

PROTOCOL FOR MANAGING COVID-19 IN NUS

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Add: Stay Home Notice (SHN)	#4, p. 3; #5, p. 4
Add: Staff/students who are considered in the process of contact tracing	#6, p. 5
Amend: Contact Tracing process	#10-14, pp. 6 – 7
Add: Process for Monitoring Compliance with LOA/SHN	#21-31, pp. 8 – 9; Annex 3, pp. 17 – 18
Add: SHN House Visit Memo	p. 19

PART I: APPLICABLE TO ALL NUS CAMPUSES¹

A. Definitions:

1. Confirmed Case (CC): staff/student who has tested positive for COVID-19. Staff includes all employees of NUS such as academic staff, executive and administrative staff, and research staff.
2. Persons Under Quarantine (PUQs):
 - i. PUQs are people who are under Quarantine Orders (QOs) via the Infectious Diseases Act. Usually one degree of separation from the CC.
 - ii. PUQs are tracked by the Ministry of Health (MOH) and cannot leave the allocated quarantine location until after the mandated period.
 - iii. CC's family/household members will be considered close contacts, and likely to be served QOs.
3. Individuals on Leave of Absence (LOA):
 - i. Staff/students who meet specified criteria are mandated by NUS to serve LOA at home or in NUS hostels.
 - ii. Staff/students who have a home in Singapore are encouraged to serve their LOA in their own homes.
 - iii. For staff on LOA:
 - You must not come to NUS; stay at home as much as possible and practise social distancing diligently.
 - You should not respond to any invitations to attend any events on campus.
 - If you feel unwell, do seek medical help without delay.
 - iv. For students on LOA at home or in off-campus housing:
 - During the period of your LOA, you are required to isolate yourself and you must not come to campus. You must not attend any classes. Please contact your course instructors to arrange for e-learning or alternative means of learning.
 - You are to remain in your place of residence as much as possible during your LOA.

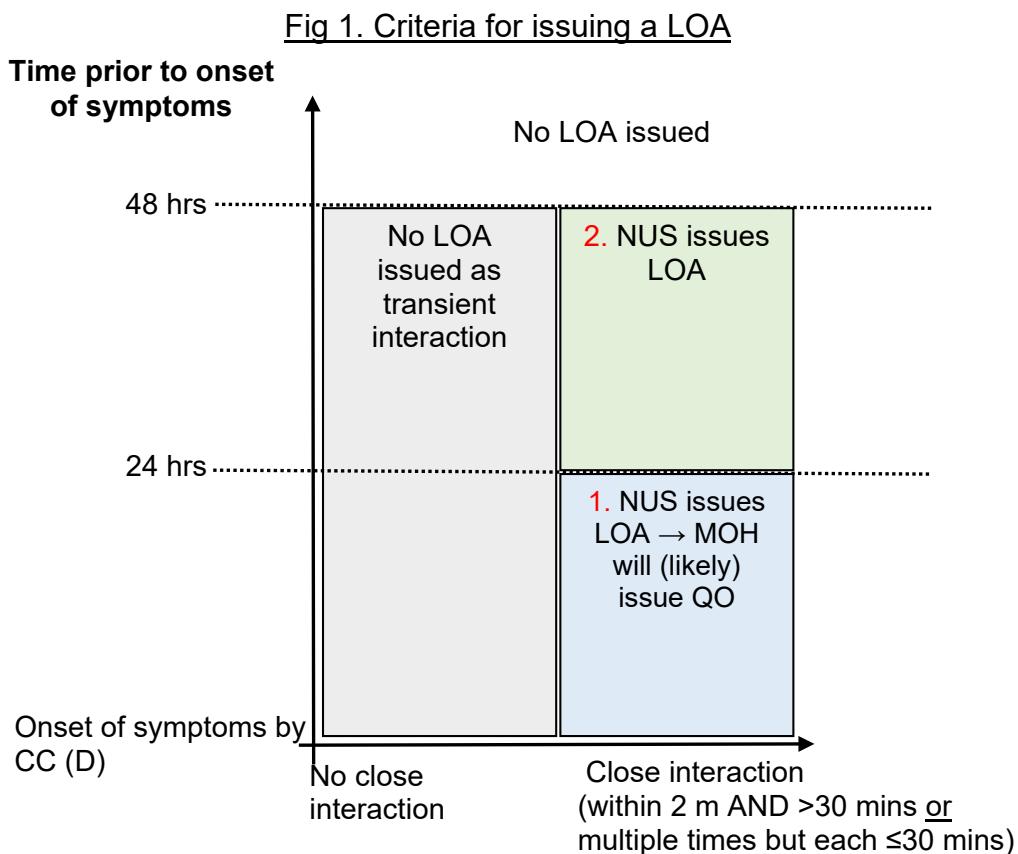
¹ This document applies to all NUS units including Yale-NUS College and Duke-NUS Medical School.

