



**INTERNATIONAL
UNIVERSITY
OF EAST AFRICA**
'Learning to Succeed'

Covid 19 Standard Operating Procedures

March 2020

COVID-19

Standard Operating Procedures

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1.0 Introduction

The Coronavirus Disease (COVID-19) is a new and highly infectious virus that has caused a global pandemic. Since March 2020, IUEA has been following guidelines and instructions from various bodies to comply with scientific and government responses to the pandemic. The following document outlines the institution's Standard Operating Procedures (SOPs) in the face of this global pandemic.

1.1 About the Virus

COVID-19 is spread from person to person through sneezing or coughing (droplet infection), human to human contact and contact with contaminated surfaces. Signs and symptoms of COVID-19 include:

- ✓ Fever
- ✓ Flu
- ✓ Cough
- ✓ Weakness
- ✓ Difficulty breathing

At this time there are no specific vaccines or treatments for COVID-19 however there is evidence to show that a number of preventative measures can prevent and manage the widespread transmission of the disease.

1.2 Policy implementation

These SOPs shall be enacted in conjunction with existing institutional policies and regulations.

2.0 General Guidelines

1. Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and running water
2. Cover your mouth and nose with tissue or a handkerchief when coughing or sneezing. Throw away the used tissue immediately and wash your hands with soap and running water or use an alcohol-based hand rub. The handkerchief must be washed and ironed after use.

3. Maintain a reasonable distance between yourself and someone who is coughing, sneezing. This distance should be at least 2 meters
4. Avoid touching your eyes, nose and mouth. Hands touch many surfaces which can be contaminated with the virus and you can transfer the virus from a contaminated surface to yourself.
5. Wear a mask when outside and in public places. Masks should be worn properly and at all times.
6. If you have fever, cough or difficulty breathing and suspect that you may have contracted COVID-19, stay isolated at home and avoid going to hospital to seek medical attention. Call a health worker to alert them of your condition and follow their guidance.
7. Clean and disinfect surfaces regularly with disinfectant, soap and water.

3.0 Institutional Standard Operating Procedures

3.1 Prevention measures

The University has put in place a number of preventative measures in line with Ministry of Health (MoH), Ministry of Education and Sports (MoES) and international guidelines. These should be known and adhered to at all time. These SOPs apply to all University mandated spaces.

3.1.1 Accessing University Premises

1. Temperature Monitors. IUEA has invested in temperature monitors for all different points of entry. All employees and visitors accessing company premises are required to have their temperature taken before being admitted in.
 2. Sanitary hand rub. A sanitary hand rub is provided at all the point of entry to ensure that all employees and visitors accessing company premises sanitize.
 3. Face masks. All employees and visitors accessing company premises should always wear a face mask while in public areas.
 4. Visitor admission. All visitors accessing company premises will have to state the exact office or employee that they are visiting at the gate. The employee will be notified, and such an employee will be responsible for the visitor throughout the duration of their visit at the office and afterward shall escort them to the gate.
 5. Clock in Book. A provision will be made in the clock in book at the gate to record visitors contacts.
 6. Control the number of people accessing the offices as a measure to guard against infection.
 7. Always maintain social distancing of 2 meters.
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1. Sanitizing the workstation. All employees shall be expected to sanitize their workstation as many times as they can when at work to avoid any possible infection.
 2. Open door culture. All offices should always be left open. This will reduce chances of possible infection at the doorknobs for individuals either accessing or exiting the office.
 3. Use of AC/Fan prohibited as these gadgets are likely to escalate the spread of the infection.
 4. Use of talking boards. Boards in offices, lecture rooms and common areas will be used to display the Corona Virus SOPs. This will remind both staff and visitors to constantly comply to the required standards.
 5. Ergonomics – The workplace/ Lecture rooms have been organized to meet the required social distancing standards of 2 meters and more

6. Where possible, we will gazette single entry points and exits
7. Persons that are 60 years + and have any underlying health condition like cardio vascular disease, respiratory conditions or diabetes, should avoid crowded places and interaction with people who could be sick
8. Where possible, virtual meetings, teaching and learning can be prioritized to avoid the need for gatherings

