

## Protocols for the Reopening of Higher Education Institutions in Dubai



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Actions	Short Description
<h3>A. Entry and Visit Procedures</h3>	<ol style="list-style-type: none"> <li>1. Modes of thermal screening (individually or by installing the relevant technology) should be present at the entrance of the HEI. Students who use the HEI's bus services, should be scanned for their temperature before entering the bus. Anyone with a fever <math>\geq 37.5^{\circ}</math> C should not be allowed entry.</li> <li>2. Staff and faculty are responsible to refer students with COVID-19 symptoms such as cough, body aches, fatigue, shortness of breath, sore throat, runny nose, diarrhea and nausea, and headache, to the HEI's designated H&amp;S officer for further screening as per the DHA guidelines.</li> <li>3. All persons on campus are required to wear face masks at all times.</li> <li>4. Staff and faculty will be discouraged from exiting the campus facility during the day, but if they do for emergency purposes, their temperature should be re-checked upon return and they should thoroughly wash or disinfect their hands.</li> <li>5. The HEI should implement a staggered entry and exit procedure to eliminate overcrowding and to maintain the 2 meter physical distancing in high traffic common areas.</li> <li>6. People above 60 and people with vulnerabilities and/or medical conditions are discouraged from entering the premises. If staff/faculty is above 60, they are encouraged to deliver their lessons remotely and the HEI should facilitate that option. If student/staff/faculty above 60 wishes to continue education on premises, they should sign an undertaking at their own risk.</li> <li>7. If using swipe cards for entry to the HEI, the cards and the swipe machine should be disinfected after every use.</li> <li>8. Meetings are encouraged to take place online, unless there is a critical need for face to face meetings, which should take place on an appointment by email basis with the respective approvals. Any face to face meeting should follow the physical distancing guidelines described in these protocols.</li> <li>9. Maintenance work or deliveries, should be scheduled preferably after operating hours. Proper precautionary measures should be applied especially for pick-up or drop-of items by designating a specific location and following a contactless process.</li> <li>10. Any visits to the HEI for the purpose of orientation and/or campus tours, should adhere to the KHDA guidelines (<a href="https://www.khda.gov.ae/en/safetyatuniversities">https://www.khda.gov.ae/en/safetyatuniversities</a>) on campus tours. Virtual tours are also encouraged.</li> <li>11. During any visits contactless payments are to be encouraged, yet cash payments are allowed</li> <li>12. Wherever possible HEIs should encourage paperless transactions</li> </ol>

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<p><b>B. Screening &amp; Contingency/ Emergency Plan</b></p>	<p>13.If a stable case of illness is detected amongst students, visitors or any staff presenting COVID-19 symptoms such as fever (<math>\geq 37.5^{\circ}\text{C}</math>), cough, body ache or fatigue, shortness of breath, sore throat, runny nose, diarrhea and nausea, headache, or loss of sense of smell or taste, <b>DHA hotline number 800342</b> should be contacted by the facility's/HEI's designated H&amp;S officer, and the person should be placed in isolation .</p> <p>14.In cases of COVID-19 emergencies, such as having unstable cases amongst students, faculty, staff or visitors, the facility should follow its routine emergency procedures and immediately contact 999 or 997. Also, the health and safety team in-charge should ensure that the individual is accompanied by a person wearing the full PPE when transported to home or to the hospital.</p> <p>15.A health and safety designated staff should be identified and assigned to handle any emergency situation, follow up and monitor the implementation of health and safety procedures, and conduct all necessary trainings for students, faculty and staff. This person is also responsible for the designated isolation room within the HEI's premises.</p> <p>16.If a person begins to show symptoms of COVID-19 during their time at the HEIs such as fever (<math>\geq 37.5^{\circ}\text{C}</math>), cough, body ache or fatigue, shortness of breath, sore throat, runny nose, diarrhea and nausea, headache, or loss of sense of smell or taste, they must get isolated instantly and should be referred to conduct a PCR test. This person should not return to HEI until the result is obtained. Even if the result is <b>negative</b> and there is a clinical assessment of a probable COVID-19 case, the person should commence a 14-day quarantine. If the result is <b>negative</b> and there is no clinical assessment, the person can resume at the HEIs so long as they are symptom-free.</p> <p>17.If a student, faculty, staff or guest were confirmed <b>positive</b> according to a COVID-19 PCR test by an accredited facility, they should be isolated immediately, and are not to return unless they are granted a clearance certificate by DHA stating that they are discharged from isolation</p>