- You should avoid going to crowded places and attending social gatherings.
- v. For students on LOA in a hostel on campus:
- You are to remain in your own hostel room and must not leave your hostel.
 - You are permitted to leave your room for a short period of time for activities such as doing your laundry and using the pantry, but you must wear a disposable face mask during these activities.
 - You must minimise contact with others.
4. Individuals under a Stay-Home Notice (SHN):
- i. With effect from 18 February 2020, 2359 hours, all returning Singapore residents and long-term pass holders with recent travel history to mainland China (outside of Hubei) in the last 14 days will be issued a 14-day SHN.
 - ii. You must remain in your place of residence at all times throughout the entire 14-day period of the SHN. Do not leave your residence, even if it is to purchase food and essentials.
 - iii. You should not have visitors at your residence, and you should minimise contact with others. You should maintain a record of persons you come into close contact with during this period.
5. What is the difference between being issued a QO, being under an LOA and being under a SHN? Source: <https://www.moh.gov.sg/covid-19/faqs>
- i. A QO is a directive issued by MOH to individuals under the Infectious Diseases Act and thus have legal force with severe penalties for non-compliance. A QO is issued to quarantine or isolate an individual who is, or is suspected to be, a carrier or contact of an infectious disease. This is with the aim of limiting the spread of the virus in the community. It is a legal order under the Infectious Diseases Act, with severe penalties for non-compliance. Quarantine usually occurs in the home but can also be served in dedicated Government Quarantine Facilities (GQFs) or hospitals, should the individual not have suitable accommodation in Singapore.
 - ii. An LOA is issued by NUS as part of the University's precautionary measures. We urge those who are on LOA to be socially responsible and comply with the LOA, to prevent possible transmissions of infections. Persons on LOA should remain in their residences as much as possible, minimise visitors and maintain good records of persons with whom they

come into close contact. Persons on LOA may leave their residences for daily necessities or to attend important matters, but they must minimise time spent in public spaces and contact with others.

- iii. A SHN is a directive issued by MOH to individuals under the Infectious Diseases Act and is stricter than LOA. Those placed on SHN will have to remain in their place of residence at all times, and should not invite visitors to their residence. The individual may face penalties and can be prosecuted under the Act for non-compliance.
- iv. We urge those who are on LOA and SHN to be socially responsible and comply with the LOA/SHN, to prevent possible transmission of the virus. Staff/students who breach LOA/SHN shall be dealt with in accordance with the NUS Code of Conduct and NUS student disciplinary procedures.

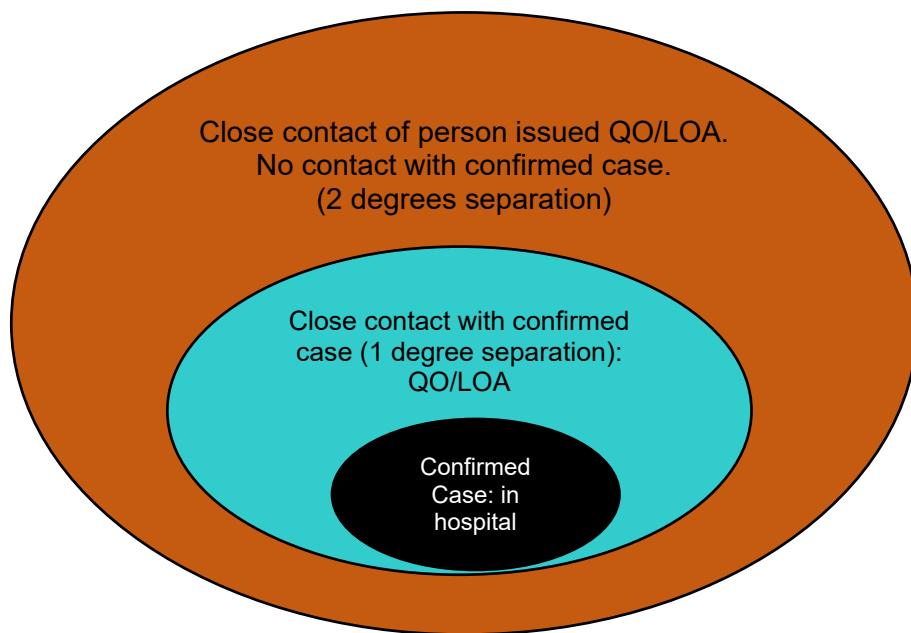
B. Criteria for contact tracing and issuance of an LOA (see Figure 1)



