Residential Guidelines and Protocols at ANU campuses

Covid-19 Response

This document directs and supports Heads of ANU on campus accommodation to develop residence specific COVID-19 outbreak prevention and management plans for implementation by all ANU on campus residences.
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Response to COVID-19

This document has been developed to provide the essential requirements and standards for ANU Residential Halls in response to COVID-19, it specifically refers to communal living areas and shared responsibilities. The document is applicable to any residential hall or affiliate hall linked to the ANU.

The key references utilised for the development of this document include:


Residents living in communal environments are susceptible to outbreaks of illness, which commonly occur in winter. Respiratory illnesses due to CODIV-19 is to be expected, given the global outbreak and cases within Australia and the ACT.

Preventing an outbreak is our primary priority and responsibility. Our most effective prevention strategies are:

1. Every student who has somewhere else they can safely travel to and live during the pandemic should leave their residence as soon as possible and before 31 March
2. Strictly implementing and enforcing social distancing and hygiene protocols for those students and staff remaining within residences

Managing a COVID-19 outbreak (suspected or confirmed) effectively requires a number of actions. These standards are designed to assist ANU to plan, prepare, detect and respond to COVID-19 outbreaks within residences. All Heads of residential halls must read and comply with this document, and adopt the precautionary measures to minimise the chances of residents, staff and the University being put at risk.

If any residence is unable to comply with the directions in this document the Head of Hall from that residence should advise the Director, Residential Experience as soon as possible. The Director will work with you to relocate all remaining residents to a hall that can comply, and support close down of your operations for the duration of the pandemic.
For the latest information on the University position please visit the following website: https://www.anu.edu.au/news/all-news/covid-19-advice

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COVID-19 Outbreaks

It can be difficult to tell the difference between a respiratory illness such as COVID-19 and a respiratory illness caused by other viruses based on symptoms alone. Suspected COVID-19 cases are referred to as a ‘suspect case’ until a causative pathogen is identified through diagnostic testing (for example, nose and throat swab collection). If the COVID-19 virus (SARS-CoV-2) is detected this is referred to as a COVID-19 outbreak. While all respiratory viruses can cause outbreaks and significant morbidity and mortality, COVID-19 is acknowledged as a significant health risk particularly for the elderly and individuals with co-morbidities or low immunity. These guidelines will assist ANU to manage all types of respiratory outbreaks, but the focus is predominantly on COVID-19.

Legal Framework

It is the responsibility of ANU to identify and comply with relevant legislation and regulations. ANU must fulfil their legal responsibilities in relation to infection control by adopting standard and transmission-based precautions as directed in the Australian Guidelines for the Prevention and Control of Infection in Healthcare (2019) and by ACT public health authorities. COVID-19 is a notifiable condition under the Australian National Notifiable Diseases Surveillance System (NNDSS). This means that in all Australian states and territories, either the medical officer requesting the test and/or the laboratory performing the test, are responsible for notifying the relevant jurisdictional public health authority of the case of COVID-19, as per local legislative requirements.

ANU must also fulfil their legal responsibilities in relation to work health and safety as prescribed by the WHS Act 2011 (Cth.) and WHS Regulations 2011 (Cth.). The University will achieve this by adopting its WHS Management System in relation to Hazard Management to identify the hazards, assess their risks and implement effective control measures to prevent illness occurring to any individual staff and students while conducting University activities.

COVID-19 contracted due to University’s business or undertaking is a notifiable incident to Comcare as our regulator.

1.0 Failure to Comply

1.1 Residential Hall Non-Compliance

If Residential Halls do not meet the requirements and standards set out in this document they will be closed until further notice. Residences must take the highlighted actions throughout the document, and demonstrate compliance during auditing. A summary of actions can be found at Appendix A.

1.2 Resident Non-Compliance

All residents must comply with the University COVID19 protocols within this document to ensure the residential halls are a safe environment. If residents are unsure of any of the protocols contained within this document, they should seek clarification from a Senior Resident or their Head of Hall.

A communications plan for ensuring resident and staff understanding of their obligations and responsibilities regarding compliance with COVID-19 precautions is provided at Appendix B.

If a resident is found to not be complying with COVID-19 protocols as advised by the residence, the Residence will view this as a breach of Section 3 (g) of the Occupancy Agreement where residents are required “to comply with lawful notices and reasonable directions from the University” and further 3.1 (a) requires occupants to not “intentionally cause injury or harm to another person” as well as complying with “the Rules of the Australian National University” as per section 3.3 (b). Failure to comply with these obligations by failing to adhere to the guidelines in place for social distancing and self-isolation will result in termination of the resident’s agreement as per Section 3.2 of the Occupancy Agreement.

Disciplinary matters can also be escalated to the Office of Student Conduct (OSC) who will institute disciplinary actions in accordance with ANU established procedures for students for noncompliance as outlined at https://www.legislation.gov.au/Details/F2018L00319/Html/Text#_Toc508885910

Due to the seriousness of breaching COVID-19 protocols, any breach by a resident will be deemed misconduct. It is misconduct if a student engages in conduct that:

- is dishonest, unethical, or otherwise demonstrates a lack of integrity or a lack of respect for the safety or wellbeing of other members of the University community; or

- intentionally, recklessly or negligently causes risk or danger to the health or safety of another member of the University community.

If, in a case to which section 12(1) (powers of, and action by, Vice-Chancellor) applies, the Vice-Chancellor is satisfied that the respondent is likely to have engaged in conduct that is misconduct, the Vice-Chancellor may, before an inquiry is held into the conduct:

(a) deny the respondent access to all or any University facilities, to all University premises, any University premises or any part of University premises, or to all or any activities conducted by or on behalf of the University, for a specified period or until the inquiry has been completed and its finding dealt with under this instrument, whichever happens first.

A1. ACTION FOR ANU RESIDENCES: Ensure all residents and staff have been informed in writing of the (a) obligations to comply with COVID-19 precautions; (b) ramifications of failure to comply with ANU COVID-19 response requirements.

2.0 Understanding COVID-19

2.1 Recognising COVID-19

COVID-19 is a contagious viral infection that generally causes respiratory illness in humans. Presentation can range from no symptoms (asymptomatic) to severe illness with potentially life-threatening complications, including pneumonia. COVID-19 is spread by contact with respiratory secretions and fomites. The most common signs and symptoms include²:

- fever
- dry cough

Other symptoms can include:

- shortness of breath
- sputum production

• fatigue
Less common symptoms include: sore throat
• headache
• myalgia/arthralgia
• chills
• nausea or vomiting
• nasal congestion
• diarrhoea
• haemoptysis
• conjunctival congestion

2.2 Incubation Period
People with COVID-19 generally develop signs and symptoms, including mild respiratory symptoms and fever, an average of 5-6 days after infection (mean incubation period 5-6 days, range 1-14 days).

2.3 Routes of Transmission
COVID-19 is transmitted via droplets and fomites during close unprotected contact with an infected person. Airborne spread has not been reported for COVID-19. Faecal shedding of the virus has been demonstrated from some patients, and viable virus has been identified in some cases.

2.4 People at risk of complications from COVID-19
People at risk of complications from COVID-19 include:
• people with chronic or other medical conditions
• people with a weakened immune system (due to a disease or medication)
• Aboriginal and Torres Strait Island people*
• people 65 years of age and over

*Note: Aboriginal and Torres Strait Island people over the age of 50 have been advised by the Federal Government to self-isolate. Aboriginal and Torres Strait people at earlier ages are at higher risk and may be susceptible to complications listed above.

2.5 Staff and Senior Residents and Community Co-ordinator Education and Training
Each Residential Hall is responsible for ensuring their staff, community co-ordinators and senior residents are adequately trained and competent in all aspects of outbreak management prior to an outbreak. Staff, community co-ordinators and senior residents should know the signs and symptoms of COVID-19 in order to identify and respond quickly to a potential outbreak. Additionally, all staff (including casual, domestic, hospitality and volunteer workers) need to understand the infection control guidelines and be competent in implementing these measures. Topics for staff education and training should include:
• Symptoms and signs of COVID-19
• Personal hygiene, particularly hand hygiene, sneeze and cough etiquette
• Appropriate use of PPE such as gloves
• Actions on experiencing symptoms of COVID-19
• Handling and disposal of waste
• Processing of reusable equipment
• Environmental cleaning
• Laundering of linen

• Food handling and cleaning of used food utensils

A2. ACTION FOR ANU RESIDENCES: Ensure all staff, community co-ordinators and senior residents receive appropriate training and are deemed competent in all aspects of outbreak management.

A3. ACTION FOR ANU RESIDENCES: All staff, community co-ordinators and senior residents are to undertake the COVID-19 Infection Control Training that can be accessed through the following link: https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training

3.0 Roles and Responsibilities

3.1 Residential Halls
The primary responsibility of managing a COVID-19 outbreaks lies with the ANU Residential Halls, within their responsibilities for resident care and infection control. An outbreak is defined as one or more cases of COVID-19 being confirmed in a person living in a residence. All Halls should have outbreak management plans in place. Halls in consultation with ACT Communicable Disease Control (CDC), the Director of Student Residences and the ANU Executive are required to:
- Detect and notify the ACT Government of any symptomatic residents.
- Confirm and declare an outbreak to ACT CDC and the ANU Critical Incident Management Team.
- Provide update to the ANU Critical Incident Management Team on infection control measures and updates on any confirmed cases.
- Confirm and declare to ACT CDC and the ANU Critical Incident Management Team when an outbreak is over.

