



NUI Galway  
OÉ Gaillimh



Coronavirus  
**COVID-19**  
Public Health  
Advice

# NUI Galway

# **COVID-19**

# Incident Response Plan

Version 2.0

## Document Control

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## Version Control

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## Version 2.0 Key Amendments

Section reference	Amendment
4.1.1	Covid-19 Response Team: Removal of column 2 'Alternates'.
4.1.4	Reference added to the 'Protocol for dealing with student absences from on-campus Teaching activity'.
4.1.5.2	Internal communication examples from 2020 removed.
5.1	a. Actions required of close contacts updated, as per HSE guidance. b. The additional options available to a person experiencing Covid-19 symptoms of attending a Covid-19 Walk-in Test Centre and of booking a Covid-19 test online have been included.
5.3	Actions and responsibilities previously assigned to "the College/School staff member who receives the notification" from a student have been reassigned to the "Programme Director".
Appendix 1 (A-F)	All roles and responsibilities relating to students have been grouped together, as have those relating to staff, following by those of the central services.
Appendix 1 (H, I)	Amended to indicate that HR will notify the Line Manager of venues occupied by the diagnosed staff member. The Line Manager, in turn, will notify Buildings & Estates of venues to be cleaned.
Appendix 2 (A-C, E)	Amended to outline the role of the Programme Director in issuing notifications to students, and to Buildings & Estates when venues need to be cleaned.
Template 1	a. Amended to outline the role of the Programme Director in issuing the communication. b. HSE link to common Covid-19 symptoms added. c. The additional options of attending a Covid-19 Walk-in Test Centre and of booking a Covid-19 test online have been included.
Template 2	a. Amended to outline the role of the Programme Director in issuing the communication. b. Amended to indicate that close contacts will be notified by the HSE as to the actions required of them. c. The additional options of attending a Covid-19 Walk-in Test Centre and of booking a Covid-19 test online have been included.
Template 3	Amended to outline the role of the Programme Director in issuing the communication.
Template 4	Follow-up action assigned to Line Manager.
Template 5	a. Definition of a 'casual contact' updated, in line with HSE guidance. b. Actions required of students/staff if they develop Covid-19 symptoms updated to include the options of attending a Covid-19 Walk-in Test Centre and of booking a Covid-19 test online.

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# NUI Galway COVID-19 Incident Response Plan

## 1. Introduction

The purpose of the NUI Galway Covid-19 Incident Response Plan is to outline the steps that will be undertaken if the University is made aware, by individuals or by HSE Public Health, of positive case(s) of COVID-19 among members of the NUI Galway community, including staff, students and any others whose normal place of work is one of the University campuses. It further details the procedures that will be followed in order to facilitate HSE Public Health management if confirmed cases or outbreaks occur in the University. The NUI Galway Covid-19 Incident Response Plan will evolve in line with changes in public health advice or guidance.

The objectives of this plan are to:

- Detail the procedures and structures that will be implemented to facilitate timely assistance of HSE Public Health in case and outbreak management, where required.
- Ensure consistency of approach across the University in its response to the emergence of Covid-19 cases on campus, in line with HSE Public Health advice.

## 2. Scope

The Covid-19 Incident Response Plan applies to all students and staff members of the University, as well as those whose normal place of work is any one of the University campuses. It assumes that those who have accessed the University campuses have done so in accordance with the University's [Covid-19 Access to Campus Protocol v2](#). It details the reactive response measures that will be undertaken in the event of a member of the University community developing Covid-19 symptoms, or receiving confirmation of a Covid-19 diagnosis.

## 3. Prevention & Control

The University has developed, and is implementing, appropriate and effective control measures to minimise the risks associated with COVID-19. The intent of these control measures is to

- Minimise the risk of introduction of infection onto campus,
- Minimise the risk of spread of the virus on-campus if it is introduced, and
- Minimise the associated harm if introduction and spread on-campus does occur.

The full extent of the proactive Covid-19 control measures being undertaken by the University to are detailed separately in the [Covid-19 Access to Campus Protocol v2](#).

## 4. Incident Response Overview

### 4.1 NUI Galway Incident Response Overview

The University will follow Public Health advice and implement all of its recommendations following its investigation and risk assessment of confirmed cases on campus.

In addition, and as it awaits Public Health direction, the University will undertake further transmission risk mitigation measures—including cleaning and disinfecting of impacted venues and the issuing of Advisory Notes to staff and students who were in the same group(s), or using the same facilities, as the positively-diagnosed person within 48 hours of that person developing symptoms.

The University's detailed response measures are illustrated in a number of scenario-based response workflow charts in **Section 5** below.

#### **4.1.1 University Covid-19 Incident Response Team**

The University's **Covid-19 Incident Response Team** will be constituted as follows:

Covid-19 Incident Response Team
Chief Operating Officer (Covid-19 Incident Response Lead)
Dean of Students
Relevant UMT member [as will be determined by the College, or Unit, of affiliation of the confirmed case(s)].

*\*If members of the Covid-19 Incident Response Team are on leave, or otherwise unavailable, they are required to nominate alternates to the Team for the duration of their absence.*

The key roles of the Covid-19 Incident Response Team are to assist HSE Public Health in outbreak management and control, as required, and to oversee the implementation of HSE Public Health recommendations arising from their investigation and risk assessment of cases on campus.

The Covid-19 Incident Response Team will be convened by the Covid-19 Incident Response Lead (the Chief Operating Officer, or alternate) in response to a request from HSE Public Health to the University to undertake additional Covid-19 risk mitigation measures.

#### **4.1.2 Public Health Requirements of the University**

- 4.1.2.1 Prepare and maintain a brief description of the University (type of HEI, numbers of staff and students, layout, flow, implementation of public health prevention measures, etc.).
- 4.1.2.2 Prepare and maintain a list of staff with up-to-date telephone contact details. University Line Managers will seek to obtain telephone contact details for all reporting team members, to be used for the sole purposes of public health emergency notifications and HSE Public Health contact tracing.
- 4.1.2.3 Prepare a broad description of classrooms/settings involved in an outbreak situation (e.g. capacity, configuration/layout and prevention measures implemented) and provide it on request to HSE Public Health.
- 4.1.2.4 The University, to the greatest extent possible, will record attendance by students and staff at all scheduled classes/lectures/practicals and retain records for 4 weeks in case these are required for contact tracing purposes. The process by which this will be achieved and delivered will be determined by the Colleges.

#### **4.1.3 Public Health Requirements of Staff and Students**

- 4.1.3.1 Download the HSE's COVID Tracker App before arrival on campus, and check-in on the App each day that they are on campus.
- 4.1.3.2 Maintain a log of all those with whom there has been close contact while on campus. This information will be necessary for the HSE to complete contact tracing in the event of a positive diagnosis for COVID-19.
- 4.1.3.3 Prepare to inform HSE Contact Tracing of any locations accessed while on campus.

- 4.1.3.4 Staff members are asked to provide their up-to-date contact telephone numbers to their Line Managers, for use solely for the purposes of emergency notifications and HSE Public Health contact tracing.
- 4.1.3.5 The University's requirements of Staff and Students in respect of Covid-19 control measures are listed in Appendix 1 of this document (Roles and Responsibilities).

#### **4.1.4 Confidentiality**

*It is important to note that if a student, or a staff member, notifies the University of a positive Covid-19 diagnosis, the identity of the infected individual must remain strictly confidential to the staff member receiving that notification, and to the College Manager, in the case of a student, and to HR, in the case of staff member.*

In accordance with the Protocol for dealing with student absences from on-campus Teaching activity, if, for any acceptable Covid-related reason, a student cannot attend campus, they must inform their Programme Director/Coordinator of their absence by emailing them.

Although the University would wish to be informed of confirmed positive cases as soon as possible, so that it can implement precautionary risk mitigation measures, there is no obligation on a student to inform the University of a positive COVID-19 test result, as medical test results are confidential and there may be no risk of transmission in the University setting.

