



Republic of the Philippines
Department of Education
REGION IV-A CALABARZON
GATE 2, KARANGALAN VILLAGE
1900 CAINTA, RIZAL



21 May 2020

Regional Order

GUIDELINES ON TRANSACTING WITH DEPED REGION IV-A CALABARZON DURING THE PERIOD OF STATE OF NATIONAL EMERGENCY DUE TO COVID-19 PANDEMIC

To **Schools Division Superintendents**
School Heads
All Others Concerned

1. Item II, (B) Section 7 of Republic Act No. 9155 entitled, *Governance of Basic Education Act of 2001* provides that the regional director shall have the authority, accountability and responsibility for the planning and managing the effective and efficient use of all personal, physical and fiscal resources of the regional office.
2. Item V (C)(3) of Administrative Order No. 2020-0015 dated April 27, 2020 of the Department of Health with subject: *Guidelines on the risk-based public health standards for Covid-19 mitigation* provides that all policies, investments and actions shall ensure that Covid-19 mitigation objectives are achieved using the following: -xxx- implement strict physical distancing at all times, specially at public areas, queues and other high traffic areas and -xxx- restrict unnecessary mass gathering and limit non-essential travel and activities.
3. Memorandum Circular No. 10 S. 2020 of Civil Service Commission provides for the revised interim guidelines for alternative work arrangements and support mechanisms for workers in the government during the period of national emergency due to Covid-19 pandemic.
4. In view thereof, the guidelines in transacting with DepEd Region IV-A CALABARZON during national health emergency due to Covid-19 pandemic is hereto attached.
5. The guidelines shall be adopted only for the duration of the State of National Emergency or until lifted by the President.
6. Compliance is hereby enjoined.


WILFREDO E. CABRAL
Regional Director

admin/ap



"EXCELLENCE is a CULTURE and QUALITY is a COMMITMENT"

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GUIDELINES ON TRANSACTING WITH DEPED REGION IV-A CALABARZON DURING THE PERIOD OF STATE OF NATIONAL EMERGENCY DUE TO COVID-19 PANDEMIC

A. **GENERAL GUIDELINES.** The following guidelines shall be observed within the premises of the regional office:

1. NO MASK, NO ENTRY

1.1 All regional office personnel, clients and guests are required to wear protective masks upon entering the DepEd Regional Office premises until the duration of their stay therein.

1.2 Before the personnel, client or guest shall be allowed to enter the gate, he/she should be wearing a mask. If the personnel, client or guest is not wearing one, he/she should be required to put on a mask. Otherwise, the security guard shall not allow him/her to enter the gate.

2. DISINFECTION

2.1 At the lobby, the personnel, client or guest is required to step on the disinfectant pan and perform 70% alcohol rub for twenty seconds. However, for visibly dirty hands and after-toilet use, hand wash with water and soap for twenty seconds is required.

2.2 Disinfection of frequently touched surfaces and objects such as but not limited to receiving counters, tables, switches, doorknobs, and workstations using 0.5% bleach solution (100 mL Bleach, 900 mL water) shall be done at least once a day.

2.3 The GSU Head shall conduct daily monitoring on the availability of hand soaps, sanitizers, and other disinfectants in restrooms and in all entrances and facilities, as well as the routine cleaning and replacement of disinfectant solutions in foot baths.

3. TEMPERATURE TEST

3.1 The personnel on-duty shall take the temperature of the personnel, client or guest.

3.2 If the temperature is below 38°C, he/she shall be allowed to enter the building.

4. SOCIAL DISTANCING AND MASS GATHERING

4.1 IATF Transition from ECG to GCQ provides that mass gathering is restricted and the maximum number of persons in a gathering is ten. In compliance thereto, the

chief or unit head of the office shall maintain that the number of persons in their office shall not exceed ten.

In case that one room is occupied by two or more functional divisions or units, the same number shall be maintained.

4.2 Each functional division or unit shall reconfigure their workplace to maintain safe distancing. The distance between and among personnel shall be at least 1 meter.

4.3 The personnel in-charge at the lobby shall feed two (2) clients or guests only per office. Clients or guests who cannot be accommodated for the meantime shall be made to wait at the waiting area. Marks indicating the place where the client or guest may wait shall be placed accordingly.

5. **CONTACT TRACING**

5.1 So that in case a client, guest or personnel becomes COVID-19 positive and so that contact tracing shall become easier, all personnel, client or guest entering inside the building shall be required to give the following information:

- Complete name
- Complete home address
- Contact number
- Age
- Sex
- Office and office address

Before the information shall be taken, the personnel, client or guest shall be apprised of his rights enshrined in Data Privacy Act of 2012.

6. **ENGINEERING CONTROL**

6.1 All functional divisions and units shall set their air conditioning unit to unidirectional airflow (one direction). Exhaust fans can be installed to ensure 12 air exchanges per hour.

6.2 The main lobby of the regional office shall be for entrance only. The exit shall be on the ESSD side and CLMD side on the first floor and Finance side on the second floor.

For clients, guests and personnel transacting at the Records Section, ICT Unit, Payroll Unit, Personnel Unit, Asset Management Section and Administrative Division, they shall maintain to walk on the right side of the corridor and avoid meeting people. Once their transaction is finished, they shall exit through the emergency exit beside the Finance Division.

For clients transacting at QAD, Cashier, Accounting, FTAD and ESSD, they shall exit at ESSD side. For clients transacting at CLMD, HRDD, PAU, Office of ARD and Office of RD, they shall exit at CLMD side.

6.3 Inside stairs shall be used to access the second floor. The stairs in the emergency exit on the Finance side shall be used to access the first floor.

