

Contingency Plan

Disease by Coronavírus (COVID – 19)



ÍNDEX

1. Introduction	3
2. Coronavirus framework (COVID-19).....	3
2.1 Coronavirus COVID-19 Definition.....	3
2.2 Clinical and epidemiological criteria	3
2.3 Transmission of COVID-19	4
2.4 Procedures to prevent transmission of COVID-19	4
3. Contingency Plan	6
3.1. Identification of the effects that the infection of a member of the academic community by sars-cov-2 may cause on ISAG:.....	6
3.2. Preparation for a possible case of SARS-COV-2 infection in ISAG	6
3.2.2. COVID-19 line and "Isolation" area for persons with symphoms	6
3.2.3. Equipment and products made available by ISAG - European Business School.....	7
3.2.4. Responsibilities.....	7
3.2.5. Inform and train employees.....	8
3.2.6. Procedures to be adopted after returning from areas with active community transmission	8
3.2.7. Diligences in the presence of a Person with Symptoms.....	9
4. Procedures to follow in the presence of a Suspicious Case	9
5. Procedures to follow in the presence of a Validated Suspect Case	11
6. Surveillance procedures for close contacts.....	12
7. Alert process and internal communication	13
8. Process of contact registration with the Suspect Case	14
Annex	14

1. Introduction

The Contingency Plan presented explains all the procedures to be adopted by teaching and non-teaching staff, students, researchers, and all those who, for any reason, go to the premises of ISAG - European Business School - hereinafter simply referred to as Person with Symptoms (i.e., case suspected of infection by the new Coronavirus SARS-CoV-2, causal agent of COVID-19).

This Plan may be updated, according to the evolution of the epidemiological framework of COVID-19 and the indications of the legally competent authorities.

All situations not foreseen in this Plan should be evaluated individually by the Board of Directors and by the ISAG - European Business School's Internal Contingency Plan COVID-19 Preparation and Management Committee.

2. Coronavírus (COVID-19) Framework

2.1. Coronavírus COVID – 19 Definition

The new coronavirus (SARS-CoV-2), the causative agent of coronavirus disease (COVID-19), was first identified in December 2019 in the City of Wuhan (China).

The incubation period of the new coronavirus is 2 to 14 days (until symptoms appear). The symptoms are similar to those of the flu: fever, cough, difficulty breathing and tiredness. In more severe cases it can develop into severe pneumonia with severe and acute respiratory failure, renal failure and even lead to death.

Thus, if a person remains symptom-free 14 days after contacting a confirmed case of coronavirus disease (COVID-19), it is unlikely that they have been infected.

2.2. Clinical and Epidemiological Criteria

Table 1 provides the definition based on the information available to date by the European Centre for Disease Prevention and Control (ECDC) and adopted by ISAG - European Business School.

Table 1. Clinical and epidemiological criteria

Clinical Criteria
Acute respiratory infection (fever, cough or difficulty in breathing) that requires or does not require hospitalization
AND
Epidemiological Criteria

- Travel history to areas with active community transmission in the 14 days before the onset of symptoms

OR

- Contact with confirmed or probable SARS-CoV-2/COVID-19 infection within 14 days of onset of symptoms

OR

- A health professional or person who has been in a health care institution where patients are treated with COVID-19.

Source: (ECDC; 2020)

These infections can produce more severe symptoms in people with weaker immune systems, older people and people with chronic diseases such as diabetes, cancer and respiratory diseases.

If you (or the persons you use to hang out) have any of these symptoms, do not go to ISAG - European Business School or health services. You should call the Health Line 24 (808 24 24 24), follow the advice given to you and also inform the ISAG VIDEO-19 Line (mobile nº 914206579).

2.3. Transmission of COVID-19

COVID-19 is transmitted by close contact with people infected by the virus, or contaminated surfaces and objects.

This disease is transmitted through droplets released from the nose or mouth when we cough or sneeze, which can hit directly the mouth, nose and eyes of those close by. The droplets can deposit on objects or surfaces surrounding the infected person. In turn, other people can become infected by touching these objects or surfaces and then touching the eyes, nose or mouth with their hands.

