



Contingency Plan for the prevention  
of the transmission of human  
infection by coronavirus (COVID-19)  
at ISEG – Lisbon School of  
Economics and Management

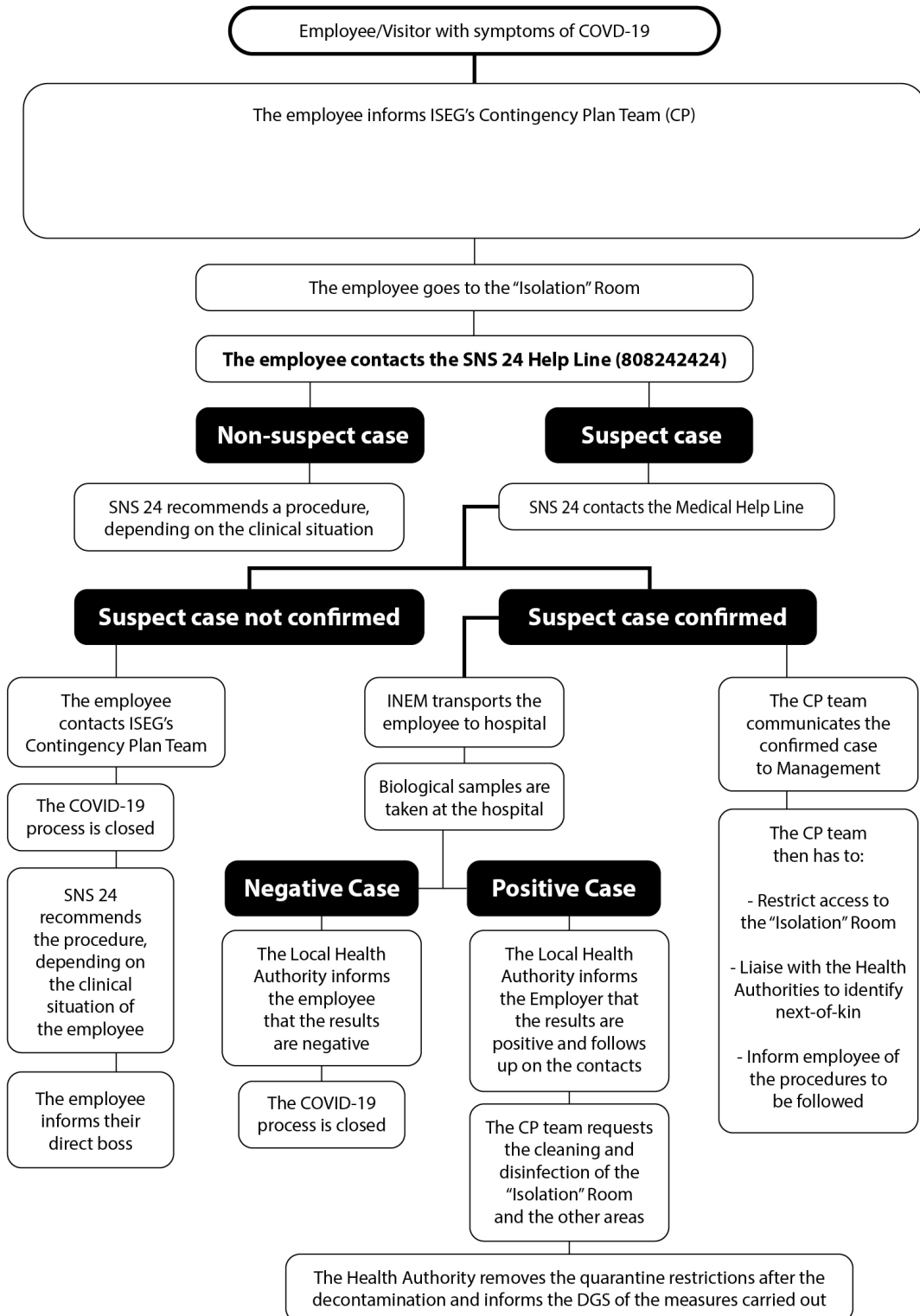
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**Fluxogram of the case of an Employee/Visitor with symptoms of COVID-19**



## **I - INTRODUCTION**

ISEG – Lisbon School of Economics and Management has prepared a Prevention and Action Plan which describes, in summary, the measures for the prevention and control of infection of cases of COVID-19 Coronavirus at our School, and establishes the operating procedures for all players of the School in the event of one or more situations of COVID-19 Coronavirus. The express instructions are valid for visitors, students, staff, and faculty, and must be respected and followed by everyone.