6. These groups of staff/students who are considered in the process of contact tracing (see Figure 2):

- i. Group 1 are those who have close contact with CC, 24 hours before onset of symptoms. They are likely to be given a QO by MOH.
- ii. Group 2 are those who have close contact with CC, 48 hours before onset of symptoms. If the contact is after 24 hours but within 48 hours, they will be given LOA by NUS.
- iii. Group 3 are those who have close contact with those who are on LOA or QO before they went on LOA/QO. They are generally not given LOA, but advised to practice social distancing.

Fig. 2 Categories of staff/students being considered in contact tracing



7. These criteria must be met for an LOA to be issued (accurate as on 15 Feb 2020):

- i. Time prior to onset of symptoms: Staff and students whom the CC had contact with 48 hours before the onset of symptoms. If D is the first day CC exhibits symptoms, Contact Tracing Team (CTT) to trace back 48 hours from D to identify who had interacted with CC.
- ii. Duration of interaction: Those who were within a distance of 2 metres from CC for more than 30 minutes.
- iii. In addition, if CC worked closely with colleagues multiple times in the 48 hours

- prior to onset of symptoms, but each spent less than or equals to 30 minutes in his/her company, this group should also be assessed on the need to be issued LOA
8. Staff/students who have closely interacted with those who are on LOA or QOs (these are healthy individuals) before they went on LOA/QO are NOT to be issued LOAs. Nevertheless, these staff/students are encouraged to practise social distancing (see Annex 1). If Deans/Masters/[Office of Campus Security \(OCS\)](#) feel that a certain group of these individuals should be issued temporary LOAs, they should consult PVO.
 9. Staff can request for flexible work arrangement on their own accord. Deans and HODs have the discretion to approve flexible work arrangements for staff (HR 103/14). Staff who are working from home under this arrangement are not considered to be on LOA, which requires a formal notice to be served by the University (point 14, part I). An example could include a female colleague who is pregnant.

C. Process for [Contact Tracing and Issuance of an LOA](#)

10. Staff/students who receive news of a CC should call OCS hotline: 68741616. OCS will inform Provost, OSHE, Dean/Director/Head and Master, where relevant.
11. OCS' Contact Tracing Team (CTT) will be activated to do contact tracing. It will be assisted by Resource Persons from relevant units such as Registrar's Office (RO), Office of Human Resources (OHR), NUSIT, Office of Student Affairs (OSA), Office of Housing Services (OHS), Unit Incident Commander (UIC), OSHE, Crisis and Emergency Management team, etc.
12. CTT will draw up the CC's activity map and persons that the CC met 48 hours before the onset of symptoms, with inputs from Resource Persons and by interviewing CC over the telephone if he/she is contactable.
13. CTT will investigate and interview staff/students to ascertain if they have been in close contact with CC, and advise relevant staff/student to go home/hostel and stay at home/hostel, stop socialising with others and wait for the formal communication from the University.
14. CTT will draw up a list of staff/students who are close contacts. OCS will consult with PVO (Students in general: Prof Bernard Tan pivotcy@nus.edu.sg; Staff: Prof

Phoon KK kkphoon@nus.edu.sg; hostel residents: Prof Florence Ling pvoflyy@nus.edu.sg) on issuance of LOA. For those whom CTT had advised to stop socialising but are subsequently not issued LOA, CTT should follow up to inform them that they may go about their usual daily lives.

