COVID-19 Code of Conduct (Brussels)
for Students and Staff

Helping keep our community safe at our socially distanced centre

PLEASE NOTE: This Code of Conduct is likely to be subject to regular updates as it is aligned to Guidance in both the UK and Belgium, which can change at very short notice.
Contents

Please use the links below to find specific information relating to the necessary adaptations made to ensure our sites are COVID Secure, and outlines what we all need to do to make sure we keep each other safe.

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Have you downloaded the free SafeZone app?
https://www.kent.ac.uk/safezone/

It’s designed to help students and staff summon first-aid, security or safety assistance via your mobile phone or Staff PC.
Introduction

Although the risk of COVID-19 transmission remains, as the lockdown is eased and we begin to welcome students and staff back to campus, we must adapt to new ways of studying and working.

This Code of Conduct (Brussels) aims to explain the changes to our environment; the necessary adaptations made to ensure our centre is COVID Secure, and outlines what we all need to do to make sure we keep each other safe.

It is designed to complement the University of Kent’s COVID-19 Code of Conduct and should be read in conjunction with it. In the event of a contradiction between these documents or if these instructions are not clear, please contact the Head of Operations (Europe) at bsis@kent.ac.uk.

The main ways of reducing transmission are washing or sanitising your hands regularly, practising social distancing, and wearing a face covering.

The COVID-19 Risk Assessment for the University of Kent details the control measures in place which must be adhered to by all those at risk, all University students and staff; contractors; and visitors. Subsequently, key safety measures have been implemented on campus, which must be adhered to by students and staff, whilst the threat of transmission remains.

All information and guidance is based on current advice from both the Belgian and UK governments, and we are fully aware that we will need to be flexible in our approach to returning to some form of normality as all is subject to change as the weeks and months progress.

Please note that students and staff are expected to follow all standard guidelines when at the Brussels Centre, in addition to those outlined in this COVID-19 Code of Conduct.

- Student Charter
- Staff Code of Conduct

If you have any individual concerns about personal risks or specific vulnerabilities, or need any support or advice; students should contact their academic adviser and staff should speak to their line manager.
Coronavirus (COVID-19)

COVID-19 transmission is thought to occur in different ways:

- Through contact with respiratory droplets when an infected person coughs, sneezes, or talks, and droplets from their mouth or nose are propelled into the air. The droplets are not airborne for long, but when in the air can be inhaled into the lungs of an uninfected person.

- Through contact with a surface contaminated with the virus droplets and a person touches the contaminated surface and then touches their own eyes, nose or mouth, they could become infected with the virus. It is currently believed that COVID-19 droplets can survive for up to 72 hours on plastic, 48 hours on stainless steel and 8 hours on copper.

- Recent studies show that people who do not have symptoms (asymptomatic), but are infected can also play a role in the spread of the infection.


It is essential that you and your household self-isolate* if you, or anyone you live with, develops a:

- fever, particularly a high temperature (i.e. a temperature of 37.8 degrees or over)
- continuous cough or,
- loss of sense of taste or smell

*Self-Isolation: It is very important that people with symptoms, which may be due to coronavirus (COVID-19), and their household members stay at home. Staying at home will help prevent the spread of the virus to family, friends, and the wider community. Government Guidance for households with possible or confirmed coronavirus infection.

You should also self-isolate if the Contact Tracing service alerts you that you have been in contact with a person who has tested positive for coronavirus - see Contact Tracing for full information on the process to follow as well as related FAQs.

What to do if you become unwell whilst on campus with coronavirus symptoms

- If you have coronavirus symptoms (fever, continuous cough, change in or loss of taste or smell) go home as soon as possible, following Government advice to self-isolate.
- Inform your line manager or academic adviser.
- It is best not to travel by public transport. However, if public transport is the only option, ensure that you always wear a mask to prevent contaminating other passengers and ensure that you wash your hands with soap and water before leaving.
- On arrival at home:
  - Contact your doctor and report your symptoms
  - Don’t go to your doctor’s surgery or to Hospital (Accident and Emergency).
  - Make a list of all the people you came into close contact with. Think of the people you met from two days before you had symptoms (e.g. your colleagues, a friend you went for a walk with, your own family members, the postman, etc).
If you test positive you will be contacted by Contact Tracing and asked to provide the list of contacts that you drew up. You must inform the Brussels Office if you test positive on 02 641 1721 or bsis@kent.ac.uk.

If you have visited the Brussels Centre, to attend a lecture or a seminar, to meet with staff or to use a desk, you will need to ask the contact tracer to contact the University on 02 641 1721 or bsis@kent.ac.uk. We can then provide them with details of the staff and students who may have shared an office or classroom with you.

