

PROTOCOL FOR MANAGING CONFIRMED COVID-19 CASES IN NUS**CONTENTS PAGE**

	PAGE
PART I: APPLICABLE TO ALL NUS CAMPUSES	2
PART II: FACULTIES/SCHOOLS/ADMINISTRATIVE DEPARTMENTS/ RESEARCH CENTRES (CONFIRMED CASE NOT STAYING IN HOSTELS)	7
PART III: HOSTELS (CONFIRMED CASE STAYING IN HOSTELS)	8
PART IV: CONFIRMED CASE STAYING IN KENT VALE	11
ANNEX 1: SOCIAL DISTANCING PRECAUTIONS	12
ANNEX 2: EXAMPLES OF AREAS TO DISINFECT WHEN THERE IS A CONFIRMED CASE	13

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. Persons Under Quarantine (PUQ) are people who are under Quarantine Orders (QOs) via the Infectious Diseases Act. Usually one degree of separation from the confirmed case.
 - 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 or students who meet criteria (see point 5, part I) are mandated by NUS to serve LOA at home or in NUS hostels.
 - ii. Staff/student who have a home in Singapore are encouraged to serve their LOA in their own homes.
 - iii. For staff on LOA:
 - You must not report to work but should instead work from home.
 - You should avoid going to crowded places and attending social gatherings.
 - iv. For students on LOA at home or in off-campus housing:
 - You must not come to campus. 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.
 - 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

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

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.

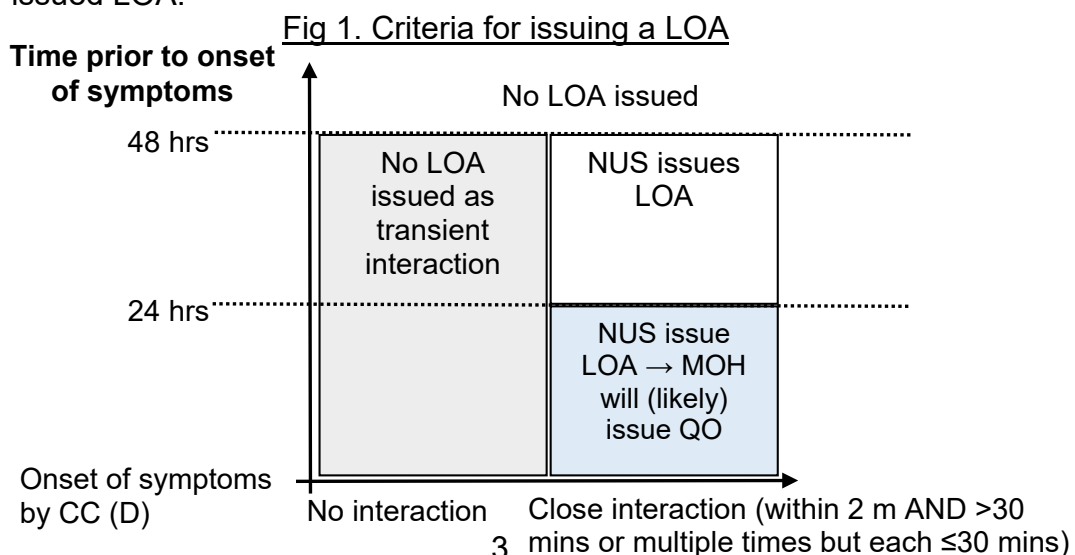
4. Difference between a Quarantine Order (QO) and a Leave of Absence (LOA)

- 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. It is far more stringent than a LOA.
- A 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 transmission of the virus. Staff/students who breach LOA shall be dealt with in accordance with the NUS Code of Conduct and NUS student disciplinary procedures.

B. Criteria for issuing a LOA (see Figure 1)

5. These criteria must be met for a LOA to be issued (accurate as on 15 Feb 20):

- Time prior to onset of symptoms: Staff and students whom the confirmed case (CC) had contact with 48 hours before the onset of symptoms. If D is the first day CC exhibits symptoms, Unit Incident Commander (UIC) to trace back 48 hours from D to identify who had interacted with CC.
- Duration of interaction: Those who were within a distance of 2m from CC for more than 30 minutes.
- 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 or her company, this group should also be assessed on the need to be issued LOA.



6. 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). Deans or Masters who feel that a certain group of these individuals should be issued temporary LOAs should consult PVO.
7. 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 expecting.