2.4. Procedures to Prevent Transmission of COVID-19

No vaccine has yet been discovered against COVID-19. Therefore, the best way to prevent infection is to avoid exposure to the virus, following the recommended indications to prevent the transmission of respiratory virus:

- Wash your hands frequently with soap and water or alcohol gel, rubbing them well for at least 20 seconds. If the hands are visibly soiled, soap and water should preferably be used;
- Use alcoholic gel containing at least 60% alcohol; if it is not possible to wash hands with soap and water;
- Cover your mouth and nose with a disposable tissue whenever it is necessary to blow, cough or sneeze. The tissue should be placed in a dustbin and then the hands should be

washed. In the absence of a disposable tissue, you may cough or sneeze into the elbow fold - you should never cough or sneeze into the air or into your hands;

- People who have a cough, fever or difficulty breathing should stay at home and not move to their children's workplace, school or health care facilities.
- Students, teaching and non-teaching staff and visitors to ISAG - European Business School, should wash their hands:
 - before leaving home;
 - on arrival at ISAG;
 - after using the toilet;
 - after breaks;
 - before meals (including snacks);
 - before leaving the ISAG;
 - Avoid touching your eyes, nose and mouth without washing your hands;
 - Avoid close contact with people with a cough, fever or difficulty breathing;
 - Clean and disinfect objects and surfaces in common use frequently;
- In case of symptoms or questions contact the SNS24 Line: 808 24 24 24 - do not go directly to any healthcare facility;
- Consult information regularly at www.dgs.pt

The use of protective masks in the general population is not recommended, since there is no evidence of benefit from their use outside healthcare facilities.

3. Contingency Plan

3.1. Identification of the effects that the infection of a member of the academic community by sars-cov-2 may cause on ISAG

Considering the hypothesis that students and teaching and non-teaching staff of ISAG are partially or totally inhibited from attending the Campus due to Coronavirus disease, the following alternatives are presented:

- For the non-teaching staff: in the impossibility of attending the work due to prophylactic isolation, they should perform their duties in teleworking through VPN access and/or One Drive to the Server and/or the shared folders of the server. It is up to the service manager / cabinet to provide access.
- For the teaching staff: in the impossibility of attending the teaching activities due to prophylactic isolation, teachers must teach their classes and/or perform evaluations and other activities (e.g., attendance and others) in a virtual environment through the ISAG E-Learning Platform, keeping the weekly class schedule.
- For the student: in the impossibility of attending the teaching activities, including evaluations, they must participate in classes and/or perform evaluations and other activities in a virtual environment through the ISAG E-Learning Platform, keeping the weekly class schedule.

It is the responsibility of the teachers of the course units, in liaison with the course coordinator, and with the appropriate knowledge of the Technical and Scientific Council and the Pedagogical Council of ISAG, to present the alternative forms mentioned above.

3.2. Preparation for a Possible Case of SARS-COV-2 Infection in ISAG

3.2.1. COVID-19 Line and "Isolation" Area for Persons with Symptoms

The ISAG COVID-19 Line is a specific internal line created for reporting suspicious cases and clarifying doubts about COVID-19 and this Contingency Plan. An ISAG COVID-19 Line Manager has been defined to answer the calls and accompany the Person with Symptoms to the "isolation" location.

The placement of a Person with Symptoms in an area of "isolation" is intended to prevent other people from being exposed and infected and thus prevent the spread of the communicable disease in ISAG - European Business School and its community.

The "isolation" area is intended to prevent or restrict direct contact of persons with the suspect case (with signs, symptoms and epidemiological link compatible with the definition of the

suspect case, criteria referred to in Table 1) and to allow social distancing from the rest of the community.

The "isolation" area has natural ventilation and mechanical ventilation systems and has smooth, washable coatings. The area is equipped with a mobile phone, chair, bed (for rest and comfort of the Person with Symptoms, while waiting for validation and eventual transportation by the National Institute of Medical Emergency - INEM), kit with water and some non-perishable food, waste container (with non-manual opening and plastic bag), alcohol-based antiseptic solution (available inside and at the entrance of this area), paper towels, surgical mask(s), disposable gloves and thermometer. The area also has a properly equipped sanitary facility, namely a soap dispenser and paper towels for the exclusive use of the Person with Symptoms.

