

COVID-19 Toolkit: 2/2020

Toolkit: Chinese student/s integration into cohort

Version2: 3 March 2020

This Toolkit has been developed with the purpose of providing a basic outline to support our students who are/may be arriving on campus having travelled via a third country to commence their studies.

These students have incurred great expense, time and effort to travel to Australia to commence their studies. They have left friends and family in their home country and may be feeling vulnerable, tired and concerned for their own wellbeing and that of those left behind.

Considering that there may be many concerns from students, staff and WIL placement partners, the University has put together a basic outline of a step-by-step approach to welcoming these students back to campus, your Faculty and our community.

The University is following the guidelines provided by the Australian Government (refer to the Useful links section of this toolkit). The Department of Health has indicated that if a student waits out the 14-day exclusion period in a third country these students can continue with their studies as normal upon their arrival in Australia.

Staff are reminded that the University's single source of truth is the [UC COVID-19 website](#). Please visit this site for information and access to Government sites.

This Toolkit can be used for Faculty briefing sessions and as a reference guide for Faculties. If you are uncertain about anything that may arise and is not covered in this toolkit, please contact Medical and Counselling for advice.

Useful Links

- UC's dedicated COVID-19 website: <https://www.canberra.edu.au/coronavirus-advice>
- University of Canberra Reporting Tool – supporting a respectful campus community: <https://www.canberra.edu.au/safe-community/report-an-incident>
- Australian Government: <https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-for-universities-higher-education-and-vocational-education-facilities>
- ACT Health: <https://health.act.gov.au/public-health-alert/updated-information-about-covid-19>
- Visa Information – Australian Government Department of Home Affairs: <https://www.homeaffairs.gov.au/news-media/current-alerts/novel-coronavirus>

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Welfare

Set up a time to meet with the student/s as soon as possible after their arrival. If you are aware of when they are arriving (as a result of previous communication) it may be worthwhile to set up this meeting beforehand. Some basic welfare questions could be:

- How are their friends and family in China?
- Have they managed to settle back into their accommodation?
- Are there any concerns they wish to discuss – their mental health or wellbeing in general?
- Are they in need of any welfare support?

Studies

- Do they require any other support or guidance with their studies?
- Have they accessed any of their unit materials via Canvas while in China or once they arrived in the third country?
- Is the study plan appropriate for their current situation/circumstance – is there a variation required?
- Provide them with detail on [Study Skills](#) and how to access it as this will be essential to their success this Semester.

Placement

If the student/s are going on placement there may be additional steps or processes required to ensure that they can fulfil all the requirements of the placement (especially in the case of Education and Health).

The University's is following the advice and guidance of the [Australian Government](#) and [ACT Health](#) as standard business practice.

Some things to consider or ask the student/s:

- Can you share their details with the placement?
- Would they like to visit Medical and Counselling for support and advice before going on placement?
- Do they need any further information or guidance while on placement?
- If the student/s are going on placement there may be additional steps or processes required to ensure that they can fulfil all the requirements

Exclusion Periods

The Australian Government has put in place the following travel restrictions:

- Travel restrictions for Iran now match those for mainland China.
- Travellers arriving in Australia from China (as of 1 February 2020) – not via a third country – or Iran (as of 1 March 2020), including transit travellers, must self-isolate for 14 days.
- Healthcare workers who have returned from Italy or South Korea must not attend regular work in a healthcare or residential care setting for 14 days from leaving these countries. There is no need to self-isolate.

Fact Sheets on Isolation

- ACT Health Fact Sheet: COVID-19 – home isolation information for people who are well:
https://health.act.gov.au/sites/default/files/2020-02/COVID-19%20FAQ%20Isolation%20at%20Home%20-%20asymptomatic%20cases_170220_0.pdf
- ACT Health Fact Sheet: COVID-19 – home isolation information when unwell (suspected and confirmed cases):
https://health.act.gov.au/sites/default/files/2020-02/COVID-19%20FAQ%20Isolation%20at%20Home%20-%20symptomatic%20cases_170220_0.pdf

Our Community

- These students are fearful of discriminatory responses from their peers in class, on campus and in accommodation. It is important to help them feel comfortable.
- If they are in Australia, they have fulfilled the requirements of the Australian Government to gain entry to the country and can continue with their studies as normal.
- You can normalise this by acknowledging that they are back – without singling them out.
- If you witness inappropriate or discriminatory behaviour try having a conversation with the students in question individually about the facts of COVID-19 (see FAQs below) and acknowledge their concerns for their health and wellbeing.
- **Please Note:** A video from Dr Jenny Weekes will be circulated by Friday 6 March to further assist in addressing some of these issues.
- Students can report any form of inappropriate behaviour in contravention of our campus culture or the Student Code of Conduct via the dedicated [UC Reporting Tool](#) (by clicking on the Submit a UC Safe Report [button](#)), if the incident is serious in nature.
- Please contact [Scott Pearsall, Dean of Students](#) to report any incident, and if you are in need of guidance or assistance.