15. The confirmed list of staff/students to be put on LOA will be submitted to the following:

- i. Staff - OHR (Sylvia Yau sylviayau@nus.edu.sg) or students - Registrar's Office (Jennifer Yee regymsj@nus.edu.sg).
- ii. OSHE (Yam Guan Shyh oshygs@nus.edu.sg).

16. Official LOAs can only be issued on behalf of PVO by:

- i. OHR for staff (assisted by Sylvia Yau and Wu Yilian)
- ii. RO for students (co-ordinated by Jennifer Yee and Martini Wanhar through EduRec system generation)

17. Deans, Directors, Heads of Department (HOD), OSA and Master (where applicable) are provided with a consolidated list of staff/students who are serving LOA and QO. HOD will inform course instructors to provide academic support and that these students are not to attend classes.

18. Records will be updated by OHR for staff. RO will update EduRec so that the names of students on LOA will appear on the Dashboard as those who cannot be on campus.

19. All who are issued LOA are to work (or do e-learning) from home/hostel if they are not ill. If staff/student becomes unwell during LOA, they should seek immediate medical treatment and should promptly inform their Reporting Officers (staff) and HOD/Master/Resident Advisor (RAD) (students).

20. Should a QO be issued by MOH:

- i. Staff on QO will inform Reporting Officer/HOD. Reporting Officer/HOD to inform Dean, UIC, OSHE, PVO, OHR, OHS (staff housing) and Master/OSA (student housing on campus). OHR will record the QO details and adjust the LOA record.
- ii. Students on QO will inform HOD or Dean. HOD to inform Dean, UIC, OSHE, PVO (and Master/OSA if staying on campus). If students inform their course instructors, they should forward the alert and information to the HOD.
- iii. OSHE is to inform RO, who will record the QO details and adjust the LOA record of the student concerned.

D. Process for Monitoring Compliance with SHN/LOA

21. OSHE will lead UICs in managing compliance with SHN/LOA. When staff/students serve SHN, their home faculty/unit UICs are responsible for them. When SHNs are issued, UIC should do the following:

- i. Inform them that the UIC is the point of contact. Provide contact telephone number and email address.
- ii. Remind them to comply with the SHN, such as remain in their place of residence at all times, respond to video calls within one hour, and inform them about the consequences of violating SHN.
- iii. Notify them that if they need to consult a doctor for non-emergencies (such as cough or fever, follow-up visits for chronic conditions, refilling of prescriptions, etc), they should call University Health Centre (UHC) at 66015035 extension 5. A staff will attend to their enquiries and if necessary, refer them to a doctor for further medical advice. They should provide UHC with the UIC's contact details if they need assistance to collect and deliver medication to them.
- iv. Assist in collecting and delivering medicine dispensed by UHC.
- v. Advise them to call 995 directly for assistance for life-threatening cases such as cardiac arrest, active seizures, breathlessness, major traumas and stroke.

22. To monitor students and staff who are on LOA and SHN and ensure that they do not come to campus, their Wifi footprint on campus will be randomly checked. From the Wifi footprint and/or reports by whistle-blowers or other sources, OCS will further investigate by checking CCTV footages and usage of student/staff card in campus, as well as interviewing witnesses (if necessary).

Monitoring Students' Compliance with SHN:

23. UICs will monitor students' compliance with SHN. The guidelines are shown in Annex 3.

24. Random daily video calls: UICs will do random daily video calls to full-time students on LOA/SHN on an audit basis, to determine if students serving LOA/SHN are at their place of residence. Students will be required to answer within one hour of the initial call. If there is no response, UIC to inquire and document the reason for not

answering the call initially. If the call is not picked up, UIC should document evidence of the call made and not picked up (eg. Call logs).

25. House visits to those who are unresponsive: UIC should make house visits to full-time students who are unresponsive to video calls. If students are not in their place of residence, UICs should document evidence of their visit (eg. photographs).
26. Report: If student is not at home, UIC must make a formal report to OCS (students).
27. UICs may delegate their duties to other full time NUS staff members in their units, subject to approval by the Dean.