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<b>B. Screening &amp; Contingency/ Emergency Plan</b>	<p>18. The traced contacts of the patient including staff, faculty and other students are all considered close contacts (Anyone who spent more than 15 minutes in a proximity of 2 meters with the positive case, from the day of symptoms onset, or the day of the positive PCR test) they should all commence the 14-day quarantine counted PCR from the day of the positive test, or from the day of the onset of symptoms if ascertained by the clinician.</p> <p>19. As for arrivals from abroad whether students or staff, the latest guidelines endorsed by the Control and Command Centre are to be followed.</p> <p>20. In cases of emergency, the HEI should follow their endorsed guidelines. Also, the health and safety team in-charge should ensure that the individual is accompanied by a person wearing the full PPE (mask, gloves, goggles etc) when transported to home or to the hospital.</p> <p>21. Measures for disinfection should be taken as per the Dubai Municipality guidelines, for the premises used by the person as traced and the holding isolation room where the staff and students will wait for their transportation.</p>

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<p><b>C. Monitoring Attendance and Contact Tracing</b></p>	<p>22. The HEI must maintain adequate records of its students, faculty, staff or guests, including names, telephone numbers and visit dates, to assist if contact tracing becomes necessary. And also to maintain accurate work records of its staff for contact tracing purposes.</p> <p>23. The HEI should abide by the contact tracing procedures, by providing DHA with all records needed to trace potential contacts of the confirmed COVID-19 cases.</p> <p>24. Upon the onset of the academic year, the HEI should collect health and travel declaration forms from all students, faculty and staff. The template of the form can be developed by the HEI and must include recent travel history, and COVID-19 medical information.</p> <p>25. All persons entering the UAE must abide by the country's official travel guidelines as set out by the UAE Government.</p> <p>26. A policy of "staying at home if unwell" for students and staff with symptoms should be enforced.</p>

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<b>D. Hygiene</b>	<p>27. For all dis-infection and sterilization services, the HEI can refer to DM's website for the accredited companies through the link <a href="https://www.dm.gov.ae/health-safety-approved-list/">https://www.dm.gov.ae/health-safety-approved-list/</a>, or by contacting Dubai Municipality's command room by dialing 8004006.</p> <p>28. Common areas in the facility (i.e. toilets, pantry, waiting areas, etc.) should be cleaned and disinfected every hour or after every use. This also applies to frequently used areas/ surfaces such as door handles, dining tables, seat rests, elevator keys, etc.</p> <p>29. Total sanitization of the HEI prior to the official opening is necessary.</p> <p>30. Daily clean up and sterilization of all areas and surfaces of the premises and effective sanitization post completion of each day to be conducted and cleaning process to be in-line with Dubai Municipality guidelines for Schools/HEIs.</p> <p>31. The DM cleaning and disinfecting guidelines (DM-PH&amp;SD-GU94-CDCN2) (for both daily routine disinfection and for terminal disinfection) should be followed. Do not use cleaning/disinfecting products that carry a DANGER or a CORROSIVE label warning that may compromise the health of individuals with respiratory illnesses or medical conditions. Do not mix cleaners and disinfectants under any circumstances.</p> <p>32. Clear guidelines should be set for security staff and those who are cleaning the HEI facility to ensure they follow the right measures such as wearing gloves and masks while cleaning.</p> <p>33. Ensure hand sanitizers are distributed across the premises. The sanitizer brand should be approved by Dubai Municipality.</p> <p>34. Anyone entering the premises should be checked for wearing a mask and should be asked to use the hand sanitizer available at the entrance.</p> <p>35. A person's bags and shoes should be sprayed with sanitizer upon arrival to premises – if possible.</p> <p>36. In classes where taking off shoes is required, a shoe rack should be designated outside at the class entrance rather than taking them inside the class/lecture rooms.</p> <p>37. Frequently used equipment and electronic devices from the Institution should be disinfected after each use (i.e. Tablets, computers, etc.).</p>

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<b>D. Hygiene</b>	<p>38. Place awareness/educational posters describing handwashing steps near sinks. Additional guiding hygiene communication material should be shared to the HEI's wider community (faculty/students/parents/admin staff) prior to opening the HEI and should be placed across the premises (i.e. respiratory hygiene, distancing, etc.)</p> <p>39. Measures should be taken to ensure that students with certain disabilities or learning difficulties receive adequate supervision and support when needed.</p> <p>40. Where possible, all spaces should be well ventilated using natural ventilation (opening windows) or ventilation units</p> <p>41. Ensure that cleaning services are punctual and thorough (i.e. bins should be emptied frequently and before getting full, etc.)</p> <p>42. Special restricted safety measures to be maintained by HEIs toward subcontractors in charge of clean up and hygiene service providers, with regular assessment on their compliance.</p> <p>43. HEIs should encourage a paperless strategy and elevated use of technology in the educational provision to minimize contacts.</p> <p>44. Encourage all persons to:</p> <ul style="list-style-type: none"> <li>• Frequently wash their hands with soap and water for 20 seconds and dry thoroughly. Review the guidance on hand cleaning</li> <li>• Clean their hands upon arrival at the setting, before and after eating, and after sneezing or coughing</li> <li>• Not to touch their mouth, eyes and nose</li> </ul> <p>45. Dubai Municipality standards for waste management, especially contaminated waste, should be followed</p>

