



آغا خان یونیورسٹی  
THE AGA KHAN UNIVERSITY

# A **GUIDE** for Students Returning to Aga Khan University Campuses in Pakistan

Stadium Road and Karimabad Campuses

15<sup>th</sup> September 2020 / version 4



This guide, intended for AKU students in Pakistan, will be updated as required based on guidance from regulatory bodies, health experts and the University's own assessment of its reopening plans and outcomes.

AKU expresses its gratitude to the Higher Education Commission Pakistan (HEC) for the guidance and direction provided in the preparation of this guide.

The contents of this guide derive from the work of individuals and groups at AKU who have worked unitedly in ensuring AKU reopens and operates in a manner that is healthy and safe.

The latest version of this guide can be found at available at:

[www.aku.edu/students/Pages/safe-return.aspx](http://www.aku.edu/students/Pages/safe-return.aspx)

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# 1. Overview

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The Aga Khan University (AKU) closed its campuses on 16 March 2020 to comply with Government directives and to protect the University community. Since then, the University has undertaken a range of actions and adjustments in response to the COVID-19 pandemic, including switching to online teaching and learning for many of its programmes. Foremost has been the University's intent in all matters to ensure the safety and health of all members of the AKU community.

Guidance has been received from the Government including the National Command & Operation Centre (NCOC) and the Higher Education Commission, Pakistan (HEC) regarding the reopening of universities across the country. This guide focuses on pertinent information for all AKU students in Pakistan to review as the University prepares a partial reopening of its Stadium Road and Karimabad campuses effective 15 September 2020 subject to a review of the situation on 7 September 2020 (after Ashura) and subsequent approval by HEC and confirmation by AKU.

In planning for the reopening, the following principles guide all considerations and decisions:

1. Protection of the health of all students and staff remains integral.
2. The University's mission in education, research and service must be ensured.
3. Equitable access to courses, high-quality learning experiences and advisory support.
4. Plans attuned to students' intellectual, social, emotional and mental wellbeing.
5. Manageability of the reopening and monitoring behaviour and health data will be critical.
6. Returning is voluntary; no one should be coerced into returning against his/her will.
7. Of utmost importance is the protection of the University's long-term institutional health.
8. Communications will be transparent, clear, and ongoing.
9. Full compliance to government regulations; non-compliance can lead to cancelling plans.

The following planning bodies and partnerships, either existing or established in light of the pandemic, are undertaking decision making and planning exercises for campus reopening as guided by the above principles.

## University statutory bodies and the Executive

The statutory bodies of the university such as the Academic Council and the University's Executive Committee supported the Academy in taking adequate measures to ensure students' safety and continuity of the academic calendar.

## Rapid Online and Remote Teaching Coordinating Group

This group was established in May 2020 to ensure an efficient and effective rapid transition to online teaching at AKU. The group includes representatives of all AKU academic programmes and academic support services. The group reports to the Office of the Provost.

## School-university partnership in Gilgit-Baltistan & Chitral

To support access to all students, AKU has partnered with the Aga Khan Education Services Pakistan to utilise Aga Khan Higher Secondary Schools in remote mountainous areas of GB&C. These schools provide internet-enabled computers for online education to AKU students in the northern area region in need of connectivity. Where students are not able to access these

facilities, curricular and learning material on USB thumb drives are being delivered to students in their remote settings.

### Student Health Task Force

This task force is developing protocols for student health and safety in the context of students returning to campus and is guided by relevant experts from AKUH.

**Important notice:** Anyone who commits a minor or inadvertent breach of the guidelines may be reminded of the violation and supported in observing the rules. Repeated violations may incur higher penalties, including retracting their re-entry permission. Deliberate refusal or failure to follow the guidelines will result in disciplinary action determined according to the offense.

## 2. Public and Mental Health

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The following aspects of public and mental health are important for all members of society. Irrespective of students returning to campus, the University strongly advises all to adhere to these public health practices without compromise.

### 2.1 Hygiene

1. **Wash hands often and well** – Use soap and water for at least 20 seconds; before and after eating food; after touching surfaces such as doorknobs, public computers, desks, etc.; and especially before touching your face, which you should also try to avoid. Carry a sanitizer at all times, as if you are unable to find soap and water, an alcohol-based sanitizer can be relied upon frequently throughout the day to disinfect your hands.
2. **Cough and sneeze etiquette** – When you cough or sneeze, cover your mouth in your elbow rather than your hands. If you are using a tissue, make sure to throw it away immediately after use. Wash your hands immediately after.