6.4 Directional signages shall be posted in appropriate areas.

7. ADMINISTRATIVE CONTROL

7.1 All documents and/or packages shall be placed in the canteen for 24 hours before these documents and/packages shall be referred to the Records Section for receiving.

The personnel from the Records Section, however, shall make sure that the packages and/or documents are well documented and received to track the package or document in case it was lost and to maintain the integrity of the document/package.

7.2 All employees are highly encouraged to bring their own “baon” as they are discouraged to go out of the office premises except when going home.

7.3 Once inside the building, loitering is strictly prohibited.

7.4 Online transactions are highly encouraged for all our clients. Please refer to the specific guidelines of the functional division or unit for the manner in availing of online transactions.

7.5 Personnel who will be reporting to the office shall be provided with transportation. The personnel shall be fetched at a designated area and shall be dropped at the same designated area. The designated area shall be announced soon.

7.6 Personnel who are 60 years old and above shall be required to work from home. Other personnel may choose from alternative work arrangements mentioned in Memorandum Circular No. 10 S. 2020 of the Civil Service Commission.

7.7 Markers shall be placed on places that can be occupied by clients or guests.

7.8 Personnel shall man the lobby of the regional office and exits at the ESSD side and Finance side.

B. SPECIFIC GUIDELINES. Considering that each functional division or unit follows specific procedures in their office manual, these processes were relaxed to accommodate health and safety protocols during this national health emergency. The guidelines specific for each functional division/unit are hereto attached as:

“A”	OFFICE OF THE REGIONAL DIRECTOR - LEGAL UNIT
“B”	CURRICULUM LEARNING MANAGEMENT DIVISION
“C”	QUALITY ASSURANCE DIVISION
“D”	FIELD TECHNICAL ASSISTANCE
“E”	POLICY, PLANNING AND RESEARCH DIVISION
“F”	HUMAN RESOURCE AND DEVELOPMENT DIVISION
“G”	ADMINISTRATIVE DIVISION
“H”	FINANCE DIVISION
“I”	EDUCATION SUPPORT SERVICES DIVISION

ANNEX "A"

**OPERATIONAL SCHEME ON THE OFFICE OF THE REGIONAL DIRECTOR-
LEGAL UNIT OF THE REGIONAL OFFICE DURING THE PERIOD OF STATE
OF NATIONAL EMERGENCY DUE TO COVID-19 PANDEMIC**

RECEIVING OF COMPLAINTS, LETTERS, REPORTS AND OTHER COMMUNICATIONS

The Legal Unit shall receive complaints, letters, reports and other communications through online submission to ***region4a@deped.gov.ph*** or physical submission of the document to the **Records Section** of the regional office.

Once the submission was made in both manner, the date of receipt of the earlier submission shall be binding.

During the submission, the party/ies involved in the complaints, letters and other communications shall ***indicate their email address, cellphone number and address***. In view thereof, once the complaint, letter or other communication is sent through the schools division office, ***the receiving personnel is required to make it sure that such entries are indicated and if none, to secure the email address, cellphone number and address*** of the party/ies involved in the complaint, letter or other communication.

FACT-FINDING AND PRELIMINARY INVESTIGATIONS

Upon receipt of the memorandum or order, requiring the conduct of investigation, ***the initial action is to require the person complained of to submit his/her verified answer***.

In case verification is needed by checking on the records of the school or schools division office, ***submission of documents in compliance to notice requiring the submission of the document or letter requesting copy of the document may be resorted***.

On the other hand, ***verification from witnesses may be resorted to by video call, video conference or any other online means*** provided that the identity of the person whom the investigator is conversing can be identified. In which case, the conversation shall be recorded and shall form part of the records of the investigation.

Since travel is restricted and social distancing is highly discouraged, ***personal interview*** of the witness or any party in the complaint as well as ***personal verification*** of the records in the school and schools division office ***shall only be resorted to when the means mentioned above failed or such means cannot result in an impartial investigation***.

ADMINISTRATIVE PROCEEDINGS AGAINST PRIVATE SCHOOLS

The procedure of calling the parties to a conference for possible mediation shall not be conducted online for being highly impossible. Hence, **it shall be scheduled every Monday and Wednesday, at a maximum of three cases per day and to be conducted at the Bulwagan ng Karangalan.**

Upon determination by the security personnel of the regional office that the client is attending a conference called by the Legal Unit, he/she shall instruct the client to proceed to the Bulwagan ng Karangalan.

REQUEST FOR CORRECTION OF ENTRIES IN SCHOOL RECORDS, CERTIFICATE OF NO PENDING CASE AND FAVORABLE INDORSEMENT TO THE SECURITIES AND EXCHANGE COMMISSION

Applicants may file their request online by submitting their application and requirements to **legal.calabarzon@deped.gov.ph**.

The Legal Unit shall respond to these requests within two to three days from receipt of the complete application.

Upon receipt of the application/request, the Legal Unit shall assess the completeness of the requirements. In case a requirement is missing, the same shall be intimated to the applicant in the same email address used in submitting the application. In case, however, that the requirements are complete, the order, certificate or indorsement shall be sent in the same email address.

The processing time shall end at the time the order, certificate or indorsement was sent to the email address of the applicant regardless of whether the same was seen or acknowledged by the applicant.

6. FORMAL INVESTIGATION

The scheme in the conduct of formal investigation shall be subject to the discretion of the formal investigation committee provided that the procedure laid down in DepEd Order No. 49, Series of 2006 is faithfully complied with.

ANNEX "B"

SPECIFIC GUIDELINES ON TRANSACTING WITH CURRICULUM LEARNING MANAGEMENT DIVISION DURING THE PERIOD OF STATE OF NATIONAL EMERGENCY DUE TO COVID-19 PANDEMIC

The Curriculum and Learning Management Division (CLMD) at this time of Pandemic announces the following email addresses for efficient processing of letter requests, inquiries, documents for curriculum review and other communications related to curriculum and instruction.