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<b>E. Restrictions</b>	<p>46. All students, faculty, staff and visitors are mandated to wear masks at all times inside the HEI. Non compliance will lead to denial of entry to the premises.</p> <p>47. Cleaners should wear gloves and masks while cleaning the facility.</p> <p>48. Sufficient stocks of masks and sanitizers must be available and special designated bins to throw used items.</p>
<b>F. Set-up / Physical Distancing Arrangements</b>	<p>49. Ensure that washrooms do not become crowded by limiting the number of students who use the washroom facilities at one time</p> <p>50. Use outside space:</p> <ul style="list-style-type: none"> <li>• for exercise and breaks</li> <li>• for outdoor education, where possible, as this can limit transmission and more easily allow for distance between persons</li> <li>• outdoor equipment should not be used unless the setting is able to ensure that it is appropriately cleaned and sanitized between groups of students and faculty using it, and that multiple groups do not use it simultaneously.</li> </ul> <p>51. Stagger the use of staff rooms and offices, their entry and exit, and the use of their pantry, to limit occupancy.</p> <p>52. The HEI administration must dedicate an isolation room (separate room from any other 'nurse room') and set procedures to handle COVID-19 suspect/confirmed cases as well as the disinfection procedures as per CCC/DM guidelines.</p> <p>53. Ensure 1.5 meters distancing measure is maintained in classrooms and learning spaces</p> <p>54. Ensure 2 meters distancing measure is maintained across the HEI premises such as common areas, service desks, etc.</p> <p>55. During break times, staff and students will be required to sit with a distance of 2 meters between them when eating.</p> <p>56. Pantries can be opened for usage by individuals strictly for food and drink consumption maintaining 2 meter physical distancing. No buffets or other forms of gatherings are allowed.</p>

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<b>F. Set-up / Physical Distancing Arrangements - Cont.</b>	<p>57. Lockers are permitted providing social distancing measures are not compromised, and in such a way that each locker is designated to a specific student or faculty and therefore not shared.</p> <p>58. Create visible markers on the floor to indicate appropriate spacing.</p> <p>59. All coffee stations should follow 2 meter physical distancing guidelines and queuing is avoided.</p> <p>60. All elevators must have markings on the floor that indicate physical distancing and users must comply by standing on these markings.</p> <p>61. Contactless payments to be encouraged, yet cash payments are allowed.</p> <p>62. Use of shared showers and changing rooms are not permitted</p> <p>63. Vending machines, pantry and pre-packed food and beverages are allowed, under the condition that they follow necessary guidelines for the sector [only disposable containers, frequent sanitization of machines, and pantries items, maintaining 2 meters between the tables]</p>
<b>F.1. Dormitories / Student housing</b>	<p>64. The HEI must ensure the operation and organization of university housing is in accordance with Visit &amp; Hygiene measures for common areas as listed under 1. Entry &amp; Visit Procedures, 4. Hygiene in this document and 6. Set-up and Physical Distancing</p>

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<b>G. Educational Provision</b>	<p>65. The HEI has to ensure academic online provision for all the students who are unable to attend their classes physically (due to health condition, isolated, quarantines, etc). Student ratios will vary depending on the size of the learning space (incl. laboratories, libraries, studios, workshops and other learning spaces). The HEI will have the liberty to decide on the number of students per lecture/lesson as long as a safe distance of 1.5 meters per person is maintained within the learning spaces.</p> <p>66. Students enrolled in Medical programmes involving clinical practice should adhere to additional DHA requirements.</p> <p>67. Where possible Students should be designated a chair and table and no swapping among students is permitted.</p> <p>68. At least one staff member holding a current certification in first aid and CPR needs to be available on the premises at all times.</p> <p>69. Students or staff with high risk conditions (specific illnesses or immunocompromised with medical clearance) should be offered alternative education means (i.e. online provision), until further notice.</p>
<b>H. Special Events</b>	<p>70. Cancel or postpone special events such as conferences, seminars, festivals, holiday events, special performances, and sports tournaments until further notice.</p> <p>71. Group activities such as trips, celebrations, sports and student camps should be suspended.</p>
<b>I. Shared Resources / Materials</b>	<p>72. Place awareness/educational posters explaining the rules for handling shared materials while maintaining constant dis-infection after every use</p> <p>73. All shared equipment needed for practical work should be sanitized after each and every single use where possible.</p> <p>74. Students and faculty must bring their own exclusive stationery items, devices or gadgets (i.e. laptops, tablets, headphones, etc.). Sharing of items should be restricted. If students need supply of stationery, it should be done by the teaching staff via proper disinfection.</p> <p>75. Faculty should provide soft copies of teaching and review materials and should encourage paperless work. Digital hand-writing and typing should be accepted for relevant work.</p> <p>76. Unnecessary material, carpets, equipment and furniture should be removed from classrooms.</p>