Monitoring Staff compliance with SHN:

28. All work pass holders with travel history to mainland China (outside Hubei) in the last 14 days and new hires and academic visitors who hold an In-Principle Approval (IPA) issued by the Ministry of Manpower (MOM) (X) would need a “guardian” from the department who will be responsible for the pass holder for the duration of the SHN. Details are given in OHR communication with HR Partners.
29. MOM will regularly monitor X under SHNs to ensure that they are complying with the SHN.
30. If MOM is unable to reach X, it will inform central OHR. OHR will reach out to HR Partners and the guardian. They will need to assist with contacting X which includes obtaining the mobile number at which X is reachable. HR Partners will provide a response to central OHR, and Central OHR report to MOM, keeping in mind that the response time from NUS to MOM should be within 24 hours on weekdays or 72 hours on Friday nights and weekends.

Disciplinary process

31. OCS will conduct investigations based on the reports submitted by UICs. The Office of Student Conduct (OSC) and OHR will institute disciplinary actions in accordance with NUS established procedures for students and staff respectively for non-compliance of LOA and SHN.

**PART II: FACULTIES/SCHOOLS / RESEARCH INSTITUTES AND CENTRES/
ADMINISTRATIVE DEPARTMENTS (CONFIRMED CASE NOT STAYING IN
HOSTELS)**

In addition to complying with Part I, please follow the protocol below if there is a CC in the Faculty/School/Administrative Department/Research Institute and Centre (RIC):

1. Depending on where CC might have gone to [and based on CC's activity map drawn up by CTT](#), the Dean/HOD should consult OSHE, and thereafter decide on the need to close off buildings or parts of building temporarily for thorough disinfecting (see Annex 2).
2. Dean/HOD to consult OSHE to have CC's staff room to be locked down and disinfected. Office of Facilities Management (OFM) to hire designated/approved cleaning company to disinfect the staff room and other possible areas.
3. Dean/HOD, in consultation with PVO, to consider a period in which staff and students do not meet face to face, including suspension of in person classes and meetings.
4. Dean/HOD to consult with the communications staff in his/her Faculty/School/Department/RIC (communications staff are to be in close contact with UCO), and communicate with staff and students via mobile and email - [after](#) the University's message about CC has been sent out:
 - i. Dean's/HOD's message to calm community about CC and give instructions for work and education arrangements, e.g. e-learning.
 - ii. Regular updates by Dean/HODs on operational arrangements, if needed.

PART III: HOSTELS (CONFIRMED CASE STAYING IN HOSTELS)

In addition to complying with Part I, please follow the protocol below for CC staying in hostels.

A. If a single CC in hostel:

1. Whenever a hostel resident reports that he/she is unwell with COVID-19 symptoms, the bedroom should be locked down. If the diagnosis is negative, the bedroom can be re-opened. The resident should be advised to seek medical attention immediately, taking the necessary precautions (e.g., wearing a mask).
2. If the diagnosis is positive, the bedroom including shared bathroom facilities are to be locked down. OHS to hire designated/authorised cleaning/ disinfection company to fully disinfect and sanitise the room, bathroom, affected floor and common areas (washrooms, laundry, lounges, dining as relevant). Master to consult OSHE and OHS to define reasonable limits to area requiring disinfecting, using Annex 2 as a guide. Meal service may be suspended or pre-packed for collection during period required for this process.
3. If CC stays in a suite or a twin/double room, all other residents in the suite are temporarily placed on LOA until the extent of contact is established. They will be transferred to PGPR. In the meantime, all interaction with them (e.g. meal delivery) should be by specific individuals with PPE (whatever is practised in GQF) and kept to a minimum.
4. Depending on the hostel configuration, hostel leadership in consultation with [PVO](#) can consider placing specific individuals (e.g. same suite/ floor / cluster / activities) on an advisory (Annex 1).
5. If Masters feel that some other specific individuals ought to be placed on LOA, please consult PVO.

B. If two or more CCs in same hostel and all are *linked to known source(s) outside the hostel*:

1. Follow Section A.
2. Carry out thorough disinfection at the affected suites/corridors and other possible areas set out in Annex 2.