3.1.3 Internal Meetings/Lectures

1. Where applicable all meetings should be enabled for remote participation
2. Where remote participation is not possible, open area meetings will be encouraged. Staff should be to use open area spaces where they can comply with social distancing requirements as compared to the traditional boardroom meetings. Where internal meetings are going to be held between few individuals a boardroom setting could be used. However, the principle of 4-meter social distancing between individuals will be complied to.
3. Face masks. All individuals attending a meeting and lectures shall be expected to wear a facemask throughout the duration of the meeting.
4. Shaking hands. As a standard, no one should be allowed to shake hands before, during or after a meeting.
5. Sanitizers. Hand rub sanitizers should be provided at all entry points to meeting rooms to enable individuals sanitize before and after meetings.

3.1.4 Sanitation, Hygiene and Disinfection

1. All persons and personnel entering the University shall be required to sanitize their hands with a University approved sanitizer
2. These locations shall be at all vehicle gates and pedestrian gates (e.g. main gate)
3. Adequate sanitization and hand washing facilities with soap shall be available in numerous locations for all persons and personnel to use
4. All persons and personnel are expected to abide by these sanitization rules and wash their hands regularly, especially if they have come into contact with many surfaces
5. The University shall frequently disinfect and clean public areas, learning spaces and offices, including the deep cleaning of these spaces which consists of a more thorough cleaning effort
6. All persons and personnel on campus shall follow a high standard of personal hygiene

3.1.5 Reporting COVID-19 cases or symptoms

1. Any persons or personnel, namely students and staff, who may suspect they have come into contact with others with COVID-19, or who are showing signs and symptoms of COVID-19, should not come to the University and should report their status to their immediate supervisor or coordinator as well as following health guidelines.

2. Any persons suspected of contracting or being at risk of contracting COVID-19 shall be suitably traced to manage and monitor their possible infection and minimize transmission to others.

3.1.6 Compliance

1. A compliance officer shall be tasked to ensure compliance to these SOPs.
2. The Compliance Officer shall regularly gather current information on COVID-19 either from the Ministry of Health or from the internet and share it with all staff in a language and manner understandable by everyone.

3.2 COVID-19 Management

The uncertainty of any vaccine or recovery from COVID-19 makes the disease highly problematic in terms of planning for and management of the disease. However, in general, the following guidelines should be observed.

3.2.1 Ongoing access to services

While the pandemic has proven significantly challenging for learning, IUEA shall maintain its policies on equal access and gender mainstreaming.

3.2.2 Avoiding stigma and fear

1. No staff or student shall be allowed to stigmatize another for COVID-19 – whether it's a suspected case or verified.
2. As such, HR and the Compliance Officer shall ensure that all staff are sensitized about COVID-19, its causes, symptoms, and how to report suspected cases. Nothing quells fear like

information. When staff know more about COVID-19 and how to protect themselves, they will be more confident and there will be less stigma.

3. HR or a designated staff member shall be required to send inspirational messages, field calls of encouragement so that, staff working from home or hospitalized feel cared for and part of the bigger team. No staff should be left to feel isolated.

3.2.3 Information

Any information about COVID-19 or the University in relation to the pandemic should be sourced from official channels. Speculation and gossip over the virus should be avoided and persons who hear or observe scare-mongering or incorrect information being spread should be guided on which official information channels to receive their information from. All information should be fact checked.

Information about the virus and pandemic as well as any changes to University services shall be advertised through various official University information channels. Staff and students are encouraged to visit the University website www.iuea.ac.ug frequently to get updates.

3.2.4 Support

The University shall provide support where possible to student and staff. This support include access to health and social services through the clinic when the University is operational

3.2.5 Testing

In the instance that testing is to be carried out, all persons and personnel shall follow the prescribed testing protocols and procedures.

3.2.6 Document review

These SOPs shall be revised and may be changed according to MoH and MoES guidelines and directives.