For Concerns in Curriculum/Curriculum Management :
clmd.calabarzon@deped.gov.ph

For Concerns in Teaching and Learning Delivery :
learningdeliverykra2@gmail.com

For Concerns in Learning Resources Management :
lrmd.calabarzon@deped.gov.ph

For Concerns in Assessment of Learners :
assessmentkra4@gmail.com

To complete the submission and processing of any requests or inquiry, please fill-out the form at this link <https://tinyurl.com/e-CLMD4A>.

The CLMD is regularly publishing its regional activities and latest policies for the information and guidance of all its stakeholders at CLMD Calabarzon as its official Facebook page.

As an Office it adheres to the principles and mandates of RA10173, thus, the Office may refrain from answering queries if it considers inappropriate such as ;

- a. it involves a subject or issue that has no merit or trivial in nature;*
- b. is frivolous or vexations and;*
- c. if it concerns a subject matter that which is under investigation by the legal unit of the Regional Office .*

JOB S. ZAPE JR.

Chief, Curriculum and Learning Management Division
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ANNEX "C"

SPECIFIC GUIDELINES ON TRANSACTING WITH QUALITY ASSURANCE DIVISION DURING THE PERIOD OF STATE OF NATIONAL EMERGENCY DUE TO COVID-19 PANDEMIC

This operational scheme in the QAD strongly encourages submission of documents to the Regional Office through online and courier services. Follow ups shall be made by telephone calls and other means of communication.

Each of the processes below has clearly defined how the documents shall be sent to QAD and the corresponding email addresses for the purpose, as well as how the processed documents/reply shall be sent back to the clients.

The general rules for sending the documents and other transactions are the following:

A. Online submission:

1. Documents shall be sent to the following email addresses, depending on the process involved:

a. **qad.calabarzon@deped.gov.ph**

- Submission of School Calendar and Deviation from the Set Date of Opening of Classes
- Acknowledgement of Increase in Tuition Fee and other Fees
- Processing of Requests for Issuance of Special Order (SO) for the Approval of the Eligibility for SHS Graduation
- Processing of Establishment, Merging, Conversion, and Naming/ Renaming of Public Schools, and Separation of Public School Annexes in Basic Education
- Processing of Establishment of a Stand-alone Senior HS, Conversion of Existing Elementary and Junior HS into a Stand-alone SHS, and Existing Junior High School (JHSS) and Integrated Schools (ISS) or Requests for Additional Tracks/Strands/Specializations
- Application for Other Special Interest Programs
- Request for Other Certifications

b. **email addresses created for each SDO** (see the table that follows)

- Processing of Application for New Government Permit and Renewal/Recognition and Special Interest Programs
- Processing of Application for the Establishment of Senior High School (SHS) or Requests for Additional Tracks/Strands/Specializations
- Processing of Late Application of Government Permit/Recognition and Provisional Permit of Senior High School

SDO	Email Address
Antipolo City	antipolo4a.privateschool@gmail.com
Bacoor City	bacoor4a.privateschool@gmail.com
Batangas Province	batangas4a.privateschool@gmail.com
Batangas City	batangascity4a.privateschool@gmail.com
Biñan City	biñan4a.privateschool@gmail.com
Cabuyao City	cabuyao4a.privateschool@gmail.com
Calamba City	calambacity4a.privateschool@gmail.com
Cavite Province	cavitep4a.privateschool@gmail.com
Cavite City	cavite4a.privateschool@gmail.com
Dasmarinas City	dasma4a.privateschool@gmail.com
General Trias City	gentri4a.privateschool@gmail.com
Imus City	imus4a.privateschool@gmail.com

Laguna Province	laguna4a.privateschool@gmail.com
Lipa City	lipa4a.privateschool@gmail.com
Lucena City	lucena4a.privateschool@gmail.com
Quezon Province	quezon4a.privateschool@gmail.com
Rizal Province	rizal4a.privateschool@gmail.com
San Pablo City	sanpablo4a.privateschool@gmail.com
Santa Rosa City	santarosa4a.privateschool@gmail.com
Tanauan City	tanauan4a.privateschool@gmail.com
Tayabas City	tayabas4a.privateschool@gmail.com

2. The subject of the email shall bear the intent of the communication and the Schools Division from where the communication originated: Ex. Renewal of Permit, Antipolo City

3. Letter of intent, letter request and other communications must bear the telephone number of the requesting party/sender below his/her name.

B. Submission through courier:

1. The documents shall be addressed to:

Quality Assurance Division

DepEd Region IV-A CALABARZON

Karangalan Drive, Gate 2 Karangalan Village, Cainta, Rizal

2. The telephone number of the sender/requesting party should be found in the documents.

C. Follow-ups

This can be done through email or phone call at QAD landline number (02) 682-5773 loc 121.

D. Sending of corresponding approved documents/reply to the clients

1. The original copy of all corresponding approved documents/reply shall only be released to the Liaison Officer of the SDO.

2. However, if the client will request an advanced copy of such a document, the QAD shall be notified regarding the request through phone call or email.

3. The QAD staff shall secure a copy of the approved document from the Record Section and will email an advanced scanned copy to the client.