FAQs for Staff

- **Is the 14-day quarantine period safe? What about the 27-day case reported on recently?**

Currently the 14-day home isolation period is the time frame set by the Commonwealth Department of Health and the World Health Organisation. There have been anecdotal cases reported in the media that appear to have longer incubation times, however, the facts of these cases are still being investigated. The Australian Government is closely monitoring advice from the World Health Organisation and this advice will be updated if necessary, as more information about COVID-19 and the illness becomes known.

If an individual develops symptoms of a clinically compatible illness (fever, sore throat, cough, shortness of breath) and they have had a recent history of overseas travel, they should RING their usual medical practitioner and seek their advice on medical management.

- **If students arrive late, do they still need to self-isolate before coming on campus?**

Currently all students arriving from mainland China are required to self-isolate for 14 days in another country before coming to Australia. If the students are well on their arrival to Australia, there is no need for any further self-isolation.

- **Is there anything that staff should be aware of or look out for?**

Staff need to be aware of their own level of anxiety especially with access to information on the internet and media. Seek information from reliable sources. Be discerning in choosing what to accept as reliable truth.

As we move into winter, we will see an increase in coughs, sore throats, respiratory tract infections, colds and influenza. Staff need to be mindful that the symptoms of COVID-19 are common to many viral infections.

Staff should also take advantage of the University's free staff Influenza Vaccination campaign, which will start in April of this year.

- **Are students in class with late arriving students at risk of contracting the virus?**

All late arriving students from China have been in self-isolation for 14 days before arriving in Australia and pose no health risk.

- **Do students arriving from China via a third country have to provide a medical certificate before returning to class/placement?**

There is no requirement for students arriving from China via a third country to provide a medical certificate before returning to class or placement.

However, we invite these students to contact the UC Medical & Counselling Centre on their arrival so that we can check that they are well both from a physical and a mental health perspective. Many of these students have families in China who they are worried about. It also provides us with a chance to talk about accessing health care in Australia, and our service and support services in our University community.

The staff at the Medical Centre are not providing medical clearance, we are providing a statement that the student is well, and has complied with the Australian Government requirements with regards to 14 days of self-isolation in another country. We do ask to see their travel documents and passport to do this.

- **How can we protect ourselves from getting infected?**
 - Wash hands before eating, after going to the toilet and before preparing any food.
 - Avoid touching your face with our hands.
 - Use hand sanitisers when appropriate.
 - Obtain an annual Influenza vaccination.
 - Stay away from individuals who are unwell.
 - Ask anyone who is coughing or sneezing to wear a mask to reduce droplet spread.
 - Staff who are ill should stay at home and seek medical advice if necessary.
 - Eat a healthy diet, be physically active, and ensure adequate and restful sleep.
 - Engage in activities to reduce our stress levels, for example yoga, meditation.
 - Seek assistance from the University's EAP if anxiety is becoming an issue.
 - Follow University directives in relation to overseas travel.

Support and Who to Contact

- **Medical and Counselling**

Anyone who is concerned that they may have COVID-19 should not attend the Centre – they should ring the dedicated COVID-19 info line.

- Business hours: 09h00 – 17h00
- Contact: (02) 6201 2351 for a medical appointment with one of our general practitioners;
- Contact (02) 6201 2304 if you have any specific questions or concerns regarding COVID-19; or ring
- M & C Dedicated COVID-19 info line: 0409 507 734

- **Student Welfare and Support**

- Business Hours: 09h00 – 17h00
- Contact: (02) 6206 8841
- welfare@canberra.edu.au OR visit the Student Centre
- <https://www.canberra.edu.au/future-students/student-experience/student-support-and-services>

- **UC Crisis Line**

Afterhours counselling support for students

- Contact: 1300 271 790
- Text: 0488 884 227

Crisis Line staff can call students back, including in China, if they text a request for a call

- **International Student Support Services**

- internationalstudent@canberra.edu.au
- OR visit the Student Centre
- <https://www.canberra.edu.au/current-students/international-students/international-student-services>

- **Study Skills**

- Contact: (02) 6201 2205
- studyskills@canberra.edu.au
- OR visit the UC Library during Library open hours

- **On-Campus Accommodation**

- <https://www.canberra.edu.au/future-students/accommodation/contact-us>