

# NATIONAL UNIVERSITY OF SINGAPORE

## FAQS ON COVID-19 (CORONAVIRUS DISEASE 2019) OUTBREAK

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**Latest updates as of 03 October 2020:**

### **RESUMPTION OF CAMPUS OPERATIONS**

#### **1. How will NUS resume its campus operations from 2 June 2020?**

There will be four phases of reopening on NUS campuses:

Phase	Period
1	2 June to 19 July 2020
2a	20 July to 9 August 2020
2b	10 August to 31 December 2020
3	From 1 January 2021 or when Government declares Singapore to be in Phase 3.

### **RETURN-TO-WORK**

#### **2. What are the strategies and measures adopted by the University?**

NUS has adopted the following approaches for the well-being and safety of our community.

##### **A. Containment**

- a. **Zoning** across campuses will be introduced to reduce overcrowding, cross- interaction and prevent cross-infection. Staff and students are required to stay within their designated zones for all activities, including teaching, research, and residence on campus.
- b. Dedicated shuttle bus services to and from each zone will be deployed to Kent Ridge MRT Station, PGPR bus terminal and U-Town bus stop.
- c. Essential maintenance work and cleaning of buildings and offices will be carried out before staff return to work.
- d. Where possible, staff and students are advised to lessen contact with others in their daily activities or transactions so as to minimise cross-infection
- e. It will be part of our practice to clean and sanitise work stations, meetings areas, surfaces, and equipment before and after use.

- f. We are currently testing the usefulness of anti-microbial coatings on high-touch surfaces.

B. Decongestion

- a. To reduce crowding on campus, administrative staff will telecommute as much as possible. Priority will be given to teaching and research staff who need to return to campus.
- b. Staff who need to be deployed physically on campus will be on alternate team- based work arrangements.
- c. Lab-based research staff, PhD and Masters (Research) students will be on shift system as specified by their institutions. There should be no intermingling between the two groups.
- d. Students can only come back to campus for their specified physical lessons, or specifically approved laboratory sessions, or specifically approved activities.
- e. Staff and students who are on campus must adhere to safe distancing measures and wear masks at all times. There must be 1m spacing at all venues and amenities, where possible.
- f. Safe distancing for dining in canteens and dining halls of Halls, Residential Colleges and Residences will be set at 1m.
- g. Research, and Executive and Administrative staff who are on alternate team- based work arrangements must wear the designated colour lanyards at all times and keep to the zones they are in while on campus.

3. **What is the preparatory training pertaining to staff and students who are returning to work on campus?**

- a. **Staff.** All staff **must** attend the compulsory online training module OSHGEN11: COVID-19 Return-to-Workplace Training before returning to campus. The training video module is located in the LumiNUS (<https://luminus.nus.edu.sg>), under 'MY MODULES' in the 'Non-Academic Modules'. This video is accessible to all NUS staff and students.
- b. **Students.** New academic year AY20/21 has started and to ensure students are aware what are the safe management measures in campus, incoming and returning students for this semester are to watch the video titled as "COVID-19 Return-to-Campus Safety Video" and it is accessible at [NUS MediaWeb](#)

4. **Can my 2019 annual leave be carried over to next year?**

The Office of Human Resources has advised that up to 50% of your 2019 vacation leave can be carried over to 2021. Public holiday off-in-lieu will also be extended from the current 6 months till June of the following year. This will apply retrospectively from the 2020 Chinese New Year (CNY) Off-In-Lieu and you will have up to 30 June 2021 to clear the 2020 CNY Off-In-Lieu.

5. **To support telecommuting, will every staff be provided a laptop from now on?**

The management will look into department budgets and how we can utilise these funds for the procurement of laptops. Discuss with your respective Head of Department of your work requirement and needs.

6. **Do I still need to apply to Return-to-Campus for occasional work if I am not under the Essential team?**

- a. You would need to seek support from your Supervising Officer and approval from your HOD Head in phase 2a and 2b of post CB measures. Please apply through [Ad-Hoc Request to Work on Campus From 2nd June 2020 onwards, Post Circuit Breaker Period](#).
- b. Staff with NUSafe Work Arrangement 'Essential', 'Occasional' and 'Work From Home' can come back to campus to work basing on their Team Segregation (eg, Blue, Orange, Black, Green.).
- c. Staff with Work Arrangement 'Occasional' and 'Work From Home' must seek approval from the HOD to return to work on their Team Segregation day but no need to put in request through the 'Ad-Hoc Request to Work on Campus' system.
- d. Staff with NUSafe Work Arrange 'Essential', 'Occasional' and 'Work From Home' must seek approval from their respective HODs if they want to come back to campus to work outside of their Team Segregation day (eg, Blue, Orange, Black, Green.) and must put in request through the 'Ad-Hoc Request to Work on Campus' system at least two (2) working days prior to the date of return to the workplace.
- e. Staff with Work Arrangement 'Exception' (eg. vulnerable staff) must seek approval from their respective HODs if they have to come back to campus to work regardless of their Team Segregation da and must put

in request through the 'Ad-Hoc Request to Work on Campus' system at least two (2) working days prior to the date of return to the workplace.