The location of the isolation area is shown in Annex III. The ISAG COVID-19 Line Manager knows the circuit to be preferred, avoiding the places with the highest concentration of people.

3.2.2. Equipment and Products Made Available by ISAG - European Business School

ISAG - European Business School is committed to providing the following equipment and products on its premises:

- Alcohol-based antiseptic solution in common areas and strategic locations (e.g. classroom corridor, teachers' and services' offices corridor, bar and restaurant area, biometric registration, "isolation" areas, student services), together with information on hand hygiene procedures;
- Surgical masks for the use of the Person with Symptoms (suspicious case);
- Surgical masks and disposable gloves to be used as a precautionary measure by the person(s) accompanying a Person with Symptoms;
- Paper towels for drying hands, in sanitary facilities and other places where hand hygiene is possible.

3.2.3. Responsibilities

The main responsibilities inherent to this plan are the following:

- All persons should report to the ISAG COVID-19 Line (mobile phone - 914206579), situations of persons with symptoms and epidemiological link compatible with the possible case definition of COVID-19 (Person with Symptoms). If the ISAG COVID-19 Line Manager is prevented by isolation or internment, the Substitute Manager (Appendix I) shall be used;

- Whenever a situation of Person with Symptoms is reported, the ISAG COVID-19 Line Manager, reports the situation to the ISAG Security (ComanSegur) and to all the companies of the Campus;
- The ISAG COVID-19 Line Manager indicates the isolation area and the respective circuit, accompanying the Person with Symptoms on the route. He shall isolate the area and, if necessary, forward and accompany the INEM to the isolation area;
- Responsible for the COVID-19 ISAG line indicates an employee who provides telephone assistance to the Person with Symptoms, during the isolation period. By default, the employee identified in Annex I shall be considered.

3.2.4. Inform and train the employees

ISAG - European Business School is committed to:

- Disclose the Contingency Plan at <https://www.isag.pt>;
- Create a reserved area for disseminating updated information on COVID-19 on the ISAG website, with the contact details of the ISAG COVID-19 Line for questions and reporting of suspicious cases within the ISAG facilities;
- Clarify the entire academic community, with precise and clear information about COVID-19, in order to avoid fear and anxiety and to provide knowledge of the prevention measures that should be taken;
- Inform and train employees on the specific procedures to follow in a suspicious case.

3.2.5. Procedures to adopt after returning from areas with active community transmission

ISAG - European Business School, following the guidelines, to date, of the Directorate General of Health and the World Health Organization on COVID-19, considers the following areas with active community transmission of the new coronavirus:

- Northern Italy (regions of Emilia-Romagna, Lombardy, Piedmont, Veneto)
- China
- South Korea
- Iran
- Japan
- Singapore

In this sense, all teaching and non-teaching staff, students and ISAG visitors returning from one of these areas must, as a precautionary principle of public health, respect a period of prophylactic isolation at home of 14 days after their return. During this period, they shall:

- Be aware of the appearance of fever, cough or difficulty in breathing, in yourself or in your close associates;
- Measure the body temperature twice a day and record the values;

- Wash your hands frequently, especially before meals and after using the bathroom;
- Contact the SNS24 Line (808 24 24 24) if any of the symptoms mentioned appear (on your own or on your co-workers), and follow the guidelines.

3.2.6. Diligences to be Taken in the Presence of a Person with Symptoms

ISAG - European Business School will take the following steps after identification of a suspect case:

- Activate the Contingency Plan for COVID-19;
- Confirm the implementation of the specific procedures foreseen in the Contingency Plan for COVID-19;
- Seek to keep the information about COVID-19 updated, in ISAG's institutional website, according to what is made available by the General Directorate of Health, Local Health Authority and official media.