### 2.2 Protection

3. **Distancing** – Maintaining distance is important to ensure safety of all. Social distancing means avoiding gatherings where there is an increased likelihood of people who may be unknowingly infected. Crowded and/or closed spaces are to be avoided as much as possible; keeping doors and windows open for increased and natural ventilation is advised. Physical distancing means maintaining distance (at least 3 feet or 1 meter, as per WHO's latest guidance) from others as much as possible. Both social and physical distancing are important precautions.
4. **Wear a face mask in public spaces at all times** – Covering your nose and mouth protects you, particularly when it's hard to maintain distance with others. Your face mask also protects others in case you are unknowingly infected with COVID-19. Tips on the correct way to wear and use your mask will be communicated to all students during their orientation (details below).

### 2.3 Transportation

5. **Re: your own vehicle** – If you are using your own vehicle, keep a sanitizer bottle with you and use it on entering and leaving the vehicle. Be sure to disinfect the seats, steering wheel and all other frequently touched surfaces often, and any time you invite passengers, especially if they are from outside your family circle.
6. **Re: public transportation** – If you are using public transportation, ask to keep windows open whenever possible. Make sure to keep a recommended distance of an arm's length (1-2 meters) between each person if possible. Wear a mask at all times and remember to use hand sanitizer before and after you get off.
7. **Re: Uber/Careem/Rickshaw** – If you are using a rickshaw/taxi or a ride-hailing app such as Uber or Careem, keep windows open where applicable, sit at the back, wear a face mask throughout the ride, and avoid touching handles and general surfaces. In instances where contact with the surfaces is unavoidable, use hand sanitizer.

## 2.4 Mental health

COVID-19 has disrupted everyone's way of life and is causing increased stress and anxiety for people everywhere. Information is rapidly changing and can be confusing, even frightening. Returning to school/work may also create anxiety. Here are some tips to help you take care of yourself:

- Get enough sleep
- Drink plenty of water
- Exercise regularly
- Maintain a healthy diet
- Connect with others
- Take a (reflection) break

Beyond this, some students may feel acute distress due to family/friends' sicknesses or deaths due to COVID-19. For any support related to mental health, contact the Student Counseling and Wellness Office (see Section 6 below for contact information).

## 2.5 Ongoing communication

The primary medium of communication from AKU to its students on health and safety guidelines will be through email. WhatsApp and other channels will continue to be leveraged. AKU will ensure constant messaging to keep all students informed of the most important measures to follow to keep safe.

## 3. Academic Plans

Academic calendars have been modified to allow students to complete curriculum requirements, with minimal alteration to the academic year.

### 3.1 Online education and the continuity of academic programming

The Aga Khan University has employed blended and digital learning modes since 2011. All AKU faculty and students were already on a Learning Management System (LMS) or Virtual Learning Environment (VLE) platform. With the closure of campus and HEC guidance to transition to online education, the AKU Network of Quality, Teaching and Learning (QTL\_net) mobilised a range of existing capabilities and contingencies to uphold the 2019-2020 academic year. These efforts have furthered the now integral position of online education within the Academy.

### 3.2 Gradual reopening

Under parameters HEC provided to all universities, AKU has identified the following plan for a gradual reopening. This phased approach is sensitive to (a) density thresholds relative to campus infrastructure, (b) housing needs of students who are not residents of Karachi, (c) risk levels associated with frequent use of public transportation for day scholars travelling to and from the campuses, and (d) regulations governing programmes of study that necessitate practical training in a clinical setting to ensure students stay on track to graduate in a timely manner.

**Note:** As stated in Section 1, this schedule is subject to a review of the situation on 7 September 2020 (after Ashura) and subsequent approval by HEC and confirmation by AKU. Furthermore, plans for Phase 2 and 3 will depend on the experience and health results of the AKU community under Phase 1 as determined by AKU in addition to any further reviews and approvals required by government authorities.

