FAQS ON 2019 NOVEL CORONAVIRUS (2019-nCoV) OUTBREAK

1) About the Novel Coronavirus

1. What are coronaviruses?
   (a) Coronaviruses (CoV) are a large family of viruses causing illnesses ranging from the common cold to pneumonia (a more severe lung infection).

2. How does the 2019-nCoV spread?
   (a) Routes of transmission have yet to be definitively determined, but human-to-human transmission is confirmed. Members of the public are advised to remain vigilant and observe good personal hygiene practices. The Ministry of Health (MOH) is closely monitoring the evolving situation and members of the public are advised to check the MOH website (www.moh.gov.sg) for regular updates.

3. What is considered “close contact”?
   (a) Those who have had close contact are persons who have spent a prolonged period of time (about 30 minutes or more), within two metres with the infected individual.
   (b) This group includes anyone who provided care for the infected individual, including a healthcare worker or family member, or who had other similarly close physical contact, as well as anyone who stayed (e.g. lived with, visited) at the same place as an infected individual.

4. What are the symptoms of the 2019-nCoV infection?
   (a) The symptoms of the 2019-nCoV infection are similar to that of regular pneumonia. NUS advises its community to seek medical attention immediately and not report to work or attend classes if they display any of these symptoms: cough, sore throat, breathlessness, fever (> 38°C) and runny nose.
5. How long is the incubation period?

(a) Data from early cases in Wuhan suggests that the incubation period is up to 14 days. Those who have travelled to cities in mainland China with confirmed cases are advised to monitor their health closely for at least two weeks upon return to Singapore.

2) Medical Care

1. What should I do if I am displaying any of the following symptoms: cough, sore throat, breathlessness, fever (> 38°C) and runny nose?

(a) Do not report to work or attend classes.

(b) Put on a disposable surgical mask immediately.

(c) Visit a doctor immediately and declare your travel history and contact history (i.e. if you have been in close proximity contact with individuals who have recently visited mainland China).

(d) Inform your respective management office (Dean’s Office, hostel Master, Residential Advisor (RAD) etc.).

2. I may have had close contact with someone suspected of being infected with the 2019-nCoV. What do I do?

(a) Exercise caution and attention to personal hygiene.

(b) If you are unwell,

(i) Do not report to work or attend classes.

(ii) Put on a disposable surgical mask immediately.

(iii) Visit a doctor immediately and declare your contact history (i.e. you have been in close proximity contact with individuals who may be infected with the virus).

(iv) Inform your respective management office (e.g. Dean’s Office, hostel Master, RAD, etc.).
3) **Face Masks, Temperature Screening & Daily Temperature Declaration**

1. **Should I wear a disposable surgical mask or an N95 mask?**

   (a) You need not wear a mask if you are well. For those who are sick, a disposable surgical mask is recommended as it helps reduce the spread of the virus. It is also more practical for the general public to use as compared to an N95 mask. The disposable surgical mask helps to block large particle droplets and splatter from reaching the wearer's mouth and nose, and reduce exposure of the wearer's saliva and respiratory secretions to others. People wearing N95 masks would find it difficult to breathe in these masks, if worn properly.

2. **Will NUS be supplying face masks to all students and staff?**

   (a) No, students and staff are required to obtain their own supplies for personal use. The University’s central stock of face masks is strictly meant for staff working in the front line (including health screening staff on duty).

3. **When will temperature screening be required?**

   (a) Currently, there is no implementation of temperature screening campus wide (except for those who have visited mainland China recently – see Question 4 below). However, the University is closely monitoring the situation and will introduce additional measures if necessary.

4. **Who are required to monitor and declare their daily temperature readings?**

   (a) Staff and students who returned from mainland China in the last 14 days.

   (b) Staff and students staying in NUS hostels.

4) **Leave of Absence (LOA) Matters**

1. **What is LOA and when will LOA be granted?**

   (a) LOA is paid leave of absence over and above annual leave, and is granted to those who may have been exposed to an infectious individual (with the possibility of being infected), although they may appear well. Those granted with LOA should remain at home
as a precautionary measure to prevent potential infection to others if they are found to be infected eventually. International students staying in the hostels should remain in their hostel rooms.

(b) Staff and students who have returned from mainland China in the last 14 days will be given official LOA.