C. Process for Issuing a LOA (see Figure 2)

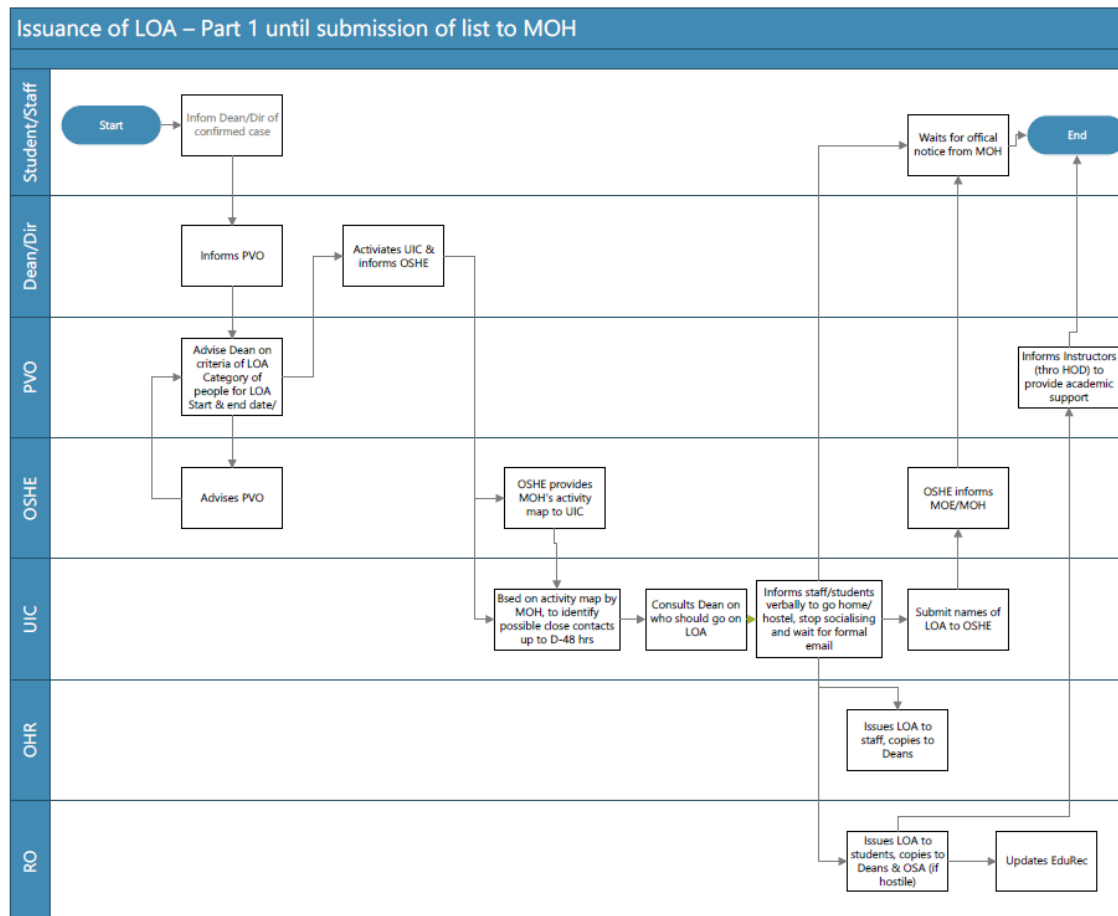
8. Staff/Student who receive news of a confirmed case (CC) should inform the Dean/Director/Head (and Master, where relevant). If Master receives the news, s/he must inform the student's Dean. Dean/Director/Head/Master (for ease of reference, this group is referred to as the "Dean") to inform Office of Student Affairs (OSA) and Office of Housing Services (OHS). OSA will ascertain if the student or staff is living in NUS hostels and coordinate with Masters/Resident Advisors. OHS will check if the staff stays in staff housing (e.g., Kent Vale) and follow up.
9. Dean to inform and consult PVO (Students in general: Prof Bernard Tan pvotcy@nus.edu.sg; Staff: Prof Phoon KK kkphoon@nus.edu.sg). Masters to inform and consult Prof Florence Ling pvoflyy@nus.edu.sg.
10. PVO will advise the Dean on the criteria for issuing a LOA, categories of individuals who need to go on LOA, as well as LOA start and end dates. PVO will inform and confer with the Office of Safety Health and Environment (OSHE).
11. Dean will activate the UIC. In parallel with MOH constructing an activity map of the CC (last 24 hours), the UIC (which includes Masters) is to find out the CC's activities in the 48 hours prior to the onset of symptoms, under the advice of OSHE.
12. UIC will work with the Dean on who should be issued LOAs based on the criteria, under the advice of OSHE. Master/OSA to also draw up a list on who should be issued LOAs in the hostel.
13. Based on the list worked out between the Dean/Master and OSHE, UIC/Master informs the staff/student to go home/hostel and stay at home/hostel, stop

socialising with others and wait for formal email. UIC should assure staff/student that this notification is: (a) part of contact tracing, (b) staff/student is not a confirmed case, (c) manage initial possible alarm, and (d) the University is diligently contacting all affected people (this may help to reduce the efforts of the affected staff/student to contact others, and cause unnecessary anxiety).