Students and staff members are advised that current legislation empowers Public Health doctors to use data as required for the purposes of protecting public health, e.g. to protect people from infection under defined circumstances. Therefore, a positive COVID-19 test result for a named individual (student/staff member) may need to be disclosed to the University for the purposes of contact tracing/outbreak management.

Only the minimum details necessary will be shared with an agreed senior person in the University, such that appropriate University risk mitigation and/or public health action can be undertaken. In such circumstances, the University will strictly comply with the requirement to protect the right to confidentiality of the individual, and will develop robust processes to ensure that sharing of sensitive special category data will be limited to as few people as possible.

#### **4.1.5 Communications**

##### **4.1.5.1 Media management:**

Marketing & Communications will respond, on behalf of the University, to all media enquiries.

It should be noted that NUI Galway will not publicly comment on any individual cases related to the Covid-19 pandemic. Publication of case data is a matter for the HSE / Public Health only.

##### **4.1.5.2 Internal communication of key Covid-19 messaging:**

The University will continue, on an ongoing basis, to communicate key messages to staff and students to raise awareness of the symptoms of Covid-19, of what to do if a positive test result is received, and of the University resources available to support those in self-isolation.

##### **4.1.5.3 Incident Response communication responsibilities:**

The effective implementation of the Covid-19 Incident Response Plan, and the processes detailed therein, will require timely communication and seamless flow of information from and between members of the University staff. The internal communication responsibilities of staff

members arising from the implementation of the Covid-19 Incident Response Plan are detailed in Appendix 2.

## **4.2 Public Health Incident Response Overview**

### **4.2.1 Public Health Risk Assessment (PHRA)**

Management of cases and outbreaks of notifiable infectious diseases is the legislative responsibility of the Medical Officer of Health (MOH, Specialist in Public Health Medicine). Public Health will liaise directly with the University for the purposes of contact tracing / outbreak management / risk assessment as required.

It is important to note that a Public Health Risk Assessment will not be required for all confirmed cases of COVID-19 with links to the University. If information gathered by the HSE during case investigation suggests a need for HSE Public Health input, then HSE Public Health will contact the University directly to discuss further action, include Public Health Risk Assessment.

The Public Health Risk Assessment will be undertaken by HSE Public Health and will consider information, including the following, to inform control measures:

- unique information and factors relevant to the University, including infrastructure, and how these factors impact risk of COVID-19 transmission;
- interactions of students and staff, both within the University and in the wider community;
- patterns of infection within the wider community;
- infection rates in the regions served by the University.

The University has an important role in collecting data for the purposes of supporting HSE Public Health contact tracing and risk assessment, including class/group lists and phone numbers. The process by which required student data is collected, compiled, and delivered will be determined by the Colleges. It will be communicated by the Covid-19 Incident Response Lead to HSE Public Health.

The University is also required to maintain attendance records to support HSE Public Health risk assessment. The Colleges will determine the process by which student attendance at teaching activities on campus will be recorded, compiled, and communicated to the Covid-19 Incident Response Team Lead, on request. Information must be maintained on potential household and close contacts among students residing in on-campus student accommodation or engaging in small group/congregate activities, e.g. laboratory practicals, tutorials, sports training etc.

### **4.2.2 HSE Public Health Principles for management of cases**

4.2.2.1 HSE Public Health will take into consideration the fact that facilities within the University are organised, staffed and function differently, and therefore the risks associated within them will vary, e.g. laboratory and lectures are very different environments, and will need to be assessed separately.

4.2.2.2 Based on the Public Health Risk Assessment, HSE Public Health will establish with the University any appropriate exclusions, i.e. advice to identified staff or students to self-isolate or restrict their movements and/or for identified cohorts of staff or students to move to remote teaching / work/ research.

4.2.2.3 The likelihood of onward transmission from the case identified will be assessed by HSE Public Health. This will inform their further actions.



- 4.2.2.4 HSE Public Health will assess whether the index case is also likely to be the primary case within the University setting or a secondary case.
- 4.2.2.5 Close contacts will be identified and contacted by HSE Public Health. (See 4.2.3 below).
- 4.2.2.6 Onward testing strategy will be determined by HSE Public Health based on information from the initial risk assessment. The testing strategy will be determined by the HSE Public Health Team on a case-by-case basis after risk assessment of the confirmed case, considering the likely source of infection and the likely potential for onward transmission of infection within the University setting.
- 4.2.2.7 The risk assessment may be dynamic and change as new information becomes available.
- 4.2.2.8 The testing strategy may evolve as new information emerges.
- 4.2.2.9 Depending on results from testing, or following initial PHRA, the Medical Officer for Health may recommend widespread swabbing within a class or a facility under HSE mass testing processes.
- 4.2.2.10 There may be other community close contacts who will be restricted from accessing the University campus due to their community exposure, not their University exposure e.g. housemates / siblings, etc.

### **4.2.3 Close Contacts**

The HSE definition of close contacts can be viewed [here](#).

*It is a matter of expert judgement by a Public Health doctor as to whether a given contact constitutes 'close contact'.*

The definition of close contacts within the University setting will be variable and it will not be automatically assumed that a whole group (of students or work colleagues) will be deemed close contacts.

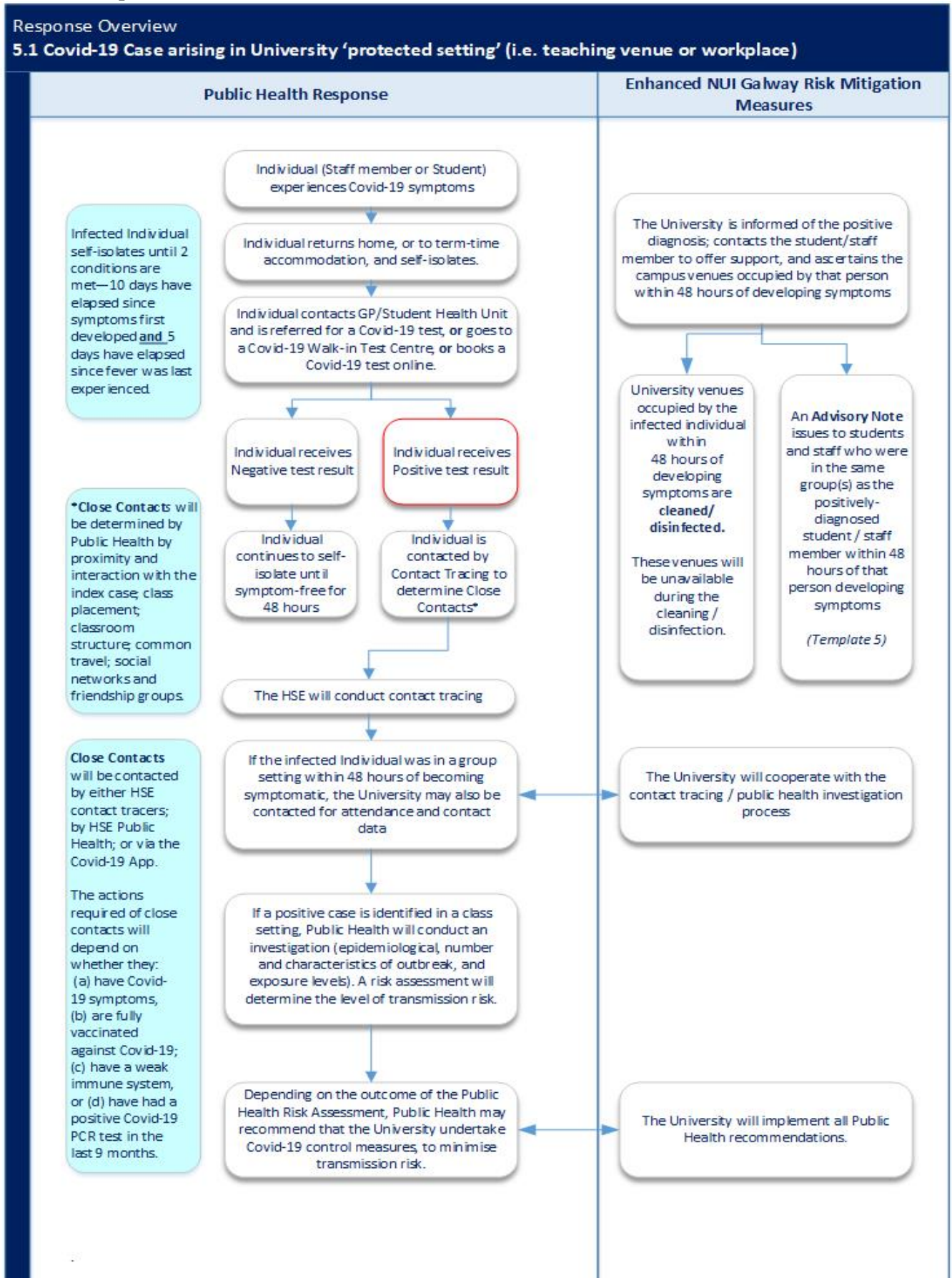
Close contacts will be determined by Public Health by proximity and interaction with the index case; class placement; classroom structure; common travel; work environment, living arrangements (for students in on-campus accommodation) social networks and friendship groups.