The plan was prepared based on the Contingency Plan for Preventing the Transmission of Human Infection by Coronavirus (COVID-19) of Universidade de Lisboa, which replaces the plan which has been in force at ISEG since February, which was drawn up by Dr Francisco Machado, ISEG's doctor, taking into account the instructions issued by the Directorate-General of Health.

## **II - ASSUMPTIONS**

The preparation of the Plan is based on the following assumptions:

- 1)** To assure the normal functioning of all activities at the University;
- 2)** To assure the minimum services at the University, if so justified;
- 3)** At the most, to consider closing Services or Schools of the University.

### III – GUIDELINES AND MEASURES

As a measure to contain the spread of COVID-19, the Rector of the University has already issued guidelines for the entire academic community of the University, in a deliberation issued on 03/03/2020, which are herewith updated by this document and also as the situation evolves in the future. It is important to note that ISEG had already communicated a Prevention and Action Plan which was prepared in February, which is now replaced by this document.

The following measures are adopted:

- **The cancellation or postponement of travel**, especially to regions where there is active transmission of COVID-19 in the community, with priority being given to teleworking and working from home. The list of countries where there is active transmission the new coronavirus is updated daily on the DGS website (<https://www.dgs.pt/corona-virus>);
- **A ban on holding face-to-face scientific seminars or other meetings**, whenever possible, as these events can constitute a risk in terms of an outbreak of transmission, owing to the participation of international participants, or a high concentration of participants.
- **The postponement of international congresses**, which are planned to be held at ISEG, whenever possible, and the cancellation of the participation of members of the ISEG community in similar meetings;

- **Members of the ISEG community and visitors who have been in places where active transmission of the new coronavirus has been observed must respect a quarantine period of 14 days and:**
  - Be aware of the onset of a fever, cough, or difficulty in breathing;
  - Check whether any of those with whom you have close contact have developed symptoms (fever, cough, or difficulty in breathing);
  - If any of the above-mentioned symptoms are manifested (in the person or members of their immediate family), do not go to the health services straight away, but rather call the *24 Health Line* (808 24 24 24) and follow the instructions given and then inform ISEG's Contingency Plan Team by email to the Administration and Finance Office ([gabineteadministrador@iseg.ulisboa.pt](mailto:gabineteadministrador@iseg.ulisboa.pt)), or telephone: **(925 664 827)**.
  - ISEG's Contingency Plan Team should also be informed at the start of the quarantine period.

#### **IV - RECOMMENDATIONS ON HYGIENE CARE AND CONTAMINATION PRECAUTIONS**

Antiseptic hand wash dispensers will be placed at strategic points in the buildings on campus.

All members of the ISEG community must follow the recommendations regarding hygiene care, namely:

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- a) Comply with basic hand hygiene procedures (wash hands with soap and water for at least 20 seconds, ensuring that all surfaces of the hands are washed well and then rub them dry. Soap and water should be used, preferably before and after the preparation of food, before meals, after using the toilet, and whenever your hands are dirty);
- b) Whenever there is a need to sneeze or cough, comply with the respiratory etiquette procedures and avoid coughing or sneezing into your hands, but rather cough and/or sneeze onto a bent forearm or sleeve, or use tissue paper and antiseptic hand wash;
- c) Alternatively, use an alcohol-based antiseptic hand wash;
- d) Use single-use tissues to blow your nose;
- e) Throw away used tissues into a waste bin, and wash your hands immediately;
- f) Avoid touching your eyes, nose, or mouth with dirty hands, or if they are contaminated with respiratory secretions;
- g) Antiseptic hand hygiene dispensers will be placed at the entrance points of all buildings on campus;
- h) Social conduct caution should be carried out, such as avoiding handshakes and close contact with people who show signs of respiratory infection.

## **V - SPECIFIC INSTRUCTIONS AND PROCEDURES FOR CLEANING AND HYGIENE**

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Cleaning staff must carry out the following tasks twice a day during working hours:

- Cleaning of door and window handles, counters, and waiting rooms of areas for attending the public.
- Cleaning of the counters of entrance gates/reception areas.
- Cleaning of tables and computers (screens, keyboards, mice) in lecture rooms, study rooms, computer labs, the Library, and other common spaces.
- Opening the windows of toilets to promote natural ventilation, whenever applicable.
- Cleaning of stair bannisters.
- Cleaning of the keyboards of ATMs, clocking-in terminals, and security controls inside the building.
- Cleaning of call and interior elevator buttons.

