

### **Divisional nursing office email and phone:**

[esnurse@ssis.edu.vn](mailto:esnurse@ssis.edu.vn) (84 28) 54130901 ext: 11070 (building A107)  
[msnurse@ssis.edu.vn](mailto:msnurse@ssis.edu.vn) (84 28) 54130901 ext: 11071 (building A107)  
[hsnurse@ssis.edu.vn](mailto:hsnurse@ssis.edu.vn) (84 28) 54130901 ext: 31001 (building C106)

## Covid Absence:

- **Your child must quarantine for 7 days from the positive test date.** This means that your child cannot leave your home except for medical reasons. If a parent/guardian notified the divisional nurse the day symptoms began via email or phone, the 7 day isolation will begin on the day of symptom onset per MOH Decision Decision 250/QD-BYT. If the divisional nurse was not notified by email or you do not know the day symptoms began, the 7 day isolation will begin on the day of the positive covid test result.
- Upload the positive test result to the SSIS Health app. ([instructions on SSIS Link](#)).
- On Day 7 your child must do a Rapid Antigen Covid test at home or at a medical facility. No PCR test is required.
- **You must upload the result to the SSIS Health App ([instructions on SSIS Link](#)).**
- If the Day 7 Rapid Antigen test is NEGATIVE and your child has NO SYMPTOMS, your child can return to campus the next day.
- If the Day 7 Rapid Antigen test is POSITIVE and your child is FULLY VACCINATED, continue home quarantine until Day 10.
- If the Day 7 Rapid Antigen test is POSITIVE and your child is NOT FULLY VACCINATED then continue home quarantine until Day 14.
- When you receive the Certificate of Quarantine Completion/ COVID Recovery from the local Health Station, please upload this certificate to the SSIS app (Recovered Fo, tests icon)

## HEALTH SERVICES -- EMERGENCY ON CAMPUS

In an emergency the School Nurse will provide basic patient assessment and case management, First Aid and CPR, appropriate use of Automated External Defibrillator (AED), administration of O2, and use of immobilization equipment (splints).

For any medical situation that calls for procedures beyond first aid support to patients as listed above, the School Nurse will be a staging point for medical evacuations from the campus to a location where further treatment can be performed. The School Nurse will coordinate such evacuation in conjunction with the 24-hour International SOS Assistance Center. The School Nurse will contact the designated International SOS Assistance Center and follow the case management directions of the International SOS Coordinating Doctor team. The School Nurse and

International SOS will follow the Medical Evacuation Response Plan (MERP) specifically developed for SSIS by International SOS prior to commencement of services. ([MERP UPDATED APRIL 2022](#))

Once the emergency is under control, the School Nurse will communicate the emergency situation to the Health Office Manager (or Associate Head of School-- Finance and Operations) and the Division Principal or Athletics and Activities Director (if during after school activities). The School Nurse or the Health Office Manager or the Associate Head of School or the Athletics and Activities Director will contact the parent/ guardian of the student as soon as possible.

During a FIRE DRILL/ EMERGENCY EVACUATION the School Nurse will follow the instructions of the campus Person In Charge. If a student is in the Health Office, the nurse will take the student to the evacuation point. The Homeroom teacher/ Advisory teacher should report to the Person in Charge that the student is not with them, but with the nurse. The nurse will report to the Person In Charge that the student is with the nurse. The Person In Charge matches the list of students missing with students in the Health Office.

## **HEALTH SERVICES -- NON EMERGENCY**

### **Nursing Care**

The School Nurse is a National Registered Nurse and will independently provide basic non-emergency nursing care to students on campus. This includes: assessment and treatment of minor injuries, wounds and medical conditions; and general health education. The School Nurse will manage student illness or injury on campus until

- the student returns to class OR
- the student is released to a parent/ guardian OR
- The student is transferred to a medical facility for emergency care if needed.
- Due to the volume of nursing office visits, parents will only be notified if a student needs to be picked up or needs care at a higher level facility. We are unable to notify all parents of minor injuries treated such as cuts/scrapes.