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<b>I. Shared Resources / Materials</b>	<p>77. Extra-curricular activities are encouraged digitally.</p> <p>78. Common resources should not be shared with other groups of students, unless they are cleaned and sanitized before being moved from one group to the other.</p> <p>79. Open areas should include furniture and equipment that is easy to clean.</p> <p>80. Encourage students to use electronic library resources.</p>
<b>J. Food and Beverages</b>	<p>81. Food catering at this stage should not be restricted. The school can provide catering services provided it is based on pre-packaged food, while following Dubai Municipality guidelines related to catering services. Students and staff are encouraged to bring in their own food &amp; beverages along with their own plastic safe utensils. Face shields are encouraged during meal breaks when masks need to be temporarily removed.</p> <p>82. Water dispensers are not allowed, the HEI may offer sanitized water bottles.</p> <p>83. Pantries can be opened for usage by individuals strictly for food and drink consumption maintaining a 2 meters physical distancing.</p> <p>84. No buffets or other forms of gatherings are allowed.</p> <p>85. Food delivery services are not to enter the premises.</p> <p>86. If the HEIs hosts food outlets, cafés or restaurants, Dubai Municipality's guidelines for cafes and restaurants should be followed especially regarding capacity restrictions, physical distancing, the use of disposable items, and hygiene across the venue and staff.</p>

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<p><b>K. Physical Education On-campus sporting activities</b></p>	<p>87. All staff and trainers to practice social distancing of at least 1 meters while practicing sports. Create visible markers on the floor to indicate appropriate spacing</p> <p>88. During Sports activities, students and coaches will not be required to wear masks when engaged in strenuous physical activities such as running and workouts, as long as they adhere to physical distancing measures.</p> <p>89. For HEIs with gym/sports facilities, the relevant guidelines for gyms are to be adhered to and could be referred to through in the Dubai Sports Council Protocol. (<a href="https://www.dubaisc.ae/Style%20Library/docs/ReopeningDubai_SectorsPlan_EN_Web.pdf">https://www.dubaisc.ae/Style%20Library/docs/ReopeningDubai_SectorsPlan_EN_Web.pdf</a>)</p> <p>90. Health &amp; safety guidelines/standards in all sports halls are to be in line with DM Health &amp; Safety Guidelines.</p> <p>91. Sports activities should focus on sports that do not require physical interaction; and swimming pools must remain closed until further notice.</p> <p>92. Students should maintain physical distancing while entering sports facilities / stadiums.</p> <p>93. Frequent sanitization of all equipment, and all areas in which sport activities take place [after every use], through proper sanitizing schedule.</p> <p>94. Ensure ventilation of the gym/indoor sports facility, either by opening windows and doors, or by using ventilation systems.</p> <p>95. Encourage outdoor activities whenever possible.</p> <p>96. No tournaments or events should take place at this time.</p> <p>97. For details related to prohibited and permitted sports activities, follow the guidelines stipulated in the Dubai Sports Council Protocols (<a href="https://www.dubaisc.ae/Style%20Library/docs/ReopeningDubai_SectorsPlan_EN_Web.pdf">https://www.dubaisc.ae/Style%20Library/docs/ReopeningDubai_SectorsPlan_EN_Web.pdf</a>)</p>