Any occurrences of suspected coronavirus should be reported to your line manager or the BSIS office immediately. You should also continue to report any absence in line with standard reporting procedures:

- **Students:** Notify your school office as per Student Attendance Policy
- **Staff:** Notify your line manager as per Sickness Reporting Procedure
Duty of care – Protecting our community

You should be aware that this is a concerning and anxiety-provoking time for many people. Please be patient with others as they learn to adopt these new behaviours on campus and please continue to offer support or highlight any concerns you have for the health and wellbeing of another individual.

Each and every one of us has a role to play in slowing the spread, and in protecting themselves, their family, and our community at Kent. This is a very difficult time for everyone. Some people may feel more vulnerable due to either their own health risks, or those of their family, or their anxiety about transmitting the infection to other vulnerable people.

Respect and courtesy for each other should be paramount when working within the new measures and expected behaviours within the University. This can be achieved by following the guidance relevant to each area and complying politely with any reminders. We should also remember to be kind when reminding others of the new ways of behaving on our sites; we are all human, and others may not realise they are not following social distancing guidance, or following the new one-way system for example.

If you are concerned that someone is not adhering to the expected behaviours, or you feel uncomfortable about someone getting too close to you, it is perfectly reasonable to ask them to step back. However, please remember not everyone is able to wear face coverings and it is important to be respectful to those staff and students also.

The University is proud to be an international community and all students, staff and visitors at our University must be treated with dignity and respect. Discrimination, prejudice and victimisation will not be tolerated.

If you have been the subject of, or witnessed any discrimination, harassment or victimisation linked to COVID-19 (or for any other reason), or any insensitivity linked to culture or race please report it:

**Students**  
You can report this on our online reporting tool [Inform Kent](https://inform.kent.ac.uk) (InK) (There is an option to report anonymously if preferred), or directly to the Student Conduct and Complaints Office at [sccoffice@kent.ac.uk](mailto:sccoffice@kent.ac.uk) using a Student Discipline reporting form. Any students subject to discrimination, bullying or harassment will be offered appropriate support via the Student Support and Wellbeing Team.

**Staff**  
Visit our Equality and Diversity webpage: [Harassment step by step reporting process (Dignity at work)](https://www.kent.ac.uk/equality-and-diversity/harassment-step-by-step-reporting-process/)

All reports will be treated confidentially.

If anyone feels at risk or unsafe they have the right to remove themselves from campus immediately and report the incident via your harassment reporting tool/method so an investigation can take place.

The SafeZone app is designed to help students and staff summon first-aid, security or safety assistance via your mobile phone or Staff PC.

Make sure you have SafeZone downloaded when you go onto your campus.

Further information and FAQ's can be found at: [https://www.kent.ac.uk/safezone/](https://www.kent.ac.uk/safezone/)
Travel to and from campus

We encourage you to minimise your use of public transport, by travelling by car, walking or cycling where possible. If travelling by car, you must not car-share with anyone outside your household.

Do not come to the Brussels Centre if you have Coronavirus symptoms.

You should sanitise or wash your hands thoroughly when you arrive on campus, using the handwashing facilities or hand sanitisers provided. You should also wash your hands thoroughly as soon as you get home.

Public Transport

Where you need to use public transport, please think about social distancing, where possible staying away from others and avoiding touching surfaces.

Please note that it is a legal requirement that you must wear a face covering on public transport.

Local transport providers have produced the following guidance.

Cycling

In the centre of the city, bikes are often faster than cars. The City of Brussels has bicycle racks and boxes, rental systems of bicycles, bicycle routes and a Bike Commission.

For further details, see their website at brussels.be/bicycle

If you are concerned about travelling on public transport, and there is no other option available, you should speak to your line manager or academic adviser, as they may be able to accommodate some flexibility to your start and finish times to prevent travel during peak times.
**Hygiene and cleanliness**

To reduce the risk of infection spread, we have introduced several important measures. Examples include:

- Installation of hand sanitiser stations throughout the building.
- Enhanced cleaning of high touch points
- Signage and posters to provide regular reminders to students and staff to maintain hygiene standards.
- Enhanced fresh air through the ventilation system in Espace Rolin (Brussels Centre).

While we are taking these stringent additional measures, there are key hygiene behaviours we expect on campus to prevent transmission of the virus:

- washing your hands often and thoroughly, for at least 30 seconds
- avoiding touching your face, particularly your eyes, nose and mouth
- coughing or sneezing into a tissue, and binning it safely, or into your arm if a tissue is not available

**Handwashing**

Handwashing is vital in the fight against coronavirus and a behaviour that we all need to adopt on campus. Washing or sanitising hands regularly with soapy water and drying them thoroughly will help to wash off any virus that may be on the skin.