C. If **three or more CCs in same hostel within a 7-day period and not linked to a known source outside the hostel:**

1. Follow Section A, where relevant relating to containment.
2. Carry out thorough disinfection to the affected suites and bedrooms and all common areas and facilities.
3. In addition to those who fulfil criteria for issuance of LOA, Master/OSA to consult Dean of Students and PVO on the need for all other residents in the whole hostel or specific parts of the hostel to be **temporarily** placed on LOA until investigations establish or exclude source of infection.
4. When temporary LOA is placed on all residents in the hostel or parts of the hostel:
 - i. Staff/students who have homes in Singapore can go home on LOA and cannot come to campus.
 - ii. Staff/students without a home in Singapore (e.g., international students) to go on LOA in their hostel rooms and observe Isolation Procedures. Those who wish to move to alternative housing for LOA should be allowed to do so.
 - iii. International students who wish to go back to their home countries may apply for the usual LOA through their academic departments, after completing their LOA relating to being a close contact of CC, or serving QO.
5. Staff/students on LOA will be updated as to outcome of MOH contact tracing investigations. LOA may be revoked at that point.

D. Others

1. If the hostel has any CC, to allow residents who want to check out to be refunded without questions asked.
2. All hostels to ensure they have updated details of students and staff.
3. Masters/OSA to designate an operationally ready team to work with **CTT**, Faculty/School/RIC/Administrative Department, UIC and OSHE.
4. Masters/OSA to be prepared to implement a two-team approach for all critical functions that require on-site presence.
5. In Scenario B, OHS and OSA to assist international students who wish to relocate to alternative accommodation.
6. Master to provide assistance, if needed, when the PUQ is relocated to GQF in PGPR.

PART IV: CONFIRMED CASE STAYING IN KENT VALE

In addition to complying with Part I, please follow the protocol below for CC staying in university housing.

1. If there is a CC in university housing, OHS will obtain the CC's activity map for the last 24 – 48 hours from OSHE.
2. The staff's apartment will be locked down until the authorities give clearance for access.
3. OHS will engage approved cleaning company to disinfect the apartment, areas in University Housing that the CC visited, and high traffic areas such as lifts, lift lobbies, railings etc.
4. Staff or family members who are PUQs may be relocated to temporary apartments to observe their QO period of 14 days.
5. As PUQs cannot leave the designated place of residence, food will be delivered by OHS if requested.
6. If unwell, OHS will arrange for special ambulance to ferry PUQ to hospital (995).
7. OHS will allow PUQs and their family members to stay at the GQF at PGPR (subject to availability) to serve the 14-day quarantine period.

Issued by: Office of the Senior Deputy President and Provost

Date: [25 Feb 2020](#)

Version: [2.0](#)

ANNEX 1: SOCIAL DISTANCING PRECAUTIONS

This advisory is for residents staying in hostels who:

- Are not close contacts of the CC; AND
- Were in close contact with a close contact of the CC.

Example: Student A sat beside Student B in a 2-hour seminar. Twenty-four hours later, Student B's mother has been diagnosed as a CC and Student B (who is well) is served Quarantine Order. Student A did not come into contact with Student B's mother. Student A is advised to practise social distancing as a precautionary measure for at least 3 days.

The following advice is for Student A:

1. Stay in your hostel room and avoid socialising with others. (You may choose to go home during this period.)
2. Maintain a high level of hand hygiene, especially when you are using shared restrooms.
3. Use e-learning for all your modules as much as possible.
4. If you require assistance regarding modules or academic matters, please inform your course instructors and the hostel Master.
5. Put on a mask immediately if you feel unwell or have mild symptoms, alert your hostel Master/RF/RAD so that we can arrange for you to seek medical attention.
6. If you require support for this period, e.g. meal delivery, please inform your Master/RF/RAD.
7. If there are any developments that require you to take additional measures, your hostel Master/RF/RAD will inform you.