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<p><b>L. Transportation</b></p>	<p>98. Where applicable HEIs are encouraged to use buses at half capacity (50%) and to place marks on chairs for seating guidance.</p> <p>99. Anyone entering the bus should undergo temperature screening. Anyone with a temperature <math>\geq 37.5^{\circ}\text{C}</math> should not be allowed on the bus.</p> <p>100. All bus riders need to wear masks.</p> <p>101. Bus hygiene should be maintained by following the appropriate sanitization and physical distancing standards. For example, seat belts, arm rests, handles, rails, etc. should be sanitized after each use, in accordance with RTA's relevant guidelines for public transportation.</p> <p>102. Record keeping should be done by capturing all bus riders details throughout the daily transportation program/trips.</p> <p>103. For buses using swipe cards for registration, the cards and the swipe machine should get constantly disinfected. The process should be supervised by the bus attendant.</p> <p>104. Adequate signage should be added inside the bus to guide riders towards hygiene practices (i.e. respiratory hygiene, waste management, etc.).</p> <p>105. Adequate waste management and dis-infection practices should be followed especially since riders might use back-seat pockets and bins that are in the bus. DM guidelines should be followed in such cases.</p> <p>106. Ensure proper ventilation in the vehicle at all times. Avoid recirculating air and encourage the use of windows whenever possible.</p> <p>107. If a rider begins to show symptoms of COVID-19 while taking the bus the immediate measure is to ensure the person is seated at 2 meters away from the rest of the riders. The bus attendant/driver should immediately inform the health and safety in-charge at the HEI. If the trip was for drop off at home/accommodation, the person should be dropped off first. If the trip was for drop off at the HEI, the person should be isolated and sent home. The person should undergo a PCR test and follow the previously stated guidelines in this regard.</p>

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<b>M. Communications</b>	<p>108.Ensure that sufficient training and communication channels are utilized to keep all students, faculty and staff informed of new settings, practices and hygiene approaches.</p> <p>109.Adequate training should be provided to the health and safety in-charge, and the attending nurse/ doctor to ensure proper handling of any potential cases.</p> <p>110.HEI should ensure updated contact numbers for staff and students with alternative active numbers to be used for emergencies.</p>
<b>N. Readiness Plans</b>	<p>111.All HEIs should fill in KHDA's online readiness template according to the stated deadline before HEIs opening.</p> <p>112.HEIs must submit and implement a readiness plan that needs to be sent to KHDA for approval. These readiness plans are to ensure that there are appropriate procedures in place to safeguard the continuity of operations and the safety of everyone in the building.</p> <p>113.HEIs are encouraged to designate a hygiene officer (or a crisis response team) from their team to supervise the daily and continuous cleaning and be trained on the best practices and DM requirements.</p>
<b>O. Compliance</b>	<p>114.HEIs need to fully cooperate and comply with all measures and guidelines stated by the government regulators.</p>
<b>P. HEI Premises (other than classrooms)</b>	<p>115.Prayer rooms should remain closed.</p> <p>116.Science laboratories, training kitchens, art studios, music rooms, and others should implement the following guidelines:</p> <ul style="list-style-type: none"> <li>• Where possible, all spaces should be well ventilated using natural ventilation (opening windows) or ventilation units.</li> <li>• The rooms should not be used in full capacity to ensure that users maintain at least 1.5 meters distance during the class session.</li> </ul>

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<p><b>P. HEI Premises (other than classrooms)</b></p>	<ul style="list-style-type: none"> <li>• Frequently touched areas/surfaces and equipment should be disinfected after every use to ensure the highest efficacy of disinfectant action. Also, students should be encouraged to bring in their own equipment when possible.</li> <li>• Clear guidelines should be set for cleaning staff to ensure they follow the right measures such as wearing gloves and masks while cleaning.</li> <li>• Avoid using equipment that will require blowing (chemistry lab pipes, etc.) or encourage the parents to supply their child with their own equipment if possible.</li> <li>• Food prepared during food technology lessons should not be shared between students.</li> </ul> <p>117. Libraries should implement the following guidelines:</p> <ul style="list-style-type: none"> <li>• Staggered entry to the library.</li> <li>• Adequate cleaning and dis-infection after using the facility.</li> <li>• Maintenance of the 2 meter social distancing.</li> <li>• The librarian and support staff should be wearing masks, gloves and use hand sanitizer (over gloves) after each interaction.</li> <li>• The library counter and equipment to be sanitized every hour.</li> <li>• Fabric based books, or books made with material that is difficult to clean should be restricted.</li> <li>• All used books should be placed in a clearly labeled designated container for dis-infection before re-use.</li> <li>• Library equipment and gadget should be dis-infected after every use and students should not share the equipment.</li> <li>• Online search and borrowing of books should be encouraged. A specific book collection area to be designated for collection and return of books to limit physical movement in the library.</li> <li>• A books drop-off container should be designated and clearly labeled.</li> </ul> <p>118. Physical distancing of 2 meters, constant dis-infection and limited use of equipment should be adhered to in outdoor learning areas.</p>