3.2 Prepare an Outbreak Management Plan
Preparing an outbreak management plan will help staff identify, respond to and manage a potential COVID-19 outbreak; protect the health of staff and residents, and reduce the severity and duration of outbreaks if they occur. At a minimum, residential halls must identify a dedicated staff member to plan, co-ordinate and manage logistics in an outbreak setting as well as communicate and liaise with the ACT CDC. The prevention strategies outlined in this guideline should be included in the Residential Halls outbreak management plan. A checklist to assist in outbreak preparedness can be found in Appendix C.

A4. ACTION FOR ANU RESIDENCES: Ensure that an Outbreak management plan is developed as a standalone document in line with Appendix A.

3.3 Education and signage
Education for staff, residents and their families is vital to inform their behaviour and help manage the potential occurrence for ongoing transmission in an outbreak setting. Prompt and clear information needs to be provided to residents and staff regarding the outbreak including respiratory hygiene and cough etiquette, hand hygiene and restrictions on social interaction/social distancing measures. For assistance with this, please contact the ANU Community Engagement Team (COVID19Comms@anu.edu.au).

Signage must be installed at all entrances, points of egress around the building and in communal areas outlining requirements for social distancing, hygiene and self-isolation protocols which outline residents responsibilities and the current restrictions in place.
A sample letter outlining the preventative steps residents can take to reduce the risk of bringing COVID-19 into the Residential Hall can be found at Appendix D.

A5. ACTION FOR ANU RESIDENCES: Signage must be installed at all entrances, points of egress around the building and in communal areas outlining requirements for social distancing, hygiene and self-isolation protocols.

3.4 Workforce Management
Residential Halls should have a staff contingency plan in the event of an outbreak where unwell staff members need to be excluded from work for a prolonged period until cleared to return to work.

A6. ACTION FOR ANU RESIDENCES: Ensure that a staff contingency plan is developed for staff absences due to illness.

4.0 Identifying COVID-19

4.1 Identification
Residential Halls must establish systems to monitor staff and residents for COVID-19 with a high level of vigilance and have a low threshold for investigation. Monitoring for fever is very sensitive for detecting possible cases of COVID-19 in the context of confirmed local transmission of COVID-19. Effective monitoring will facilitate early recognition and management of cases. The aim of monitoring is to ensure early identification of symptoms in residents and staff that may precede, or indicate early stages of, an outbreak.

Identification of symptoms within a resident or staff member should prompt investigation of whether formal testing for a causative agent is required. Residents are responsible for monitoring their health and should be advised to consult a Senior Resident or staff member if they feel unwell or are unsure if they require testing. While confirmation of COVID-19 infection is pending, immediate and appropriate infection control management of the person may prevent further spread of the disease. Prompt detection of outbreaks allows early implementation of control measures.

All residents are able to access a mask and gloves from staff or duty officer for use only if they are experiencing symptoms of COVID-19 and need to leave their room to seek assistance with accessing health services. All residents need to be provided with guidance on how to properly put on, remove and dispose of used masks and gloves.

Instructions for when to get tested are available here:


Instructions for correct use of gloves and masks are provided at Appendix E.
4.2 Screening of ANU Residents
In accordance with ACT Health guidelines⁴ a resident or staff member should get tested for COVID-19 if any one of the following apply:

- They have recently travelled overseas or on a cruise ship, and have developed symptoms of COVID-19 within 14 days of returning back to Australia; and/or
- Have been in contact with someone who has confirmed COVID-19 and develop symptoms of COVID-19 within 14 days of last contact; and/or
- **Live in a high risk setting (such as a residential hall)** and have symptoms of COVID-19;⁵ and/or
- You have a link to a setting where COVID-19 outbreaks have occurred in Australia, and have symptoms of COVID-19.

4.3 Research Screening
John Curtin School of Medical Research is currently developing a research protocol, that may involve testing of asymptomatic individuals to test the integrity of the current Australian Government and ACT Health surveillance systems. They may reach out to Residential Halls to enable the participation of students and staff during this research program. This is separate to the screening recommended above in line with ACT Government guidelines.

A7. ACTION FOR ANU RESIDENCES: In accordance with ACT guidelines, residents must be informed in writing that they must get tested for COVID-19 if they have symptoms of COVID-19. The template for informing residents is at Appendix F.

4.4 Notification – ACT Department of Health
Laboratory confirmed COVID-19 is a notifiable disease in all Australian states and territories. The requesting medical officer and/or the testing laboratory is obligated to notify the infection to the jurisdictional communicable disease authority, depending on local legislative requirements; this notification is confidential. If an outbreak is suspected, the local state/territory Department of Health must be notified immediately.

In the ACT the Public Health Unit (PHU) is called the Centre for Disease Control (ACT CDC). The CDC will assist with advice and guidance on appropriate follow up actions. Residential Halls must be prepared to provide the following information to the ACT CDC:
- Information on the setup of the Residential Hall
- date of onset of illness
- total number of staff that work in the Residential Hall and in the affected area
- total number of residents in the Residential Hall and in the affected area

The ACT CDC will advise and assist with the following:
- confirming the presence of an outbreak
- identifying the control measures that need to be in place


In addition to notifying the ACT CDC and the ANU Community Wellbeing Team the residence must also notify Comcare of a confirmed case of COVID-19 in the residence. This is a work health and safety requirement.

To notify Comcare of a notifiable incident under the Commonwealth Work Health and Safety Act 2011:
- Telephone 1300 366 979 If you telephone 1300 366 979 outside Comcare’s office hours, you can choose to be redirected to an on-call inspector from the relevant Comcare office or
- Complete and submit the online incident notification form. You can access the online incident notification form or download the print version of the form at the Comcare website: www.comcare.gov.au or
- Download and complete the incident notification form and email it to notify@comcare.gov.au
4.5 State/territory Public Health Unit Contact details
Notify ACT CDC on (02) 5124 9213 during business hours or by calling (02) 9962 4155 after hours.

A8. ACTION FOR ANU RESIDENCES: Develop and have access to a contact list for the ACT health department and other relevant stakeholders (e.g. Residential Hall GPs and infection control consultants, ACT CDC, Director, Residential Experience and the ANU Community Wellbeing Team).

5.0 COVID-19 Case and Outbreak Management
5.1 Response to a Suspected Case of COVID-19 in a Resident
If a resident they may have come into contact with someone with COVID-19, or test positive for the virus, please contact CommunityWellbeing@anu.edu.au. This will allow ANU to support them; and also ensure the safety of our community.


In addition to notifying the ACT CDC and the ANU Community Wellbeing Team the residence must also notify Comcare of a confirmed case of COVID-19 in the residence. This is a work health and safety requirement.

To notify Comcare of a notifiable incident under the Commonwealth Work Health and Safety Act 2011:
- Telephone 1300 366 979 If you telephone 1300 366 979 outside Comcare’s office hours, you can choose to be redirected to an on-call inspector from the relevant Comcare office or
- Complete and submit the online incident notification form. You can access the online incident notification form or download the print version of the form at the Comcare website: www.comcare.gov.au or
- Download and complete the incident notification form and email it to notify@comcare.gov.au

The resident is to be instructed to stay in their room if they become unwell. This includes if they develop fever, cough, shortness of breath, chills, body aches, sore throat, runny nose, or muscle pain. Instruct the resident to call their GP and seek medical advice. If you are due to work for ANU but cannot attend because you are required to self-isolate you will not be financially penalised.

The resident can also call the National Coronavirus Helpline on 1800 020 080 for more information.

In the instance of confirmed COVID-19, Residential Halls management must:
- Identify and implement enhanced infection control measures
- Implement surveillance for further cases
- Review outbreak plans and requirements for implementation.

5.2 Response to a Suspected Case of COVID-19 in a Staff Member

Members of staff who develop symptoms of respiratory illness or other COVID-19 symptoms should immediately be excluded from the Residential Hall, complete the COVID-19 disclosure form and follow self-isolation guidance via communitywellbeing@anu.edu.au. The staff member must remain away from their workplace whilst a diagnosis is sought. If COVID-19 is excluded, the staff member may be able to return to work once well and as guided by the infections period for their condition. If a diagnosis of COVID-19 is confirmed, the staff member must be excluded until they meet the criteria for release from isolation outlined in the CDNA COVID-19 Interim National Guideline. The Residence must make appropriate notification to the relevant authorities as outlined in section 4.3 and 4.4.

As above, Residence management should consider this an opportunity to:

- Identify and implement enhanced infection control measures as provided by ACT Health and the Centre for Disease Control
- Implement surveillance for further cases
- Review outbreak plans and requirements for implementation.
- Provide copy of review process and outcomes to the ANU Critical Incident Management Team

A9. ACTION FOR ANU RESIDENCES: Ensure, in writing, that all residents are aware of the response actions to a suspected case of COVID-19.

A10. ACTION FOR ANU RESIDENCES: Ensure, in writing, that all staff, community co-ordinators and senior residents are aware of the response actions to a suspected case of COVID-19 for both themselves and residents.