A risk assessment will be undertaken by HSE (Public Health) to determine close contacts – the risk assessment will consider multiple factors, including the occupancy of the room, size of the room, ventilation and the distance of each individual from the confirmed case. If a person is determined by HSE/Public Health to be a close contact, they will be contacted directly by the HSE and advised of appropriate action.

HSE Public Health and/or HSE contact tracing teams will follow up with confirmed cases of COVID-19 to identify their close contacts.

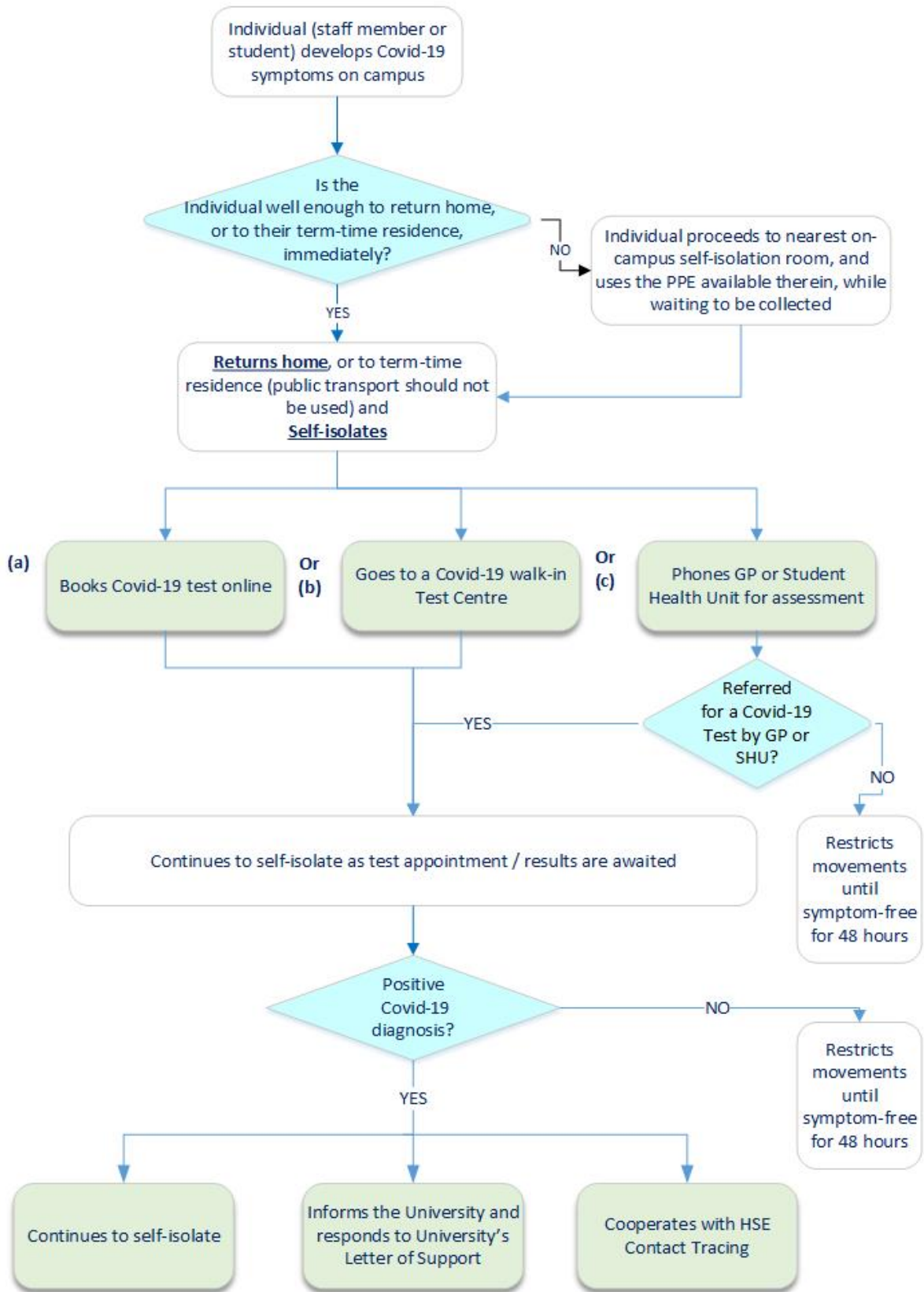
## 5. Incident Response Detailed Plan

### 5.1 Response Overview

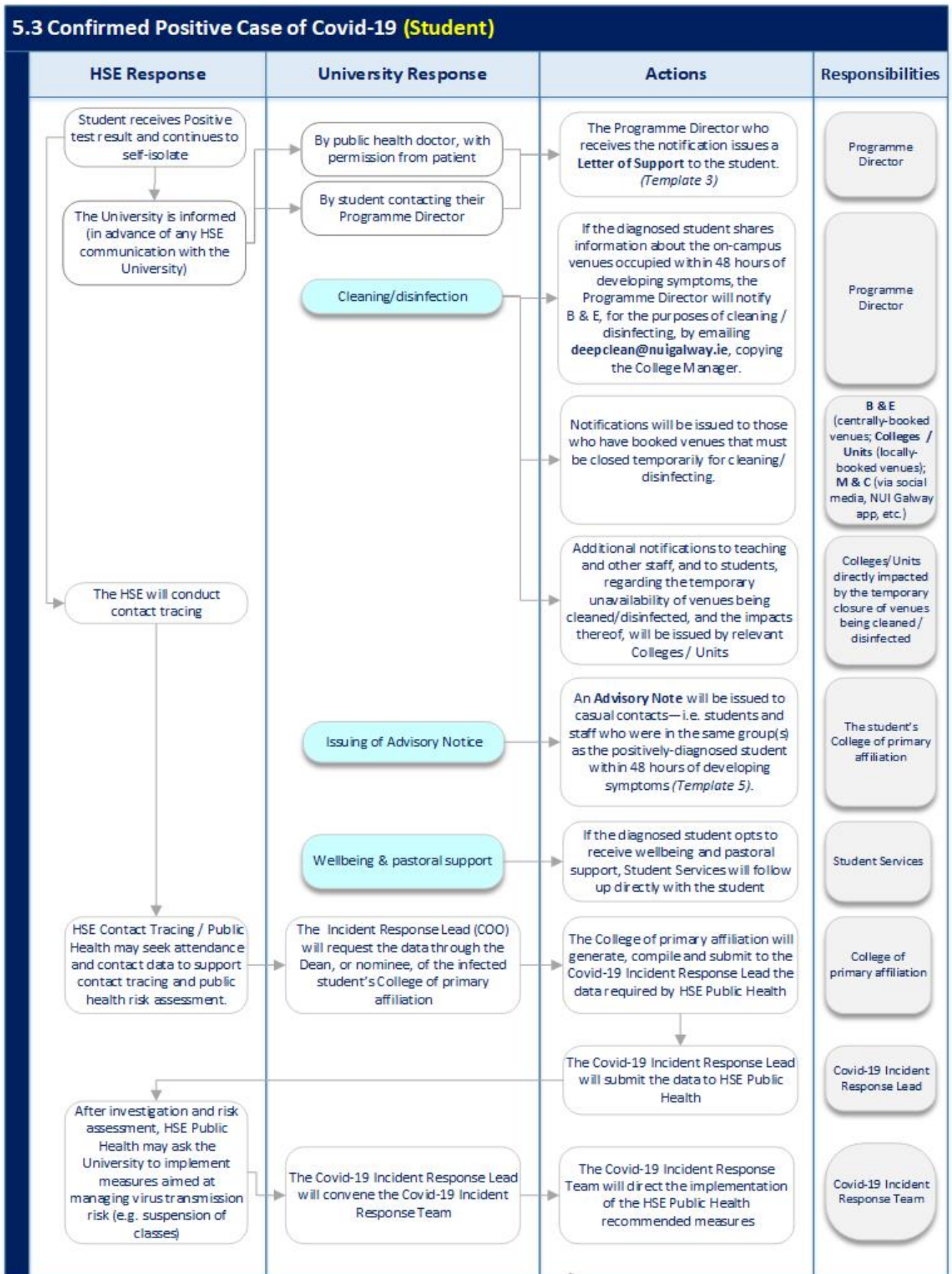


## 5.2 Staff member or Student develops Covid-19 symptoms on campus

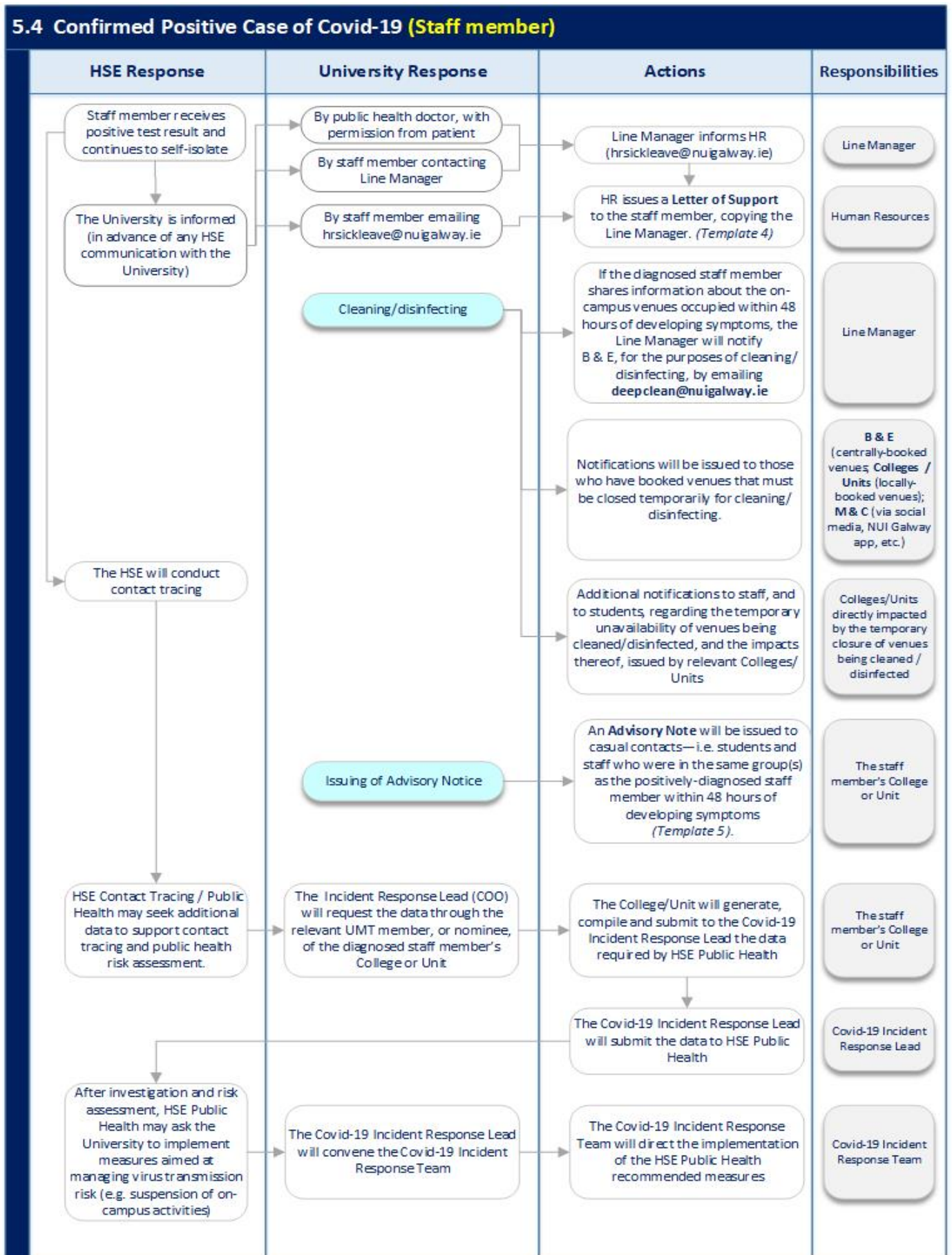
### 5.2 Staff member or Student develops Covid-19 symptoms on campus