7. **In the latest circular, it is stipulated that vulnerable staff should continue to work from home until the end of the year. I think I might possibly belong to the vulnerable group, whom do I approach? If I am categorised as a vulnerable staff, can I come back to campus to work?**

a. Vulnerable staff (or exception cases) are defined as:

- i. Staff aged 60 years and above;
- ii. Those who are immunocompromised or have concurrent medical conditions such as obesity (BMI > 31), hypertension, diabetes, chronic heart and lung diseases, kidney diseases on dialysis, hypercoagulable states, cancer, or patients on drugs that cause immunosuppression;
- iii. Staff who are looking after aged parents (aged 60 and above)
- iv. Pregnant women.

b. Vulnerable staff, particularly women who are pregnant, should discuss their work arrangements with their Heads of Departments. Vulnerable staff should continue to work from home from 02 June 2020 till end of year 31 December 2020 as much as possible. However, vulnerable staff can still return to campus to work based on the need and exigency of service. They should pay special attention to the Ministry of Health's [health advisory](#) and take greater care to avoid exposure to COVID-19 infection.

c. More information has been shared with the Unit Incident Commanders (UICs) of each department. If you consider yourself to belong to the vulnerable group, please approach HR of your department or OHR for eligibility into this group.

8. **Must the staff be living with the aged parents in the same household, or can the staff be taking care of them but not necessarily staying with them in the same household?**

Staff to be considered as Vulnerable Staff should be the MAIN caregiver of the aged parents in looking after their daily living and needs. In such case, the staff can be either staying, or not staying, with the aged parents in the same household.

9. **If the staff is staying with aged parents, would this also include any other seniors that may be relatives that are staying with the staff?**

By right, the staff should be MAIN caregiver of the aged parents, but if staff is the MAIN caregiver of the aged grandparents, aged uncle or auntie in looking after their daily living and needs, perhaps, in the spirit of protecting the older folks, these can be taken as special consideration. In such case, the staff can be either staying, or not staying, with the aged parents and/or the aged seniors in the same household. The Faculty/Office management will take this into consideration when the staff applies to be categorised as vulnerable staff.

10. **Under what types of situations, that the staff should not be considered as taking care of aged parents or so on?**

- a. If staff is staying with aged parents, or grandparents, or aged uncle, or aged auntie, in the SAME household, but the staff is not the main caregiver in looking after their daily living and needs, the staff should not be considered as vulnerable staff.
- b. If the aged parents, or grandparents/uncle/auntie staying together in the same household with the staff is/are healthy and no need to be taken of their daily living and needs, the staff should not be considered as vulnerable staff.

11. **My colleague and I are from the same team and have our food packed for dining. Can we eat in the office together?**

Staff should not eat in their cubicles as this would pose a health risk due to high bacterial count in the office. You are encouraged to eat in the canteen, at an outdoor area or pantry. You should maintain a 1m distancing while dining.

## **CAMPUS ZONES**

12. **Where are the zones in NUS?**

Five self-sufficient zones have been created on NUS campuses, to minimise over-crowding and intermingling. Each zone has its own dining and study areas. Please see [here](#) for the zonal map.

13. **How do I know which zone I am assigned to?**

- a. Each staff and student is assigned to a Work/Activity Zone for staff, and a Study/Activity Zone for student, based on his or her main Faculty/School/Department/Office.

- b. Staff may come to campus and remain in their respective Work/Activity Zone based on the approved 'Work Arrangement' or 'Team Segregation' arrangement.
- c. Students may come to campus and remain in their respective Study/Activity Zone when they have face-to-face classes or prior approval to come to campus (eg. shift arrangement, carry out official duties/activities/research, due to poor home environment, participate in CCA, etc.)
- d. On the days that staff/students are allowed to be on campus as described above, their NUSafe App will show a 'Green Pass' which allows them to purchase food and dine-in at the [canteens and F&B outlets](#) in their Activity Zone.

**14. I am a student staying on campus accommodation (ie Hall, Residence, Residential College). What zone am I assigned to?**

- a. Every hostelite is assigned a Study/Activity Zone based on his/her main Faculty/School, and a Residence Zone based on the location of the hostel. They should not roam about and freely visit other buildings and venues their Residence Zone.
- b. Hostelites are allowed to go to their Study/Activity Zone ONLY when one of the situations described in para 13(c) is present, and their use of the [canteens and F&B outlets](#) in their Activity Zone follows para 13(d).
- c. Hostelites are ONLY allowed to buy and take away food and beverages at the specific/approved canteens in or near their respective Residence Zones. Masters will let hostelites know what these canteens are. They can dine-in at the canteens and F&B outlets in their Residence Zone ONLY if their Study/Activity Zone is the same as their Residence Zone.
  - i. Example 1: SOC Student hostelite staying in Tembusu Residential College (with Activity Zone C and Residence Zone A) can ONLY buy and take away food and beverages, but cannot dine-in, at Flavours@U-Town in Zone A.
  - ii. Example 2: FOE Student hostelite staying in Tembusu Residential College (Activity Zone A and Residence Zone A) can buy and take away food and beverages, and dine-in at Flavours@U-Town in Zone A.
- d. Hostelites are to use the teaching and learning facilities in their respective hostels. Only hostelites with their Study/Activity Zone same

as their Residence Zone can use the teaching and learning activities their respective Residence Zones.