5.3 Communications Protocols

Communication protocols for responding to enquiries about and/or a confirmed case of COVID-19 are provided at Appendix G.

A11. ACTION FOR ANU RESIDENCES: Ensure, in writing, that all staff, community co-ordinators and senior residents or other student leaders who are on the duty roster are aware of and understand the protocols for communicating when there has been an enquiry about and/or a confirmed case of COVID-19 in a residence.

6.0 Standards of Precautions

If these standards are not already in place, they need to be implemented immediately and considered minimum, mandatory standards.

6.1 Hygiene measures

- Washing your hands regularly for 20 to 30 seconds.
- If soap and water is not available, use a hand sanitiser with at least 60% alcohol.
- Hand sanitiser is a convenient choice and can help you avoid getting sick and spreading germs to others.
- Hand sanitiser does not replace washing your hands after using the bathroom.
- Always use soap and water if your hands are visibly soiled.
- Avoiding touching your eyes, nose and mouth.
- Covering your mouth and nose when coughing and sneezing with a tissue or coughing into your elbow.
- Dispose of used tissues into a bin immediately and wash your hands afterwards.
A12. ACTION FOR ANU RESIDENCES: Ensure that specific hygiene related signage is posted at all hand washing stations, and common areas that are open for use.

6.2 Social distancing
Social distancing means separating residents from each other and other people as much as possible in all places, including halls of residence. The following social distancing measures should be adhered to:

- stay in your room and only go out if it is essential
- Keep a distance of 1.5 metres\(^7\) between people and ensure that in enclosed spaces there is only one person per four square metres.
- Crowds, gatherings and parties of any number are prohibited until further notice
- Cancel or defer meetings/events
- Study in your room as much as possible
- Avoid physical greetings such as handshaking, hugs and kisses
- Use tap and go instead of cash
- Travel at quiet times and avoid crowds
- Practise good hygiene
- Keep connected with others, including colleagues, friends and family, through phone, email, social media, and online work platforms when possible.

Please Note: In exceptional circumstances only, ANU acknowledges that appropriate social contact may be required for reasons of welfare, personal care and comfort.

A13. ACTION FOR ANU RESIDENCES: Ensure that specific signage related to social distancing is posted on all floors at all entrance and egress points, common areas and high traffic locations.

6.3 Monitoring compliance with precautions
- All residences will have a minimum ratio of 1:25 Senior Residents to residents. Senior residents are responsible for education and compliance with the standards within their pod
- All residences will have a minimum ratio of 1:10 Health Officers to Senior Residents. Health Officers will be responsible for supporting Senior Residents to monitor compliance with the standards and for escalating disciplinary alerts.
- A duty roster will be established and managed by the Head of Hall to ensure compliance monitoring with these protocols and social distancing measures and include random checks throughout the day. This duty roster and any alerts regarding non-compliance will be viewed by the Head of Residential Safety or their delegate once a week to ensure compliance and appropriate escalation and use of disciplinary procedures.

• All residents will have a Senior Health Officer responsible for compliance with the standards across the residence. In most instances the Senior Health Officer is the head of residence or other suitable senior staff member with authority.

A14. ACTION FOR ANU RESIDENCES: Halls are to ensure compliance officer ratios are monitored and reported on a weekly basis to account for evolving occupancy levels & internal monitoring process with associated checklist approved by Head of Residential Safety and rosters in place for review.

6.4 Movement Restrictions
The Australian Government’s current advice to all Australian residents is to stay home unless it is absolutely necessary to go outside. Under these guidelines, you are required to stay at home unless you are:

• Going to work (if you are unable to do so at home)
• Shopping for essential supplies such as groceries, return home without delay
• Going out for personal exercise in the neighbourhood, on your own or with one other
• Attending medical appointments or compassionate visits

All activities outside of this list as considered to be non-essential and are not permitted under the Federal Government guidelines⁸. When outside, you must practice social distancing (as above) and good hand hygiene.

A15. ACTION FOR ANU RESIDENCES: Halls are to reinforce the movement restrictions regarding students. All residents must be informed in writing they must document their movement outside of the residence to enable contact tracing by the Residence or health authorities. A template for documenting movements is provided at Appendix I.

6.5 Visitors and Communal Activities
The movement of visitors into and within the Residential Hall is highly restricted. Facilities should implement the following:

• Social visitors are restricted to one nominated significant other for the period of the pandemic.
• All group activities are prohibited until further notice.
• All visitors to a Residential Halls must be recorded on a register of visitors and comply with the following guidance:
  o Report to the reception desk on arrival
  o Visit only the nominated resident
  o Enter and leave the Residential Hall directly without spending time in communal areas
  o Perform hand hygiene before entering and after leaving the resident’s room and the Residential Hall.

A16. ACTION FOR ANU RESIDENCES: Ensure that the visitor restrictions are enforced, and use the standard template for assessing visitor entitlement to enter the residence, provided at Appendix J.

6.6 Food and drink
- Residents are not to share food or drink.
- Residents should endeavour to eat in their room where possible as an alternative to using dining halls or common rooms.

A17. ACTION FOR ANU RESIDENCES: Halls are to ensure that evidence of resident notification & ongoing reinforcement of prohibition of sharing food and drinks via signage and communications is in place in common and kitchen areas.

6.7 Self Isolation for COVID-19 (SIC19)
- A directive for self-isolation will be issued by a medical officer to individuals who have been tested, diagnosed or otherwise meet the criteria for risk of having COVID-19
- The directive has legal force with severe penalties for noncompliance.
- There will be random checks (by someone communicating with the resident through their door) of the resident being in their room as required. Senior residents can also advise the Head of Hall if a student is observed outside of their room for any reason other than a building evacuation.
- If a student is found to not be complying with isolation protocols, the Office of Student Conduct (OSC) will institute disciplinary actions in accordance with ANU established procedures for students for noncompliance (see section 1.0 of this document).

If a resident requires self-isolation whilst they are awaiting the outcome of a COVID-19 test the current Residential Experience Division protocol for checking in to self-isolation will apply (as outlined at Appendix K).

If a resident requires self-isolation because they have a confirmed diagnosis of COVID-19 the residence should contact communitywellbeing@anu.edu.au who will arrange an off campus space and all necessary practical support during self-isolation.

If a resident is unwell with an illness other than COVID-19 they will be asked to isolate in their current room and will be supported with practical assistance including food, medicine, visits by the doctor by the staff of the residence. The resident is required to isolate by staying in their room as a precautionary measure to protect those around them – friends and colleagues - from possibly contracting an illness.

Meal and food delivery for any residents who are in isolation
- Meals, shopping or groceries can be delivered to Residential Hall reception. When your items arrive, the reception staff will contact you over the telephone or via email to arrange a drop off time.
- Staff will deliver the meals or groceries to your door. Staff will announce when the groceries have been delivered and walk away. Please do not open your door until the staff member has left.
- If online shopping is discontinued, the residence staff will assist in identifying alternative methods for food delivery.
Rubbish collection

- Additional bags will be provided to residents who are in isolation and a time will be arranged when these bags will be collected.

A18. ACTION FOR ANU RESIDENCES: Ensure that all staff, community coordinators and Senior Residents are informed, in writing, of the isolation procedures as detailed in Appendix K.

7.0 Cleaning Protocols

Properties are to maintain cleaning practices with increased vigilance and adhere to the below guidelines at a minimum. Please refer to COVID-19 National Cleaning guidelines for more information:

7.1 Cleaning Requirements for External Cleaners

- If outsourced, advise cleaners if the building has residents in isolation.
- Provide cleaning requirements:
  - Common areas: there should be an increased frequency and coverage when disinfecting all hard surfaces using designated chemical based disinfectant products. Additional cleaning schedule for:
    - 2 x day for lounge, gym etc - scheduled and signed by designated employees
    - 4 x day for lifts and toilets - scheduled and signed by designated employees
  - Office areas:
    - 2 x day - scheduled and signed by designated employees
    - If outsourced, ensure you advise the cleaning company of all surfaces that need to be cleaned with disinfectant on each occasion.

A19. ACTION FOR ANU RESIDENCES: Halls are to ensure that all internal cleaning staff & external cleaning contractors supply evidence of enhanced cleaning protocols referencing associated Government guidelines and proof of enhanced staff inductions.

7.2 Cleaning requirements for Employees

Ensure your office areas have an increased frequency of cleaning, to include:

- 4 x day all high touch surfaces – desk, phones, computer equipment etc
- Antibacterial wipes for cleaning or multipurpose cleaner with disinfectant and paper towel to be made available for use to complete the cleaning.

7.3 Cleaning requirements for residents in isolation:

- Single Apartment
  - 1 x day all high touch surfaces should be cleaned by the tenant.
  - Antibacterial wipes for cleaning or multipurpose cleaner with disinfectant and paper towel to be made available for use to complete the cleaning.
- 2+ Apartment (Shared)
  - 4 x day all high touch surfaces in shared areas should be cleaned by the tenant.
Where possible, dishes, drinking glasses, cups, eating utensils, towels, bedding, or other items should not be shared with other people. After using these items, they should be washed thoroughly with soap and water or use a dishwasher.

Antibacterial wipes for cleaning or multipurpose cleaner with disinfectant and paper towel to be made available for use to complete the cleaning.