To carry out these tasks, the following should be noted:

- Gloves must be worn when cleaning, especially when removing rubbish.
- Door handles and door knobs must be cleaned both on the outside and inside of buildings.
- Cleaning cloths should be washed frequently.
- The toilets must be cleaned in accordance with the procedures in place for such facilities, which must include the disinfection of such spaces.



Note: As far as possible, a register should be kept in key points where many people pass, which should be signed by the cleaning staff, with the date and time of each intervention.

## **VI - PROCEDURES TO BE FOLLOWED IN THE EVENT OF A SUSPECTED CASE**

### **How to identify whether a case is suspect, or not?**

- Confirmation of a high fever ( $\geq 38^{\circ}$ )
- A cough
- A sore throat
- Muscle pains
- Pain in joints
- Headaches
- Difficulty in breathing
- Nausea, vomiting, and/or diarrhoea
- Check if any of those with whom you live in close proximity have developed symptoms such as a fever, a cough, or difficulty in breathing.

### **What should you do?**

Any member of the ISEG Community, either on the Academic or Non-academic side, who has signs and symptoms of COVID-19 and an epidemiological link, should inform the Contingency Plan Team by phone, and then go to the “Isolation” Room.

### **“Isolation” room**

Inside the room you will find an individual protection kit, with a disposable mask and gloves, a thermometer, antiseptic solution for disinfection, water bottles, and PARACETAMOL tablets.

Once in the “Isolation” Room, the procedure to be followed is as follows:

- The person in isolation must follow the instructions which are made available:
- Check your temperature and take the PARACETAMOL tablets if a fever is confirmed.
- You must wear the gloves and the mask and check that the mask is well adjusted (adjust the mask to the face, to ensure that it fully covers your nose, mouth, and cheeks). If, by any chance the mask is wet, then it must be replaced by another one.
- Whenever you substituted the gloves, masks, or other material that could be contaminated (disposable tissues, wipes, etc.), you must throw them away in the waste bin with a pedal inside the room. This container will be properly lined with a white, identified bag;
- There is a telephone with an external connection in the room, to enable the person in isolation to immediately contact the *24 Health Line* - 808 24 24 24 to explain the situation of their health. The SNS 24 health professionals will then ask the person questions about their signs and symptoms and any epidemiological link which is compatible with a suspected case of COVID-19.

- The contact between the person in isolation and the Contingency Plan Team must be made by telephone.

**After assessment, SNS 24 will inform the person:**

**That they do not have a suspected case of COVID-19:** and will proceed to define the appropriate procedures for the person's clinical situation.

**That they have a suspected case of COVID-19:** in which case, the SNS will contact the Doctors' Support Line (LAM) of the Directorate-General of Health (DGS), to confirm this suspicion. After confirmation, the procedure can be one of the following:

- **A suspected non-confirmed case**, in which case the COVID-19 process is closed and SNS 24 will define the usual and appropriate procedures for the person's clinical situation. The person will inform the Contingency Plan Team of the non-confirmation, and the latter will then inform the Administration and Finance Office;
- **A confirmed suspected case**, whereby the DGS contacts INEM and the Regional Health Authority, initiating an epidemiological investigation and the process of contacting those with whom the person has had contact. In this case, the person must remain in the "isolation" room (wearing a mask, for as long as their condition warrants), until the arrival of the National Institute of Medical Emergency (INEM) team, which will be called out by the DGS, which will arrange the transportation of the person with the suspected cases to a designated hospital, where biological samples will be taken for laboratory tests.

While the person is waiting for the arrival of the ambulance with the external medical team or for SNS 24 instructions, they are obliged to remain inside the “isolation” room and avoid any contact with colleagues or other people, always keeping the door closed and to avoid walking around the campus. Nobody else is allowed to enter the “isolation” room.

## VII - PROCEDURES TO BE FOLLOWED FOR A CONFIRMED SUSPECTED CASE

The DGS will inform the Regional Health Authority of the laboratory test results, which in turn will inform the Local Health Authority.