4. Procedures to Follow in the Presence of a Suspicious Case

This section presents the steps to be followed in the eventual presence of a Person with Symptoms of COVID-19 (Flow Chart available in Annex II):

1. Any person with signs and symptoms of COVID-19 and epidemiological link (see table 1, page 3), or who identifies a person with criteria compatible with the definition of a suspect case, contact the ISAG COVID-19 Line (mobile phone - 914206579);
2. The ISAG COVID-19 Line Manager should immediately contact the Campus Security (ComanSegur) and all Campus companies.
3. The ISAG COVID-19 Line Manager shall indicate the isolation area and the respective circuit, accompanying the Person with Symptoms on the route. He should isolate the area and, if necessary, forward and accompany INEM to the isolation area;
4. Responsible for the COVID-19 ISAG line indicates an employee who provides telephone assistance to the Person with Symptoms during the isolation period. By default, the employee identified in Annex I shall be considered.
5. The ISAG COVID-19 Line Manager informs which is the closest isolation area available, as well as the respective circuit to access it and accompanies the Person with Symptoms on the route. Whenever possible, the safety distance (more than 1 meter) from the patient should be ensured.
6. The person in charge of the line COVID-19 ISAG that accompanies/assists the Person with Symptoms, should put, moments before starting this assistance, a surgical mask

and disposable gloves, in addition to the compliance with the basic precautions of infection control regarding hand hygiene, after contact with the sick person.

7. The Person with Symptoms (suspected case of COVID-19) already in the "isolation" area, contact SNS 24 (808 24 24 24). This person should wear a surgical mask if his/her clinical condition allows it. The mask should be worn by the person herself. It should be checked that the mask is properly adjusted (adjustment of the mask to the face to allow complete occlusion of the nose, mouth and side areas of the face. For men with a beard, an adjustment can be made to this measure - surgical mask supplemented with a tissue). Whenever the mask is wet, the person should replace it with another.

The NHS 24 health professional asks the sick person about signs and symptoms and epidemiological link compatible with a suspected case of COVID-19. After evaluation, NHS 24 informs the person:

- If it is not a suspect case of COVID-19, defines the appropriate procedures for the person's clinical situation;
- If it is a suspected case of COVID-19 the NHS 24 contacts the Physician Helpline of the Directorate General of Health for validation of the suspicion. From this validation the result may be:
 - a) Suspected Case Not Validated - it is closed to COVID-19. The SNS 24 defines the usual and adequate procedures for the clinical situation of the person and he/she informs the ISAG VOCID-19 Line Manager about the non-validation.
 - b) Validated Suspect Case - the General Health Directorate (DGS) activates INEM, INSA and the Regional Health Authority, starting the epidemiological investigation and contact management. ISAG VOCID-19 Line Manager informs the Board of Directors of the existence of a validated suspect case in ISAG - European Business School.

Validated Suspect Case:

- The sick person must remain in the "isolation" area (with surgical mask, as long as his/her clinical condition allows it), until the arrival of the INEM team, activated by the DGS, which ensures transportation to the reference Hospital, where biological samples will be collected for laboratory tests;
- Anyone's access to the "isolation" area is prohibited, except employees assigned to provide assistance (see attachment I);- O ISAG – European Business School cooperates with the local

Health authorities in the identification of people who were in close contact with the sick person (validated suspicious case).

- ISAG - European Business School informs other employees and the ISAG community of a validated suspect case awaiting laboratory test results, using the reporting procedures established in the Contingency Plan.

The validated suspect case must remain in the "isolation" area until the arrival of the INEM team activated by the DGS, in order to restrict, to the minimum, the contact of this person with other person(s). Additional movements of the validated suspect case on the premises of ISAG – European Business School should be avoided.

5. Procedures to follow in the presence of a Validated Suspect Case

The DGS informs the Regional Health Authority of the laboratory results, which in turn informs the Local Health Authority. The Local Health Authority informs ISAG - European Business School of the results of the laboratory tests and:

- (a) If the case is not confirmed: it is closed to COVID-19 and the usual procedures in ISAG - European Business School, including cleaning and disinfection, are applied;
- (b) if the case is confirmed: the 'isolation' area shall be closed until decontamination (cleaning and disinfection) has been validated by the Local Health Authority. This ban can only be lifted by the Health Authority.

In case of case confirmed, ISAG - European Business School should:

- Provide cleaning and disinfection (decontamination) of the "isolation" area;
- Reinforce cleaning and disinfection, especially on surfaces frequently handled and most commonly used by the confirmed patient and most likely to be contaminated. Pay particular attention to cleaning and disinfecting to the work place of the confirmed patient (including materials and equipment used by the confirmed patient);
- Store the waste in a plastic bag of the confirmed case (50 or 70 micron thick) which, after being closed (e.g. with a clamp), should be segregated and sent to a licensed operator for the management of biohazardous hospital waste.