7.4 Cleaning requirements for Laundries (General cleanliness)
- Regularly clean everything, especially frequently touched surfaces with regular household cleaners or disinfectants. Dexter’s 304-grade stainless steel can withstand normal household cleaners.
- Use hot water – it is recommended to wash items at a temperature of at least 60C.
- Check your water heater.
- Make sure your users are aware of the hot water temperature.

7.5 Personal Protective Equipment (PPE)
- Follow official health advice based on the level of risk. As a minimum, please ensure relevant employees understand how and when to use PPE when necessary.
- Please also reassure all employees that they can request and use PPE if they wish. They are to be provided with correct training on the equipment to be used, including correct disposal.
- PPE must be in adequate condition and fit for purpose, including expiration dates for facemasks.

Note: Employees should not be using PPE at work due to experiencing symptoms/sickness. If they are sick in any form, they should not be at the workplace.

**Face masks** – These are only recommended for use in limited situations: a sick person should wear one to prevent infecting others AND a healthy person who must be in close proximity with a sick person.

**Masks for Residents**: only to be provided in confirmed cases when exiting room to attend ambulance or in share accommodation.

Masks must be used as follows:
- Be worn and fitted in accordance with the manufacturer’s instructions
- Not be touched by hands while worn except for fitting e.g. around the nose and sides prior to exposure
- Cover both the mouth and nose while worn
- Not be worn loosely (both ties secured) or folded down around the neck
- A mask must be discarded once it has been worn, or becomes visibly soiled or moist, and must not be used again.
- A mask must be removed by touching the strings / ties or loops only.

Personal hand sanitiser must be made available for use by residents.

Additional cleaning guidelines can be sourced at:

A20. Halls are to ensure that all staff, community co-ordinators and senior residents have an understanding of the reasons for using PPE, correct procedures to put on (don), take off (doff), recommended times of use before disposal and correct disposal.

8.0 General protocols

8.1 Communal items
All communal items in all Residential Halls including, vacuum cleaners, mops and storeroom items will be withdrawn until future notice. Regulated access to vacuum cleaners will be provided by staff.

8.2 Common area
Residents are to wipe clean any shared items provided in the common area with wet wipes, paper towels and cleaning products before and after use. This includes common area items such as space within computer labs, musical equipment, exercise equipment, audio-visual equipment, chairs, tables, kettles, microwaves, irons and ironing boards.

8.3 Laundry rooms
- Residents are not to use the laundry if they are feeling unwell
- Residents are to use paper towels or cleaning wipe provided when using the machines
- The laundry room door will remain open during standard operating times
- Residents must wash their hands and use the hand sanitizer provided before and after using the facilities

8.4 Garbage bin room
- The garbage bin room will remain open in all Residential Halls (where applicable)
- All of the lids to the rubbish bins will be left open – please do not close the lids
- All rubbish should be placed in the bins provided
- Items should not be left on the floor

8.5 House Dinners (where applicable)
- House Dinners will no longer occur due to social distancing restrictions

8.6 Lift use
- No more than two persons are allowed to use a lift at one time
- Cleaning products will be provided to wipe clean the buttons and surfaces
- Cleaners are to wipe down surfaces and doors at least twice per day

8.7 Mail and Parcel Delivery
- Mail and parcels will be delivered to the reception desk – disposable gloves are to be worn by those handling mail or packages
- Mail will be sorted alphabetically into an expanding file or other suitable storage by Reception staff
- Mail and parcels can be collected by residents only during office hours – out of hours Duty Officers, including Senior Residents and Community Co-ordinators are not authorised to deliver mail or parcels until further notice.
• Large packages or bulky items will be placed in a suitable storage space that is only accessible by staff during business hours
• Access to the storerooms will be restricted
• If a resident is self-isolating, feeling unwell or sick, the parcel will be delivered and placed outside a resident's room door by an office staff member at a time agreed with the resident who is self isolating.

8.8 Fire Alarms and building evacuations
• If there is a Fire Alarm, the standard protocols must be followed.
• Resident in isolation or self-isolation will be required, where possible, to don a mask and gloves which they have been provided with before joining other residents
• Residents in isolation or self-isolation will evacuate to the same location, but be instructed to be at least 4m from all other residents.

A21. ACTION FOR ANU RESIDENCES: Halls are to ensure that all Laundries to have resident timeslot management for contact mapping and include social distancing signage.
A22. ACTION FOR ANU RESIDENCES: Ensure communal items of equipment are withdrawn from unregulated use. Staff must control access to, cleaning of between uses and use of gloves when using the vacuum cleaners.
A23. ACTION FOR ANU RESIDENCES: Ensure Residence dining facilities are closed to dine-in meals until further notice.
A24. ACTION FOR ANU RESIDENCES: Ensure that all common areas, including laundry rooms and garbage areas are maintained within the appropriate standards for hygiene and social distancing.
A25. ACTION FOR ANU RESIDENCES: Ensure that appropriate signage is posted in regard to lift usage, on the doors and inside residential lifts.
A26. ACTION FOR ANU RESIDENCES: Ensure that all staff are informed, in writing, of mail and parcel delivery protocols.
A27. ACTION FOR ANU RESIDENCES: Ensure the Emergency Control Organisation (ECO), and in particular the floor and chief warden is informed, in writing, of self-isolation requirements to be enforced in Emergency Evacuation Points.

9.0 Accessing support
Residents can access support 24 hours a day, 7 days a week via ANU Crisis Support Line on 1300 050 327 or via SMS Text message service on 0488 884 170.

Support and assistance is also available through the Respectful Relationships Unit respect@anu.edu.au and ANU Counselling (9 am-5 pm weekdays) 02 6125 2442 or counselling.centre@anu.edu.au. These are free services offered to our community.

You can access ANU Counselling Centre appointment via Zoom Video. To book an appointment, email Counselling.Centre@anu.edu.au and let them know that you are off-campus.
| A28. ACTION FOR ANU RESIDENCES: Ensure that signage is posted in areas visible to residents informing all residents and staff of ANU Support Services. |
## APPENDIX A – ACTIONS REQUIRED OF ANU RESIDENTIAL HALLS

<table>
<thead>
<tr>
<th>Action Number</th>
<th>Responsible Person in Hall</th>
<th>Description of Implementation</th>
<th>Date Actioned</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1.</td>
<td></td>
<td>Ensure all residents and staff have been informed in writing of the (a) obligations to comply with COVID-19 precautions, and (b) ramifications of failure to comply with ANU COVID-19 response requirements.</td>
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<tr>
<td>A2.</td>
<td></td>
<td>Ensure all staff, community co-ordinators and senior residents receive appropriate training and are deemed competent in all aspects of outbreak management.</td>
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<tr>
<td>A4.</td>
<td></td>
<td>Ensure that an Outbreak management plan is developed as a standalone document in line with Appendix A.</td>
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<tr>
<td>A5.</td>
<td></td>
<td>Signage must be installed at all entrances, points of egress around the building and in communal areas outlining requirements for social distancing, hygiene and self-isolation protocols.</td>
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<td>Action Number</td>
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<td>A6.</td>
<td>Ensure that a staff contingency plan is developed for staff absences due to illness.</td>
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<tr>
<td>A7.</td>
<td>In accordance with ACT guidelines, residents must be informed in writing that they must get tested for COVID-19 if they have symptoms of COVID-19. The template for informing residents is at Appendix F.</td>
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<tr>
<td>A8.</td>
<td>Develop and have access to a contact list for the ACT health department and other relevant stakeholders (e.g. Residential Hall GPs and infection control consultants, ACT CDC, Director, Residential Experience and the ANU Community Wellbeing Team).</td>
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<tr>
<td>A9.</td>
<td>Ensure, in writing, that all residents are aware of the response actions to a suspected case of COVID-19.</td>
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<tr>
<td>A10.</td>
<td>Ensure, in writing, that all staff, community co-ordinators and senior residents are aware of the response actions to a suspected case of COVID-19 for both themselves and residents.</td>
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<td>Action Number</td>
<td>Responsible Person in Hall</td>
<td>Description of Implementation</td>
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<tr>
<td>A11. Ensure, in writing, that all staff, community co-ordinators and senior residents or other student leaders who are on the duty roster are aware of and understand the protocols for communicating when there has been an enquiry about and/or a confirmed case of COVID-19 in a residence.</td>
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<tr>
<td>A12. Ensure that specific hygiene related signage is posted at all hand washing stations, and common areas that are open for use.</td>
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<tr>
<td>A13. Ensure that specific signage related to social distancing is posted on all floors at all entrance and egress points, common areas and high traffic locations.</td>
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<tr>
<td>A14. Halls are to ensure compliance officer ratios are monitored and reported on a weekly basis to account for evolving occupancy levels &amp; internal monitoring process with associated checklist approved by Head of Residential Safety and rosters in place for review.</td>
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<tr>
<td>Action Number</td>
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<tr>
<td>A15.</td>
<td></td>
<td>Halls are to reinforce the movement restrictions regarding students. All residents must be informed in writing they must document their movement outside of the residence to enable contact tracing by the Residence or health authorities. A template for documenting movements is provided at Appendix I.</td>
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<tr>
<td>A16.</td>
<td></td>
<td>Ensure that the visitor restrictions are enforced, and use the standard template for assessing visitor entitlement to enter the residence, provided at Appendix J.</td>
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<tr>
<td>A17.</td>
<td></td>
<td>Halls are to ensure that evidence of resident notification &amp; ongoing reinforcement of prohibition of sharing food and drinks via signage and communications is in place in common and kitchen areas.</td>
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<tr>
<td>A18.</td>
<td></td>
<td>Ensure that all staff, community co-ordinators and Senior Residents are informed, in writing, of the isolation procedures as detailed in Appendix K.</td>
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<tr>
<td>Action Number</td>
<td>Responsible Person in Hall</td>
<td>Description of Implementation</td>
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<tr>
<td>A19.</td>
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<td>Halls are to ensure that all internal cleaning staff &amp; external cleaning contractors supply evidence of enhanced cleaning protocols referencing associated Government guidelines and proof of enhanced staff inductions.</td>
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<tr>
<td>A20.</td>
<td></td>
<td>Halls are to ensure that all staff, community co-ordinators and senior residents have an understanding of the reasons for using PPE, correct procedures to put on (don), take off (doff), recommended times of use before disposal and correct disposal.</td>
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<tr>
<td>A21.</td>
<td></td>
<td>Halls are to ensure that all Laundries to have resident timeslot management for contact mapping and include social distancing signage.</td>
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<tr>
<td>A22.</td>
<td></td>
<td>Ensure communal items of equipment are withdrawn from unregulated use. Staff must control access to, cleaning of between uses and use of gloves when using the vacuum cleaners.</td>
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<td>Action Number</td>
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<td>Description of Implementation</td>
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<tr>
<td>A23</td>
<td></td>
<td>A23. Ensure Residence dining facilities are closed to dine-in meals until further notice.</td>
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<tr>
<td>A24</td>
<td></td>
<td>A24. Ensure that all common areas, including laundry rooms and garbage areas are maintained within the appropriate standards for hygiene and social distancing.</td>
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<tr>
<td>A25</td>
<td></td>
<td>A25. Ensure that appropriate signage is posted in regard to lift usage, on the doors and inside residential lifts.</td>
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<tr>
<td>A26</td>
<td></td>
<td>A26. Ensure that all staff are informed, in writing, of mail and parcel delivery protocols.</td>
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<tr>
<td>A27</td>
<td></td>
<td>A27. Ensure the Emergency Control Organisation (ECO), and in particular the floor and chief warden is informed, in writing, of self-isolation requirements to be enforced in Emergency Evacuation Points.</td>
<td></td>
</tr>
<tr>
<td>A28</td>
<td></td>
<td>A28. Ensure that all signage is posted in common areas informing all residents and staff of ANU Support Services.</td>
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</tbody>
</table>
APPENDIX B – RESIDENT AND STAFF WRITTEN ADVICE ON REQUIREMENTS FOR COMPLIANCE WITH COVID-19 STANDARDS AND GUIDELINES