Classes Resume on Campus	Students enrolled in...
<b>Phase 1</b> 15 September	– Year 5 students in the MBBS programme –
<b>Phase 2</b> 21 September	– Year 4 students in SONAM undergraduate programmes – Year 2 Associate of Science in Dental Hygiene students – Second year students in all graduate programmes (MC, SONAM, IED) – Invited doctoral students
<b>Phase 3</b> 28 September Arrival September 24, 25, 26	– Year 4 students in the MBBS programme – Year 3 students in SONAM undergraduate programmes – Year 1 Associate of Science in Dental Hygiene students – First year students in all graduate programmes (MC, SONAM, IED)
<b>Phase 4</b> October 12 Arrival October 8, 9, & 10	– Year 3 students in the MBBS programme – Year 2 students in SONAM undergraduate programmes

**Table 1:** Reopening schedule

For students not in Phase 1, 2, 3, or 4 (i.e. all remaining AKU students awaiting Phase 5), the provision of online education will continue as undertaken since campus closure in March and based on continued communications students will receive from their academic programme.

### 3.3 Course delivery

In addition to the face-to-face mode of teaching and learning, and depending on class sizes and campus/classroom physical infrastructure, it will be necessary to also continue/deploy blended learning including through online platforms. In-person classes may be conducted in shifts to maintain distancing requirements.

Specific arrangements relating to course delivery plans are being prepared by academic entities at AKU. Orientation sessions for students and more specific communications will cover all pertinent aspects about course delivery, class composition and sizes, and corresponding schedules.

AKU will work on a case-by-case basis with students who opt not to attend.



## 4. Campus Plans

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### 4.1 Protocol on campus

In addition to the public health guidelines outlined in Section 2 above, more specific guidelines for AKU students returning to either Stadium Road or Karimabad campuses are as follows:

1. All students must take the COVID-19 test at AKUH, and receive a health declaration certificate as a requirement to enter campus (more detail provided below).
2. Wear a surgical face mask at all times when in a public space on campus, including classrooms.
3. Maintain distancing of at least 3 feet in classrooms, laboratories, libraries, cafeterias, offices, corridors, staircases, and lifts.
4. Use designated entrances and exits only (more detail provided below).
5. Use communal facilities (e.g. kitchens, canteens, meeting rooms, etc.) in accordance with designated protocols; it may be necessary to stagger usage or to continue to hold remote meetings so as to maintain distancing.
6. Obey all restrictions on the use of communal equipment such as printers and photocopiers.
7. It is important for students to be cognizant of the spaces and people where significant time is spent. In case someone becomes COVID-19 'positive', this information can be very helpful for early identification and testing to prevent the spread of infection.
8. Limit your movements. Try not to move around the campus too much. Stick to your own space as much as possible.
9. Review the latest updates and general guidance on campus health and safety provided by the University on its webpage.

Awareness flyers on several of the protocol items above will be displayed throughout the campus to reinforce the health and safety precautions for all in the AKU community to practice.

### 4.2 Back-to-campus orientations

Students will be informed of mandatory, online back-to-campus orientations. There will be two orientations, one before returning and one held after 15-September when notified students are permitted to be on campus. The orientations will address the key points in this guide, particularly mandatory procedures, and specific protocols established by a given academic entity.

### 4.3 WE CARE

At AKU, we care for one another and keep an eye out to take action where needed and to support those in need. If you observe any of your peers, staff and faculty members, patients, and/or attendants not adhering to the above guidelines, please politely inform or remind them to do so, as the guidelines are offered in the interest of everyone's health.

### 4.4 Designated entrances/exits

Access to University areas will be restricted to students and employees through controlled access points. Adequate signage will be on display at appropriate locations to guide students as they enter and exit. Upon entering, all students must display their AKU student ID card and must

wear their face masks correctly (i.e. not displaced and hanging insecurely from the intended position covering the nose and mouth).

Specific entrances/exits for students follows from the academic entity under which they are enrolled. The listing below outlines the specific entrance and exit points by academic entity. Other entry points that are typically open for students at their given academic premises will be closed. At Stadium Road campus, access points connecting the University with the Hospital will be closed.

<b>Academic Entity</b>	<b>Student Entrance/Exit</b>
<b><u>School of Nursing and Midwifery</u></b> (Stadium Road campus)	Main entrance of SONAM off the University ring road
<b><u>Medical College</u></b> (Stadium Road campus)	Main entrance of the Medical College next to the Dean's Office (Gate 5)
<b><u>Institute for Educational Development</u></b> (Karimabad campus)	Main vehicular entrance of IED (Gate 10)

**Table 2:** Designated entrances/exits

Security guards and other personnel will be stationed at each of the mentioned entrances with handheld infrared thermometers to screen all students. If a student's temperature is found to be above 38°C, students will be required to visit the Student Health Physician for urgent assessment.