- i. Example 1: SDE student hostelite staying in CAPT RC (with Activity Zone A and Residence Zone A) can use the teaching and learning facilities in U-Town.
  - iii. Example 2: FOS Student hostelite staying in Cinnamon Residential College (with Activity Zone B and Residence Zone A) should ONLY use the teaching and learning facilities in Cinnamon Residential College.
- e. While each hostel is within a particular zone, hostelites are allowed to travel to and fro their Study/Activity Zone which may be different from their Residence Zones, for activities described in para 13(c).

**15. I am a NUS staff staying on campus accommodation (ie Hall, Residence, Residential College) as a Resident Fellow (RF)/ Resident Advisor (RAD). What zone am I assigned to?**

- a. Every RF and RAD is assigned a Work/Activity Zone (based on their faculty/office/department) and a Residence Zone (that is based on the location of their hostels). They should not roam about and freely visit other buildings and venues their Residence Zone.
- b. RFs and RADs are allowed to buy food and beverages, and dine at the [canteens and F&B outlets](#) in their Work/Activity Zone ONLY when they have approved and scheduled presence for work as shown in their NUSafe Safety Profile.
- c. RFs and RADs are ONLY allowed to buy and take away food and beverages at the specific/approved canteens and food outlets in their respective Residence Zones. They can dine at the canteens and outlets in their Residence Zone ONLY if their Work/Activity Zones is the same as their Residence Zones. Masters will let RFs and RADs know what these [canteens and food outlets](#) are.
  - a. Example 1: SOC Staff RF staying in Cinnamon Residential College (with Activity Zone C and Residence Zone A) can ONLY buy and take away food and beverages, but cannot dine-in, at Flavours@U-Town in Zone A.
  - b. Example 2: FOE Staff RF staying in Cinnamon Residential College (Activity Zone A and Residence Zone A) can buy and take away food and beverages, and dine-in at Flavours@U-Town in Zone A.

- c. While each hostel is within a particular zone, RFs and RADs are allowed to travel to and fro their Work/Activity Zone which may be different from their Residence Zones according to their 'Work Arrangement' and 'Team Segregation' as approved and shown in their NUSafe Safety Profiles.

**16. I am a NUS staff staying on campus accommodation (ie Hall, Residence, Residential College) as a Resident Fellow (RF) / Resident Advisor (RAD). Are my family members living with me zoned as me? If yes, how are they zoned?**

- a. Family members living with the RF/RAD in on-campus accommodation (ie. Hall, Residence, Residential College) are assigned the same Residence Zone as the RF/RAD. However, as family members have only one zone ie Residence Zone, they can buy food and beverages, and dine-in at the [canteens and F&B outlets](#) in their respective Residence Zones.
- b. Family members living with their RFs/RADs on campus residences should use the teaching and learning facilities in their respective residences.

**17. How long will this zoning last?**

The zoning would last minimally for 6 months (until the end of 2020).

**18. Can staff/students cross zones to go to University Health Clinic (UHC) for medical attention?**

UHC is in a neutral zone and all staff and students can go to UHC to seek medical attention.

**19. Where are the Neutral Zones (space for common use) in NUS?**

In general sports facilities, welfare and wellness facilities, NUS IT Care and Co-op outlets and NUSS Guild House are [Neutral Zones](#). All the bus stops on campus serving Internal Shuttle Bus services are all Neutral Zones. Please refer to OSHE Circular No. 23 and the Infographics in website [emergency.nus.edu.sg](http://emergency.nus.edu.sg) for the details.

**20. What is the arrangement for staff who have work exigencies across zones?**



If work exigency needs you to cross zones, you will need to seek approval from your HOD and update the NUSafe Safety Profile.

21. **My lab is located in Zone B. However, for my daily commute I need to alight at a bus stop in Zone A and walk to my lab. What should I do?**

The concept of zoning is to minimize mingling and cross zone infection. Minimize mingling with members of a different zone, avoid populated areas while getting to your destination. You may use the shortest and most direct travel route. Do not stop to meet up or chat with friends and other people from a different zone while on transit and avoid getting into the buildings and populated areas, like canteen during your transiting through the different zone. The bus stops are classified as Neutral Zone.

22. **Our laboratory is in Zone A, the FYP student working on the project belongs to a Department in Zone B. Can the student work on this project in Zone A?**

You will need to check with your HOD/ Faculty Head or Dean on the arrangement. If the FYP student from Zone B is spending most of the working time at the workplace in Zone A, it is feasible and practical for this student to request to change the Study/Activity Zone from Zone B to Zone A. The student, after changing from Zone B to Zone A, will have to take all the lessons conducted in Zone B online.

23. **I am a staff/student staying in hostel. I need to travel from my hostel to my department located in another Zone. Can I use covered walkways?**

The spirit of zoning is to minimise mingling and cross zone infection. There are students and staff living on-campus accommodations in different zones. They do have to travel by [Internal Shuttle Bus](#) services, walk or by other means to get to their destinations. Hence, covered pathway or open path can be used as a passage for getting to the destination. Please do not stop to meet up or chat with friends and other people from other zones while on transit. Avoid getting into the buildings and populated areas like canteen, etc. All the bus stops on campus serving Internal Shuttle Bus services are classified as neutral zone.