### 5.3 Confirmed Positive Case of Covid-19 (Student)



## 5.4 Confirmed Positive Case of Covid-19 (Staff member)



## Appendix 1: Roles & Responsibilities

#	Persons / Role	Responsibilities
A	<b>Student</b>	<ul style="list-style-type: none"> <li>▪ Adhere to public health guidelines—maintain social distancing, exercise excellent respiratory and hand hygiene, minimise contacts, and wear a face covering indoors.</li> <li>▪ Do not come to campus if experiencing symptoms of Covid-19, or if instructed to self-isolate or restrict movements.</li> <li>▪ Comply with the University’s Covid-19 control measures.</li> <li>▪ Download and use the COVID-19 Tracker App.</li> <li>▪ Download and use the NUI Galway App.</li> <li>▪ Download and use the Blackboard App.</li> <li>▪ Maintain records of activities attended on campus, the locations of such activities, and those with whom there has been close contact.</li> <li>▪ Maintain records of social contacts and activities, and corresponding locations.</li> <li>▪ Although there is no obligation to do so, the University would wish to be informed of confirmed Covid-19 positive cases among our students, so that precautionary risk mitigation measures such as cleaning and disinfecting can be undertaken and that wellbeing supports can be offered to the diagnosed students. Students should notify their Programme Director in this regard. [It should also be noted that in accordance with the Protocol for Student Absences 2021-202, if, for any acceptable reason, a student misses a small number of on-campus teaching sessions (up to two weeks), they must inform their Programme Director/Coordinator of their absence by emailing them, and remain up-to-date with online lectures and resources, where provided, during the period of absence.]</li> </ul>
B	<b>Programme Director</b> who receives notification of a confirmed case of Covid-19 from a student.	<ul style="list-style-type: none"> <li>▪ Maintain strict confidentiality at all times, and do not reveal the identity of the diagnosed person except to the College Manager (and to the Dean of Students if wellbeing support is requested by the student).</li> <li>▪ Issue a <b>Letter of Support</b> to the diagnosed student (Template 3).</li> <li>▪ If venues occupied by the diagnosed student within 48 hours of becoming symptomatic are identified, forward venue details to <a href="mailto:deepclean@nuigalway.ie">deepclean@nuigalway.ie</a></li> </ul>
C	<b>College Managers</b> (and their nominees)	<ul style="list-style-type: none"> <li>▪ Ensure that class/student group lists are prepared for each module, detailing the students that are assigned to each on-campus session, and including up-to-date phone numbers for those students, for the purposes of HSE Public Health contact tracing.</li> <li>▪ Submit this data in response to a request from the Covid-19 Incident Response Lead.</li> <li>▪ Notify those who have booked, through the local space management systems, venues that are to temporarily close for cleaning/disinfection.</li> <li>▪ Implement effective processes for contacting students whose on-campus activities may be temporarily suspended during cleaning and disinfection of campus venues, and for issuing <b>Advisory Notes</b> (Template 5), and other communications, if required, as advised by, or on behalf of, the Covid-19 Incident Response Team.</li> <li>▪ Provide details of nominees/alternates who may be contacted in situations of leave or other absence.</li> </ul>
D	<b>Heads of Schools</b>	<ul style="list-style-type: none"> <li>▪ Ensure that accurate records are maintained for all classes/teaching groups, or staff working in shared spaces.</li> <li>▪ Prepare, and provide to the College Office, class lists for each module detailing the students assigned to each on-campus session.</li> <li>▪ Record attendance by School staff on campus.</li> <li>▪ Ensure that, where necessary, and as appropriate, staff have been assigned to work pods so as to limit their close contacts amongst their colleagues.</li> </ul>
E	<b>Teaching staff</b>	<ul style="list-style-type: none"> <li>▪ Ensure full compliance to Covid-19 control measures by all attendees within the protected settings in which on-campus teaching is undertaken.</li> </ul>

#	Persons / Role	Responsibilities
		<ul style="list-style-type: none"> <li>In the event that full compliance to such control measures is not being observed by all attendees, implement appropriate precautionary measures, to include, but not limited, to the cancellation of on-campus teaching, until the Covid-19 control measures are fully observed.</li> <li>Record attendance by students at all scheduled classes/lectures/practicals, and retain records for 4 weeks in case the data is required for contact tracing purposes.</li> </ul>
F	<b>Student Services</b>	<ul style="list-style-type: none"> <li>Develop and implement wellbeing and support measures for students who have been positively diagnosed with Covid-19, and who have indicated their wish for such intervention.</li> </ul>
G	<b>Staff Member</b>	<ul style="list-style-type: none"> <li>Adhere to public health guidelines—maintain social distancing, exercise excellent respiratory and hand hygiene, minimise contacts, and wear a face covering indoors.</li> <li>Do not come on-campus if experiencing symptoms of Covid-19, or if instructed to self-isolate or restrict movements.</li> <li>Notify the University if diagnosed with Covid-19 by emailing <a href="mailto:hrsickleave@nuigalway.ie">hrsickleave@nuigalway.ie</a> and informing the relevant Line Manager.</li> <li>Comply with the University's Covid-19 control measures.</li> <li>Download and use the COVID-19 Tracker App.</li> <li>Download and use the NUI Galway App.</li> <li>Complete Return to Campus Safely requirements before accessing the campus.</li> <li>Maintain records of on-campus activities, e.g. meetings attended, social activities, etc., and corresponding locations.</li> <li>Maintain records of all those with whom there has been close contact on campus.</li> <li>Comply with the requirements of the <a href="#">Covid-19 Access to Campus Protocol v2</a>.</li> <li>Comply with local arrangements for monitoring attendance/ presence on campus at Unit level (e.g. sign in-sign-out/QR code scanning etc.).</li> <li>Staff are being asked, but are not compelled, to provide an up-to-date phone number to their Line Managers, to be used solely for the purposes of emergency notifications and public health contact tracing.</li> </ul>
H	<b>Line Manager</b> who receives notification of a confirmed case of Covid-19 from a work colleague	<ul style="list-style-type: none"> <li>Maintain strict confidentiality at all times, and do not reveal the identity of the diagnosed staff member, except to HR.</li> <li>Notify to <a href="mailto:hrsickleave@nuigalway.ie">hrsickleave@nuigalway.ie</a></li> <li>If venues occupied by the diagnosed staff member within 48 hours of becoming symptomatic are identified to you, forward venue details to <a href="mailto:deepclean@nuigalway.ie">deepclean@nuigalway.ie</a></li> </ul>
I	<b>HR</b>	<ul style="list-style-type: none"> <li>Issue <b>Letter of Support</b> to staff members who have been positively diagnosed with Covid-19, copying the relevant Line Manager (Template 4).</li> <li>If venues occupied by the diagnosed staff member within 48 hours of becoming symptomatic are identified to HR, notify Line Manager, who will forward venue details to <a href="mailto:deepclean@nuigalway.ie">deepclean@nuigalway.ie</a></li> <li>Develop and implement wellbeing and support resources for staff members who have been positively diagnosed with Covid-19, and who have indicated their wish for such intervention.</li> </ul>
J	<b>Heads of Professional Services Units</b>	<ul style="list-style-type: none"> <li>Ensure that accurate records are maintained for all staff working in shared spaces.</li> <li>Record attendance by Professional Services Unit staff on campus.</li> <li>Ensure that, where necessary, staff have been assigned to work pods so as to limit their close contacts amongst their colleagues.</li> </ul>
K	<b>Covid-19 Incident Response Lead</b>	<ul style="list-style-type: none"> <li>Lead the University's response to a confirmed case or outbreak of COVID-19 on campus.</li> <li>Convene the Covid-19 Incident Response Team in response to direction to the University from HSE Public Health to undertake additional risk mitigation measures.</li> <li>Act as the University's central point of contact for the HSE Public Health.</li> </ul>

#	Persons / Role	Responsibilities
		<ul style="list-style-type: none"> <li>▪ Ensure that data required by HSE Public Health for the purposes of contact tracing or risk assessment is submitted in a timely manner.</li> <li>▪ Provide high-level oversight of implementation of HSE Public Health measures on campus, including prevention and response measures.</li> <li>▪ Provide status updates to the University Management Team, as relevant.</li> </ul>
L	<b>Covid-19 Incident Response Team</b>	<ul style="list-style-type: none"> <li>▪ Situational analysis and decision-making.</li> <li>▪ Oversee the implementation of HSE/Public Health recommendations arising from their investigation and risk assessment of cases on campus.</li> <li>▪ Attend impromptu and scheduled meetings, as convened by the Covid-19 Incident Response Lead in response to HSE Public Health intervention.</li> <li>▪ Communications strategy.</li> <li>▪ Oversee the preparation of class lists, or staff lists, and messaging to students, or staff, by relevant College, or Unit, Managers (and their nominees).</li> </ul>
	<b>Student Health Unit</b>	<ul style="list-style-type: none"> <li>▪ Facilitate HSE/Public Health response, as required.</li> </ul>
M	<b>Buildings &amp; Estates</b>	<ul style="list-style-type: none"> <li>▪ Arrange cleaning / disinfection of spaces, identified to <a href="mailto:deepclean@nuigalway.ie">deepclean@nuigalway.ie</a> as having been occupied within 48 hours of becoming symptomatic by confirmed cases of COVID-19 on campus.</li> <li>▪ Notify those who have booked, through the central space management system, venues that are to temporary close for cleaning/disinfection.</li> <li>▪ Contribute to the preparation and maintenance of a broad description of classrooms/settings involved in an outbreak situation, to assist HSE Public Health contact tracing and risk assessment e.g. room seating map, capacity, configuration/layout, pedestrian traffic flows, and Covid-19 prevention measures implemented e.g. physical distancing, etc.</li> </ul>
N	<b>Marketing &amp; Communications</b>	<ul style="list-style-type: none"> <li>▪ Develop communications for internal and external audiences, as appropriate.</li> <li>▪ Implement Covid-19 awareness campaign among staff and students.</li> <li>▪ Manage all media enquiries in respect of Covid-19.</li> <li>▪ Disseminate critical University notifications on the NUI Galway App, Alerts page, social media, and other platforms, as appropriate, and as directed by the Covid-19 Incident Response Team.</li> </ul>