E. Face-to-face interaction (allowed only if such meeting is inevitable)

This interaction does not include walk-in submission of documentary requirements for any application. For other inevitable and crucial concerns that need face-to-face interaction with the QAD, the following protocol shall be observed:

1. Appointments shall be made with the QAD through phone call at QAD landline number (02) 682-5773 loc 121.

2. The requesting party must give a cellphone number where the QAD staff can send the confirmation of appointment.

3. A confirmation of appointment shall be sent to the requesting party thru text message.

4. The confirmation text message shall be shown to the guard on duty.

5. The requesting party shall follow the protocol of the Regional Office.

6. The requesting party must inform the QAD about the arrival at the Regional Office through text message

7. QAD shall text back for permission to enter the QAD, the reply shall be shown to the guard on duty.

F. Conditions related to the documents transmitted or submitted in hard copies

It should be understood that the documents that are transmitted or submitted in hard copies shall be cued and stored first in the Record Section for 24 hours upon receipt. After such period the documents will then be forwarded to the Quality Assurance Division. It will then be the time for the QAD to process the documents.

1. PROCESSING OF APPLICATION FOR NEW GOVERNMENT PERMIT AND PERMIT RENEWAL/RECOGNITION AND SPECIAL INTEREST PROGRAMS (Private Schools)

Applications shall be sent to the Quality Assurance Division through email with attached soft copy of the documentary requirements.

For the detailed guidelines of processing these applications, please refer to Regional Memorandum No. 254, s. 2020 dated April 7, 2020. The processes mentioned in this Memorandum particularly submission of application and evaluation of documents shall be done online.

2. PROCESSING OF APPLICATION FOR THE ESTABLISHMENT OF SENIOR HIGH SCHOOL (SHS) OR REQUESTS FOR ADDITIONAL TRACKS/STRANDS/SPECIALIZATIONS (Private Schools)

For the guidelines of processing these applications, please refer to Regional Memorandum No. 254, s. 2020 dated April 7, 2020.

Applications shall be sent to the Quality Assurance Division through email with attached soft copy of the documentary requirements, among others; Qualitative Evaluation Processing Sheet, Letter of Intent, SEC Registration and SDO Indorsement.

3. PROCESSING OF LATE APPLICATION OF GOVERNMENT PERMIT/RECOGNITION AND PROVISIONAL PERMIT OF SENIOR HIGH SCHOOL (Private Schools)

In processing this application, please refer to Regional Memorandum No. 254, s. 2020 dated April 7, 2020 highlighting the 2 paragraphs of No.1 of the attached Guidelines.

In case the late application email is sent directly to the Regional Office and not through SDO, the QAD EPS In-charge of the SDO concerned shall coordinate through email with the SDO counterpart regarding the said late application.

The next steps of the process stipulated in the Regional Memorandum No. 254, s. 2020 for the issuance of government permit/ recognition and SHS provisional permit shall be followed.

**4. SUBMISSION OF SCHOOL CALENDAR AND DEVIATION FROM THE SET DATE OF OPENING OF CLASSES
(Private Schools)**

The Quality Assurance Division shall receive the application and the documentary requirements sent by the school online.

The QAD Clerk who regularly checks and manages the qad.calabarzon@deped.gov.ph account shall forward online application to the Chief Education Supervisor who will then route to the EPS In-charge of the SDO concerned for evaluation.

If compliant, the indorsement shall be prepared for approval. Otherwise, a phone call or reply to the email shall be done citing all the deficiencies for the applicant to comply.

**5. ACKNOWLEDGEMENT OF INCREASE IN TUITION AND OTHER FEES
(Private Schools)**

The Quality Assurance Division shall receive the application and the documentary requirements sent by the school online .

The QAD Clerk who regularly checks and manages the qad.calabarzon@deped.gov.ph account shall forward online application to the Chief Education Supervisor who will then route to the EPS In-charge of the SDO concerned for evaluation.

The EPS In-charge/other QAD Personnel shall evaluate the document. If compliant, the indorsement shall be prepared for approval. Otherwise, a phone call or reply to the email shall be done citing all the deficiencies for the applicant to comply.

**6. PROCESSING OF REQUESTS FOR ISSUANCE OF SPECIAL ORDER (SO) FOR THE APPROVAL OF THE ELIGIBILITY FOR SHS GRADUATION
(Private Schools)**

Applications shall be sent to the Quality Assurance Division through email with attached soft copy of the documentary requirements. However, due to volume of the required documents for this request, the documents may be forwarded through courier.

The QAD shall evaluate the documents based on the appropriate tool for the specific process. If there are deficiencies, the EPS in-Charge will notify the school thru phone call or email.

7. PROCESSING OF ESTABLISHMENT, MERGING, CONVERSION, AND NAMING/ RENAMING OF PUBLIC SCHOOLS, AND SEPARATION OF PUBLIC SCHOOL ANNEXES IN BASIC EDUCATION (Public Schools)

The Quality Assurance Division shall receive the scanned copy of SDO 1st Indorsement together with the school's application documents through email. However, due to volume of the required documents for this application, the documents may be forwarded through courier or through the Liaison Officer of the SDO.

The QAD Clerk who regularly checks and manages the gad.calabarzon@deped.gov.ph account shall forward online application to the Chief Education Supervisor who will then route to the EPS In-charge of the SDO/other QAD Personnel concerned for evaluation.

The EPS In-charge/other QAD Personnel shall evaluate the documents based on the appropriate tool for the specific process from among enumerated above. If there are deficiencies, the 2nd Indorsement citing all the deficiencies shall be emailed to SDO for appropriate action.

Otherwise, the QAD shall prepare and forward a Special Order for the application for approval of the Regional Director.