The Local Health Authority will then inform the person with a confirmed suspected case the results of laboratory tests, and:

- If the case is **not confirmed**, then the COVID-19 process is closed and the Contingency Plan measures are deactivated, after carrying out the usual procedures in case of illness, including cleaning and disinfection, when applicable.
- If the case **is confirmed**, then the Contingency Plan Team should organise the cleaning and disinfection (decontamination) of the “isolation” room. If no other guidelines are issued by the DGS, then the “isolation” room should be out-of-bounds until the decontamination (cleaning and disinfection) process has been approved by the Local Health Authority. It is the Local Health Authority that is responsible for communicating to the DGS information regarding the measures

implemented on campus and the state of health status of all those who have been in close contact with the suspected person in question.

## **VII - CLEANING AND DISINFECTION OF THE PERSON'S WORKSPACE**

Whenever instructions are given to proceed with the cleaning of a workspace, owing to the presence of a suspected case of a person infected with COVID-19, the cleaning staff should go to the workspace in question and carry out the following tasks:

- Open the windows wide and close the door (whenever possible), to facilitate natural ventilation.
- Carry out an overall cleaning of the workspace, including door and window handles and door knobs, tables, computers (screens, keyboards, mice), if applicable, etc.
- Change the rubbish bag.
- Wash the floor.
- Whenever the alert of a possible infection is raised outside working hours, the security guard must register the occurrence on a specific form and display a warning on the door of the workspace, stating:

***'PLEASE DO NOT ENTER, WAITING FOR THE CLEANING STAFF'***

The following should be adhered to when carrying out these procedures:

- Cleaning must be carried out wearing gloves, a mask, and a disposable suit.
- The cleaning cloth used is only for this procedure only.

- Liquid disinfectant will be used for this cleaning.

## **VIII - CLEANING AND DISINFECTION OF THE “ISOLATION” ROOM**

After the suspected person leaves the “Isolation” Room, cleaning should be carried out as follows:

- Open the windows wide and close the door (whenever possible), to facilitate natural ventilation.
- Clean all furniture, especially the chair, the telephone, and other surfaces.
- Change the rubbish bag
- Collect all residues from the confirmed case in a white plastic bag (50 to 70 microns thick) which, after being properly closed (e.g., with a clamp), must be placed in a Group III bin (biological risk) and sent to the appropriate destination adopted by the licensed operator for Hazardous Hospital Waste management.
- Wash the floor.

The following should be adhered to when carrying out these procedures:

- Cleaning must be carried out wearing gloves, a mask, and a disposable suit.
- The cleaning cloth used is only for this procedure only.
- Liquid disinfectant will be used for this cleaning.

## **IX – OTHER MEASURES**

As well as applying the norms duly indicated by the Directorate-General for Health, the following measures must also be carried out from the moment the notification of a suspected case of COVID-19 occurs:

- In coordination with the Contingency Plan Team, the Person Responsible for the Plan will advise all those carrying out tasks with a greater risk of contagion that they must wear masks.
- The installation of hand wash disinfection dispensers at the entrance to all buildings on campus.
- The use of teleworking and working from home as much as possible.

Depending on the evolution of the situation, all non-essential activities for the functioning of the University may have to be suspended to reduce the risk of contagion.

In extreme cases, the whole School, or a Service may have to be closed for a period to be decided.

## **X – PROCEDURES FOR THE OBSERVATION OF CLOSE CONTACTS:**

“Close contact” is considered to be a member of the ISEG Community who has no visible symptoms, but may have been in contact with a confirmed case of COVID-19. The type of close contact exposure will determine the type of procedure to be followed.

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

- **High risk of exposure**, which is defined as:
  - A colleague who shares an office, room, section, or area within 2 metres proximity of a person with a confirmed case;
  - A member of the ISEG Community, or anyone who had face-to-face proximity with a person with a confirmed case, or who has been present with the person in an enclosed space;
  - A colleague who has shared eating utensils with the person with a confirmed case (plates, glasses, cutlery, etc.), towels, or other objects or equipment (phones, printers, etc.) which could be potentially contaminated with respiratory droplets.
- **Low risk of exposure**, which is defined as:
  - A member of the ISEG Community who had sporadic (momentary) contact with a person with a confirmed case (e.g., a passing greeting);
  - A member of the ISEG Community who provided assistance to a person with a confirmed case, as long as they followed the preventive measures (e.g., the correct wearing of a mask and gloves, respiratory etiquette procedures, hand hygiene, etc.).