OBLIGATION TO COMPLY (DIRECTIVE TO STUDENTS 28 MARCH provided below)

RAMIFICATIONS OF NOT COMPLYING

If a resident is found to not be complying with COVID-19 protocols as advised by the residence, the Residence will view this as a breach of Section 3 (g) of the Occupancy Agreement where residents are required “to comply with lawful notices and reasonable directions from the University” and further 3.1 (a) requires occupants to not “intentionally cause injury or harm to another person” as well as complying with “the Rules of the Australian National University” as per section 3.3 (b). Failure to comply with these obligations by failing to adhere to the guidelines in place for social distancing and self-isolation will result in termination of the resident’s agreement as per Section 3.2 of the Occupancy Agreement.

Disciplinary matters can also be escalated to the Office of Student Conduct (OSC) who will institute disciplinary actions in accordance with ANU established procedures for students for noncompliance as outlined at https://www.legislation.gov.au/Details/F2018L00319/Html/Text#_Toc508885910

Due to the seriousness of breaching COVID-19 protocols, any breach by a resident will be deemed misconduct. It is misconduct if a student engages in conduct that:

- is dishonest, unethical, or otherwise demonstrates a lack of integrity or a lack of respect for the safety or wellbeing of other members of the University community; or

- intentionally, recklessly or negligently causes risk or danger to the health or safety of another member of the University community.

If, in a case to which section 12(1) (powers of, and action by, Vice-Chancellor) applies, the Vice-Chancellor is satisfied that the respondent is likely to have engaged in conduct that is misconduct, the Vice-Chancellor may, before an inquiry is held into the conduct:

(a) deny the respondent access to all or any University facilities, to all University premises, any University premises or any part of University premises, or to all or any activities conducted by or on behalf of the University, for a specified period or until the inquiry has been completed and its finding dealt with under this instrument, whichever happens first.

USE OF PPE IF YOU HAVE SYMPTOMS: As per Appendix E

RESPONSE TO A SUSPECTED OR CONFIRMED CASE OF COVID-19: As per Appendix C - Communications Protocols

DOCUMENTING MOVEMENTS OUTSIDE OF THE RESIDENCE: As per Appendix I

VISITOR RESTRICTIONS AND ENTRY PROTOCOLS: As per Appendix J
Be distant. Be safe. Keep others safe.

You must keep your distance during this pandemic, even from ANU friends and neighbours.

Because when you take risks, it’s not just your health and theirs that could suffer - it is their families and their wider communities.

To keep everyone safe, these are your new house rules.

**Your role:**

- Every resident must comply with these rules.
- Practice distancing and good hygiene, and call out anyone who doesn’t.
- If someone knowingly breaks the rules, they will be excluded from ANU residences.
- If lots of people knowingly break the rules, we will close part or all of your residence.

**Distancing:**

- Keep a distance of two metres between people and ensure that in enclosed spaces there is only one person per four square metres.
- Crowds, gatherings and parties of any number are prohibited until further notice.
- Refrain from physical contact with other people.
- Visitors are strongly discouraged – only one registered guest per resident.
- Limit your intake of alcohol.

**Hygiene:**

- Wash your hands for 20 seconds several times a day.
- Avoid touching your face.
- Clean shared spaces and surfaces before you use them, and after you’ve finished.
- Isolate yourself in your room and seek medical advice if you have any cold or flu symptoms, especially fever and dry cough.

*The Australian National University – As of 27 March 2020*
### APPENDIX C – Outbreak Management Planning Checklist

<table>
<thead>
<tr>
<th>Planning actions</th>
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</thead>
<tbody>
<tr>
<td>Does Residential Hall have an outbreak plan that covers all the areas identified below?</td>
<td></td>
</tr>
<tr>
<td>Are all Hall staff aware of the plan including their roles and responsibilities?</td>
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</table>

**Staff, resident and family education**

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<tbody>
<tr>
<td>Have Hall staff undergone education and training in all aspects of outbreak identification and management, particularly competency in infection control?</td>
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<tr>
<td>Has the Hall run one or more staff education sessions?</td>
<td></td>
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<tr>
<td>Has Residential Hall provided resident families with information regarding prevention of transmission?</td>
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**Staffing actions**

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<tbody>
<tr>
<td>Does the Residential Halls have a staffing contingency plan in case 20% to 30% of staff fall ill and are excluded for 14 days?</td>
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</table>

**Stock levels**

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<tbody>
<tr>
<td>Has Residential Hall acquired adequate stock of PPE, hand hygiene products and cleaning supplies?</td>
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**Outbreak recognition actions**

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<tbody>
<tr>
<td>Does the Residential Hall routinely assess residents for respiratory illness, particularly for fever or cough (with or without fever)?</td>
<td></td>
</tr>
<tr>
<td>Has the Hall communicated to all staff that they must report COVID-19 symptoms until further notice?</td>
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<tr>
<td>Does a process exist to notify the Residential Hall manager and the ACT CDC as soon as practicable (and within 24 hours) of when a COVID-19 case is suspected?</td>
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</table>

**Communication actions**

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<tbody>
<tr>
<td>Does the Residential Hall have a contact list for the state/territory health department and other relevant stakeholders (e.g. Residential Hall GPs and infection control consultants, ACT CDC point of contact)?</td>
<td></td>
</tr>
<tr>
<td>Does the residential hall have signage at all points of entry and egress around the building and in communal areas outlining social isolation and hygiene protocols?</td>
<td></td>
</tr>
<tr>
<td>Does Residential Hall have a plan for communicating with staff, residents, volunteers, Next of Kin and other service providers (e.g. cleaners) during an outbreak?</td>
<td></td>
</tr>
<tr>
<td>Does Residential Hall have a plan to restrict visitors during the pandemic both within the Residential Hall and externally (e.g. security, signage, restricted access)?</td>
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</tbody>
</table>

**Cleaning**

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<tr>
<td>Does the plan identify who is responsible for overseeing increased frequency of cleaning, liaison with contractors or hiring extra cleaners as necessary?</td>
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**Compliance monitoring**

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<tbody>
<tr>
<td>Does the residence have the compliance monitoring staffing roster that can commence on 28 March?</td>
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</tbody>
</table>
Communications Protocols FOR IF THERE IS A CASE OF COVID-19 IN A RESIDENCE (TO BE UTILISED AS A SEPARATE DOCUMENT)

Covid-19 Case Communications
Contents

Response to COVID-19 .................................................................35
1.0 Communications Flowchart ....................................................35
2.0 Communications Templates ..................................................36
   2.1 HOLDING STATEMENT 1 – Acknowledgement of Testing ........36
   2.2 HOLDING STATEMENT 2 – Acknowledgement of Resident/Staff Member in Isolation waiting COVID-19 Test Results .........................................................36
   2.3 HOLDING STATEMENT 3 – Confirmed case of COVID-19 ........37
APPENDIX A – USEFUL RESOURCES ........................................38
Response to COVID-19
The aim of this document is to provide communications advice to the ANU Residential Halls in response to COVID-19, specifically suspected and confirmed cases. The term residential hall refers to any student residency or affiliate hall linked to the University.