24. **I am staying in hostel in Zone B, how do I get to my Faculty in Zone C?**

If the Faculty is close to you, then you are expected to walk to your Faculty. If it is further away, you may take the [Internal Shuttle Bus](#) service and follow all the Safe Distancing and Safe Management Measures. Hostelites and

staff staying in on-campus accommodation may take Internal Shuttle Bus service based on their Activity Zones or their Residence zones.

25. **I am a resident of on-campus accommodation (ie. Hall, Residence, Residential College), I have a Work/Study/Activity Zone and Residence Zone allocated in my NUSafe Safety Profile. Which assigned zone I can use to make booking or access of the sports facilities according to the available period allocated to my assigned zone?**

All staff and students, including residents of on-campus accommodation, can ONLY use their Work/Activity Zone for staff, and Study/Activity Zone for student, to make booking and access the sports facilities as per their allocated [time slots](#).

### **SAFE DISTANCING MEASURES**

26. **What are the Safe Distancing Measures I have to follow on campus?**

Staff and students who are on campus must adhere to safe distancing measures and wear masks at all times. In general, masks are only allowed to be removed for consumption of food and drinks, and participating in vigorous sporting activities. You are to practice good hygiene and wash your hands regularly.

- a. As a default, individuals must maintain safe distancing of at least **one metre** at all times.
  - i. 1m spacing between individuals when **queuing** in all venues (including queues in canteens, hostel dining halls and for other amenities).
  - ii. 1m spacing between individuals in **all study/workspaces and common areas** (eg. laboratories, offices, studios).
  - iii. 1m spacing between individuals when **dining** in any location (eg. canteens, F&B outlets, dining halls, pantry).
  - iv. Gatherings: A gathering of up a maximum of five (05) persons from the same work/study zone is allowed and all must observe safe distancing measures and zoning restrictions.
  - v. A maximum of five (05) persons per table from the same work/study zone is allowed; no sharing of tables with people not from the same group.

- vi. 1m separation between tables to be observed.
- b. Sporting activities: Safe distancing when exercising and playing sports (following guidelines from Sports SG):
  - i. 2m between individuals in general.
  - ii. 3m between individuals for indoors high intensity or high movement exercise.
  - iii. If there is more than one group (maximum 5 persons per group) sharing an indoor space, the groups must not interact and must maintain a distance of 3m apart from one another at all times.

## **SAFEENTRY**

27. **Do I need to login to SafeEntry if I am a staff or student working at the same location every day?**

With the implementation of the NUSafe app and using Safety Profile, all staff and students no longer need to login and logout at SafeEntry when accessing any buildings in NUS.

28. **I am a resident living on-campus accommodation, do I need to check in and out using SafeEntry each time I step out of the hostel/residence?**

All residents on campus (staff, students & family members) need not check-in/out at their residential buildings at SafeEntry. However, family members of RFs and RADs need to login and logout at SafeEntry when they visit other buildings and venues on campus as they do not have the NUSafe Safety Profile.

29. **I have a visitor in my department who has scanned the SafeEntry, do they need to also register using the NUS Visitor Registration System?**

All visitors must check in using both the Visitor Registration System and SafeEntry. SafeEntry captures time in and time out and a few key information about the individual. MOM requires workplaces to capture more information of its visitors which is done by the Visitor Registration System. These are for contact tracing purpose.

## **TRACETOGETHER APP (Note: Not an NUS APP)**

30. **I am a Huawei Phone user, I am unable to download the TraceTogether App recommended by NUS.**

TraceTogether App will only function properly if it is downloaded from the App/Play Store, so Huawei users that don't have access to the Play Store are unable to use the App. Though they might be able to download the App from the App Gallery, they won't be able to receive an OTP. TraceTogether Team are working on a fix to solve this issue and MOE will let us know if they have any updates.

31. **I am an iPhone/iPad user, my Apple ID is not registered as Singapore and I am unable to download TraceTogether App.**

Currently, TraceTogether is only available in Singapore, Malaysia, US and UK stores. Tracetgether Team is working to make TraceTogether to be available in all App/Play stores and aim to do so for the next release. Please stay tuned for updates.

32. **I am an iPhone/iPad user, even though I am able to download and use the TraceTogether App, it stops detecting the location once I close the App to access other applications.**

For iOS users, they have to keep the App open. If they need to take calls or send texts, they should do so and reopen TraceTogether when they are done. TraceTogether Team is working to let the App function properly in the background and MOE will let us know if they have any updates.

25. **Is it mandatory for NUS staff and students to have the TraceTogether App?**

Users of iPhone/iPad and Huawei users have experience various technical difficulties using TraceTogether app. It is therefore not practical to make TraceTogether mandatory. However, your mobile device is compatiable with TraceTogether, you are strongly encouraged to download and use the app.

### **MANDATORY WEARING OF MASKS**

33. **How does the new regulation of mandatory wearing of masks affect staff and students?**

Staff who are working on campus are to wear masks when they leave their

homes, and at all times during the course of their work on campus. Students residing in hostels and students coming to campus must wear masks once they leave their hostel rooms and homes respectively. Masks must be worn at all times on campus, except when eating or drinking; having teleconferencing or doing home-based learning alone in a room or alone in the office; student inside his/her own hostel room; staff alone in his/her own (single occupancy) office; while engaging in strenuous exercises.