During back-to-campus orientations, information will be provided on the status (i.e. open or closed) of general, common-use areas and lounges for students on each campus as well as more specific areas normally accessible to students in a given academic entity. For spaces/facilities that are open during Phase 1, specific entrance/exit points will be detailed.

#### 4.5 Sports and Rehabilitation Centre

During Phase 1, only the walking track at the Sports and Rehabilitation Centre (SRC) at Stadium Road Campus will be open for student use. Hours of operation for the walking track are 6:00 to 8:00 am and 5:30 to 9:30 pm, daily. The remainder of the SRC is closed.

#### 4.6 Designated Authority

During the week of 17 August, AKU disseminated to students under Phase 1 a Return Package of essential material. Each returning student has been informed of whom to contact for any clarifications and information (i.e. their Designated Authority).

#### 4.7 Documentation for re-entering campus

As guided by HEC, the following documentation must be arranged/completed for all students returning to campus.

- **Invitation letter** – Only students authorised to do so will receive an official AKU invitation letter in their Return Package. Letters have been issued with a unique serial number that correlates to a listing of returning students, which will be cross-referenced at the time of students' health assessment. The letter will indicate attachments that must be completed and returned by 4 September 2020. Students must read the contents of the letter

and affidavit (detailed below) carefully before signing. The invitation letter makes it clear that students who have COVID-19 symptoms, or who are in contact with others who may be COVID-19 'positive', are to remain at home or seek medical attention. They must not return to campus. Such students must inform Mr. Amin Keashwani in the Office of the Registrar of their circumstance (see contact sheet in Section 6). Such students will receive a subsequent invitation letter once the Student Health Team has made their reassessment through AKUH's tele-health clinic. To enter campus, you will be required to show your invitation letter.

- **Affidavit** – The affidavit documents the voluntary nature of the decision taken by students to return to campus. All returning students are to sign an affidavit stating they have been given an option to not return, and have chosen to return, and that they will adhere to all safety protocols and other instructions regarding the reopening of campus, and that they will not hold the University liable if they contract the virus in spite of the safety protocols. The affidavit is included in the Return Package. Students are to submit the signed affidavit to the Office of the Registrar as per instructions provided.
  
- **Health declaration** – Students should follow the instructions provided in the invitation letter to obtain the Health Declaration from Student Health Services. This includes:
  - a. Calling AKUH call centre at 021 111 911 911 for an appointment at the AKUH COVID-19 testing centre. Call at least 5 working days in advance of your preferred timing and do so in time for a return to classes on 15 September.
  - b. A Google form to collect student health data will be sent shortly to all returning students. This form must be completed 24 hours before the testing appointment. The first back-to-campus orientation will provide further detail regarding this form.
  - c. On the appointment date, report to the COVID-19 testing centre site directly, accessible from Stadium Road just before the University entrance gate no. 1.
  - d. All students will be assessed first and then tested. Based on the assessment, students may be guided to self-quarantine.
  - e. Test results will be available in 24 hours. Students will be informed via email through Student Health Services of next steps (i.e. receive clearance to return to campus or to go into isolation).A health declaration certificate will be issued to students who are COVID-19 'negative'. These services, the test and the certificate are provided at no cost to students. The health declaration certificate is required before being allowed to attend classes on campus.
  
- **AKU student ID cards** – Students permitted to re-enter campus should display their ID card at all times.

#### 4.8 Protocol for being present on campus after initial re-entry

1. **Active self-screening:** Each day before coming to campus, students must use the SEHAT mobile application developed by the University. Depending on the colour card you receive following self-screening through the app, the student will either come to campus if the app deems so or must follow the instructions provided by the app to check one's health (if a temperature of 38°C or higher is recorded, for example). Upon entering the campus, students must display the green entry card issued by the SEHAT app on their mobile device. Please be advised that the SEHAT app automatically sends reports to the student health nurse and respective programme director. The SEHAT app is available for downloading at Google Play Store and Apple App Store. Further details will be provided to students during their orientation sessions.