6. Surveillance procedures of close contacts

"Close contact" is considered to be a person who does not show symptoms at the moment, but has had, or may have had contact with a confirmed case of COVID-19. The type of close contact exposure will determine the type of surveillance.

The close contact with a confirmed case of COVID-19 can be of:

High risk of exposure: is defined as a person in the same classroom/room/work place, or someone who has been face-to-face with the confirmed case or has been with it in an enclosed space. This category also includes people with whom the confirmed case of COVID-19 shared dishes (plates, glasses, cutlery), towels or other objects or equipment that could be contaminated with sputum, blood, respiratory droplets.

Low risk of (casual) exposure: is defined as a person who has had sporadic (momentary) contact with the confirmed case (e.g. in motion/circulation during which there was exposure to droplets/respiratory secretions through face-to-face talking for more than 15 minutes, coughing or sneezing), or in people who have assisted the confirmed case, as long as they have followed the preventive measures (e.g. proper use of mask and gloves, respiratory tag, hand hygiene).

In the event of a case confirmed by COVID-19, in addition to the above, active surveillance procedures for close contacts should be activated in relation to the onset of symptoms. For the purpose of managing the contacts, the Local Health Authority, in close articulation with ISAG - European Business School, should:

- Identify, list and classify close contacts (including casual ones);
- Follow up the necessary contacts (daily telephone calls, inform, advise and refer if necessary).

The estimated incubation period of COVID-19 is 2 to 14 days. As a precautionary measure, active surveillance of close contacts takes place for 14 days since the date of the last confirmed case exposure.

Close contact surveillance should be as shown in Table 2.

Table 2. Surveillance of close contacts

High Risk of Exposure
<ul style="list-style-type: none"> - Active monitoring by the Local Health Authority for 14 days since the last exposure; - Daily self-monitoring of COVID-19 symptoms, including fever, cough or difficulty in breathing; - Restricting social contact to the indispensable; - Avoid travel; - Be contactable for active monitoring for 14 days from the date from the last exhibition.
Low Risk of Exposure
<ul style="list-style-type: none"> - Daily self-monitoring of COVID-19 symptoms, including fever, cough or difficulty in breathing; - Follow-up by the occupational Doctor.

It should be noted that:

- Daily self-monitoring (i.e. self-monitoring) aims the control of the temperature (taking the body temperature twice a day and register the value and time of measurement) and checking of cough or difficulty in breathing;
- If symptoms of COVID-19 occur and the person is in ISAG - European Business School, the 'Procedures to be followed in the presence of a Suspect Case', set out in point 9 (p. 7), should be initiated;
- If no symptoms appear within 14 days of the last exposure, the situation is closed for COVID-19.

7. Warning procedure and internal communication

Any new instructions applicable in general to Higher Education Institutions and to ISAG - European Business School, in particular, will be immediately communicated to the academic community, namely through <https://www.isag.pt>.

In the event of a suspect and/or confirmed case, it shall be sent an e-email to the entire ISAG community.