2. Who do I inform when I start my LOA?

(a) Those who meet the conditions for LOA are to inform their respective heads as follows:

1. Staff: Inform your Head of Department by email. Please refer to this [LOA link](#) for further information.
2. All students: Declare your travel history in the online travel declaration. You will be on a mandatory 14-day LOA. Your Faculty/School will be informed of your absence, and your professors will support you and minimise disruption to your studies.
3. Students staying in NUS hostels: Identify yourself to your hostel Master or RAD.

3. How do individual Department Leave Clerks record the LOA?

Staff returning from mainland China in the last 14 days and who are required to be on LOA will need to inform their supervisors via email on the following:
- Arrival date in Singapore (Day 0).
- Dates away from campus (Day 1 DD/MM/YY to Day 14 DD/MM/YY).
- States/provinces travelled to in China in the last 14 days.

The email should be copied to the respective Head of Department, department secretary and Human Resource (HR) leads and partners, after which the department leave clerk will then update the LOA in the HR leave system. Separate instructions will be sent to department leave clerks on updating the LOA in the system.

4. How long is the LOA?

(a) Day 0 is the day of return to Singapore. You may return to work or attend classes on Day 15 if you did not develop any symptoms during the 14 days (Refer to Question 1iv for symptoms).
(b) Staff and students on LOA need not report to work or attend classes for 14 days upon return to Singapore from mainland China.

**LEAVE OF ABSENCE FOR SCHOOLS**

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Return from mainland China
LOA begins
- remain home
- monitor for symptoms
- see doctor if unwell
- avoid crowds
- do home-based learning

Return to school if healthy

5. **If I’m a student, what happens to my lessons when I go on LOA?**

Our professors will do their utmost to support you and minimise disruption to your studies. Special arrangements will be made to ensure that your assignments and teaching materials are available online. You will not be penalised for missing class activities during your LOA.

6. **What does a hostel resident need to do if he or she is on LOA upon return from mainland China?**

1. Identify yourself to your hostel Master or Residential Advisor (RAD).

2. If you have a home in Singapore, you must isolate yourself at home for 14 days upon return to Singapore.

3. If you do not have a home in Singapore, you will be isolated in an individual room for 14 days upon return to Singapore.

4. Please stay in your room at all times and put on a mask if you need to use the washroom.
5. You will be given leave of absence from work or studies during this period, and arrangements for this will be made by your Faculties and Schools.

6. You will be provided with a thermometer and face masks, and arrangements will be made for food to be delivered to you. Your hostel will brief you on the arrangements.

7. Disposable surgical masks will be provided to those under social isolation, and they should be worn at all times if there is a need to move out of the quarantine area.

8. Exercise caution and attention to personal hygiene.

9. Monitor personal health for the next 14 days upon return to Singapore.

10. Take your temperature daily and report via this website.

11. If you fall ill during the period of isolation, immediately inform your hostel Master or RAD, etc., or the management office of your department.

12. Your hostel representative will keep in touch with you. Your hostel will also provide a contact for any urgent matters.

7. **Do I need to complete the full 14 days of quarantine if I have tested negative for 2019-nCoV?**

   Yes, staff and students who are on LOA and who have tested negative for the 2019-nCoV must also remain in their place of LOA isolation (home or individual hostel rooms) to complete the full 14 days of quarantine, as required by the University.

8. **What do I do when I know a staff or student did not comply with mandatory LOA?**

   1. For Staff: Report to the immediate supervisor or escalate it to the Head of Department. Email: ohrsharedservices@nus.edu.sg

   2. For Students: Report to the academic supervisor or escalate it to the Head of Department. Email: osaresponds@nus.edu.sg

   3. Staff and students who believe there has been a breach of LOA protocols and procedures, can make an anonymous report at the following platform:
9. What are the sanctions for breach of LOA and social isolation?

1. Effective 29 January 2020, students on social isolation in NUS Hostels (Halls, Residential Colleges and Residences) will need to acknowledge and sign on a set of rules and instructions.

2. Under the NUS Statutes and Regulations, Statute 6, Discipline with Respect to Students, the University can impose immediate suspension of one month for offenders who:
   (a) Fail to comply with regulations set in the OSHE circular for students who returned from mainland China in the last 14 days including breaking quarantine, attending classes during LOA, and not seeing a doctor when unwell (cough, sore throat, breathlessness, fever, runny nose).
   (b) Make false travel declaration or fail to declare travel history to mainland China in the last 14 days.