2. **Second test and random testing:** One week after returning to campus, all students will undergo a second COVID-19 test, to provide to AKU important data to support the monitoring of transmission levels and any further plans required for campus health and safety. Beyond this, random testing will be undertaken regularly to monitor infection levels. The costs for testing are covered by AKU.
3. **In case of symptoms and/or contact with infected persons:** Any student who may be experiencing COVID-19 symptoms or who knows of a member of his/her family who develops symptoms or has been in a contact with a COVID-19 infected person should not return to campus. He/she should go into self-isolation and contact the Student Health Services hotline or send them an email (as per contact information provided in Section 6).

#### 4.9 Personal Protective Equipment (PPEs)

Students participating in clinical rotations will be required to adhere to policies and practices established by the Aga Khan University Hospital for using PPEs. These will be communicated to students at the start of each rotation.

#### 4.10 Classroom layouts

While each academic entity will establish their own specific approaches to reconfiguring classrooms as required to maintain distancing requirements, the following minimum guidelines will be followed across both campuses. Cleaning and disinfection guidelines are detailed in a subsequent section.

- Rooms will be reorganised to allow for more physical distancing between furniture, students and the instructor. Specifically, place seating/desks at least 6 feet (2 meters) apart where feasible. In lecture halls, consider taping off seats and rows to ensure distancing.
- Where there is moveable furniture, classrooms will be arranged such that students do not face each other.
- Capacity of rooms will be limited to a number that allows for physical distancing.
- Informational signage and directional markings will be positioned to guide foot traffic flow through entrances and hallways.
- Signage will be placed to promote and encourage hygiene practices.
- Ventilation systems will be checked to ensure they operate properly, increasing circulation of outdoor air as much as possible.
- For laboratories, workstations and devices will be spaced or used in alignment to physical distancing requirements. Supplies and equipment will be limited to essential items and used by one group of students at a time.

#### 4.11 Examinations

Information about assessments and certification examinations will be discussed with all AKU students by course/programme leads according to a calendar that will be provided in advance.

#### 4.12 Dining

Where AKU dining halls/cafeterias are open, students must adhere to protocols in place as established for other users of these spaces (patients, attendees, staff). AKU Nutrition and Food Services Department has arranged for all food from these facilities to be packed and distributed.

### 4.13 Cleaning

Keeping the campus and its several buildings and facilities clean and disinfected as far as possible will be critical in the fight against the spread of COVID-19. The University continues its regular cleaning and maintenance schedule for all air handling units as per industry standards.

Additionally, the following arrangements are being made and procedures followed:

- Daily cleaning and disinfecting supervisor checklist developed to support monitoring and task completion, as well as for a record of the date/time of inspection.
- Additional housekeeping staff are arranged for frequent cleaning and disinfection of all common spaces of the campus, including corridors.
- Additional disinfecting cleaning supplies are on hand to ensure cleanliness and help stem infection. These supplies are being used regularly.
- Classrooms, laboratories and other such frequently used spaces will be cleaned and disinfected at least twice daily.
- All students are asked to keep their personal items (e.g. cell phones, laptops and other electronics) clean by using disinfectant wipes. Students can also contribute to campus cleanliness by wiping down shared desks, laboratory equipment and other objects and surfaces before and after use.

### 4.14 Hostels

Please see [further guidance for hostel residents here](#).

Until further notice and to help ensure a safe return to campus, only single occupancy rooms are permitted for use by returning students requiring hostel accommodations. Care has been taken to accommodate students on and off campus in single rooms. Accommodation will only be provided to students who have been using AKU hostels prior to COVID-19. Students who are permitted to return to AKU hostels will be notified through the invitation letter included in the Return Package. Specific protocol is as follows.

#### Pre-arrival

- Follow the instructions above (Section 4.7) for testing and to receive the health declaration certificate. Students must arrange their own travel to the AKUH COVID-19 testing centre.
- Students must prepare to bring with them on their return to the hostel a COVID-19 safety kit, the contents of which they are responsible for replenishing. The kit must include **surgical masks** to be worn at all times while in public spaces on campus, a **thermometer** for daily monitoring including when using the SEHAT app, **hand sanitizer** with at least 60% alcohol useful for when wash basins are not easily accessible, **alcohol swabs** for disinfecting frequently touched surfaces, and **cleaning supplies** for cleaning/disinfecting one's hostel room.