ANNEX 2: EXAMPLES OF AREAS TO DISINFECT WHEN THERE IS A CONFIRMED CASE**1. Areas to Disinfect in Faculties/Schools of Confirmed Case:****A. Examples for staff**

- Staff's room/cubicle
- Staff's general office, meeting rooms used by CC
- Common restrooms
- Lifts, lift lobbies
- Hand railings, door handles
- Laboratories/workshop, if applicable
- Staff lounge, pantry
- Any other high traffic areas (e.g. stairs, mailbox area, Refuse Rooms)

B. Examples for student

- Tutorial, LT, Laboratories/workshop, computer rooms and student activity space in faculty/school where the student had attended lessons in the last 48 hours before onset of symptoms.
- Common restrooms of CC's department
- Lifts, lift lobbies of CC's department
- Hand railings, door handles of CC's department
- Student activity space, student club rooms and student lounge
- Any other high traffic areas (e.g. stairs, mailbox area, Refuse Rooms)

2. Areas to Disinfect in Hostel of Confirmed Case

- CC's room/apartment
- Common restrooms in the suite/floor and common floors
- Entrance, corridor, hand railings, door handles of the floor where CC stays.
- Lifts, lift lobbies
- Pantry and/or Kitchen
- Lounges
- Laundry room

- Dining hall
- Other theme/class/activity/study rooms/ & MPH, common computer clusters, if applicable
- Hostel/Hall/College/ office if applicable
- Other bedrooms, common area of suites, floors corridor, hand railings, door handles of the floor where CC could have been to 48 hours prior to the onset of symptoms.
- Any other high traffic areas (e.g. stairs, mailbox area, refuse rooms).
- Master to consult OSHE on other areas that CC spent more than 30 minutes in the last 48 hours need to be disinfected, and whether the entire block needs to be disinfected.

ANNEX 3: GUIDELINES FOR MONITORING AND SURVEILLANCE OF STAY-HOME NOTICE (SHN) PERSON

UIC to initiate video call to SHN Person and record down the date and time of call.

1. If SHN Person answers / returns call within one hour
 - 1.1. Check whether SHN Person is well and fine.
 - 1.2. Ask SHN person to move his/her mobile phone around the room, for UIC to check that s/he is at home.
 - 1.3. If the SHN person refuses to move the mobile phone around the room or is clearly not at home when the call is picked up, UIC to document this and make a random house call.
 - 1.4. Record down the time.
 - 1.5. Document this communication and retain at home faculty / department for record purpose. If SHN person does not answer the call immediately but returns the call later, record down the reason for this.
2. If SHN Person does not answer or fails to return the call after one hour or gives reason for UIC to suspect from the call that s/he is not at home
 - 2.1. Initiate house visit.
 - 2.2. On arrival, check whether SHN Person is at home
 - 2.3. If at home:
 - i. Ask SHN Person to explain why he / she did not respond to the call or s/he went out of the home or cannot prove that s/he is at home.
 - ii. Take down the reasons provided by the SHN Person in Part I of the House Visit Memo
 - iii. SHN Person may take a photograph of the completed Memo for his/her own record.
 - iv. If the SHN did not leave the home, but did not respond for a good reason (eg. sleeping), UIC to document this in the Memo and retain at home faculty / department for record purposes.

- v. If the SHN left the home when the video call was made or cannot provide a reasonable explanation, UIC to submit a scanned copy of the Memo to OCS for follow up.

2.4. If not at home:

- i. Wait for 15 minutes
- ii. If SHN Person returns home, repeat 2.3
- iii. If not, take a photograph of the house with the unit number
- iv. Fill up Part II of the House Visit Memo, take a photograph of the completed Memo, and slot it underneath the door
- v. Submit the photographed Memo, together with the photograph of the house with unit number, to OCS for follow up.

STAY-HOME NOTICE HOUSE VISIT MEMO

Details of Stay-Home Notice (SHN) Person

Name		Department	
Date & Time of Visit		Staff / Student ID	
Address			

Message to SHN Person

NUS staff _____ (name) of _____
 (faculty/department) visited you _____ (name of Stay-Home
 Notice Person) at your place of residence on _____ (date) at _____ (time).

Part I (Complete this if SHN person is at home)

- You explained that you did not answer the phone call/ you were not at your place of residence/ you could not prove that you were in your place of residence* because
-

Part II (Complete this if SHN person is not at home)

- You are not at home.

Please contact NUS staff _____ (name) at _____
 (contact number) when you receive this memo.

Submitted by:

Name	
Date	

* Delete those not applicable