![Handwashing poster]
Advice from the Belgian government on handwashing:

We all need to ensure that we wash our hands frequently:

- when arriving on campus, and upon your return home
- after blowing your nose, coughing or sneezing
- before eating or handling food
- after touching surfaces, such as doorknobs, drawer handles and printers
- after using the toilet facilities

Everyday interactions like shaking hands, handing someone a coffee, sharing food or giving a hug may all heighten the risk of interaction and, therefore, need to be avoided.

Recent studies suggest the COVID-19 virus can live up to 24 hours on cardboard, as well as three days on hard surfaces such as metal or hard plastic. Wiping down surfaces with detergent, sanitisers, warm washing up liquid and then washing your hands will help to reduce the risk of transmission to yourself.

**Desks, Workstations and Facilities**

Furniture must **NOT** be moved or rearranged.

Desks and chairs in the Auditorium and Lecture Room 1 are to be cleaned **before** and **after** use.

Workstations and desks that have been used during the previous 24 hours are cleaned and disinfected before the start of each working day and will have a Green sign placed on them.

To facilitate this process and reduce risk, staff are to remove all surplus clutter from their desk before leaving at the end of the day. If necessary, using the desk drawers.

When staff or students use a desk or workstation, they must immediately turn the Green card over, ensuring that the Red side is visible.

Before using a desk or workstation that has a Red sign displayed, it must be cleaned using the products available at the nearest cleaning station.

Wash or sanitise your hands immediately before using the printer/photocopiers. **Wipe the touch screens before use.**

Sanitise your hands, using the dispenser provided, **before** and **after** touching the books in the academic offices corridor.

Staff may use the kitchen, but must sanitise their hands **before** and **after** touching the water boiler.
Social distancing (physical distancing) measures

Social distancing\(^1\) (also known as physical distancing) means that we need to keep our distance from others when outside our own home. Making sure we all adhere to this on campus can help stop the spread of all infections including COVID-19. As COVID-19 is an infection where there is currently no general population immunity ("herd immunity") and no vaccination, social distancing is a vital protection measure.

While at the Brussels Centre, you must maintain social distancing (in line with Government guidelines) wherever possible. Reducing social contact between healthy individuals outside of the home can help to delay the transmission of COVID-19 and reduce the size of an outbreak.

To assist with social distancing, we have introduced a number of important measures. Examples include:

- reduced occupancy of offices, classrooms and study areas
- one-way systems, wherever possible, to reduce instances of people having to pass each other in close proximity
- spacing workstations out
- floor markings to help people maintain social distancing
- screens or barriers to separate people from each other
- signage and posters advising on limits to numbers entering specific areas such as lifts and toilets.

\(^1\) In public health, social distancing, also called physical distancing, describes a series of measures intended to prevent the spread of a contagious disease by maintaining a physical distance between people and reducing the number of times people come into close contact with each other. It typically involves keeping a certain distance from others and avoiding gathering together in large groups.
You should continue to practice social distancing in common areas, including at building entrances, hallways, exits, lifts, and toilets.

One-way system

There is one exception to the social distancing measures: If a fire alarm sounds, exit any building via the nearest escape route regardless of new layout and signage. On evacuation, try to social distance as best you can, and spread out when at the fire assembly point, if this proves impossible it is best to move away from the area.

Often, we move around paying little attention to our surroundings and signage as this is all so familiar already. However, it is essential that you observe the signs, look out for hazards and move cautiously so you can follow any new guidance.

If you feel uncomfortable about someone getting too close to you, it is perfectly acceptable to step back to ensure that you are protecting yourself and maintaining social distancing.

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Examples of signage to look out for:

Auditorium – 1.5m between seats

Seminar Room – screens and distancing
To maintain social distancing all visitors to the Brussels Centre must use the lift on arrival but exit the premises using the stairs by the vending machines.

Enter - Lift/Elevator
Exit - Stairs

Students and staff leaving the building after 17h may use the lifts/elevators

Due to the size of the Brussels Centre, students are only to enter the building:

- To attend lectures or seminars, arriving no more than 20 mins before the start of class.
- To meet with a staff member having made an appointment in advance on Bookings.
- To study but only if they have booked a desk on Bookings in advance.

On arrival in the building students are to go immediately and directly to either the classroom, their allocated desk or the office for their appointment.

Students are to leave the building immediately after a class, meeting or as soon as their desk booking has expired. Ensure that you maintain social distancing whilst exiting the building paying attention to the other occupants of the building who may be doing the same thing.

