



Frequently Asked Questions (FAQs) Related To COVID-19

The health, safety and wellbeing of our Residents and Staff at KLG Campus Residence is our priority and we have put in stringent policies to control the spread of the virus. This document may be updated in line with the changing situation.

This **FAQs** provides answers to some of the frequently asked questions in relation to the SOP's in place for the Residents at KLG Campus Residence and in relation to those entering and travelling to KLG Campus Residence from within and outside of Malaysia.

During the current situation with COVID-19, please remain calm and follow these steps to be taken to keep Residents and staff informed on the safety advice and precautionary measure.

1. What are the symptoms of COVID-19?

Common signs of COVID-19 infection include :

- Fever
- Headache
- Cough
- Sore Throat
- Loss of taste & smell
- Shortness of breath

2. What must I do if I am feeling unwell?

If you are exhibiting possible symptoms of COVID-19, seek immediate medical attention to undergo a RT-PCR test at the nearest clinic. You must stay away from others and isolate in your room pending your test results. **Do not leave your room.**

3. What must I do if I am tested 'Positive' for COVID-19?

You will need to immediately self-isolate. Provide your details to KLG management immediately via WhatsApp number +6012-7913988. After obtaining your details, KLG Management will immediately notify the International Student's Council who will then inform UTM Health Centre.

You are to remain in your room and standby for further instructions from UTM Health Centre.

Details Required:

1. Full Name
2. Room No.
3. Passport No.
4. Matrix Card No.
5. Nationality
6. Contact No.
7. RT-PCR test results
8. Names of Resident(s) staying in KLG that you have come into close contact with the past (7) days
9. List the facilities utilised and areas you were at within the premises the past (7) days

4. What if I am a close contact with someone who is tested 'Positive' for COVID-19?

You must get tested for COVID-19 immediately as soon as you are notified of your status even if you do not exhibit the symptoms of COVID-19 and you are to immediately self-isolate. **(Refer to Point no. 3, if you are tested 'Positive')**

5. What are the procedures for Returning and New Students arriving at KLG Campus Residence?

Returning and New students (Outside of Malaysia)

You are required to provide the following documents during check-in:

- Entry Permit showing the recent arrival date stamp in your passport
- Quarantine Letter & Release Letter issued by Kementerian Kesihatan Malaysia (KKM)
- You are required to complete the Health Declaration Form provided to you

Returning and New students (In Malaysia)

- You are required to produce your recent RTK Antigen '**Negative**' Test result during check-in.
- Alternatively, you may take your RTK Antigen Test at KLG management office before the check-in process. The RTK Antigen Self-Test kits are available at the management office at RM18.00 per unit.
 - If your RTK Antigen test result is '**Positive**', you are **not allowed** to check in and you are advised to seek immediate medical attention to take a RT-PCR test for confirmation.
- You are required to complete the Health Declaration Form provided to you

6. Can International students get the vaccine when they arrive at KLG Campus Residence?

You may refer to UTM for further advice on vaccination

7. Does KLG Campus Residence provide facilities for Quarantine / Isolation Purposes?

No, KLG Campus Residence do not have the resources to facilitate for Quarantine and Isolation such as, health / medical officers to monitor patients, provision of meals and other daily necessities.

The primary goal of these efforts is to keep our Residents and staff safe, and we urge you to comply with SOPs, laws and regulations related to the management of COVID-19 which have been prescribed by the Malaysian Government at all times.

Please refer to the Ministry Of Health, Malaysia website <https://www.moh.gov.my> for further details and updates.

Please email us at klgresidenceenquiry@gmail.com for any queries that you may have that have not been listed in the FAQ's above.