For the latest information on the University position please visit the following website: https://www.anu.edu.au/news/all-news/covid-19-advice.

1.0 Communications Flowchart
2.0 Communications Templates

2.1 HOLDING STATEMENT 1 – Medical Treatment

Dear [residential hall name] community,

[residential hall name] staff have responded to a medical incident, and [Ambulance and / or Emergency Services] [have been called / are in attendance] at (location). At this time, we do not know the nature of the medical assistance required and whether it relates to COVID-19. Even in these circumstances, we will first protect the privacy of those concerned. However, all precautions are being taken and the University is working closely with ACT Health Services. Should this case be COVID-19 related, and only in that instance, we will follow the prescribed notification process.

Our priority is always the safety and wellbeing of our residents, staff and campus visitors. Our thoughts are with the impacted individual and all our efforts are focused on supporting them as best as we can.

If you, or someone you know, thinks they have symptoms of COVID-19 or may have come in contact with someone who has tested positive, please inform the Community Wellbeing Team on CommunityWellbeing@anu.edu.au or +61 2 6125 3346 during business hours. This will allow us to support you and also ensure the safety of our community.

Please note that at this stage there is no need for any action from our community. The University will work closely with ACT Health to provide additional information if and when required.

2.2 HOLDING STATEMENT 2 – Acknowledgment of Resident/Staff Member in Isolation waiting COVID-19 Test Results

Dear [residential hall name] community,

[residential hall name] staff are currently supporting a member of their community who has undergone COVID-19 testing. Until the results of that test are available, all precautions are being taken by [residential hall name] and the University in line with directions from ACT Health Services.

[residential hall name] can confirm the individual is in isolation following advice from ACT Health Services. The University is providing ongoing support to the individual during this challenging time and we ask that you respect their privacy.

Our priority is always the safety and wellbeing of our residents, staff and campus visitors. Our thoughts are with the impacted individual and all our efforts are focused on supporting them as best as we can.

If you, or someone you know, thinks they have symptoms of COVID-19 or may have come in contact with someone who has tested positive, please inform the Community Wellbeing Team on CommunityWellbeing@anu.edu.au or +61 2 6125 3346 during business hours. This will allow us to support you and also ensure the safety of our community.
Please note that at this stage there is no need for any action from our community. The University will work closely with ACT Health to provide additional information if and when required.

2.3 HOLDING STATEMENT 3 – Confirmed case of COVID-19

Dear [residential hall name] community,

[residential hall name] can confirm that the community member who was tested for COVID-19 earlier this week has received a positive result. This is an understandably difficult situation and our thoughts are with them right now. They have requested privacy at this time.

[residential hall name] and the University’s Community Wellbeing team are working closely with ACT Health Services, and ACT Communicable Disease Control (CDC). The individual is following directions from ACT Health authorities. We have been in contact with the individual who is {insert health status of individual}.

Our priority is always the health and safety of our community and all our efforts are focused on just that at this time. [residential hall name] and the University are working together with authorities to assist with the necessary contact tracing. If you are contacted by the University or ACT Health officials, we ask that you please cooperate with any directions provided to you.

If you, or someone you know, thinks they have symptoms of COVID-19 or may have come in contact with someone who has tested positive, please inform the Community Wellbeing Team on CommunityWellbeing@anu.edu.au or +61 2 6125 3346 during business hours. This will allow us to support you and also ensure the safety of our community.

I would like to thank the community for their kindness towards one another as we work through these challenging times together.
APPENDIX D – ADVICE ON HOW TO REDUCE RISK OF BRINGING COVID-19 INTO A RESIDENCE
PREVENT THE SPREAD OF GERMS

The virus that causes COVID-19 is thought to spread mainly from person to person in close contact with one another and through droplets produced when an infected person coughs or sneezes.

Good hygiene practices will reduce your risk of getting sick and spreading disease.

Always make sure you do the following:

- Wash your hands regularly with soap and water or alcohol-based hand sanitiser for 20 to 30 seconds
- Cover your cough and sneeze with a tissue or your inner elbow and wash your hands afterwards
- Discard used tissues immediately into a bin
- Avoid close contact with people who are sick
- Avoid touching your eyes, nose, and mouth
- Stay at home and avoid social gatherings or mess gatherings if you’re feeling unwell

For more information on COVID-19 in the ACT, visit health.act.gov.au/novelcoronavirus
PRACTISE GOOD HAND HYGIENE

Protect yourself, your family and the community by washing your hands regularly. Washing your hands properly takes about 20 to 30 seconds.

Washing your hands with soap and water or alcohol-based sanitiser kills viruses that may be on your hands. Always use soap and water if your hands are visibly soiled.

1. Wet your hands
2. Put soap on your hands
3. Rub soap over your hands. Don’t forget to scrub between your fingers, under your nails and the top of your hands
4. Rinse hands with water
5. Dry your hands
6. Your hands are now clean

For more information and advice visit health.act.gov.au
## Identifying the Symptoms of COVID-19

<table>
<thead>
<tr>
<th>Symptoms</th>
<th>COVID-19: Symptoms range from mild to severe</th>
<th>COLD: Gradual onset of symptoms</th>
<th>FLU: Abrupt onset of symptoms</th>
</tr>
</thead>
<tbody>
<tr>
<td>FEVER</td>
<td>Common</td>
<td>Rare</td>
<td>Common</td>
</tr>
<tr>
<td>COUGH</td>
<td>Common</td>
<td>Common</td>
<td>Common</td>
</tr>
<tr>
<td>SORE THROAT</td>
<td>Sometimes</td>
<td>Common</td>
<td>Common</td>
</tr>
<tr>
<td>SHORTNESS OF BREATH</td>
<td>Sometimes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>FATIGUE</td>
<td>Sometimes</td>
<td>Sometimes</td>
<td>Common</td>
</tr>
<tr>
<td>ACHES &amp; PAINS</td>
<td>Sometimes</td>
<td>No</td>
<td>Common</td>
</tr>
<tr>
<td>HEADACHES</td>
<td>Sometimes</td>
<td>Common</td>
<td>Common</td>
</tr>
<tr>
<td>RUNNY OR STUFFY NOSE</td>
<td>Sometimes</td>
<td>Common</td>
<td>Sometimes</td>
</tr>
<tr>
<td>DIARRHEA</td>
<td>Rare</td>
<td>No</td>
<td>Sometimes, especially for children</td>
</tr>
<tr>
<td>SNEEZING</td>
<td>No</td>
<td>Common</td>
<td>No</td>
</tr>
</tbody>
</table>

Source: [ACT Health](http://health.act.gov.au)
APPENDIX E – GUIDELINES AND TRAINING RESOURCES FOR DONNING, DOFFING AND DISPOSING OF PPE

Donning PPE

The below images are provided by ACT Health.

All residents will have a mask and gloves provided to them for use if they are experiencing symptoms of COVID-19 and need to leave their room to seek assistance with accessing health services.

SEQUENCE FOR PUTTING ON PPE

HAND HYGIENE
- Wash hands or use an alcohol based hand rub.

MASK
- Secure ties or elastic bands at middle of head and neck.

GLOVES
- Extend to cover wrist of isolation gown.
SEQUENCE FOR REMOVING PPE

GLOVES
- Outside of gloves is contaminated!
- Grasp outside of glove with opposite gloved hand; peel off.
- Hold removed glove in gloved hand.
- Slide fingers of un gloved hand under remaining glove at wrist.
- Peel glove off over first glove.
- Discard gloves in waste container.

HAND HYGIENE
- Wash hands or use an alcohol based hand rub.

MASK
- Front of mask is contaminated—DO NOT TOUCH!
- Grasp bottom, then top ties or elastics and remove.
- Discard in waste container.

HAND HYGIENE
- Wash hands or use an alcohol based hand rub immediately after removing all PPE.


Disposal should be in a garbage bin that is emptied at least daily.
APPENDIX F – TEMPLATE FOR INFORMING RESIDENTS OF GUIDELINES FOR GETTING A COVID-19 TEST

The following links provide information and advice on getting tested for COVID-19:


All residents should have a mask and gloves provided to them for use only if they are experiencing symptoms of COVID-19 and need to leave their room to seek assistance with accessing health services.

Guidance on how to properly put on, remove and dispose of used masks and gloves is provided in Appendix E in the ANU COVID-19 Residential Standards and Guidelines.
APPENDIX G - ANU Campus Residences – COVID-19 Compliance Communications Plans

Prepared for: ANU Head of Halls
31 March 2020

Purpose
This strategy outlines communications for students living in residences at the University during the COVID-19 pandemic.