## Appendix 2: Incident Response Communication Responsibilities (Internal)

#	Communication	Purpose	Issued BY	Issued TO
A	Response to notification from student informing the University of experiencing <b>Covid-19 symptoms</b>	<ul style="list-style-type: none"> <li>Issue advice, and provide Student Health Unit phone number.</li> <li>Request that student remains off campus.</li> <li>Highlight University resources to support students in self-isolation.</li> </ul>	Programme Director  <b>Template 1</b>	Student who has alerted the University of experiencing Covid-19 symptoms
B	Response to notification from <b>student</b> informing the University of a <b>positive Covid-19 diagnosis</b>	<ul style="list-style-type: none"> <li>Offer advice.</li> <li>Offer wellbeing support.</li> <li>Provide links to online resources to support self-isolation.</li> <li>Ask about on-campus venues occupied by the student within 48 hours of developing symptoms.</li> </ul>	Programme Director  <b>Template 3</b> (Letter of Support-Student )	Student who has notified the University of positive Covid-19 test result.
C	Response to notification from student that they have been deemed by the HSE to be a <b>close contact</b> of someone positively diagnosed with Covid-19	<ul style="list-style-type: none"> <li>Ask student to comply with the requirements of close contacts, as communicated to them by the HSE.</li> <li>Request that student remains off campus, if not vaccinated, for the period of restricted movement.</li> <li>Provide Student Health Unit contact number.</li> <li>Highlight resources.</li> </ul>	Programme Director  <b>Template 2</b>	Student who notified the University of being a close contact
D	Response to notification from <b>staff member</b> informing the University of a <b>positive Covid-19 diagnosis</b>	<ul style="list-style-type: none"> <li>Offer support.</li> <li>Request that staff member remains off campus.</li> <li>Highlight staff wellbeing supports.</li> <li>Provide links to online resources.</li> <li>Ask about on-campus venues occupied within 48 hours of developing symptoms.</li> </ul>	Human Resources, copying Line Manager  <b>Template 4</b> (Letter of Support-Staff)	Staff member who notified the University of a positive Covid-19 diagnosis.
E	Notification of on-campus venues that were identified as having been occupied by a positively-diagnosed student/staff member, within 48 hours of developing symptoms, and that require <b>cleaning and disinfection</b> .	<ul style="list-style-type: none"> <li>Trigger for cleaning and disinfecting of venues.</li> </ul>	In the case of a confirmed <b>student</b> case— notification is issued by the Programme Director, copying the College Manager.  In the case of a confirmed <b>staff</b> member case— notification is issued by the Line Manager.	deepclean@nuigalway.ie
F	Notification to those who have booked venues	<ul style="list-style-type: none"> <li>Alert them of disruption.</li> </ul>	Buildings & Estates	Those who will have booked impacted

#	Communication	Purpose	Issued BY	Issued TO
	(using the <b>central booking</b> system), of the temporary closure of venues for cleaning and disinfecting.			venues on the central space booking system
G	Notification to those who have booked venues (using <b>locally-managed booking</b> systems), of the temporary closure of venues for cleaning and disinfecting.	<ul style="list-style-type: none"> <li>Alert them of disruption.</li> </ul>	Relevant Colleges / Units that manage booking of impacted venues locally	Those who will have booked impacted venues using local space booking system
H	General notification of venues closed due to cleaning and disinfecting.	<ul style="list-style-type: none"> <li>Inform the University community of venues closed due to cleaning and disinfecting.</li> </ul>	Marketing & Communications (via NUI Galway App, social media)	University students and staff
I	Advisory Note to <b>casual contacts</b>	<ul style="list-style-type: none"> <li>To provide advice to those who are casual contacts.</li> </ul>	Relevant Unit, or College of primary affiliation of student / staff member  <b>Template 5</b> (Advisory Note)	Staff, students, or others who were in the same group setting(s) as a positively diagnosed member of the University community, within 48 hours of that member developing symptoms.
J	Notification of <b>completion of cleaning</b> and disinfection	<ul style="list-style-type: none"> <li>Trigger that activities scheduled in impacted venues can proceed.</li> </ul>	Buildings & Estates	Marketing & Communications  College Senior Managers
K	Notification of completion of cleaning and disinfection and <b>availability of impacted venues</b>	<ul style="list-style-type: none"> <li>Inform the University community that the venues are available</li> </ul>	Marketing & Communications (via NUI Galway App, etc.)	University students and staff

## Appendix 3: Communication Templates

### Template 1:

#### Student notifies the University that they have COVID-19 Symptoms

##### Communication issued:

<b>By:</b>	The Programme Director.
<b>To:</b>	Student who has notified the University of experiencing symptoms of COVID-19
<b>When:</b>	As soon as possible after receiving notification from student.
<b>Follow up required:</b>	N/A

Dear Student,

Thank you for notifying the University that you are experiencing Covid-19 symptoms.

Common symptoms of COVID-19 (coronavirus) are listed on:  
<https://www2.hse.ie/conditions/covid19/symptoms/overview/>

If you are experiencing any one of these symptoms, please self-isolate and do one of the following:

- (a) Phone your GP or the Student Health Unit (091-492604) immediately for assessment, **or**
- (b) Go to a walk-in Covid-19 test centre, **or**
- (c) Book a Covid-19 test online.

Information on how to self-isolate can be viewed [here](#).

Please do not come to Campus.

We recognise that this is a very overwhelming time for you . We have developed a number of resources that can support you while you self-isolate—see <http://www.nuigalway.ie/alert/studentfaqs/self-isolationfaqs/>

You can also check out [www.nuigalway.ie/alert/studentfaqs/self-isolationfaqs/](http://www.nuigalway.ie/alert/studentfaqs/self-isolationfaqs/) page for ideas on how to keep yourself connected during this time.

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## Teimpléad 1:

### Cuireann mac léinn an Ollscoil ar an eolas go bhfuil Siomptóim COVID-19 air/uirthi

A mhic léinn, a chara,

Go raibh maith agat as an Ollscoil a chur ar an eolas go bhfuil siomptóim Covid-19 ort.

Tá na siomptóim coitianta a luaitear le COVID-19 liostaithe ar:

<https://www2.hse.ie/conditions/covid19/symptoms/overview/>

Má tá aon cheann de na siomptóim thuas ort, féin-aonraigh le do thoil agus déan ceann acu seo a leanas:

- (a) cuir glaoch gutháin ar do dhochtúir teaghlaigh nó ar Aonad Sláinte na Mac Léinn (091-492604) láithreach le haghaidh measúnaithe; **nó**
- (b) Téigh chuig ionad siúil isteach Covid-19; **nó**
- (c) Déan coinne ar line le haghaidh tástáil Covid-19.

Is féidir teacht ar eolas faoi conas féin-aonrú [anseo](#).

Ná tar chuig an gCampas.

Tuigimid gur am thar a bheith deacair é seo duit. Tá roinnt acmhainní againn mar thacaíocht duit fad atá tú ag féin-aonrú – féach [www.nuigalway.ie/alert/studentfaqs/self-isolationfaqs](http://www.nuigalway.ie/alert/studentfaqs/self-isolationfaqs)

Seiceáil [www.nuigstudents.ie](http://www.nuigstudents.ie) mar a dtiocfaidh tú ar smaointe maidir le conas tú féin a choinneáil nasctha le daoine eile sa tréimhse seo.