Reference: D.O. No. 40, s. 2014

8. PROCESSING OF ESTABLISHMENT OF A STAND-ALONE SENIOR HS, CONVERSION OF EXISTING ELEMENTARY AND JUNIOR HS INTO A STAND-ALONE SHS, AND EXISTING JUNIOR HIGH SCHOOL (JHSs) AND INTEGRATED SCHOOLS (ISS) OR REQUESTS FOR ADDITIONAL TRACKS/STRANDS/ SPECIALIZATIONS (Public Schools)

The Quality Assurance Division shall receive the scanned copy of SDO 1st Indorsement together with the school's application documentary requirements through email. However, due to volume of the required documents for this application, the documents may be forwarded through courier or through the Liaison Officer of the SDO.

The QAD Clerk who regularly checks and manages the gad.calabarzon@deped.gov.ph account shall forward online application to the Chief Education Supervisor who will then route to the EPS In-charge of the SDO concerned for evaluation.

The EPS In-charge/other QAD Personnel shall evaluate the documents based on the appropriate tool for the specific process from among enumerated above, except for requests of Additional Tracks/Strands/ Specializations which do not have a processing tool and it requires only Letter of Intent, Notarized Attestation of Readiness signed by the School Head and SDS, and SDO Indorsement. If there are deficiencies, the 2nd Indorsement citing all the deficiencies shall be emailed to the school through SDO.

Otherwise, the QAD shall prepare and forward a Special Order for the application for approval of the Regional Director.

Reference: D.O. No. 51, s. 2015

9. PROCESSING OF THE APPLICATION FOR OTHER SPECIAL INTEREST PROGRAMS

(Both for public and private schools)

The Quality Assurance Division shall receive the scanned copy of SDO 1st Indorsement together with the school's application documentary requirements through email. However, due to volume of the required documents for this application, the documents may be forwarded through courier.

The QAD Clerk who regularly checks and manages the gad.calabarzon@deped.gov.ph account shall forward online application to the Chief Education Supervisor who will then route to the EPS In-charge of the SDO concerned for evaluation.

The EPS In-charge shall evaluate the documents based on the appropriate tool for the specific program being applied for. If there are deficiencies, the 2nd Indorsement citing all the deficiencies shall be emailed to the school through SDO.

If compliant, EPS in-Charge shall prepare draft Indorsement for validation of QAD Chief and for approval of the Regional Director.

10. REQUEST FOR OTHER CERTIFICATIONS

Applications shall be sent to the Quality Assurance Division through gad.calabarzon@deped.gov.ph with attached soft copy of the documentary requirements. The application should also have the contact number of the requesting party.

In case hardcopies of application documents are to be submitted by the SDO/private school to the Regional Office or through courier services, the documents shall be cued and stored first in the Record Section for 24 hours upon receipt. After such period, the documents will then be forwarded to the Quality Assurance Division.

The EPS In-charge shall evaluate the documents based on the appropriate tool for the specific process. If there are deficiencies, the EPS in-Charge will notify the school thru phone call or email.

The EPS In-charge shall evaluate the document. If compliant, the indorsement shall be prepared for approval. Otherwise, a phone call or reply to the email shall be done citing all the deficiencies for the applicant to comply.

ANNEX "D"

SPECIFIC GUIDELINES ON TRANSACTING WITH FIELD TECHNICAL ASSISTANCE DURING THE PERIOD OF STATE OF NATIONAL EMERGENCY DUE TO COVID-19 PANDEMIC

1) *The New Normal is both a practice and mindset that places prime importance on healthy lifestyles and preventive behaviors to avoid*

getting sick. A new era where the public has a heightened sense of health consciousness, learning lessons gained during the pandemic (Beat COVID-19 Today. A COVID-19 Philippine Situationer. Issue 0. 30 April 2020. Department of Health).

2) The operation of the Field Technical Assistance shall abide with the new normal in the workplace which reduces vulnerability; reduces transmission; reduces contact; reduces duration of infection and governance and accountability. During the General Community Quarantine (GCQ) as mandated, FTAD shall report to the office as skeletal workforce and work from home provided with precautionary measures as guided by MC 10, s. 2020 and AO No. 2020-0015 dated April 27, 2020 of the DOH.

3) FTAD adheres to understand the whole gamut of adjusted regional operations and the Learning Continuity Plan for a responsive technical assistance in collaboration with TA Team members and all other functional divisions.

4) The process, system and mechanism in the new normal is anchored on four strategic thrusts. Aligning focus and intervention, advancing hand holding initiatives, amplifying defined technical assistance to target delivery units, and appraising stakeholders on progress of intervention as discussed in Chapter 4 of the TA Manual.

5) Amplifying defined technical assistance to target delivery units in the new normal helps to ensure that the learning continuity plan of the DepEd Region IV A CALABARZON never stops amidst pandemic natural or man-made disasters and other causes of learning disruptions. The FTAD with the Regional Field Technical Assistance Teammates will help in addressing challenges posing threat to the undisturbed learning opportunities and continuity of education; individually or collectively – the whole of school.

6) TA Teammates both in the Region and Schools Division Office need to come together not only to address the immediate educational consequences of this unprecedented crisis, but to build up the longer-term resilience of education systems.

7) In the implementation of the TA delivery in the new normal adheres to strict physical distancing which is specified below to mitigate the spread of COVID -19.

- a. Avoid in person meetings. Use online conferencing, email or the phone, even when people are in the same building;
- b. Devise one-direction people traffic, separate entrance and exit;
- c. Unavoidable in-person meeting should be short, in a large meeting room where people can sit at least 3 feet apart, facing one direction, avoid shaking hands;
- d. Eliminate unnecessary travel, cancel/postpone non-essential meetings, gatherings, workshops and trainings;
- e. Don't congregate in work rooms, pantries or other areas where people socialize. Keep six feet apart when possible;

- f. Bring lunch and eat at your desk away from others (avoid lunchrooms and crowded restaurants);
- g. Avoid public transportation (walk, cycle, drive);
- h. Limit recreational or other leisure classes, meetings activities where close contact with others is likely.

