

Les Roches

Task force: Dedicated team in place on campus since the beginning of the Coronavirus epidemic:

- monitoring daily the situation and current developments with the support of public health experts within our partner International SOS, the global leader in the control of health risks and security worldwide
- taking the appropriate measures, including in application of new recommendations from WHO, Spanish health authorities and national authorities in which our campuses are located.

Hygiene and health on Campus: Reinforced hygiene and health precaution and controls for students, staff and faculty:

- awareness campaigns implemented to recall the precautionary measures that can protect individual and the community in the best way
- alcohol-based hand sanitizers and surgical masks at disposal on Campus. The usage of masks has different interpretations among nations, specialists and cultures. It is accepted on Campus.
- protocol in place in case of suspicion ensuring process from the authorities is followed and ensuring students are receiving proper care. It has already been activated with negative conclusions.
- hotline available 24/24 and 7/7 in case of fever or other suspicious symptoms.
- reinforced hygiene protocol in all our catering outlets
- all students requested to immediately notify the campus medical staff in the event they have symptoms
- From Thursday 5 March 2020, as an additional precautionary measure, we are implementing mandatory hand sanitising for all our community when entering our School buildings and Food and Beverage outlets
- We actively encourage, as recommended by the medical experts, to wash your hands frequently with soap and water, specifically after using the washroom, before and after eating your meals, and when returning to your bedroom, etc.

Cleaning process

- Our Housekeeping team have increased the cleaning across all our campuses, with particular attention to detail in public areas of high volume and usage
- Additional cleaning supplies in accommodation buildings to undertake any additional cleaning in personal rooms

Protocol upon arrival on campus

- all students, faculty, staff and visitors regardless of nationality and origin are seen upon arrival with a health questionnaire and temperature check

- any student showing symptoms and coming from an affected area is going through the protocol to handle suspicious case
- any faculty, staff or visitors showing symptoms and coming from an affected area are refused access to campus
- acceptance of students coming from Wuhan City and Hubei province differed. Students from this region or who have recently travelled to this region have been asked not to travel to campus until the official advice changes
- A specific health check has been done on March 8th and 9th for all students in regards to Italy quarantine.

All Food and Beverage Outlets

As of Tuesday March 10th, we are enhancing our precautionary practices in our outlets through:

- Disposable gloves mandatory for all service and kitchen teams
- Hourly hand washing for all preparation teams
- Deliveries strictly arriving in delivery areas only
- F&B staff will stand at the door of every outlet to ensure proper hand sanitation
- Tables will be prepared with cutlery and water glasses in advance
- All food at bars will be covered, removal of shared finger food such as peanuts. Bread will be individually wrapped and condiments and sauces will be individually portioned
- Reduced buffets that will be replenished more frequently and restriction of self service in buffet areas
- Disinfection of all tables between customer sittings
- Should any of our restaurants welcome external guests, a health questionnaire is systematically sent by email at the time of reservation. It must be returned 24 hours before confirmation.
- The campus reserves itself the possibility of cancellation.
- No menus to be given to guests. They will be verbally relayed or presented with a tablet cleaned after each use

Library

Your requested to sanitize your hands before consulting a magazine or a book

Mid Term Break 6 - 12 April 2020

- We take this opportunity to confirm that our campus will remain open as usual during the Mid Term Break.
- A special Food and Beverage offer will be available during this period.

Travel

- all student, faculty and staff are asked to suspend all travel to affected areas until further notice
- all students are also asked to limit non-essential travel and to consider carefully whether any travel outside of Spain is a necessity
- for students who have study trips as part of their programme: those field trips outside of Spain will be postponed and rearranged to a later date or alternative location, they received direct communications from their program managers

Events

- All large events on Campus involving external guests have been postponed as of March 5th until the end of March
- Events will be either rescheduled or the format will be changed to allow individual visits under our strict health and security protocol.
- All on-campus curricular and extra-curricular activities on campus are maintained as timetabled
- We will continue to reassess according to latest developments

Internship

- for students who had internships or semester abroad in affected areas, alternatives were proposed to ensure continued academic journey

Coronavirus Information Point

- the Student Services Area is available for any question or any update required on the Coronavirus developments

Communications

- regular update to students and staff sent by email
- students are strongly advised to keep parents and sponsors informed
- dedicated internet page has been created to inform the larger campus community

Websites of reference for international and national situation updates:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

<https://www.mscbs.gob.es/en/profesionales/saludPublica/ccayes/alertasActual/nCov-China/areas.html>

Further Inquiry

Please be assured of our support and dedication during this challenging time and do not hesitate to reach us for any further inquiry at: welfareinfo@lesroches.es