34. **Will the university provide me with masks every day, or will masks only be issued to those who work on front lines?**

As resources are limited, surgical masks will only be issued to front line staff. You are advised to wear your own disposable/reusable face masks or those provided by the government while you are on campus. You are to adhere to the mandatory requirement of wearing a mask once you leave your house/apartment/hostel room.

35. **Can I remove my mask to eat, drink, or take medication?**

Yes, you may do so, but must immediately put your mask back on after eating, drinking or taking medication. Please ensure that safe distancing measures are strictly complied with (e.g. maintain 1m physical separation with others while dining).

36. **I have a medical issue that does not allow me to wear a mask. How can I return to campus?**

Please inform HR of your condition. Your department will assess together with a medical professional on alternatives such as using a face shield, or re-assign you to different job duties, or to work from home.

37. **Under what circumstances am I allowed to remove the mask?**

The wearing of masks is not required in the following situations:

- a. Having a meal or a drink;
- b. A student inside his/her own hostel room;
- c. A staff occupying his/her personal (single occupancy) office;
- d. While in the course of employment, when an activity that requires no mask to be worn, or that it must be removed in order for other equipment may be used or worn. Examples of such activities include welding, riding a motorcycle.

38. **Can I only wear a face shield instead of a face mask?**

- a. In general, face masks cannot be replaced by face shields. Please refer to following MOH link.  
<https://www.moh.gov.sg/news-highlights/details/guidance-for-use-of-masks-and-face-shields>
- b. Teaching staff and instructors conducting face-to-face lessons. Teaching staff and instructors have the option of wearing face shield in lieu of face mask while teaching face-to-face lessons, if necessary. Teaching staff and instructors wearing face shield when teaching face-to-face lessons should try to remain in a fixed position, and maintain a safe distance of at least 2m away from any other persons. To minimise droplet spread through vigorous speech, they must also use a microphone when they teach. Face mask must be worn immediately once the face shield is removed after the lesson.

## **OVERSEAS TRAVEL**

For Frequently Asked Questions on Entry Approvals, please click the following link.

[http://nus.edu.sg/registrar/docs/info/academic-activities/registration/FAQ\\_for\\_Entry\\_Approval.pdf](http://nus.edu.sg/registrar/docs/info/academic-activities/registration/FAQ_for_Entry_Approval.pdf)

### **39. I am an overseas student/staff, do I need to serve Stay-Home-Notice (SHN) if travelling from another country?**

Stay-Home Notice (SHN) will be issued to all travellers, including Singapore residents (Singapore Citizens and Permanent Residents), Long-Term Pass Holders (Student's Pass (STP), Dependant's Pass, Long-Term Visit Pass (LTVP) and Work Pass) and short-term visitors who are granted entry into Singapore.

- a. During the period of the SHN, from 9 April 2359 hours, it is mandatory for all returnees (whether SC/PR/LTVP holders) to serve their SHN in designated facilities assigned by the government.
- b. All foreigners holding ICA-issued Long-Term Passes (i.e. Long-Term Visit Pass (LTVP) or Student's Pass (STP), or In-Principle Approval (IPA) letters for LTVP/STP, who plan to enter Singapore from any country must obtain permission for entry from the relevant agency before they commence their journey. LTVP/STP and In Principle Approval (IPA) for LTVP/STP holders who are granted entry into Singapore will be issued with a 14-day Stay-Home Notice (SHN).



Annex A - Summary  
of SHN Requirements

40. **I have just arrived from overseas, when does my SHN commence?**

The 14-day SHN period commences immediately from the time it is issued when you arrive at Singapore and it will be in effect for that day and 14 days subsequent thereto. It will end at 12pm on the 15th day. For example, if you arrive on 1 April, the SHN will cease to have effect on 15 April, 12 pm. This is in line with the period of Home Quarantine Order (HQO) issued by MOH.

41. **I am a student, can I choose to fly back to my home country and pursue an online study?**

Student should contact his/her Faculty Dean's office, his/her Academic Supervisor for coordination on such matters. With reference to travel, Government travel restrictions policies will apply. Given the fluidity of the evolving COVID-19 situation globally and locally, while we expect international travel to resume in the last quarter of 2020, this is contingent upon circumstances improving. Please declare your travel plans at [Overseas Travel Declaration](#).

42. **Can I travel to visit family members overseas?**

Given the dynamic border control measures, students are advised not to travel home during the year-end vacation period, in view of the significant costs that they will incur upon re-entering Singapore such as their stay at a dedicated Stay-Home Notice facility and COVID-19 testing, and any other prevailing costs at the point of re-entry. In addition, re-entry approval for student's pass holders is not guaranteed, and there may be delay should there be changes in the COVID situation in Singapore or their home countries. Please declare any travel plans at [Overseas Travel Declaration](#).

## **OVERSEAS TRAVEL DECLARATION**

43. **I am a staff and have declared my travel plans previously. Do I need to declare again?**

All staff and students were required to declare their travel plans in the [OTD system](#) for the period from 1 June 2020 to 30 September 2020 previously. You will need to update your OTD declaration only if there are changes to your previously declared travel plan(s), to declare any new travel plan(s); and as and when you have confirmed your travel plan(s).