8) In this light, provision of TA shall endure to ensure that education never stops amidst pandemic, natural or man-made disasters and other causes of learning disruptions/ office operations and help support the promotion of Sulong Edukalidad. No pandemic or disaster shall put a halt to the desire of the region for quality basic education.

9) Suggestive Steps in the Provision of Technical Assistance in the New Normal

a. Creation and activating the TA Teammates

1. Schedule the conduct of online /webinar collaboration meeting with the potential TA Teammates in the RO / SDOs;
2. Specify areas of expertise of every TA team member;
3. Create sub -team;
4. Conduct Online Needs Assessment;
5. Coordinate with the Field Technical Assistance Division for support and guidance.

b. Modality of Technical Assistance

Modalities of Delivery– CALABARZON shall focus on face-to-face, online, home-based (with modules) or combination of any two modalities to ensure that RO and SDOs can adequately respond to its administrative and implementation requirement.

1. Face-to-face technical assistance delivery shall be the modality in communities where such permissible subject to IATF/DOH guidelines. If planning standards on class size and the situation is favorable, traditional face to face shall be implemented. On a reduced participants size in observance of health measures, this must be in combination with work from home or online.
2. Online platform or technology enhanced learning leverages technology to maximize learning within an environment of high-quality course design that can offer recipients the options of time, place, and pace, and emphasizes different learning styles. (Huang, Chen, Yang, & Loewen, 2013). Online Technical Assistance is defined as learning experiences in synchronous or asynchronous environments using different devices (e.g., mobile phones, laptops, etc.) with internet access. (Singh and Thurman, 2019).

c. Online TA Assessment

Adopting the “Bibinka Approach” gathers critical education data from the lowest level of governance to capture the challenges and lay down the interventions in relation to the LCP implementation and will serve as a basis for the provision of Technical Assistance.

- 1) What learning modality/ies our ta recipient are likely to consider?
- 2) What technical support/assistance the schools need to implement LCP?
- 3) Given the school data, what are the perceived challenges SDOs need to respond to implement the LCP?
- 4) What action steps the SDOs will take given the highlights of the school calendar SY 2020-2021?
- 5) How will existing partners be mobilized to support LCP implementation?
- 6) How will the region respond to support SDOs and schools in the successful implementation of LCP?

10. FTAD is encouraging the deferment of all activities that will require convening people. With the intent to protect its employees from COVID-19, FTAD provides this guide to school heads, and the teaching and non-teaching staff in conducting technical assistance.

- a. **Annual Implementation Plan (AIP)** - Revisit the current School Improvement Plan's (SIP) Annual Implementation Plan (AIP) Year 2. Identify the activities that will assemble a large number of people and replace these with those that will not require much physical contacts. Collaboration meetings and conferences are encouraged to be done through online platforms or webinars.
- b. **School-Based Management** – Activities like seminars/conferences and the like shall be deferred until such time that ECQ has been lifted in the entire area. Again, onsite TA initiatives and conferences are encouraged to be done through an online platform or webinar to carry out the same objective.

For items 1 and 2, you may refer to DepEd Task Force COVID-19 MEMORANDUM No. 025, Item 2C on Social Distancing Measures (Minimum Standards for Social Distancing/Baseline Protocols to be Observed in the Workplace, Travel, and Home and Private Space and Time of Deployed Personnel During the Enhanced Community Quarantine).

3. **Schools as Quarantine Areas** – to ensure protection of schools, please refer to the following:

- OM-OSEC-2020-002 - Guidance to Regional Directors for Action on Requests by Local Government Units to Use DepEd Schools as Quarantine or Isolation Areas for COVID-19
- OM-OSEC-2020-003 – Template Terms and Conditions for the Use of DepEd Schools as Quarantine or Isolation Areas

- OM-OSEC-2020-004 – Guidance to Regional Directors for Action on Requests by Local Government Units to Use DepEd Schools and Engage DepEd Personnel in Activities Related to COVID-19

- OM-OSEC-2020-005 – Supplement to Office Memoranda OM-OSEC-2020-002, OM-OSEC-2020-003, and OM-OSEC-2020-004

11. For Technical Assistance, may send us email at ffa.calabarzon@deped.gov.ph or you may call us at **(028) 6825773** or **09178885853**. Please see Regional Memorandum 223, s. 2020 for the Composition of the Regional Field Technical Assistance Teammates.

ANNEX “E”

SPECIFIC GUIDELINES ON TRANSACTING WITH POLICY, PLANNING AND RESEARCH DIVISION DURING THE PERIOD OF STATE OF NATIONAL EMERGENCY DUE TO COVID-19 PANDEMIC

1. PROCESSING OF DATA REQUESTS FROM STAKEHOLDERS

The requester must submit a signed formal communication request with attached template (if applicable) to the regional office. The request can be sent either through email (at region4a@deped.gov.ph), or through courier. The request must bear the contact details of the requester such as email address, cell phone number/s or telephone number/s.

Once received, the request will be evaluated and subject for approval of the regional director. If approved, the request will be referred to the concerned Functional Division/Section/Unit in the regional office. If disapproved, the requester will be notified using the available contact details in the request letter.

Referred requests to concerned Functional Division/Section/Unit will be processed based on the preferred format in the request (if there's any) and subject to the availability of the data being requested.

Processed request will be sent to the requester through email with attached transmittal letter signed by the regional director.

2. CREATION AND ISSUANCE OF SCHOOL ID

Pursuant to DepEd Order No. 27, s. 2019 also known as the “Guidelines on the Yearly Collection of Data/Information Requirements and Validation Process”, the regional office through the Policy, Planning and Research Division (PPRD) shall create & issue new school ID to newly established public schools and private schools with new government permit to operate before the start of the school year.