Template 2:

**Student notifies the University that they have been informed that they are a close contact of someone who has tested positive for COVID-19**

**Communication issued:**

<b>By:</b>	Programme Director
<b>To:</b>	Student who has notified the University that they are a close contact of someone who has tested positive for Covid-19.
<b>When:</b>	As soon as possible, after receiving notification.
<b>Follow up required:</b>	N/A

Dear Student,

Thank you for notifying the University that you are a close contact of someone who has tested positive for Covid-19.

As a close contact, you will be notified by the HSE as to what actions you need to take.

If you are required to restrict your movements, please stay at home (in your term-time residence) and avoid contact with other people, as much as possible. This is to help stop the spread of COVID-19 (coronavirus). You can still go outside to exercise by yourself as long as you keep 2 metres away from other people. For more details, please see <https://www2.hse.ie/coronavirus/>

We have developed some useful resources that may be helpful to you as you restrict your movements—please check <http://www.nuigalway.ie/alert/studentfaqs/healthwellbeingfaqs/> and <https://www.nuigstudents.ie/self-care>

If you develop symptoms of Covid-19, please self-isolate immediately and do one of the following:

- (a) Phone your GP or the Student Health Unit (091-492604) immediately for assessment, **or**
- (d) Go to a walk-in Covid-19 test centre, **or**
- (e) Book a Covid-19 test online.

## Teimpléad 2:

### Cuireann mac léinn an Ollscoil ar an eolas gur dlúth-theagmhálaí é/í le duine a fuair toradh dearfach ar thástáil le haghaidh COVID-19

A mhic léinn, a chara,

Go raibh maith agat as an Ollscoil a chur ar an eolas gur dlúth-theagmhálaí thú le duine a fuair toradh dearfach ar thástáil le haghaidh Covid-19.

Mar dhlúth-theagmhálaí, cuirfidh FSS in iúl duit céard ba cheart duit a dhéanamh.

Má tá ort srian a chur le do chuid gluaiseachtaí, fan sa bhaile (i d'áit chónaithe le linn an téarma ollscoile), le do thoil, agus déan teagmháil fhisiciúil le daoine eile a sheachaint a oiread agus is féidir. Cuideoidh sé seo le leathadh COVID-19 (an coróinvíreas) a stopadh. Is féidir leat dul taobh amuigh chun dreas aclaíochta a dhéanamh i d'aonar ach 2 mhéadar a bheith idir tú féin agus daoine eile i gcaitheamh an ama. Le haghaidh tuilleadh sonraí, féach <https://www2.hse.ie/coronavirus/>

Tá roinnt acmhainní úsáideacha againn a d'fhéadfadh a bheith ina gcabhair duit agus tú ag cur srian le do chuid gluaiseachtaí – téigh chuig <http://www.nuigalway.ie/alert/studentfaqs/healthwellbeingfaqs/> agus <https://www.nuigstudents.ie/self-care>

Má thagann aon cheann de shiomptóim Covid-19 ort, féin-aonraigh agus déan ceann acu seo a leanas:

- (a) cuir gloch gutháin ar do dhochtúir teaghlaigh nó ar Aonad Sláinte na Mac Léinn (091-492604) láithreach le haghaidh measúnaithe; **nó**
- (b) Téigh chuig ionad siúil isteach Covid-19; **nó**
- (c) Déan coinne ar line le haghaidh tástáil Covid-19.

Template 3:

**Student notifies the University that they have tested positive for COVID-19**

(Letter of Support-Student)

**Communication issued:**

<b>By:</b>	The Programme Director
<b>To:</b>	Student who has notified the University that they have tested positive for Covid-19
<b>When:</b>	As soon as possible after receiving notification from student.
<b>Follow up required:</b>	<p>If, in response to the Letter of Support, the student identifies venues occupied within 48 of becoming symptomatic, notify Buildings &amp; Estates of venues, so that they may be cleaned and disinfected.</p> <p>If, in response to the Letter of Support, the student asks for a direct phone call from a member of the student wellbeing team, inform the Dean of Students.</p>

Dear Student,

Thank you for notifying the University of your positive Covid-19 diagnosis. I very much hope that your symptoms are mild and that you make a full recovery soon.

As you will have been notified by the HSE, you are required to self-isolate for a minimum of 10 days from the onset of symptoms, the last 5 days of which should be without fever. You should expect to hear from HSE Contact Tracing so that they can identify your close contacts.

There is some useful information on self-isolating on

<https://www2.hse.ie/conditions/coronavirus/managing-coronavirus-at-home/self-isolation.html>

If your symptoms worsen, please contact your GP or the Student Health Unit (phone 091-492604).

I would be grateful if you could let me know, by return email, of any on-campus rooms that you were in within 48 hours of developing Covid-19 symptoms. This information will allow the University to take additional precautionary measures to reduce the risk of virus transmission on campus.

As this may be an anxious time for you, the University has developed some resources that may be of benefit to you. Please check the following links:

<http://www.nuigalway.ie/alert/studentfaqs/healthwellbeingfaqs/>

<https://www.nuigstudents.ie/self-care>

<http://www.nuigalway.ie/alert/studentfaqs/self-isolationfaqs/>

If you would like a member of our student wellbeing and support team to contact you, please provide me with your phone number, and I will pass it on, in confidence, so that a member of the team can follow up with you.

Teimpléad 3:

## **Cuireann mac léinn an Ollscoil ar an eolas go bhfuil toradh dearfach faighte aige/aici ar thástáil le haghaidh COVID-19**

(Litir Thacaíochta—Macléinn)

A mhic léinn, a chara,

Go raibh maith agat as an Ollscoil a chur ar an eolas gur deimhníodh go bhfuil Covid-19 ort. Tá súil agam nach bhfuil do chuid siomptóm ródhona agus go mbeidh tú i mbarr do shláinte arís gan mhoill.

Mar a chuir FSS in iúl duit, ní mór duit féin-aonrú ar feadh 10 lá ar a laghad ón gcéad uair a airíonn tú na siomptóim ag teacht ort, agus níor cheart go mbeadh fiabhras ort na 5 lá deiridh sin. Ba cheart duit a bheith ag súil le cloisteáil ó Rianú Teagmhála FSS ionas gur féidir leo do dhlúth-theagmhálaithe a aimsiú.

Tá roinnt eolas úsáideach maidir le féin-aonrú ar

<https://www2.hse.ie/conditions/coronavirus/managing-coronavirus-at-home/self-isolation.html>

Má théann do chuid siomptóm in olcas, téigh i dteagmháil le do dhochtúir teaghlaigh nó le hAonad Sláinte na Mac Léinn (091-492604).

Bheinn buíoch dá bhféadfá a chur in iúl dom, trí ríomhphost a sheoladh ar ais chugam, cé na seomraí ar an gcampas a raibh tú iontu sa tréimhse 48 uair an chloig sular tháinig siomptóim Covid-19 ort. Cuirfidh an t-eolas seo ar chumas na hOllscoile bearta réamhchúraim bhreise a ghlacadh chun an riosca go dtarchuirfear an víreas ar an gcampas a laghdú.

Toisc go bhféadfadh sé seo a bheith ina ábhar inní duit, tá roinnt acmhainní ag an Ollscoil a d'fhéadfadh a bheith ina gcabhair duit. Féach ar na naisc seo a leanas:

<http://www.nuigalway.ie/alert/studentfaqs/healthwellbeingfaqs/>

<https://www.nuigstudents.ie/self-care>

<http://www.nuigalway.ie/alert/studentfaqs/self-isolationfaqs/>

Más mian leat go ndéanfadh duine dár bhfoireann folláine agus tacaíochta teagmháil leat, tabhair d'uimhir theileafóin dom agus tabharfaidh mé don fhoireann í, faoi rún, ionas gur féidir leo glaoch a chur ort.