If you declared 'No Travel' for the period from 1 June 2020 to 30 September 2020 previously, the OTD system will extend your declared 'No Travel' status for the period from 1 October 2020 to 31 December 2020.

**44. I am a student joining this Semester, do I need to declare my travel plans?**

All incoming students and students proceeding to AY 2020 Semester 2 must declare their completed travels and/or travel plans, or no plan to travel for the period from 01 October 2020 to 31 December 2020 at [Overseas Travel Declaration](#).

You will need to update your OTD declaration only if there are changes to your previously declared travel plan(s), to declare any new travel plan(s); and as and when you have confirmed your travel plan(s).

If you declared 'No Travel' for the period from 01 June 2020 to 30 September 2020 previously, the OTD system will extend your declared 'No Travel' status for the period from 01 October 2020 to 31 December 2020.

**45. I am currently overseas and I do not know when I can return to Singapore. What should I declare in the system?**

Step 1: Declare as the FIRST option 'I declare that I did not travel on or after 1 October, and have no plans to travel from now until 31 December 2020.'

- I declare I did not travel on or after 1 June, and have no plans to travel from now until 30 September 2020.
- I declare I plan to travel sometime between 1 June and 30 September 2020.
- I declare I am currently overseas and will be returning / coming to Singapore before 30 September 2020.
- I declare I am currently overseas and will be returning / coming to Singapore after 30 September 2020.

Step 2: Subsequently, when the travel plan is confirmed, do the declaration again with the new travel plan by selecting either of the button as shown below and follow the online prompts.

*You have earlier submitted your travel declaration(s) for the period of 01 October – 31 December.*

- Select this option to review/edit the declaration(s) made earlier.*
- Select this option to make a new declaration.*

**46. I have not confirmed/bought my flight bookings and cannot submit the Overseas Travel Declaration (OTD) form by the deadline, can you please extend the deadline?**

The deadline of OTD declaration is to facilitate the securing of the Entry Approval from the Singapore Government for you to return/come to Singapore from overseas, especially so for the starting of the new semester.



Without the Entry Approval, you will not be allowed to take your departure flight and will be denied entry into Singapore upon arrival.

If you have not confirmed your flight to Singapore, do declare your Overseas Travel as per in the question above.

Or, if you are not able to provide flight details at the point of making your travel declaration in OTD, you should first look at all available flight routes and advisories on any travel restrictions before providing an indicative flight date. You should enter “ASAP – within two weeks” in the flight details field. If you are granted an Entry Approval, you must be prepared to enter Singapore within two weeks of the date the Entry Approval Letter is issued to you. For Frequently Asked Questions on Entry Approvals, please click the following link.

[http://nus.edu.sg/registrar/docs/info/academic-activities/registration/FAQ\\_for\\_Entry\\_Approval.pdf](http://nus.edu.sg/registrar/docs/info/academic-activities/registration/FAQ_for_Entry_Approval.pdf)

### **HEALTH DECLARATION (Renamed from the Daily Temperature Declaration)**

47. **I have heard that there is a new mobile App that I can declare my temperature. What is it?**

Staff and students are encouraged to install the “uNivUS” app through the App Store for iOS, or Google Play for Android for their twice daily declaration of their health and temperature status. They can also continue to do so via the existing [Daily Temperature Declaration](#).

48. **I am a student staying in NUS hostel, do I need to declare my temperature daily?**

All students staying in hostels must declare their health and temperature status twice a day.

49. **I am a staff, I was previously exempted from declaring my temperature in system. Am I still exempted?**

All staff must declare their health and temperature status twice a day unless they have been previously exempted by their HODs. All staff previous self-exemptions in the health & temperature declaration system are no longer valid with effect from 31 May 2020, 8pm. As the system now does not allow staff to do self-exemption, they will need to seek approval from their HODs for the exemption.

50. **Why do I now need to declare the health status of my household members?**

This is a preventive measures to safeguard the community. Staff/students with household members having ARI symptoms or fever must make the necessary declaration in the Health Declaration System on the NUS emergency website or via the uNivUS app. The staff/student must stay and work/study from home for the first three days of the household member's medical leave period. In addition, he/she must inform his/her Faculty/Department Office/supervisor of the doctor's diagnosis/confirmation, and the household member's COVID-19 swab test result (if applicable); and seek clearance and instruction from his/her Faculty/Department Office/supervisor to return to campus.

With effect from 29 September 2020, the staff/student must also submit a copy/photograph of the household member's medical leave certificate to his/her Faculty/Department Office/supervisor, and he/she will be given Leave of Absence (LOA) for the same period as the household member's medical leave period. The staff/student must work/study from home and not come to campus within the household member's medical leave period, or when the household member receives a negative result for the swab test (where medical leave is not extended), whichever is sooner.

51. **I am a student NOT staying in NUS Hostel, do I need to take my temperature daily?**

All students who come to campus must declare their health and temperature status in the morning before they arrive on campus. However, students are strongly advised to monitor their own health and temperature twice daily.