3. Student offenders will be referred to the NUS Board of Discipline, who may impose an immediate suspension for up to one month. Repeat offenders may be suspended for a semester or longer, and may even be expelled from the University. Non-compliance by staff offenders will be dealt with in accordance with the NUS Code of Conduct Staff and will include suspension and disciplinary hearings.

5) Travel Advisory

1. Travel Restrictions for visitors from mainland China and with PRC passports

From 1 February 2020, 2359h, all new visitors to Singapore with recent travel history to mainland China within the last 14 days will not be allowed entry into Singapore, or to transit through Singapore. There will also be restrictions on visitors with PRC passports. Please refer to the Ministry of Health (MOH) press release for details.

2. Going overseas for personal or official trips

   (a) Staff and students with planned overseas trips to mainland China from January to March 2020:
1. Please defer your official travel to mainland China with immediate effect.

2. You are strongly encouraged to defer your personal trips to mainland China.

(b) If you are intending to travel overseas for personal or official trips between January and March 2020:

1. It is mandatory to submit your personal and official travel plans here.
2. If you have previously submitted your travel plans, you need not resubmit your plans.
3. You will not be able to log on to LumiNUS until you have made a travel declaration.

3. Do I need to report to my Faculty/School/Department if I am transiting through a mainland China airport?

No, you need not declare if you are transiting through a mainland China airport if you did not leave the airport. However, if you believe you have been in close proximity contact with an infected individual, immediately inform your respective heads and take the necessary steps as addressed in the prevailing NUS circulars.

6) Government Quarantine Facility at Prince George’s Park Residence

1. What is a Government Quarantine Facility (GQF) and where is the NUS GQF located?

A cluster of four blocks at NUS’ Prince George’s Park Residences (PGPR) has been activated as a GQF.

There are similar facilities at the Nanyang Technological University and Singapore Management University. They are part of the Singapore Government’s response plan for emergencies.

The GQF is for housing healthy individuals issued with Quarantine Orders (QO) by the authorities. NUS international students under quarantine will be transferred by the authorities to the PGPR GQF. Transportation services by Office of Campus Amenities are activated when the need to transfer Persons Under Quarantine (PUQs) from one location to another arises.
2. Will I be at risk staying so close to the GQF housing PUQs? What are the precautionary measures that NUS will take to prevent any form of contact between PUQs and residents at PGPR and the wider NUS community?

As of 28 January 2020, according to MOH, people returning from Hubei province will be issued with QOs. NUS international students with QOs will be quarantined in the PGPR GQF.

PUQs at the GQF are healthy individuals who show NO symptoms and fall under the quarantine criteria established by the authorities (see MOH’s 28 January 2020 press release here).

Persons served with QOs are required to stay in their designated rooms at all times within the allocated quarantine period and are not allowed to use common facilities within the GQF. QOs have legal force, with severe penalties for non-compliance.

PUQs who have tested negative for the 2019-nCoV while serving their QOs must still remain in the GQF to complete the full 14 days of quarantine, as required by MOH.

There will be no visitors, and food and all necessary supplies will be delivered to them. Security staff are guarding the PGPR GQF so that PUQs will not be in contact with anyone except dedicated staff who will look into their essential needs such as food.

The only people who are allowed to enter and leave are trained staff who are looking after the quarantined individuals, such as cleaners, delivery persons for food and essential items. These trained and rostered staff will be provided with personal protective equipment, such as masks, as advised by MOH, and will observe a high level of personal hygiene protocols when in contact with the PUQs.

If any quarantined individuals are showing any symptoms, they will be transferred immediately by special ambulance to designated hospitals for further evaluation.

PUQs who need any assistance may contact their hostel representative. They will also be given a hotline number to call.
7) **Events and Activities on NUS Campuses**

1. All visitors will have to provide their contact details, including mobile numbers, when they arrive at NUS units. This is to facilitate contact tracing if the need arises. Unit Incident Commanders have been given a Visitor Registration Log Sheet to record visitor information.

2. Comply with instructions in the prevailing NUS circulars and keep a record (with contact details, including mobile numbers) of the event participants. If the events include the public, inform them of the University’s visitor guidelines and remind the participants of MOH’s health advisories.

3. Those who are not feeling well during the event are to put on a disposable surgical mask and seek immediate medical attention.

4. Contact the management office of your department if needed.