#### Arrival

- On the day of arrival students may keep their belongings in the hostel and then must report directly to the COVID-19 testing centre at Stadium Road campus as per their appointment time.
- Test results are expected in under 24 hours. During this time, depending on the physician's assessment at the time of testing, students will be required to either self-quarantine in their room on-campus or in a designated off-campus hostel.

- Students declared COVID-19 ‘negative’ will receive their health declaration certificate, which is required to attend classes.
- Any student declared COVID-19 ‘positive’ will be required to stay in the designated off-campus hostel under isolation protocol. They will be re-evaluated after the isolation period or as advised by the physician.
- For those under isolation and where mild to severe symptoms are experienced/persist, they may be referred by a physician to be admitted to AKUH for medical attention.

### **During self-quarantine / isolation**

- Movement of students is restricted, and they will not be allowed to leave the hostel premises or socialise.
- Entry into the hostel for visitors is completely restricted. Only urgent maintenance complaints will receive attention.
- Room cleaning will be the responsibility of the individual student to avoid potential infectious spread.
- On- and off-campus hostels have laundry rooms; each student in self-quarantine may wash their clothes according to staggered timings and must adhere to all safety precautions.
- AKU’s Nutrition and Food Services Department (NFSD) will provide packed ‘economy’ meals at no charge to students. Only these meals can be consumed. No other food will be allowed (i.e. students cannot order or accept food from any other, external source).
- Students are encouraged to stay connected with family and friends remotely.

### **If unwell while staying at the hostel**

- Generally, while at the hostel (i.e. beyond the quarantine/isolation period), students experiencing symptoms such as a fever, cough or other respiratory issues should contact the Student Health Services hotline or send them an email as per contact information in Section 6 below.
- Students can also contact the AKUH tele-health clinic (see contact information in Section 6 below). They may be directed to a student health physician/nurse based on the nature of the symptoms reported.
- Students should stay in contact via phone/email with the hostel management team and Student Health Services who will provide instructions on self-monitoring procedures and any related actions (see contact information in Section 6 below).

### **Protocol for students’ stay at AKU hostels**

- Students are to maintain physical distancing at all times when around others; particularly when using laundry facilities, pantry areas and bathrooms.
- Students must not plan to meet other hostilities in gatherings of more than 4 people. The more people an individual interacts with at a gathering and the longer that interaction lasts, the greater the risk of becoming infected with and unknowingly spreading COVID-19.
- Taking care of one’s emotional health is paramount. Physical distancing does not mean social isolation. Remain connected and reach out to family and friends remotely. Take advantage of the Student Services outlined below.
- See the contact information in Section 6 below for how to reach out to hostel staff.

## 5. Libraries

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The Covid-19 pandemic has birthed a difficult and challenging working environment for libraries globally. Libraries are generally appreciated as physical learning spaces, but due to the present pandemic, the utilization of libraries has been greatly hindered, largely by the fear of the airborne nature of the virus and its rapid spread in public spaces.

This new formality has restricted the manner in which we use library spaces, therefore we have come up with the following standard operating procedures (SOPs).

### 5.1. SOPs for reopening of AKU Libraries in Pakistan:

#### 1. Library Timings:

FHS Library: Monday – Friday: 8:00 am to 10:00 pm.

AV-LRC: Monday – Friday: 8:00 am to 10:00 pm.

IED Library: Monday – Friday: 8:00 am to 8:00 pm.

#### 2. Libraries and AV-LRC Visits:

- To reduce the risk of viral spread, we shall limit the number of physical users in the library and the AV-LRC at any one time to ease the maintenance of social distancing. Users will be advised to visit the library and the AV-LRC only when absolutely necessary, as most library resources are available online through the library webpage and are accessible through the intranet and via the virtual private network (VPN).
- Each visitor will be required to wear a face mask and sanitise their hands at the entry point.
- Library patrons shall not be allowed to personally browse the book shelves, but shall instead request the required books or materials (for reading and borrowing) through library staff in advance via email or upon their visit to the library.

#### 3. Staff measures:

- Personal health and safety plus hygiene is crucial, therefore library and AV-LRC staff are required to use gloves and facemasks while attending to patrons at the circulation counter/front desk.
- It is recommended that one patron at a time shall be assisted at the counter.
- In case a queue develops, a distance of six feet shall be maintained.