52. **I am a student, I self-exempted myself from declaring my temperature in the system. Am I still exempted?**

All students' previous self-exemptions in the health & temperature declaration system are no longer valid with effect from 31 July 2020. Students may seek fresh exemptions if they have legitimate reasons.

53. **I am a student who is not coming to campus, do I need to declare my temperature twice daily?**

Students who do not come to campus or do not stay on campus need not declare their temperature on the system. However, students are strongly advised to monitor their own health and temperature twice daily. If you come

to campus for any reason, you must declare your health and temperature status in the morning before you arrive on campus.

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## **SUSPENSION OF OFFICIAL OVERSEAS PLACEMENTS**

- 1. With the rise of COVID-19 cases reported across the world, are official overseas placements affected?**

The [Ministry of Education together with the Institutes of Higher Learning](#) have suspended all official overseas placements, including all internships and exchange programmes, until end-July 2020. The Global Relations Office, as well as Faculties and Schools will be in contact with the affected students.

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## **ABOUT COVID-19 (CORONAVIRUS DISEASE 2019)**

- 1. What are coronaviruses?**

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

- 2. How does COVID-19 spread?**

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](#) 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 COVID-19 infection?**

The symptoms of the COVID-19 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 ( $\geq 38^{\circ}\text{C}$ ) and runny nose.

## 5. How long is the incubation period?

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

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## **MEDICAL CARE**

1. **What should I do if I am displaying any of the following symptoms: cough, sore throat, breathlessness, fever ( $\geq 38^{\circ}\text{C}$ ) and runny nose?**
  - (a) Do not report to work or attend classes on campus.
  - (b) Put on a disposable/reusable face mask immediately.
  - (c) If you are on campus, you are strongly advised to take private transport to the University Health Centre or NUH, instead of the internal shuttle bus, for the safety of the campus community.
  - (d) Visit a doctor immediately. Declare your travel history and contact history (i.e. if you have been in close proximity contact with individuals who have recently returned from overseas and have served the SHN.). Inform the doctor that you are a staff/student of NUS. Declare that you are a staff/student of NUS.
  - (e) Follow the instructions from the doctor. You will be checked for Acute Respiratory Infection (ARI). If you are diagnosed with ARI, you will be prioritised for COVID-19 testing, which involves undergoing a swab test at a polyclinic or Public Health Preparedness Clinic participating in the Swab-and-Send-Home initiative or Regional Screening Centre set up by the Health Promotion Board.
  - (f) Inform your respective management office (Dean's Office, hostel Master, RF/RAD, etc).
  - (g) Please notify OSHE at [swabresults@nus.edu.sg](mailto:swabresults@nus.edu.sg) if the swab test result is positive.

**2. Should I wear a disposable/reusable face mask or an N95 mask?**

Wearing a face mask is compulsory by law once you are out of your house/apartment/hostel room. You are strongly encouraged to wear a face mask immediately once you are not feeling well or sick even if you are at home or in your own hostel room. For those who are sick, a disposable/reusable face 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/reusable face 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.

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

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).

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**LEAVE OF ABSENCE (LOA) MATTERS**

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

LOA, for qualifying cases, 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.

**2. I may have had close contact with someone suspected of being infected with the COVID-19. What do I do?**

(a) Please come forward and inform your respective Heads of Departments, Unit Incident Commanders, Hostel Masters or Resident Advisors if you may have encountered possible contact with a confirmed case. **You will be issued a 'Bridging LOA' for 14 days from the last known date of contact, as an interim measure, while contact tracing is being conducted by MOH.**

- (b) Heads of Departments, Unit Incident Commanders, Hostel Masters or Resident Advisors should notify the Crisis and Emergency Management team if there are such cases.

### **3. What are the measures I am expected to comply with during LOA?**

#### **For Staff and Students on LOA at home:**

- (a) You **must not come to NUS or attend classes on campus**.
- (b) You are to remain in your place of residence as much as possible during your LOA.
- (c) Minimise visitors to your residence. You should maintain a record of persons you come into close contact with during your LOA.
- (d) You may leave your place of residence, with wearing a face mask, to purchase daily necessities or to attend to important personal matters. However, you should minimise your time spent in public spaces and contact with other individuals, and return to your place of residence as quickly as possible. If necessary, you may opt for home delivery services or enlist the assistance of others for your daily necessities.
- (e) You should avoid going to crowded places and attending social gatherings during your LOA.

#### **For Students serving on LOA on campus residence:**

- (a) You are to **remain in your own hostel room** and **must not leave your hostel**.
- (b) You are to avoid contact with other people. You are not permitted to bring other people to your room.
- (c) You are permitted to leave your room, with wearing a face mask, for short period of time for activities such as doing your laundry, etc.

### **4. Who do I inform when I start my LOA?**

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

- (a) Staff: Inform your Head of Department by email. Please refer to this [LOA link](#) for further information.

- (b) All students: Your Faculty/School will be informed of your absence, and your professors will support you and minimise disruption to your studies.
- (c) Students staying in NUS hostels: Identify yourself to your hostel Master or RAD.

**5. How do individual Department Leave Clerks record the LOA?**

Staff who are required to be on LOA will need to inform their supervisors via email on the following:

- Start date of LOA (Day 0) and End date of LOA (Day 14).
- Dates away from campus (Day 1 DD/MM/YY to Day 14 DD/MM/YY).
- Reason for given the LOA.