8. Registration Process of contacts with the suspicious case

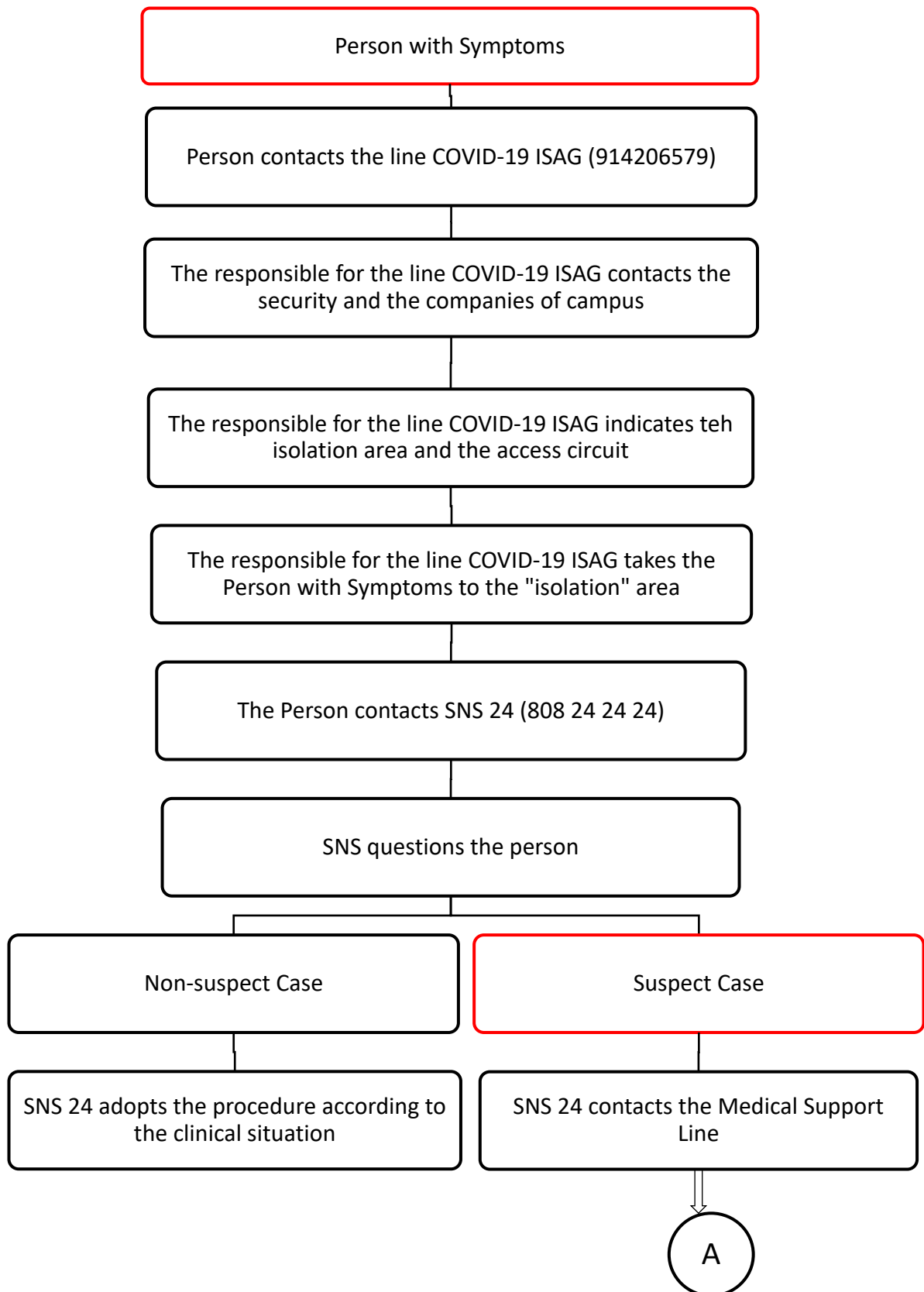
The records of contacts with the Suspicious Case should be made on the form in Annex IV.

