

NATIONAL UNIVERSITY OF SINGAPORE

FAQS ON SAFE MANAGEMENT MEASURES FOR COVID-19 (CORONAVIRUS DISEASE 2019) OUTBREAK

Latest updates as of 05 May 2021:

RESUMPTION OF CAMPUS OPERATIONS

1. How would NUS resume its campus operations from 02 June 2020?

There would be four phases of reopening on NUS campuses:

Phase	Period
1	2 June to 19 July 2020
2a	20 July to 09 August 2020
2b	10 August to 31 December 2020
3	28 Dec 2020

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. Where possible, staff and students are advised to lessen contact with others in their daily activities or transactions so as to minimise cross-infection.
- b. Wearing of mask is still mandatory at all times, except when eating, drinking, doing strenuous exercises and any other conditions as stated in the section 'Mandatory Wearing of Mask' on Page 7.
- c. We will be encouraging more people to come back to campus, for instance, having many more face-to-face classes for those modules with enrolment no more than 50 students. This will be done at a measured pace, while respecting the density constraints of facilities.
- d. The split team work arrangement will no longer be enforced in Phase 3 (subjected to prevailing government guidelines). However, the arrangement will continue for critical university functions such as campus security, campus infrastructure, NUS IT and senior management.

- e. Staff and students who are on campus must adhere to safe distancing measures and wear masks at all times. They must maintain 1 metre safe distance separation at all venues and amenities. Staff and students can gather as a group of maximum 08 pax per group (or the prevailing number as stated by MOM) for meeting, discussions, dining, etc., with maintaining the 1m safe distance separation amongst adjacent persons.
- f. Safe distancing of at least 1 metre (side-to-side separation between two adjacent persons) and a maximum crowd density of 50 persons per venue with appropriate capacity should be maintained at all times. If safe distancing of 1 metre within the group is not feasible, the safe distance 1 metre requirement can be enforced between adjacent groups of maximum 08 pax per group (or the prevailing number as stated by MOM). There should not be inter-mingling between groups.
- g. Working-from-home and online classes will continue to be an option for those who are vulnerable or living with vulnerable family members.
- h. Safe distancing for dining in canteens is set at 1 metre (side-to-side separation between two adjacent persons).
- i. Minimum of safe distancing of 1 metre should be maintained between groups of maximum 08 diners per group (or the prevailing number as stated by MOM) in dining halls of Halls, Residential Colleges and Residences.
- j. It will be part of our best practice to clean and sanitise work stations, meetings areas, surfaces, and equipment before and after use.

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 of 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. **It is stipulated that vulnerable staff should continue to work from home until further notice. 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 should discuss their work arrangements with their Heads of Departments. 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.

5. **Must the staff to be considered in vulnerable category 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.

6. **Will the staff be considered in the vulnerable category if they are staying with or taking care of other seniors/senior relatives other than their aged parents?**

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.

7. **Under what type of situations would staff not be considered as taking care of aged parents?**

- 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.

8. **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.

SAFE DISTANCING MEASURES

9. **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 **01 metre separation** (side-to-side separation between two adjacent persons) at all times.
 - i. 1m side-to-side separation between individuals when **queuing** in all venues (including queues in canteens, hostel dining halls and for other amenities).

- ii. 1m side-to-side separation between individuals in **all study/workspaces and common areas** (e.g. laboratories, offices, studios).
 - iii. 1m separation between individuals when **dining** in any location (e.g. canteens, F & B outlets, dining halls, pantries).
 - iv. A gathering of up to a maximum of 08 persons (or the prevailing number as stated by MOM) is allowed and all must observe safe distancing measures.
 - v. A maximum of 08 persons per table (or the prevailing number as stated by MOM) is allowed; no sharing of tables with people not from the same group.
 - vi. Minimum Safe Distance of 1m side-to-side separation between adjacent groups/tables is to be maintained.
- 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 08 persons per group or the prevailing number as stated by MOM) sharing an indoor space, the groups must not interact and must maintain a distance of 3m apart from one another at all times.

NUSafe

10. **Is my data captured in NUSafe safe?**

The regulatory authority allows for organisations to collect personal data for the purposes of mitigating and responding to COVID-19. In safeguarding your privacy, you have our assurance that NUSafe data will be:

- i. stored and protected with stringent security controls that are aligned to industry standards and practices;
- ii. accessed only if you have tested positive for COVID-19; or are found to have been in nearby vicinity of a confirmed COVID-19 case who had been on campus; and

- iii. retained for 25 days (the retention period needed to support contact-tracing efforts by the Ministry of Health). The information will be automatically purged after this period.

11. Will my data be shared with Government agencies?

NUS is bounded by law to provide the necessary information to the requesting government agencies to facilitate official investigation by the authorities if needed.

SAFEENTRY

12. 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.

13. 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.

14. 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 external non-NUS visitors must check in using both the Visitor Registration System and the government SafeEntry. The government 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 measures are for contact tracing purpose.

TRACETOGETHER APP (Note: Not an NUS APP)

15. 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.

16. **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.

17. **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.

18. **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 compatible with TraceTogether, you are strongly encouraged to download and use the app.