Key audiences
ANU students living in on-campus accommodation.

Tone of voice
Clear, directive and consistent.
Compassionate and supportive

Key messages
There are three themes for key messages for students living in on-campus accommodation based on Government health advice and University policy.

Each of these key messages has associated actions that are aimed at protecting students' health and limiting the spread of the COVID-19 virus in residences and the broader community.

1. Social distancing
   - Keeping a distance of 1.5 metres between people at all times.
   - Ensure there is only one person per four square metres in indoor areas.
   - Crowds, gathering and parties are strictly prohibited.
   - Avoid physical contact.
   - Strict visitor rules apply
     - Visitors are strongly discouraged
     - Interact online as an alternative.

2. Hygiene
   - Wash your hands very frequently, especially after using the bathroom and before preparing and eating a meal. Wash for 20 seconds and make sure to cover your entire palm, fingers and back of your hand.
   - Avoid touching your face.
   - Clean share spaces and surfaces both before and after use.
   - If you have any cold or flu symptoms, especially fever or dry cough you must:
     1. Isolate yourself in your room
     2. Seek medical advice
     3. Inform the Community Wellbeing team via CommunityWellbeing@anu.edu.au or calling +61 2 6125 3346 (option 1) during business hours, or calling ANU Security outside of business hours.
3. Enforcement and penalties
   - Every resident must comply.
   - The safety support team will enforce the rules
     o Those who knowingly break the rules will be excluded from ANU residences
     o If many people knowingly break the rules, part or all of residences will be closed.

Secondary messages
Secondary messages are less crucial to communicate but doing so may improve student behaviour beyond only addressing the essential messages. By providing a rationale for the existence of these rules and seeking to show care towards students in this difficult time, the response to strict rules is likely to be more positive.

1. Look after your mental and physical wellbeing
   - There are a range of support services in place - https://www.anu.edu.au/news/all-news/looking-after-your-health-and-wellbeing
   - ANU Counselling remains open on campus
   - Be mindful of your, and your friends, mental health
   - Stay connected through technology, not in person
   - Limit your intake of alcohol

2. Be community minded
   - Slowing the spread is everyone’s responsibility.
   - Adhering to the rules helps protect friends and family who are elderly or vulnerable.
   - Your actions matter. If everyone left it up to someone else, we would see no change.
     o At least 80% of people need to practice social distancing and hygiene to flatten the curve.
     o Each person must work together with the wider community to achieve this goal.

3. Change is not easy but it is necessary
   - Change is unsettling and unpleasant but these rules are crucial in protecting the ANU community.
   - Social distancing is the most important thing we can do to slow the spread of COVID-19 in our residences.

Channels
There are four key channels recommended for dissemination of residence rules and information to students. All should point back to the ANU website for the comprehensive information.

TV Screens
This medium requires clear and concise messaging. Each of the three key messages should be communicated through the screens.
Social media
Social media is likely to be one of the most effective ways of targeting residents.

In addition to posting on the residences’ unique social media accounts, it is crucial halls utilise their Senior Resident (SR) to post in closed, student only resident chats and groups. The peer to peer aspect of a student only channel makes it likely to be the most effective way of increasing both reach and response.

SRs should post casual and personalised messages to their peers communicating the importance of the rules and imploring them to comply.

Email
While the reach and engagement with this method is likely to be lower, it is a good option for official statements/announcements or warnings.

Face-to-face (safety support team)
In person communication will be utilised by the safety support team and plays a crucial role in reminding students of rules. This method will be particular effective for calling out those who are not abiding.

Timing
Consistent and regular communications are crucial in getting messages out to students.

Routine has been shown to be particular important during times of change and can easily be utilised in communicating these rules.

In addition to utilising the rotating TV screen messages on an ongoing basis, daily social media posts with a ‘reminder of the day’ are likely to create the repetition necessary for change.

Aim to have these posted at 9am each day detailing one important reminder. These do not have to cover everything, the principle is that by communicating one aspect of the house rules each day, the existence of these rules will be front of mind for residents. In addition to email and the University website, these daily reminders may present as an effective channel for communicating new rules as they arise in response to further Government or University announcements.
## Reinforcement communications – daily

<table>
<thead>
<tr>
<th>Time</th>
<th>Channel</th>
<th>Key message theme</th>
<th>Suggested content</th>
<th>Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>9am</td>
<td>Facebook/Instagram</td>
<td>Social distancing</td>
<td>“It’s the best medicine we have” (graphic re social distancing)</td>
<td>Heads of Halls/Residence social media administrators</td>
</tr>
<tr>
<td>11am</td>
<td>Facebook/Instagram</td>
<td>Compliance</td>
<td>“Protect yourself and your friends – plan a study session on Zoom today” (graphic around protecting your friends)</td>
<td>Heads of Halls/Residence social media administrators</td>
</tr>
<tr>
<td>Around meal times</td>
<td>Facebook/Instagram</td>
<td>Social distancing and/or hygiene</td>
<td>“Getting to close to lunch, remember to wash your hands”</td>
<td>Heads of Halls/Residence social media administrators</td>
</tr>
<tr>
<td>Throughout the day</td>
<td>Residential Facebook (or other social media) groups</td>
<td>All</td>
<td>Share memes, or other fun posts with residences about social distancing or virtual meet-ups etc</td>
<td>SRs</td>
</tr>
<tr>
<td>6pm – on days it’s required</td>
<td>Email</td>
<td>Compliance</td>
<td>Reminder about requirement to comply with social distancing, hygiene, etc. Reminder to take care of mental health as well as physical health</td>
<td>Either Heads of Halls or SRs as appropriate</td>
</tr>
</tbody>
</table>

### New measures announced – as required

| ASAP                | Email                          | As per measure                 | We have taken new measures to protect your safety                               | Heads of Halls/Director, Student Residences       | Drafted and approved through central comms |
| After email has been sent | Facebook/Instagram             | As per measure                 | Graphics will be created as required                                             | ANU social media + Heads of Halls/Residence social media administrators | Prepared by central comms |
Terminology

New rule vs. house rule
It is best to avoid calling the existing rules ‘new’ despite their recent implementation, instead call them house rules. This is important so that when more house rules are implemented, they can be labelled ‘new’ and attention can easily be drawn to recent updates without confusion.

Evaluation and measurement
Each residence should identify methods through which they will evaluate the effectiveness of the communication strategy to establish the need for amendment or change.
APPENDIX H – POSTERS FOR COVID-19 PRECAUTIONS

Stickers:

4_Distance_footprint
3_No_crowds_sticker
2_Cover_cough_sticker
1_Handwashing_sticker

Posters:

Room_usage_limit_A
Hand_washing_A5_V
COVID-19_residence
CORONAVIRUS_A3_Social_Distancing_A3

Electronic Screens over page:
SOCIAL DISTANCING

BEHAVE AS IF YOU HAVE COVID-19 AND ARE CONSCIOUS OF PASSING IT ON

Attempt to keep a distance of 1.5 metres between yourself and other people

Practice good hygiene
Avoid touching your face, including rubbing your eyes

Avoid touching others
Handshaking, hugging, air kissing, touching or group selfies

Keep desks and spaces clean
Disinfect high touch surfaces regularly
WASH YOUR HANDS WELL AND OFTEN

Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.

1. Wet your hands

2. Lather your fingers, palms and wrists with soap and scrub for at least 20 seconds

3. Rinse your hands well with clean, running water and then dry your hands

Even if your hands are not visibly dirty, frequently clean them by using an alcohol-based hand rub or soap and water.

GOOD HAND HYGIENE IS HIGHLY RECOMMENDED TO PROTECT YOURSELF AND OTHERS FROM COVID-19
BE DISTANT. BE SAFE. KEEP OTHERS SAFE.

YOU MUST KEEP YOUR DISTANCE DURING THIS PANDEMIC. EVEN FROM ANU FRIENDS AND NEIGHBOURS.