14. The UIC is to submit the names of those to be issued LOA to:
 - i. OSHE (Yam Guan Shyh oshygs@nus.edu.sg) and
 - ii. Staff - OHR (Sylvia Yau sylviayau@nus.edu.sg) or students - Registrar's Office (Jennifer Yee regymsj@nus.edu.sg).
15. OSHE will work with the UIC to provide the information to MOH.
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. LOAs are copied to the Dean, Director, Head of Department (HOD), UIC, and OSA/Master (where applicable).
18. For staff, OHR will update the LOA records in the staff system.
19. For students, RO will update EduRec so that the names of students on LOA will appear on the Dashboard as those who cannot be on campus.
20. HOD will inform course instructors to provide academic support and that these students are not to attend classes.
21. All who are issued LOA are to work (or do e-learning) from home 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).
22. Should a QO be issued by MOH:
 - i. Staff will inform Reporting Officer or HOD. HOD/Reporting Officer 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 will inform HOD. 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.

Figure 2: Flow Chart for Managing Confirmed Case on Campus



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

In addition to complying with Part I, please follow the protocol below if there is a confirmed case in the Faculty/School:

1. Depending on where CC might have gone to, the Dean 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 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, 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 to consult the Office of University Communications (UCO) for template messages, and communicate with staff and students via mobile and email:
 - i. First email from Dean about case under investigation by authorities. All instructed to stay calm (As soon as the first leak of information).
 - ii. Dean's message about education arrangement e.g. e-learning
 - iii. Confirmation by University (After MOE's greenlight)
 - iv. Regular updates by Dean/HODs

PART III: HOSTELS (CONFIRMED CASE STAYING IN HOSTELS)

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

A. If a single confirmed case in hostel:

1. Whenever a hostel resident reports that s/he is unwell with COVID-19 symptoms, the room should be locked down. If the diagnosis is negative, the room 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 room including shared bathroom facilities are to be locked down. OHS to hire designated/authorised cleaning/disinfection company to fully disinfect and sanitize the room, bathroom, affected floor and common areas (washrooms, laundry, lounges, dining as relevant). Masters to consult UCO for template messages to communicate with residents. 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 extent of contact can be established. They will be transferred to PGPR. OSA to consult UCO on the key messages and the residential life team uses these key messages to assist with this (phone calls). In the meantime, all interaction with them (e.g. meal delivery) should be by specific individuals with PPE (whatever is practiced in GQF) and kept to a minimum.
4. Masters &/or UIC to comply with “Criteria for Issuing a LOA” and “Process for Issuing a LOA”.
5. Depending on the hostel configuration, hostel leadership in consultation with OSA can consider placing specific individuals (e.g. same suite/ floor / cluster / activities) on an advisory (Annex 1).
6. If Masters feel that some other specific individuals ought to be placed on LOA, please consult PVO.
7. Communication by Master: A case in our hostel, condition of the person, some will be placed on LOA, others on QO, but all to stay calm and monitor their health. Master to consult UCO and produce an FAQ to allow fears.

B. If two or more confirmed cases 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 five or more confirmed cases 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:
 - a. Students who have homes in Singapore can go home on LOA and cannot come to campus.
 - b. 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.
 - c. 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 GO.
5. 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 confirmed case, to allow residents who want to check out to be refunded without questions asked.
2. Master to work with OSHE and Dean with the hostel admin as being part of the contact tracing to identify contacts.
3. All hostels to ensure you have updated details of students and staff.
4. Masters/OSA to designate an operationally ready team to work with faculty/school

UIC and OSHE.

5. Masters/OSA to be prepared to implement two-team approach for all critical functions that require on-site presence.
6. In Scenario B, OHS and OSA to assist international students who wish to relocate to alternative accommodation.
7. Assist with relocating the Person Under Quarantine (PUQ) to Government Quarantine Facility (GQF) in PGPR.

PART IV: CONFIRMED CASE STAYING IN KENT VALE

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

1. If there is a confirmed case in University Housing, OHS will obtain from OSHE the confirmed case's activity map for the last 24 – 48 hours.
2. The staff's apartment will be locked down until the authorities give clearance for access.
3. OHS will engaged approved cleaning company to disinfect the apartment, areas in University Housing that the confirmed case visited, and high impact 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 PUQ 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 QO.

ANNEX 1: SOCIAL DISTANCING PRECAUTIONS

This advisory is for students staying in hostels who:

- Are not close contacts with the Confirmed Case (CC); AND
- Are close contacts with someone who is a close contact with the Confirmed Case

Example: Student A sat beside Student B in a 2-hour seminar. 24 hours later, Student B's mother has been diagnosed as a confirmed case and Student B (who is well) is served Quarantine Order. Student A has not met Student B's mother. Student A is advised to practice Social Distancing Precautions for at least 3 days. This would involve advising Student A as follows:

1. Stay in your hostel room as far as possible and avoid socialising with others. (You may choose to go home for this period.)
2. Maintain a high level of hand hygiene, especially when you are using shared bathrooms.
3. Use e-learning for all your modules as far as possible.
4. If you require assistance regarding modules or academic matters, please inform your course instructors and the Hall/College Master.
5. Put on a mask immediately if you feel unwell or have mild symptoms, alert your 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 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
- 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.

Issued by: Office of the Senior Deputy President and Provost

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