However, due to the COVID-19 pandemic, the school year has been moved to August 24, 2020 instead of June. Therefore, the end of the school year has been extended until the end of May.

In connection with this, the issuance of school IDs will be available after the end of the school year.

All approved legal bases of newly established public schools and private schools with new government permits signed by the regional director shall be forwarded to PPRD (at pprd.calabarzon@deped.gov.ph) by the Record Section.

Received legal bases by PPRD will all be subjected for review and validation process. Once validated, PPRD will create and issue new school IDs and will be sent to the concerned schools division offices through email.

The schools division offices will now call the attention of the concerned schools for the issuance of Learner Information System (LIS) account and orientation.

3. CONFIRMATION OF NEWLY ISSUED SCHOOL ID FOR PUBLIC SCHOOLS

Subject to the same department order on *Creation and Issuance of School ID*, all newly issued school ID for public schools shall be confirmed by Educational Management Information System Division (EMISD) of DepEd Central Office.

The regional office through the Policy, Planning and Research Division (PPRD) will prepare a letter endorsing the newly issued school ID of each public school to EMISD for confirmation, copy furnishing the concerned schools division offices.

Upon confirmation, EMISD will prepare a memorandum confirming the issued school IDs to the public schools, copy furnishing the Budget Division-Finance Service for inclusion in the Department's budget.

4. UPDATING OF SENIOR HIGH SCHOOL OFFERINGS IN EBEIS

In accordance with the same department order stated on *creation and issuance of school ID*, the Policy, Planning and Research Division (PPRD) shall update all senior high schools' track, strand and specialization offerings in the Enhanced Basic Education Information System (EBEIS).

All approved legal bases on *Additional Senior High School Offerings* shall be forwarded to PPRD (at pprd.calabarzon@deped.gov.ph) by the Records Section.

Received legal bases by PPRD will all be subjected for review and validation process. Once validated, PPRD will do the necessary update in EBEIS and will be sent to the concerned schools division offices.

5. CONDUCT OF QUARTERLY PROGRAM IMPLEMENTATION REVIEW (PIR)

Each Functional Division will be given a template to be accomplished to present their Program Projects and Activities (PPAs) conducted, not able to conduct and adjusted schedules indicating budget utilization. The FDs will present issues and concerns on the implementation of PPAs vis-a-vis their recommendations through PowerPoint presentation and discuss this through video conferencing or face to face modalities observing social distancing protocol. Each FDs will be given a link to access the template on the adjusted PPAs and calendar of activities.

6. PREPARATION OF BUDGET EXECUTION DOCUMENT (BED) AND BUDGET ACCOUNTABILITY REPORT (BAR)

Using Google Drive, a shared folder containing the templates for BED and BAR will be shared to each of the 9 Functional Divisions. The templates are formatted for uniformity and ease of consolidation. The review of BED and BAR shall be done online. Comments and suggestions coming from each FD will be taken into consideration and discussed with the Chiefs of FDs during the Management Meeting. PPRD then will have BED and BAR finalized before submission to the Central Office and Department of Budget and Management (DBM).

ANNEX “F”

SPECIFIC GUIDELINES ON TRANSACTING WITH HUMAN RESOURCE AND DEVELOPMENT DIVISION DURING THE PERIOD OF STATE OF NATIONAL EMERGENCY DUE TO COVID-19 PANDEMIC

The Human Resource Development Division shall strictly follow the health protocols set by the Department Health during the national health pandemic crisis.

LEARNING AND DEVELOPMENT

All processes from Learning and Development Needs Assessment (LDNA) to Learning Delivery as well as Monitoring and Evaluation for the webinars conducted shall be done/ conducted via an online platform. The HRDD shall meet the learning facilitators via an online platform.

Training proposals including learning resource packages from SDOs and RO program proponents and the Activity Completion Report shall be submitted via email @ hrd.calabarzon@deped.gov.ph. It is expected that proposals shall be submitted 30 days prior to the conduct of the activity for recognition in compliance to **DepEd Order No. 1, s. 2020**.

SCHOLARSHIP

SDO Scholarship Committee shall email the required documents of their qualified nominee to hrd.calabarzon@deped.gov.ph for evaluation and screening of the Regional Office Scholarship Committee. The Committee shall notify all the nominees of the results of evaluation and only the shortlisted qualified nominees shall undergo the online interview. The RO Scholarship Secretariat shall notify the qualified nominee/s to prepare the needed documents for submission and endorsement to the CO Scholarship Secretariat via email.

The nominees shall wait for the notification from the Central Office or from the sponsoring scholarship body.

REWARDS AND RECOGNITION

The RO PRAISE Committee shall provide a link through a Regional Memorandum for each award category where the SDO PRAISE can upload the Nomination Folder which includes one (1) set pdf or scanned copy of the required documents of their official nominee. The RO Secretariat shall notify the SDOs of the received Nomination Folder.

Stage 1- Assessment of Documents

The RO PRAISE Committee shall share the specific award category link to the assigned RO Selection Committee for the evaluation of the documents. The RO selection Committee has an option whether to print the documents or have them as soft copy.

Stage 2- Virtual Onsite Validation

The RO PRAISE Secretariat shall notify the Stage 1 qualifiers through a Regional Memorandum. The RO Selection Committee shall conduct virtual onsite validation; hence, the nominee shall prepare the original copy of the submitted documents and shall show them via an online platform. The SDO PRAISE committee together with the principal or the immediate superior of the nominee shall vouch for the authenticity and veracity of the documents. The RO PRAISE Secretariat shall release a Regional Memorandum on the results of the validation.