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. Instructions on updating the LOA in the system for department leave clerks are available at [here](#).

**6. How long is the LOA?**

In general, the period of LOA is 14 days. However, there may be situation that the period of LOA given may be shorter than 14 days. It is investigated and considered on a case to case basis. Day 0 is the start date of the LOA (Day 0). You may return to work or attend classes on Day 15 if you do not develop any respiratory symptoms, such as cough and runny nose, during the 14-day LOA. Staff and students on LOA are not to report to work or attend classes on campus for the period of LOA.

**7. What if I am served a Quarantine Order (QO) by the Singapore government?**

As indicated in the [MOH's FAQs](#), staff served with a QO will be deemed to be on paid sick leave. The period away will be treated as part of the staff's hospitalisation leave eligibility under their employment contracts or agreements.

**8. What should I do if I am residing in the same household as a Person Under Quarantine (PUQ)**

- a. In view of the relatively higher risk of infection between a PUQ and household members, staff/students residing in the same household as a PUQ on a Home Quarantine Order (HQO) will be given LOA for the duration of the household member's HQO period.
- b. The staff/student is to inform his/her Faculty/Department Office/supervisor when a household member is issued with HQO, and submit a copy/photograph of the HQO.
- c. The staff/student must not come to campus and should serve the LOA at home, until the household member has completed his/her HQO.

**9. My department has staff who are not able to return to Singapore from affected countries where there has been a lockdown. Do I need to record their absence?**

Departments should keep track of such cases. As soon as the return date is known, department leave clerks should record the period away in the HR's system as indicated [here](#).

**10. 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.

**11. What does a hostel resident need to do if he or she is on LOA?**

1. Identify yourself to your hostel Master or Resident Advisor (RAD).
2. If you have a home in Singapore, you must isolate yourself at home for the stated period of LOA, or otherwise instructed by the university management.
3. If you do not have a home in Singapore, you will be isolated in an individual room for the stated period of LOA.
4. Please stay in your room at all times. You are to put on a mask if you need to use the common washroom.
5. You will be given LOA 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 disposable/reusable face masks, and arrangements will be made for food to be delivered to you. Your hostel will brief you on the arrangements.
  7. Disposable/reusable face 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 ie. your room.
  8. Exercise caution and attention to personal hygiene.
  9. Monitor personal health throughout the stated period of LOA.
  10. Take your temperature twice daily and declare your health and temperature via [this website](#), or via the mobile app uNivUS.
  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.
- 12. Do I need to complete the full 14 days of quarantine if I have tested negative for COVID-19?**

Yes, staff and students who are on LOA and who have tested negative for the COVID-19 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.

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### **NON-COMPLIANCE WITH NUS COVID-19 PRECAUTIONARY MEASURES**

1. **What are the sanctions for breach of NUS COVID-19 precautionary measures, including LOA?**

#### **For students:**

- (a) Effective 29 January 2020, students who need to be isolated (eg. Stay Home Notice, Leave of Absence, or social isolation in NUS Hostels (Halls, Residential Colleges and Residences) will need to **acknowledge and sign** on a set of rules and instructions.

- (b) Under the [NUS Statutes and Regulations](#), Statute 6, Discipline with Respect to Students, the University may impose **immediate suspension of one month** for offenders who:
  - (i) Fail to comply with regulations set in the [OSHE circular](#) for students who break quarantine/SHN, attend classes during LOA, attend classes when exhibiting COVID-19 symptoms (eg. cough, sore throat, breathlessness, fever, runny nose), fail to comply with the instruction from doctor for a COVID-19 swab test, and fail to inform OSHE at [swabresults@nus.edu.sg](mailto:swabresults@nus.edu.sg) if the swab test result is positive.
  - (ii) Make false travel declaration or fail to declare travel history in the last 14 days.
- (c) Student offenders will be referred to the NUS Board of Discipline.

**For staff:**

- (d) Non-compliance by staff offenders will be dealt with in accordance with the [NUS Code of Conduct for Staff](#). The penalties for non-compliance may be as follows:
  1. Immediate suspension for 7 days or such longer period at half pay in accordance with the Employment Act.
  2. Disciplinary proceedings will be instituted under which sanctions imposed may include extended suspension, fines and financial sanctions in accordance with the [Staff Disciplinary Procedures and Sanctions Policy](#). For repeat offenders, or depending on the severity of the breach, the sanctions may also include contractual termination or summary dismissal in accordance with the [Staff Disciplinary Procedures and Sanctions Policy](#).

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

- (a) For Staff: Report to the immediate supervisor or escalate it to the Head of Department. Email: [ohrsharedservices@nus.edu.sg](mailto:ohrsharedservices@nus.edu.sg)
- (b) For Students: Report to the academic supervisor or escalate it to the Head of Department. Email: [osaresponds@nus.edu.sg](mailto:osaresponds@nus.edu.sg)

- (c) Staff and students who believe there has been a breach of LOA protocols and procedures, can make an anonymous report at the following platform:

<https://ap1.rivosafeguard.com/tools/portal/accidents/LogAnonymous.aspx?24E54898176347409006>

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*As at 03 October 2020*