Social distancing ✔ Crowds, gatherings & parties of any number are prohibited. ❌

TAKING RISKS IS NOT JUST A THREAT TO YOUR HEALTH. IT IS A THREAT TO YOUR FRIENDS, THEIR FAMILIES AND THEIR COMMUNITIES.
COVID-19

Simple things you can do to protect yourself & help stop the spread of novel coronavirus

Cover your coughs & sneezes
Wash your hands well & often
If you feel ill, stay in your room & notify residence staff
## APPENDIX I – RESIDENT TEMPLATE FOR DOCUMENTING MOVEMENTS INSIDE AND OUTSIDE RESIDENCE

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Example:**

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Place</th>
<th>Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>25/03/2020</td>
<td>5.30 pm to 6.00 pm</td>
<td>HIVE, quadrant A, table xx</td>
<td>Resident A, Resident B, Resident C, Resident D,</td>
</tr>
<tr>
<td>25/03/2020</td>
<td>8.00 pm – 8.05 pm</td>
<td>Floor 4 Kitchenette</td>
<td>None</td>
</tr>
<tr>
<td>25/03/2020</td>
<td>8.05 pm – 9.00 pm</td>
<td>Floor 4 nook</td>
<td>Had tea with Resident E</td>
</tr>
</tbody>
</table>
# Hall of Residence Access Sheet

**Date:**

---

**Name:**

---

**Contact details**

---

**Uni ID:**

---

**Company Name:**

---

**Contractors / Visitors previous location prior to this location:**

---

**Contractors / Visitors next intended location:**

---

**Contractors / Visitors reason for visit:**

---

## Areas of the Building You Will Visit – Please Tick

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lobby</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Storeroom</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Kitchen / Dining Room</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Office Areas</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Staffroom Areas</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Outside Area</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Resident Area</strong></td>
<td></td>
</tr>
</tbody>
</table>

## Must Be Completed:

I confirm that I am feeling well and to my knowledge have not been in contact with any known contacts of the COVID-19 Virus. I acknowledge that I am aware of the policy of social distancing and will abide by the policy.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you returned from overseas travel in the past 14 days?</td>
<td>Yes / No</td>
</tr>
<tr>
<td>Are you experiencing any illness currently (such as fever, sore throat, cough)?</td>
<td>Yes / No</td>
</tr>
<tr>
<td>Are you awaiting results of a COVID-19 test?</td>
<td>Yes / No</td>
</tr>
<tr>
<td>Have you been in contact with anyone who has tested positive for COVID-19 in the past 14 days?</td>
<td>Yes / No</td>
</tr>
</tbody>
</table>

**Signature:** ___________________________  **Date:** ____________  **Time:** ____________

Prepared by Residential Safety
Provisions for Managing Students Requiring Self-Isolation during Coronavirus Scenario

as at 27/03/2020

Script for all Residences, Student Leaders on Duty/Reception Teams, and Accommodation Services

Key themes

- Be your usual welcoming self! Open with greetings and be personable!
- Every single check-in requires the line of questioning to be completed
- After hours – if applicable, the conversation is held telephonically (Senior Residents/Community-Co-ordinators)

Dear all,

The following is for managing students on-campus or off-campus who require Self Isolation. Self-isolation for the purpose of this procedure applies to persons:

- Arriving from international travel as prescribed by the Australian Government;
- Who have had close contact with someone with Covid-19; or,
- Who have health conditions or symptoms which require the Covid-19 test to be actioned.

The specific questions asked of the resident which would require us to assess the need for Self-Isolation are (as per the questionnaire):

1. Arrived in Australia after midnight on 15 March 2020
2. have been in contact with someone with a confirmed diagnosis of the novel coronavirus
3. and/or are feeling unwell and qualify for the Covid-19 Test

Any member of the ANU community that is required to self-isolate or is diagnosed with COVID-19 is being asked to disclose this using this form (or copy and paste this URL into your browser): https://eforms.anu.edu.au/Infiniti_Prod/Produce/wizard/46fc2d2d-19f5-4b88-bc41-38b2a7d1a9a0/.

Any resident of ANU on campus accommodation who is diagnosed with COVID-19 will be provided with an off campus space to self-isolate. This will be arranged by contacting communitywellbeing@anu.edu.au

Please reassure the student that the ANU will work with them to provide support if they need to be in self isolation and will protect their privacy.
PART 1: Processing Check-ins:

Step 1: Complete the questionnaire with the resident, asking them the questions interview style. If the check-in happens after business hours, please ensure you are asking the questions over the phone.

Step 2: If resident answers ‘no’ to all questions, standard check-in process follows.

Step 3: If the resident answers ‘yes’ to any questions, please ask them to put on a mask, apply hand sanitiser and ask them to take a seat where they can wait comfortably for the next stage of the process.

PART 2: Determining Need for Self-Isolation; Allocating Appropriate Accommodation; Preparing Transportation.

Step 1: Contact the Head of Resident/Deputy Head of Residence/Community Coordinator on Duty to provide follow-up actions.

Step 2: Confirm current Room Number and Room Type and establish the Type of isolation required (See Table below).

<table>
<thead>
<tr>
<th>Reason to Consider Self-Isolation:</th>
<th>How to seek confirmation:</th>
<th>Duration of Self-Isolation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel Restrictions</td>
<td>Flight Details</td>
<td>14 days</td>
</tr>
<tr>
<td>Contact with confirmed case of Covid-19</td>
<td>Escalate immediately. Establish timing of last known contact. Confirm with Covid Hotline.</td>
<td>14 days</td>
</tr>
<tr>
<td>Feeling Unwell</td>
<td>Do symptoms match requirement to test for Covid-19? Confirm with call to GP and Covid Hotline</td>
<td>If tested – Self-Isolation until results are returned.</td>
</tr>
</tbody>
</table>

Step 3: Send the information to UAS: Cheryl.jolly@anu.edu.au (follow up with a phone call):

<table>
<thead>
<tr>
<th>Cheryl Jolly</th>
<th>E: <a href="mailto:Cheryl.jolly@anu.edu.au">Cheryl.jolly@anu.edu.au</a></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>T: 6125 1196</td>
</tr>
<tr>
<td></td>
<td>M: 0476 164 742</td>
</tr>
</tbody>
</table>

AFTER HOURS: Contact UniLodge Directly. Detail Below.

Step 4: UAS will liaise with properties who can support self-isolation and allocate a room space on campus.

Step 5: Once the room has been allocated, the staff member will follow and relay the following information:

i. If a single studio self-contained apartment, then the student will continue to reside in this room.

j. If a shared living residence, where cooking facilities and bathroom/toilet amenities are shared:
➢ Inform the student that they will relocate to a campus residence where they will be temporarily housed in a self-contained apartment on campus.
➢ Inform the student that pastoral support will be provided by way of telephone and emails, including advice on isolation living. This will include food deliveries, access to essential living supplies, etc.
➢ Inform the student that depending on the period of isolation and if it will occur in a different building, each individual case will be assessed to determine any need for a contract variation.

Step 6: Receiving Hall/Lodge staff member to complete online document* to identify certain resident information.

Step 7: Bring the resident to a quiet space and inform them of the required isolation period.

Step 8: Inform the resident that pastoral and practical support will be provided by way of telephone and emails, including advice on food deliveries, access to essential supplies such as bedding and kitchen utensils/crockery and activities to sustain their wellbeing.

Step 9: Head of Residence/Deputy Head of Residence/Senior Resident/Community Coordinator in the Hall where the resident has filled out the questionnaire will call the RECEIVING RESIDENCE:

<table>
<thead>
<tr>
<th>UniLodge</th>
<th>Rachael Cumming: 0408 861 640</th>
</tr>
</thead>
<tbody>
<tr>
<td>James Jeffress:</td>
<td>0499 333 121</td>
</tr>
<tr>
<td>Bruce Hall, Packard Wing</td>
<td>Emily McLeod: 0436 856 204</td>
</tr>
<tr>
<td></td>
<td>Sarah Cumming: 0437 803 477</td>
</tr>
</tbody>
</table>

Step 10: Head of Residence/Deputy Head of Residence/Senior Resident/Community Coordinator in the Residence where the questionnaire was filled out will call ANU Security (phone 6125 2249) to arrange transport and accompany the student to the transit vehicle.

Please stay with the student for reassurance and support to enter the transit vehicle. ANU Security will drive the student to their self-isolation residence

Please make sure both the ANU Security Officer and the student are advised to which residence they are being taken

Step 11: When student arrives at the receiving residence, the residential team will ensure that all practical measures are taken to ensure their own health and safety (including gloves, facemasks and hand-sanitiser)

Part 3: Welcoming Procedure and Follow Up During Isolation:

Step 1: The student will be welcomed escorted to their room by the duty team at the receiving residence as coordinated by the managing team member of RLM/CC afterhours.

Step 2: The student will be provided the Welcome Letter, guidelines for food delivery and (as available) a welcome pack.

Including (but not limited to):
- reference to ANU Covid-19 FAQ website: coronavirus-advice-0
Student advised that regular health and pastoral care health checks to be maintained by telephone and emails.

Student advised that they can also make contact with ANU Counsellors [anu-counselling](mailto:anu-counselling) or ANU Crisis Help Line, on 1300 050 327 or text on 0488 884 170

Step 4: Daily Check-in via phone or email by CC on rotating roster. Refer student to digital content from student leaders. Consider food provisions and catered options as they become available

Step 5: Daily Food Order to Caterer based on dietary requirements.

Step 6: Re-integration process and protocols will be discussed with the student during their time in isolation to support their readiness to complete their self-isolation and join their community at the end of the self-isolation period

Other Information

General Isolation for unwell residents who don't qualify for Covid-19 Test:

- If the resident who said 'yes' to the question "Are you feeling unwell?" but no to all other questions, refer up to the IMT.
- IMT will call the Coronavirus Health Information Line (CHIL) after taking the resident to their room. IMT will inform the CHIL of the resident's symptoms and seek advice.
- The ongoing support and hygiene precautions will be informed by usual good practice for someone who is feeling unwell and any advice from the CHIL.

Contact with confirmed case of coronavirus

- If the resident who said 'yes' to the question "Have you come in contact with a confirmed case of COVID-19?", immediately refer up to IMT.
- IMT will provide mask, hand sanitiser and escort resident to their room for isolation.
- IMT will wipe down all surfaces which came into contact with the resident.
- IMT will arrange transport to a testing centre or hospital if after hours. Transport via Taxi or Uber is acceptable with a mask and gloves.