Stage 3- Online Panel Interview

The RO PRAISE Committee shall tap external interviewers to conduct an online final panel interview for the Stage 3 qualifiers. The secretariat shall release a Regional Memorandum announcing the results of the interview.

PERFORMANCE MANAGEMENT

The HRDD shall carry out online planning and orientation among RO employees on accomplishing their IDP, PAF and other relevant templates on Performance Management.

EMPLOYEE WELFARE

The HRDD shall observe the online implementation of the processes. The identified activities for the RO employees shall be done virtually, if possible. Learning and Development interventions for the RO employees shall follow the L&D processes.

OTHER MATTERS

DIVISION PROCESS REVIEW

The HRDD shall conduct its monthly Division Process Review via an online platform. Minutes of the meeting shall be saved in the HRDD google drive for easier access and reference.

INQUIRIES

The HRDD shall entertain and answer inquiries via phone call, text message, HRDD official email and other online platforms.

SUBMISSION OF OTHER REPORTS AND DOCUMENTS

The HRDD shall only receive duly signed copy of other reports and documents from the field/schools division offices via email @ hrd.calabarzon@depe.gov.ph

**SPECIFIC GUIDELINES ON TRANSACTING WITH ADMINISTRATIVE
DIVISION DURING THE PERIOD OF STATE OF NATIONAL EMERGENCY
DUE TO COVID-19 PANDEMIC**

Responsibilities of Heads of Sections (Asset, Cash, Personnel and Records):

- a. identify their staff who shall go on WFH arrangement and undertake to give them their assignments, cc the CAO;
- b. list down the contact numbers, email addresses, and other online means of communication of staff under WFH arrangement
- c. monitor that said assignments have been accomplished at target;

Responsibilities of GSU Head:

- a. conduct daily monitoring on the availability of hand soaps, sanitizers, and other disinfectants in restrooms and in all entrances and facilities
- b. monitor the routine cleaning and replacement of disinfectant solutions in foot baths.

Responsibilities of Utility personnel:

- a. ensure daily monitoring and availability of hand soaps, sanitizers, and other disinfectants in restrooms and in all entrances and facilities
- b. ensure routine cleaning and replacement of disinfectant solutions in foot baths
- c. disinfection of frequently touched surfaces and objects such as but not limited to receiving counters, tables, switches, doorknobs, and workstations using 0.5% bleach solution at least once a day

Responsibilities of employees under WFH arrangement

- a. Make themselves always available during working hours (8 am – 5 pm) through any online communication platform, otherwise they shall be considered absent.
- b. submit their weekly work accomplishment, otherwise they may likewise be considered to have been absent, after due process.

General Guidelines:

- a. must always abide by the safety protocols of always wearing face mask, frequent handwashing, avoiding touching of surfaces and face and social distancing;
- b. must report to the COVID-19 Response Team if they are not feeling well;
- c. Employees under ECQ and who are not allowed to go out of their homes may be considered under the WFH arrangement or may report on site as they choose, on the arrangement that they may be fetched on a Monday

but will only be transported back on Friday, but subject to the approval of the Regional Director.

ANNEX "H"

SPECIFIC GUIDELINES ON TRANSACTING WITH FINANCE DIVISION DURING THE PERIOD OF STATE OF NATIONAL EMERGENCY DUE TO COVID-19 PANDEMIC

1) Letter request for Funding

- All letter-requests for funding must be addressed directly to the Office of the Regional Director, Attention: CAO, Finance or send to finance.calabarzon@deped.gov.ph. The response will be acted upon and sent directly to the requesting party/ies after the approval and signature of the RD following the protocol of communication in the RO Teadocs.

2) Release of Sub-AROs/NTAs/Remittances

- Advance copy and details of sub-AROs will be emailed directly to all Schools Division Offices and Implementing Units. The Soft Copy of Sub-AROs will be treated as Official Document to let the SDO Budget Office to proceed with the obligation.
- Hard copies of the Sub-AROs/NTAs/Certificate of Remittances will be available at the Finance Division (Budget and Accounting Section). SDOs can get a copy of said documents through the Liaison Officer/Authorized personnel from the SDO/IU Finance Office. Schedule will be posted at the Finance Group (messenger).

3) Submission of Reports

- All quarterly/bi-monthly/monthly submission of reports will be sent through email from all SDOs/IU's. Any problem/error occurring during encoding and submission of reports will be entertained through eBMS (Budget Monitoring System)/Team Viewer and eFRS or other online communication facilities of the Finance Division.

4) Other Inquiries

- Please take note that all letters/communications requests will be addressed directly to the Regional Director. This includes letter-request for allotment/Notice of Cash Allocation and other finance-related matters which should not be directly addressed to the DepEd Central Office, DBM IV-A, and Commission on Audit (COA)/other finance oversight agencies. They will pass through the Regional Office Proper and properly indorse/forwarded/transmitted to the said Offices.

ANNEX "I"

SPECIFIC GUIDELINES ON TRANSACTING WITH EDUCATION SUPPORT SERVICES DIVISION DURING THE PERIOD OF STATE OF NATIONAL EMERGENCY DUE TO COVID-19 PANDEMIC

1. Before entering the room, personnel must wash hands for at least 20 seconds in the restroom
2. Each personnel shall bring/use their own pen when writing the IN/OUT in the logbook
3. Using the communal table during lunch for more than 5 people is prohibited, it can be used by only two people to maintain physical distancing.
4. Eating lunch should be done in their workstations and sanitize the table after eating
5. When using the water dispenser, avoid touching the tap with the mouth of their water bottle/tumbler/cups and must clean their bottles/tumbler/cup regularly.
6. Make sure that guest are wearing mask when entering the room
7. Selling of products/solicitation is prohibited