#### 4. Materials:

- The returned materials shall be kept in quarantine for at least twenty-four (24) hours.
- Users are requested to sanitize their hands before touching any public computer, keyboard or mouse.
- To maintain recommended social distance, LRC staff will ensure that users are using computer workstations leaving one station empty in between.
- Borrowed laptops and accessories shall upon return be cleaned by the library and AV-LRC staff using alcohol swabs or disinfectant solution before reissuing.
- Library and AV-LRC staff will clean the public computer keyboard and mouse after regular intervals and where possible after every individual use.

- The housekeeping staff shall clean all tables and chair hand-rests daily by using the recommended disinfectant solution.
- There shall be no library fines until an improvement in the pandemic situation or until further communication from the library.
- Night shift library services shall be discontinued until further communication.



## 6. Student Services

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As AKU welcomes back to its campuses students under Phase 1, Student Services will offer an increasing level of service and co-curricular opportunities in a similar phase-wise approach. In keeping with the guiding principles and plans outlined in previous sections, the relevant Offices of Student Experience and Student Counselling Services and Wellness must approve in advance all in-person activities including counselling sessions, mentorship events, social events, etc.

During Phase 1, Student Services will provide student health services; online counselling and psychiatric appointments; online webinars and self-help resources to help students deal with uncertainty, changed routines and related emotions; peer mental health support; and consultations on co-curricular activities, events, leadership opportunities and matters related to Student Code of Conduct. To reach any of the above units, see the contact information in Section 6 below.

Specific notes/guidelines for availing services and co-curricular activities include:

- Primary communication about available services will be made through official university student email accounts (e.g. @scholar.aku.edu or @student.aku.edu). Email accounts should be checked regularly.
- Updates to the Safe Return to Campus strategy will be posted on <https://www.aku.edu/students/Pages/safe-return.aspx>. Students are encouraged to bookmark this site and visit it frequently for evolving procedures once students have returned to campus.
- Secondary communication will take place through Class Representatives. Students must take notice of communication from their peer student leaders over WhatsApp and/or through class groups on social media, where applicable.
- When attempting to avail services including student health, counselling sessions, and seeking approval for events, students must reach out to the concerned staff via email and/or telephone before trying to meet anyone in person. Until further guidance is received, AKU must minimise non-essential face-to-face contact.
- Spaces will be examined for suitability to conduct small-scale events and activities. Information on venues being considered for co-curricular activities will be communicated on an ongoing basis.
- Decisions on every event or activity being planned will be taken on a case-by-case basis. These decisions will include guidance on how to comply with standard operating procedures and safety protocols. Stipulations will be applied on the maximum number of attendees, on venue restrictions, on time duration limits, on the nature of activity, and more. Grounds for cancellation of approved activity will be underlined. Any event may be subject to cancellation in order to ensure the health and safety of members of the AKU community.

## 7. Useful Contact Information

	Entity	Function	Phone Number / Email Address Email Address
1	Queries about COVID-19	General inquiry line for the AKU community.	<a href="mailto:corona.info@aku.edu">corona.info@aku.edu</a>
2	AKUH Call Centre	For booking COVID-19 test.	021 111 911 911
3	Office of the Registrar	For students who receive a letter of invitation and who have COVID-19 symptoms, stay at home and inform Mr. Amin Keashwani.	021 3486 4537 From on-campus: ext. 4537
4	Coordinator for Gilgit-Baltistan & Chitral in the Office of the Vice-Provost	Ms. Munira Shah has been liaising with students based in GB&C during campus and hostel closures, and will continue to facilitate as needed.	0315 355 5019 Ms. Munira Shah Specialist, Education Liaison GB&C
5	<u>Academic Programme Focal Points:</u>		
a.	School of Nursing and Midwifery	Assistant Dean, Teaching Learning & Undergraduate Programmes	Ms. Khairulnissa Ajani at 021 3486 5411 (ext. 5411) <a href="mailto:khairulnissa.ajani@aku.edu">khairulnissa.ajani@aku.edu</a>
b.	Medical College	Associate Dean, Undergraduate Medical Education	Dr. Sadaf Khan at 021 3486 4500 (ext. 4500) <a href="mailto:sadaf.khan@aku.edu">sadaf.khan@aku.edu</a>
c.	Institute for Educational Development	Associate Professor & Head, Graduate Programmes	Dr. Dilshad Ashraf 021 3486 8521 (ext. 8521) <a href="mailto:dilshad.ashraf@aku.edu">dilshad.ashraf@aku.edu</a>
6	<u>AKU Hostels:</u>		
a.	AKU Hostels – Females	Managing all aspects of female students' hostel accommodations on- and off-campus.	General: 021 3486 5491/92 From on-campus: ext. 5491/92 Manager: Ms. Mehrunissa Kabani at 021 3486 5455 (ext. 5455) 0345 219 1801 <a href="mailto:mehrunissa.kabani@aku.edu">mehrunissa.kabani@aku.edu</a>