MANDATORY WEARING OF MASKS

19. **How does the 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.

20. **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.

21. **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 Safe Distance 1m separation with adjacent diners while dining).

22. **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.

23. **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.

24. **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

25. **I am an overseas returning/incoming international student, do I need to apply the Entry Approval myself before I start to travel from my country to Singapore?**
 - a. The Ministry of Home Affairs (MHA) has set up a Safe Travel Office (STO) under the Immigration and Checkpoints Authority (ICA) to ensure an easier and smoother traveller experience with the gradual reopening of borders. STO has launched their STO-STP website - <https://safetravel.ica.gov.sg/stpl/requirements-and-process> on 05 April 2021. They also have a manned STO hotline and enquiry platform for students there.
 - b. With the new STO arrangement, the Entry Approval (EA) applications for returning students and incoming International students are no longer submitted via NUS with effect from 05 April 2021. Students are to submit their EA applications directly via the [SafeTravel Portal \(ica.gov.sg\)](https://safetravel.ica.gov.sg).
 - c. NUS Overseas Travel Declaration (OTD) will no longer be used to facilitate the application of Entry Approvals. Students and staff are to continue to declare in OTD as it is still compulsory for you to update NUS with your travel plans via [OTD](#). This is to ensure that your records are updated and allow NUS to reach out to you in times of emergencies. All new incoming students are required to declare their travel plans in OTD before they can proceed with [Registration \(Part One\)](#). All students are required to update your travel plans to facilitate your seamless access to Modreg, LumiNUS and other key services under EduRec.
26. **I am an overseas student/staff, do I need to be swabbed for COVID-19 test and to serve Stay-Home-Notice (SHN) upon arrival in Singapore if I am travelling from another country?**

- a. 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 Stay-Home Notice (SHN) as per the prevailing government regulations [SHN-and-swab-summary.pdf \(ica.gov.sg\)](#).
- b. 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. Refer to the [SHN-and-swab-summary.pdf \(ica.gov.sg\)](#) for the different requirement on the periods and types of SHN and COVID-19 swabs tests for different countries.

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

The 07/14/21-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 07/14/21 days subsequent thereto. It will end at 12pm on the 8th/15th/22nd 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.

28. Why do I have to serve additional 07 days of LOA issued by NUS after I have completed the mandatory Stay-Home-Notice upon my arrival in Singapore? (Reference: NUS OSHE Circular 3, dated 05 March 2021)

- a. There have been cases of more infectious virus mutations overseas recently, and that the incubation period of the virus may be longer than 14 days in some individuals. The Ministry of Education has thus requested all Institutes of Higher Learning to introduce additional precautionary measures for their students and staff who are returning from overseas.
- b. With effect from **7 March 2021, 2359 hrs**, staff and students who enter Singapore and have been served with a 14-day Stay-Home Notice (SHN) by the authorities **will be given an additional 7-day Leave of Absence (LOA) by NUS.**

29. 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, you are strongly advised to check the ICA website (<https://safetravel.ica.gov.sg/>) to plan for your trip. Please declare your travel plans at [Overseas Travel Declaration](#).

30. Can I travel to visit family members overseas?

Given the dynamic border control measures, students are advised not to travel home during the 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

31. 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](#). 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).

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

All incoming students and students proceeding to the new Semester must declare their completed travels and/or travel plans, or no plan to travel 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).

HEALTH & TEMPERATURE DECLARATION

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

All students must do once-a-day health declaration before entering campus.

34. **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.

35. **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 once 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.

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

This is a preventive measure 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.

37. 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 in the system. However, students are strongly advised to monitor their own health and temperature at least once daily. If you need to come to campus for any reason, you must declare your health and temperature status in the morning before you arrive on campus.

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 further notice.

MEDICAL CARE

a. What should I do if I am displaying any of the following symptoms: cough, sore throat, breathlessness, fever ($\geq 37.5^{\circ}\text{C}$) 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 if the swab test result is positive.

b. I cannot find any healthcare insurance that can cover me for COVID-19 treatment in Singapore. Is it compulsory to have insurance covering my treatment before I enter?

a. Full-time students will be covered under the University's medical insurance scheme. The period of coverage is listed in the table below:

Type of student	Residency	Period of coverage
Newly admitted undergraduate students (Sem 1, AY2021/2022)	International	From 01 July 2021
	Singapore Citizen/PR	From 01 August 2021
Current undergraduate students	International	Covered continuously from previous year
	Singapore Citizen/PR	
Newly admitted graduate and non-graduating student	International	1 month prior to matriculation date
	Singapore Citizen/PR	From matriculation date
Current graduate and non-graduating students	International	Covered continuously from previous year
	Singapore Citizen/PR	

The type of coverage can be found in UHC's website: <http://nus.edu.sg/uhc/general-health/billing-insurance/insurance-matters>

b If you are arriving in Singapore earlier than the start of the insurance coverage, you are strongly recommended to have your own personal travel insurance that also covers COVID-19 treatment.

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, collect food delivery, 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 i.e. 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 LOA 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.

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 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
- (b) For Students: Report to the academic supervisor or escalate it to the Head of Department. Email: 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>

As at 05 May 2021