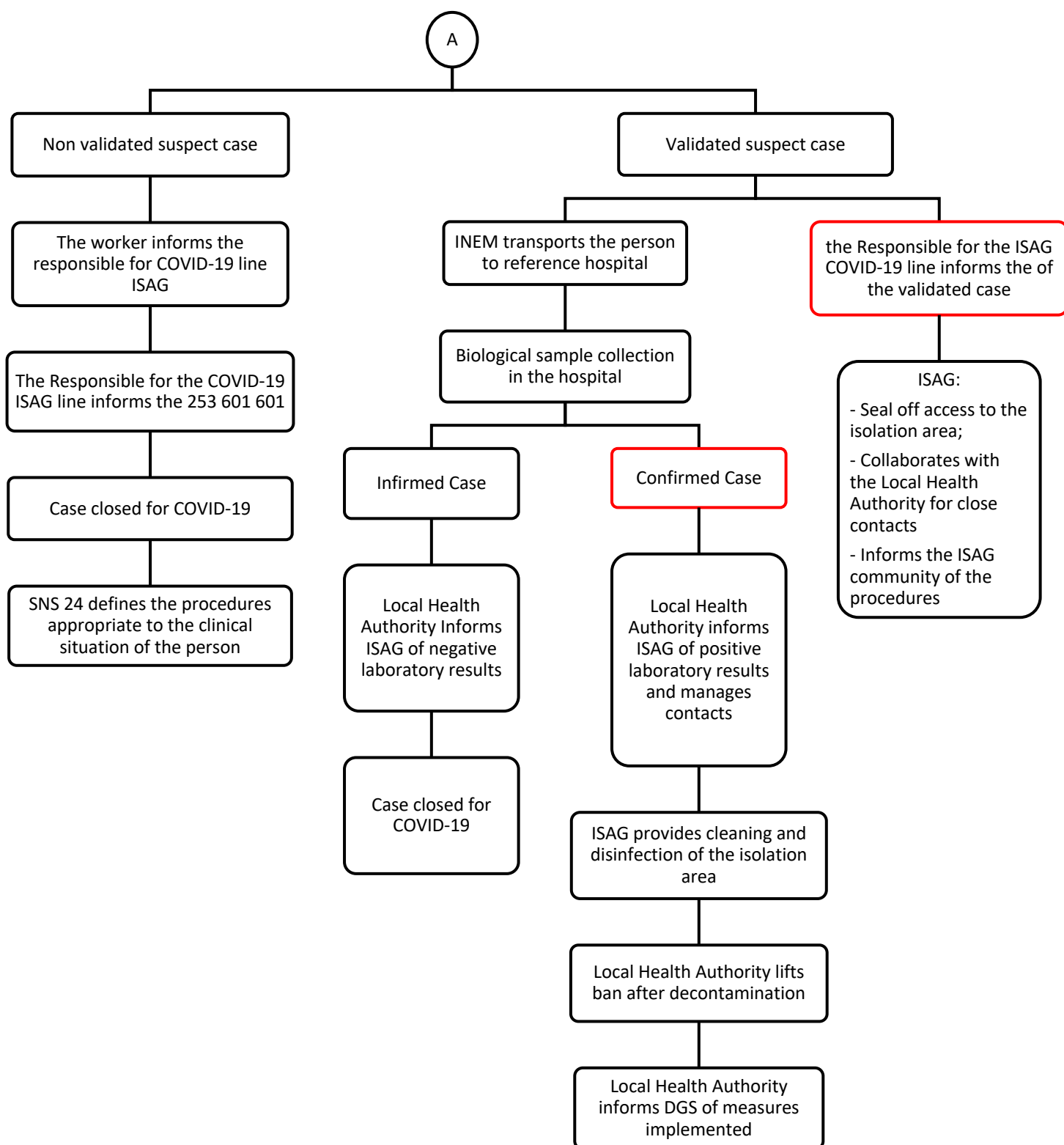
ATTACHEMENTS

Attachment I. Responsible for Supporting People with Symptoms

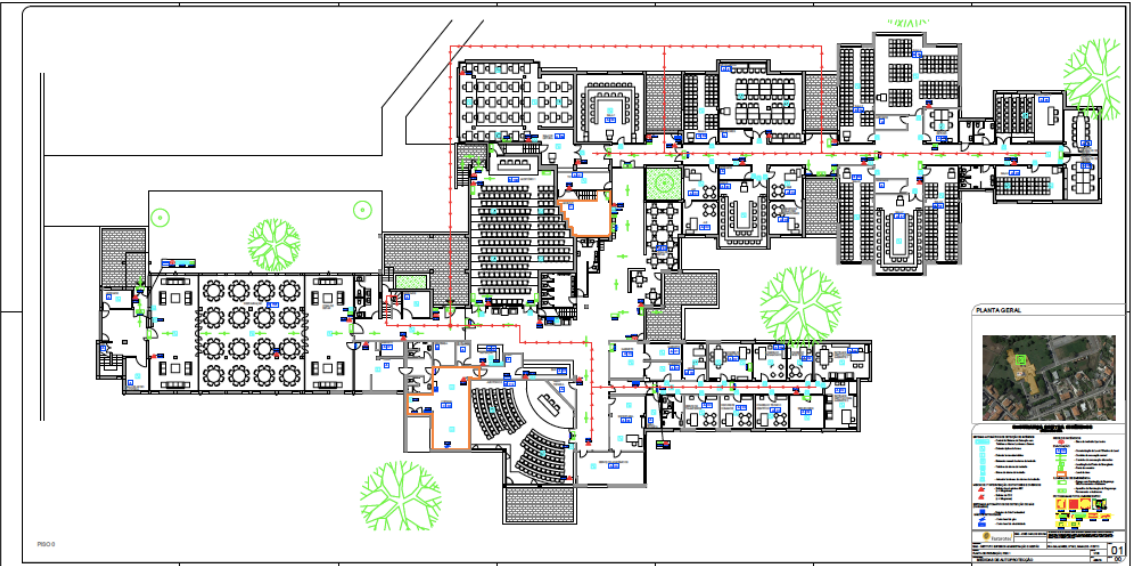
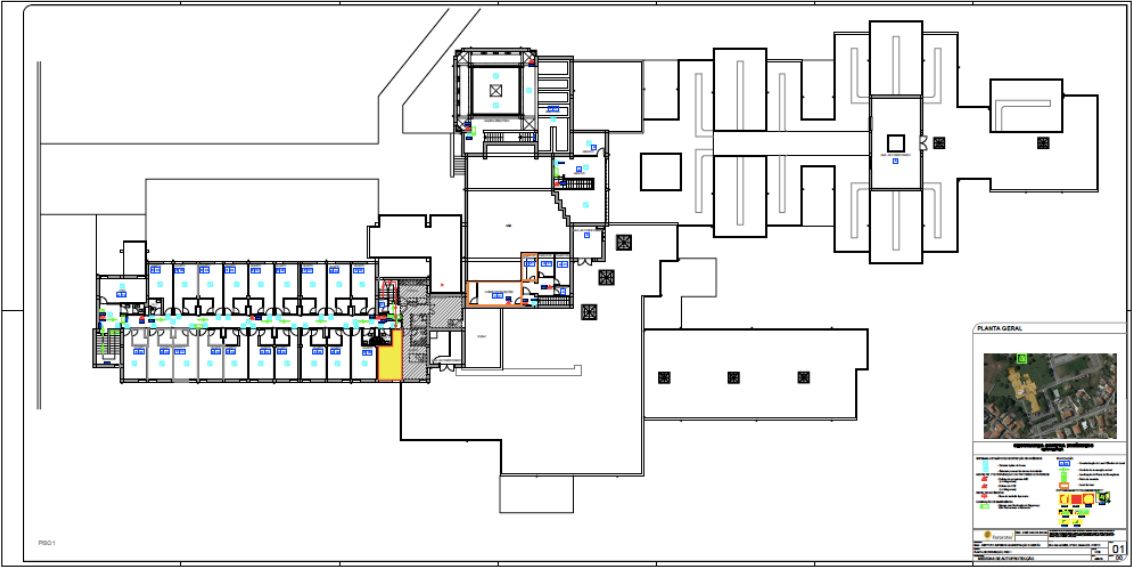
Services /Offices	Responsible for the line COVID-19 ISAG	Substitute Responsible for the line COVID-19 ISAG
Board of Directors	Human Resources Technician	Responsible for the International Relations Office
Academic Services		
Library		
Career Office		
Marketing and Communication Office		
Financial Department		
Human Resources Office		
International Relations and International Project Manager Office		
NIDISAG		
Maintenance		
IT		
Professors		
Students		

Attachment II. Flowchart of a Person with Symptoms of COVID-19 Situation.





Attachment III. Plan of the "isolation" area



Attachment IV. Register Form of contacts with the suspect case

**REGISTRATION OF EXPOSED EMPLOYEES WITH PERSONAL APPROPRIATE PROTECTION
EQUIPMENT**

Service/Office: _____ Date: __/__/__

Name	Nº Collaborator	Performed Procedures

**IDENTIFICATION OF EXPOSED EMPLOYEES WITHOUT PERSONAL ADEQUATE PROTECTION
EQUIPMENT**

Service/Office: _____ Date: __/__/__

Name	Nº Collaborator	Professional Category	Address	Contact	Date of contact	Time of contact
					__/__/__	
					__/__/__	
					__/__/__	
					__/__/__	
					__/__/__	