	Entity	Function	Phone Number / Email Address Email Address
b.	AKU Hostels – Males	Managing all aspects of make students’ hostel accommodations on- and off-campus.	General: 021 3486 4421/2 General: ext. 4421/4422 Manager: Mr. Tabbasum Nadeem at 021 3486 4420 (ext. 4420) <a href="mailto:tabbasum.nadeem@aku.edu">tabbasum.nadeem@aku.edu</a>
7	<u>Student Services:</u>		
a.	Student Health Services hotline	24/7 employee and student hotlines	0300 827 8350 (7am – 10pm) 0305 222 1486 (10pm – 7am) <a href="mailto:student.healthpk@aku.edu">student.healthpk@aku.edu</a>
b.	Student Counseling and Wellness Office	For online counselling and psychiatric appointments, and for general support regarding mental health and wellbeing related issues.	Dr. Hadia Pasha, Ms. Sarah Ahmad at 021 3486 4456 (ext. 4456) and <a href="mailto:student.counsellor@aku.edu">student.counsellor@aku.edu</a>  Dr. Sana Siddiqui at <a href="mailto:student.psychiatrist@aku.edu">student.psychiatrist@aku.edu</a>
c.	Peer mental health support by Aurora members	Providing first hand support for mental health and wellbeing concerns and making appropriate referrals as needed.	<u>SONAM:</u> Ms. Farzeen Shamsher at <a href="mailto:farzeen.522700.g16@student.aku.edu">farzeen.522700.g16@student.aku.edu</a>  <u>Medical College:</u> Ms. Nabiha Mughal at <a href="mailto:nabiha.mughal@scholar.aku.edu">nabiha.mughal@scholar.aku.edu</a>  <u>IED:</u> Mr. Kamran Hussain <a href="mailto:kamran.hussain.med19@student.aku.edu">kamran.hussain.med19@student.aku.edu</a>
d.	Student Experience personnel	Providing consultations on co-curricular activities, events, communications, leadership opportunities, and matters relating to the Student Code of Conduct.	General: <a href="mailto:student.experience@aku.edu">student.experience@aku.edu</a>  Ms. Nadia Rehman at <a href="mailto:nadia.rehman@aku.edu">nadia.rehman@aku.edu</a>  Mr. Amin Lakhani at <a href="mailto:amin.lakhani@aku.edu">amin.lakhani@aku.edu</a> and 0302 829 2214  Mr. Saad Zubair at <a href="mailto:saad.zubair@aku.edu">saad.zubair@aku.edu</a> and 0321 206 1860

**Table 3:** Useful contact information

## 8. References

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While not a comprehensive list, the following sources have contributed to the formation of guidelines and advice presented in this guide:

- Aga Khan University Hospital (AKUH), Karachi and the Department of Infection Prevention and Hospital Epidemiology (DIPHE)
- Aga Khan University Network of Quality, Teaching and Learning (QTL\_net)  
“Teaching and Learning Guidelines”
- Brown University  
<https://www.brown.edu/sites/g/files/dprerj316/files/healthy-brown-2020-21-plan.pdf>
- Centers for Disease Control and Prevention
  - <https://www.cdc.gov/coronavirus/2019-ncov/community/colleges-universities/considerations.html>
  - <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html#more-changes>
  - <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-to-wear-cloth-face-coverings.html>
  - <https://www.cdc.gov/handwashing/show-me-the-science-hand-sanitizer.html>
- Cleveland Clinic  
<https://my.clevelandclinic.org/-/scassets/files/org/employer-solutions/covid-19-returning-to-work-guide.ashx>
- Higher Education Commission, Pakistan (HEC)  
“Strategy/Policy for Gradual Reopening of HEIs” presented in the 30<sup>th</sup> meeting of the Vice Chancellors Committee held on 23 June 2020, revised Sep 2, 2020.
- The City University of New York  
<https://www.cuny.edu/coronavirus/>
- World Health Organization  
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>