The estimated incubation period for COVID-19 is 2 to 12 days. As a precautionary measure, the active observation of close contacts should be carried out during 14 days from the date of the last exposure to a person with a confirmed case.



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The active observation of close contacts with a “high risk of exposure” implies:

- Active monitoring by the Local Health Authority for 14 days since the last exposure to a person with a confirmed case;
- Avoid going to ISEG during those 14 days;
- Carry out daily self-checking for COVID-19 symptoms - including a fever, a cough, or difficulty in breathing;
- Restrict social contact to the bear essential;
- Do not travel;
- Be easily contactable for active monitoring during the 14 days since the date of the last exposure.

The active observation of close contacts with a “low risk of exposure” implies:

- Carry out daily self-checking for COVID-19 symptoms - including a fever, a cough, or difficulty in breathing.

If no symptoms appear within 14 days since the last exposure to a person with a confirmed case, then the situation is closed for the purpose of preventing and fighting COVID-19.

## **XI – DEFINITION OF ROLES AND RESPONSIBILITIES**

For ISEG, the official Person Responsible for the Contingency Plan is the Dean of ISEG, who has overall responsibility for maintaining the procedures defined in the COVID-19 Contingency Plan, as well as for monitoring the DGS recommendations and

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other instructions and procedures which are applicable for the Public Sector in general, or for Public Higher Education Institutions.

To implement the measures contained in this Contingency Plan, the Person Responsible for the Plan must enact the necessary organisation, including the appointment of the Contingency Plan Team, which will be responsible for ensuring compliance with the above-mentioned Action Plan.

In coordination with the Contingency Plan Team, the Person Responsible for the Contingency Plan will inform the remaining members of the ISEG Community about the existence of any confirmed suspected case, while waiting for the results of laboratory tests, using the established communication procedures.

**The Person Responsible for the Contingency Plan will nominate a Team.**

The responsibilities of the Contingency Plan Team are the following:

- a) Assure that adequate assistance is provided to any suspected case which occurs within the ISEG campus;
- b) Assure compliance with the measures indicated in the Contingency Plan;
- c) Collaborate with the Local Health Authority in identifying close contacts of a person/s with a confirmed case of COVID-19;
- d) Inform the Administration and Finance Office/the School Board of any situation that occurred inside the campus related to COVID-19;

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- e) Maintain the Contingency Plan up-to-date whenever new internal/external guidelines are provided;
- f) Assure that telephone contact is maintained with a person in isolation, to ensure that adequate assistance is provided to the member of the ISEG Community or visitor until they leave the “isolation” room;
- g) In cases when there is a need to accompany or provide assistance to a person in isolation, make sure that a disposable mask and gloves are always worn in addition to complying with the basic infection control precautions regarding hand hygiene after contact with a person in isolation.

Without prejudice to the Contingency Measures of this Plan, it is advisable to read the attached Guidelines issued by the Directorate-General of Health (DGS), which are accessible at: <https://www.dgs.pt/corona-virus/documentos/orientacoes.aspx>

Lisbon, 6<sup>th</sup> of March, 2020

Clara Raposo  
The Dean

## APPENDIX 1

### Specific provisions and contacts

- Any member of the ISEG community or visitor who is in quarantine because they have travelled to places where active transmission of COVID-19 exists, or because they have manifested the symptoms which make them suspect cases, should communicate this fact by email to the **Administration and Finance Office** ([gabineteadministrador@iseg.ulisboa.pt](mailto:gabineteadministrador@iseg.ulisboa.pt)).
- Any member of the ISEG community or visitor with signs and symptoms of COVID-19 and an epidemiological link, or who identifies a member of the ISEG community as being a suspected case because they manifest symptoms describe above, should inform the Contingency Plan Team, by telephone (**925 664 827**);
- ISEG's "**Isolation**" room is located in Floor 1 of the Old Canteen building.
- **ISEG's Contingency Plan Team** is comprised of the following colleagues, who can be contacted by mobile telephone (**925 664 827**), or fixed telephone:
  - **João Calado** (Coordinator) – ISEG director – Ext: 462779
  - **Lurdes Paiva** – Human Resources Department – Ext: 465837
  - **Sonia Domingues** - Academic Services Department – Ext: 465862