If a student is sent back to class, the School Nurse will call the EC, KG, Grade1 classroom (or TA directly) for an escort back to class. For Grades 2 through 12 the School Nurse will issue a "Nurse Pass" to the student to take to his/ her teacher/ Division Office.

The SSIS Health Office's goal is to promote the safety and wellbeing of your child in the school environment. In the event our nurse assesses your child and deems it medically necessary for your child to go home or to a higher level of care:

1. You will be required to arrange pick up of your child within 30 minutes-1 hour of receiving a call. This is to make sure the medical needs of your child are met in a timely manner and avoid any delay in medical care.
2. If we are unable to reach the parent or guardian or if your child is not picked up by 1 hour, the nurse will call the emergency contact listed in your child's school record.
3. If the nurse is unable to reach the emergency contact then transportation to a higher level of care will be arranged.

Please know due to the volume of students and nurse visits we do not have the capacity to keep your child in the nursing office beyond 30 minutes-1 hour. If a student is sent home due to illness or injury, or transferred to a medical facility for emergency care, the School Nurse will notify the Division Office by email or phone. This notification includes the name of the student, the cause of illness, and expected date of return to school. The Division Office will notify the teachers as needed.

### **Medical Support from International SOS**

International SOS offers additional medical support through the SSIS Campus Resilience Program. Staff, students, and parents can contact the Intl SOS Assistance Center to receive medical advice, travel/security advice, assistance with booking appointments. The number to call is 028 3829 8520.

### **Mental Health Situation**

The School Nurse will work closely with the SSIS Psychologist and the Counselor team of each Division to assist in the management of students with Mental Health challenges.

International SOS offers additional Mental Health support through the Campus Resilience Program. Staff, students, and parents can contact the Intl SOS Assistance Center to arrange for short term solutions-focused therapy. The Campus Resilience program entitles staff and students to receive five (5) free sessions per incident per year with a mental health professional counselor. Call (028) 3829 8520 to arrange for evaluation and to set up an appointment with a mental health provider.

A student coming to the Health Office with symptoms of anxiety or social/emotional concern will be assessed. The safeguarding flowchart will be followed. The nurse will then notify the Division Office and the appropriate Counselor. After assessment the student will:

- visit the Counselor (The School Nurse will escort the student to the Counselor Office or the Counselor will come to the Health Office.)
- return to class

- call parent to go home
- transfer to a hospital or community therapist

### **Medication Administration**

For the safety of all students while on campus the following medication rules apply:

- ALL medications your child is taking at school must be discussed with the divisional nurse and stored in the health office. To keep students safe, we need to be aware of any side effects or risks of the medications.
- Students will only be administered medications from home that are prescribed by a medical provider.
- The nurses have small quantities of over the counter medications that can be administered with parent permission such as:
  - Antihistamines, panadol, paracetamol, streptosil, etc.
- Students are not allowed to keep or take their own medications with them while at school with the exception of emergency medications prescribed to middle or high school students. Such as:
  - Epipens, inhalers or diabetic medications
  - Students in elementary school will have emergency medications stored in the nurse's office or carried by CPR/First Aid adults on field trips.
- Medications must be in the original container with the name of the student, name of the medication, dosage, expiration date and instructions for administration.
- Medications are to be brought to school by a parent or guardian and given directly to the nurse.
- Medication that is brought to school by a child will not be administered unless the child has on file they can self carry an inhaler, insulin or epi pen etc.
- All medications require a parent or guardian to fill out a Medication Authorization form.

If your child is in high school or middle school and chooses to carry an epi-pen or inhaler we require that a backup is left in the nursing office in the event of an emergency and your child does not have the medication with them.

**Please note for the safety of our students and staff ALL medications must be brought by an adult and given to the school nurse.**



### **Individual Health Care Plan**

If your child has specific health care needs, allergies, chronic illness management such as, but not limited to, diabetes, asthma, epilepsy or heart conditions, you will be required to have an Individual Health Care Plan signed and on file with the school. Students with chronic medical conditions requiring nursing support, must be evaluated annually by a medical provider and a signed medical report on file prior to the student starting school. This is to ensure that the school is adequately prepared to care for your child.