Template 4:

**Staff member notifies the University that they have tested positive for COVID-19**

(Letter of Support-Staff)

**Communication issued:**

<b>By:</b>	Human Resources
<b>To:</b>	Staff member who has notified the University that they have tested positive for Covid-19, copying Line Manager
<b>When:</b>	As soon as possible after receiving notification from staff member.
<b>Follow up required:</b>	Line Manager: notify Buildings & Estates of venues occupied by the positively-diagnosed staff member within 48 hours of that staff member having developed symptoms.

Dear Staff member,

Thank you for notifying the University of your positive Covid-19 diagnosis. I hope that your symptoms are mild and that you make a full and fast recovery.

As you will have been notified by the HSE, you are required to self-isolate for a minimum of 10 days from the onset of symptoms, the last 5 days of which should be without fever. You should expect to hear from HSE Contact Tracing so that they can identify your close contacts.

There is some useful information on self-isolating on

<https://www2.hse.ie/conditions/coronavirus/managing-coronavirus-at-home/self-isolation.html>

I would be grateful if you could let me know, by return email, of any on-campus rooms that you were in within 48 hours of developing Covid-19 symptoms. This information will allow the University to take additional precautionary measures to reduce the risk of virus transmission on campus.

As this may be an anxious time for you, the University has developed some resources that may be of benefit to you. Please check <http://www.nuigalway.ie/alert/stafffaqs/humanresources/> and <http://www.nuigalway.ie/alert/stafffaqs/healthwellbeing/>

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Teimpléad 4:

**Cuireann comhalta foirne an Ollscoil ar an eolas go bhfuil toradh dearfach faighte aige/aici ar thástáil le haghaidh COVID-19**

(Litir Thacaíochta-Comhalta foirne)

A chomhalta foirne, a chara,

Go raibh maith agat as an Ollscoil a chur ar an eolas gur deimhníodh go bhfuil Covid-19 ort. Tá súil agam nach bhfuil do chuid siomptóm ródhona agus go mbeidh tú i mbarr do shláinte arís gan mhoill.

Mar a chuir FSS in iúl duit, ní mór duit féin-aonrú ar feadh 10 lá ar a laghad ón gcéad uair a airíonn tú na siomptóim ag teacht ort, agus níor cheart go mbeadh fiabhras ort i rith na 5 lá deiridh sin. Ba cheart duit a bheith ag súil le cloisteáil ó Rianú Teagmhála FSS ionas gur féidir leo do dhlúth-theagmhálaithe a aimsiú.

Tá roinnt eolas úsáideach maidir le féin-aonrú ar

<https://www2.hse.ie/conditions/coronavirus/managing-coronavirus-at-home/self-isolation.html>

Bheinn buíoch dá bhféadfá a chur in iúl dom, trí ríomhphost a sheoladh ar ais chugam, cé na seomraí ar an gcampas a raibh tú iontu sa tréimhse 48 uair an chloig sular tháinig siomptóim Covid-19 ort. Cuirfidh an t-eolas seo ar chumas na hOllscoile bearta réamhchúraim bhreise a ghlacadh chun an riosca go dtarchuirfear an víreas ar an gcampas a laghdú.

Toisc go bhféadfadh sé seo a bheith ina ábhar imní duit, tá roinnt acmhainní ag an Ollscoil a d'fhéadfadh a bheith ina gcabhair duit. Féach

<http://www.nuigalway.ie/alert/staffqaqs/humanresources/> agus

<http://www.nuigalway.ie/alert/staffqaqs/healthwellbeing/>

Template 5:  
COVID-19 **Advisory Note** to Casual Contacts in the same group(s)

**Communication issued:**

<b>By:</b>	Relevant Units or College of primary affiliation of the student/staff member
<b>To:</b>	Students and staff members who were in the same group(s) as the positively diagnosed student, or positively diagnosed staff member, within 48 hours of the infected individual having developed symptoms
<b>When:</b>	As soon as possible after receiving notification from a diagnosed student or staff member.
<b>Follow up required:</b>	N/A

Dear Student / Staff member,

Please be aware that you may be a **casual contact** of someone who has tested positive for COVID-19.

A casual contact is any individual who has shared a closed space with a case for less than two hours, **or** any individual who has shared a closed space with a case for longer than two hours, but following risk assessment, does not meet the definition of a close contact.

What to do if you are a **casual contact**:

- Familiarise yourself again with the [symptoms of coronavirus](#) and be aware that you may develop symptoms.
- You should maintain vigilance and continue to follow the advice on how to [protect yourself and others](#).
- You do not need to restrict your movements and can continue to come to campus.

If the HSE determine that you are a **close contact** of someone who has contracted COVID-19 they will contact you directly to give further advice.

What to do if you develop **symptoms of Covid-19**:

If you develop symptoms of Covid-19, please self-isolate immediately and do one of the following:

- (a) Phone your GP or the Student Health Unit (091-492604) immediately for assessment, **or**
- (b) Go to a walk-in Covid-19 test centre, **or**
- (c) Book a Covid-19 test online.

Please do not come to Campus.

Information on how to self-isolate can be viewed [here](#).

Please notify your Programme Director (if you're a student), or [hrsickleave@nuigalway.ie](mailto:hrsickleave@nuigalway.ie) (if you're a staff member if you develop symptoms of Covid-19.

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## Teimpléad 5:

### Nóta Comhairleach COVID chuig Teagmhálaithe Ócáideacha sa ghrúpa/sna grúpaí céanna

A mhic léinn / A chomhalta foirne, a chara,

Tabhair do d'aire go mb'fhéidir gur teagmhálaí teagmhasach thú le duine a fuair toradh dearfach ar thástáil le haghaidh COVID-19.

Is éard is **teagmhálaí teagmhasach** ann ná duine a roinn spás dúnta le duine eile a bhfuil an víreas tolgtha aige/aici ar feadh tréimhse faoi bhun 2 uair an chloig, **nó** duine a roinn spás dúnta le duine eile a bhfuil an víreas tolgtha aige/aici ar feadh tréimhse níos faide ná 2 uair an chloig, ach nach measfar gur dlúth-theagmhálaí iad, taréis measúnú riosca a dhéanamh.

A bhfuil le déanamh agat más **teagmhálaí teagmhasach** thú:

- Cuir eolas an athuair ar [shiomptóim an choróinvíris](#) agus bí airdeallach ar shiomptóim a d'fhéadfadh teacht ort.
- Bí san airdeall agus déan de réir na comhairle maidir le conas [tú féin agus daoine eile a chosaint](#).
- Ní gá duit srian a chur le do chuid gluaiseachtaí agus féadfaidh tú teacht chuig an gcampas mar is gnách.

Má chinneann FSS gur **dlúth-theagmhálaí** thú le duine a bhfuil COVID-19 tolgtha aige/aici, rachaidh siad i dteagmháil leat go díreach chun tuilleadh comhairle a chur ort.

A bhfuil le déanamh agat má thagann **siomptóim Covid-19** ort:

Má thagann aon cheann de shiomptóim Covid-19 ort, féin-aonraigh agus déan ceann acu seo a leanas:

- (a) cuir gloach gutháin ar do dhochtúir teaghlaigh nó ar Aonad Sláinte na Mac Léinn (091-492604) láithreach le haghaidh measúnaithe; **nó**
- (b) Téigh chuig ionad siúil isteach Covid-19; **nó**
- (c) Déan coinne ar line le haghaidh tástáil Covid-19.

Ná tar chuig an gCampas, le do thoil.

Is féidir teacht ar eolas faoi conas féin-aonrú [anseo](#).

Cuir do Stiúrthóir Clár ar an eolas (más macléinn thú), nó [hrsickleave@nuigalway.ie](mailto:hrsickleave@nuigalway.ie) (más ball foirne thú), le do thoil, má thagann siomptóim Covid-19 ort.