Individual Health Care Plans are laminated coloured sheets for those students with a MEDICAL ALERT (a life threatening condition). At the beginning of the school year a hard copy and a soft copy of a student's IHCP is given to each Division Office. The Division Office ensures that the relevant teachers have a copy of the IHCP.

### **Field Trips**

Field trips require nursing review to assess the risk. In certain cases nursing support will be provided. All field trips must have a chaperone or coach who is CPR/First aid certified. Nurses will provide first aid kits to trip leaders. Any students who have emergency medications, the medication will be checked out for the trip and returned after the trip. The nurse will ensure the CPR/First aider is trained on the use of emergency medications.

## **HEALTH SERVICES -- INFECTION CONTROL**

### **Communicable Diseases**

SSIS works closely with the Vietnamese Ministry of Health, HCMC CDC and the DoET to prevent, report and manage communicable diseases on campus. The SSIS Admissions process requires that students have routine childhood immunizations (e.g. measles, diphtheria, tetanus, pertussis) as well as those mandated by the Vietnamese government (e.g. Japanese Encephalitis). SSIS has a process for the detection, reporting, communication and control of communicable diseases in SSIS. SSIS uses Directive # 1209 Communicable Disease Chart for criteria of school exclusion and reporting.

### **Health and Safety Protocols**

SSIS communicates good hygiene practices to staff and students and follows government directives, CDC & WHO recommendations, and advice from International SOS regarding the prevention of all infectious diseases.

Following the recent outbreak of COVID-19 in HCMC the school is aware of the need to have campus protocols for the health and safety of the staff and students at SSIS. To lessen the risk of transmission of COVID-19, SSIS has a detailed health and safety approach which includes hand washing/disinfecting, mask-wearing, social distancing, vaccinations, COVID testing. Campus protocols are based on government directives, CDC & WHO recommendations, and advice from International SOS. The most current protocols can be found here:

<https://www.ssis.edu.vn/reopening-campus>

The Health Office Manager is responsible for sharing these protocols with all staff and students which can take place via orientation sessions, videos, emails, Zoom presentations to parents, or individual meetings with new staff and substitute teachers.

### **Pandemic Response**

If circumstances require, the Health Office will assist with the implementation of emergency responses to epidemics and pandemics. SSIS will maintain or exceed health requirements and best practices to support the health and safety of the SSIS community.

## **HEALTH SERVICES -- PREVENTION**

### **Health education and training**

As time permits, the School Nurse team will develop an annual health promotion and health education plan for the students and staff of SSIS. Topics may include vaccinations, healthy eating, hand hygiene or communicable disease. As time permits, the School Nurse will implement an annual health promotion calendar with monthly health education activities in the school for the students and staff as per developed plan.

The School Nurse will provide health teaching to staff and students as needed. This includes training teachers to use the EpiPen, creating videos and doing presentations on SSIS health and safety protocols for students, staff and contractors.

### **Health screenings**

As per the direction of the Department of Education and Training, students from Kindergarten to Grade 12 will receive an Annual Health Screening at school. The screening includes Height, Weight, BMI percentile, Vision acuity screening, and Vital Signs. The screenings are meant to determine how the children are growing and to

identify issues that may affect their learning. This health screening is not considered diagnostic and should not take the place of an annual medical check-up for students.

After the screening parents will be able to view the report on PowerSchool. The nurse will contact parents and teachers directly regarding any findings that may be of concern. Parents will be advised to consult with a physician for further assessment.

## LINKS AND REFERENCES

World Health Organization <https://www.who.int/>

Worldometer <https://www.worldometers.info/coronavirus/>

Vietnam Ministry of Health <https://ncov.moh.gov.vn/>

Centers for Disease Control Vietnam <https://hcdc.vn/>

Vietnam Briefing

<https://www.vietnam-briefing.com/news/vietnam-business-operations-and-the-coronavirus-updates.html/>

International SOS (028) 3829 8520 available 24/7 for SSIS students

*Circular 13 DoET*

MERP version 2.2

*Directive # 1209 Communicable Disease Chart*