The audience seating capacity of the auditorium is limited to 30 with only one in 4 seats available. Please pay attention to the signage on where to sit and on room capacities.
Face Coverings

Face coverings help us protect each other (not necessarily the wearer) and reduce the spread of the disease when we are in an enclosed space where social distancing is not possible and where we meet other people.

**Wearing a mask is compulsory in all public places within the Brussels region and Antwerp province, for everyone aged 12 and over.** Exemptions apply when doing sport and for people with a disability that does not allow them to wear a mask, who can instead wear a face shield. People carrying out intense physical work in public, such as roadworks and collecting rubbish, are also exempt. [https://www.info-coronavirus.be/en/facemask/](https://www.info-coronavirus.be/en/facemask/)

In line with this advice and as outlined in our risk assessment, **the University expects all students and staff to wear face coverings at all times whilst in the Brussels Centre; unless otherwise indicated. This applies from the moment that you enter the building.**

Face coverings will only be effective if they are worn properly, covering the nose and mouth, fitted snugly, and kept clean. They can easily be made at home, the key thing being that it should cover the mouth and nose.

**For practical advice on using and caring for face coverings:**

Government advice on how to wear and make a cloth face covering. A cloth face covering should cover your mouth and nose while allowing you to breathe comfortably.

YouTube video on how to wear a fabric face covering safely. A fabric covering can act as a barrier to prevent the spread of the virus. However, it must be used correctly and always combined with other measures to protect yourself and everyone else.

Advice includes that you must:

- wash your hands thoroughly before putting a face covering on and after removing it
- change your face covering if it becomes damp or if you have touched it
- change and wash your face covering daily

Please remember that personal, non-medical face coverings:
• do not replace social distancing - which should still be observed
• should not be confused with surgical masks or respirators
• should not be worn by young children or people who have problems breathing while wearing a face covering

Wearing a face mask does not replace the other measures to protect yourself. Just wearing a mask is not enough. Always apply all 5 healthy reflexes:

1. Stay at home when you are sick.
2. Wash your hands often.
3. Keep 1.5 metres distance from other people.
4. Meet up with no more than 15 people per week. Meet up outdoors.
5. Wear a face mask in busy, public places.

What this means for people who are deaf or have hearing loss

Many people with hearing loss rely on lip reading to communicate and face coverings make this impossible. Action on Hearing Loss have also developed communication tips to help the public communicate more effectively with someone with hearing loss.

If you have symptoms of COVID-19 (cough, and/or high temperature, and/or loss of, or change in, your normal sense of smell or taste - anosmia), you and your household must isolate at home: **wearing a face covering does not change this.**
Vulnerable Groups

There is clear evidence that COVID-19 does not affect all population groups equally. Many analyses have shown that older age, ethnicity, male sex and geographical area, for example, are associated with the risk of getting the infection, experiencing more severe symptoms and higher rates of death.

Three risk groups have been identified as having more severe outcomes from a COVID-19 infection than the general population.

- Clinically extremely vulnerable, i.e. are in receipt of a shielding letter or who have been told that they are in this group by their doctor. This is the highest risk category.
- Clinically vulnerable, i.e. with conditions such as heart disease, poorly controlled asthma, and diabetes, those over 70, and people living with clinically extremely vulnerable people
- BAME Communities, namely Black and South Asian (Pakistani, Indian and Bangladeshi) people, where there is good evidence that they are at elevated risk of a more severe outcome from a COVID-19 infection

At BSIS and the university, we will consider the equality impact of our decisions on members of our staff and student communities, and listen to the concerns and advice of those with lived experience. We have been considering the potential impact of COVID-19 upon different demographics, from a student and staff perspective, and agreed actions we can take to help mitigate the impact of key decisions upon specific and vulnerable members of our community.

It is essential that your concerns be heard as we move through these difficult times. By discussing your vulnerabilities, we may be able to help relieve any anxiety by ensuring you are clear about the precautions the University is taking, the control measures in place and the new protocols we all have to follow to allow for a safe return to campus:

- **Students**: Speak to your Academic Advisor or a member of the Professional Service Team (PST) staff to discuss any concerns and agree any adjustments, or additional support available to reduce the impact of COVID-19 as you return for the 20/21 academic year.
- **Staff**: Prior to your return to work on Campus, you must have a ‘Risk Assessment and Concern Conversation’ with your line manager to discuss any concerns and agree any appropriate adjustments. You are also required to go through the Coronavirus Return to Campus Induction module online before you commence work on Campus.

It is essential that everyone respects and understands that the COVID-19 pandemic affects individuals to varying degrees. People may be in a vulnerable group themselves, live with someone who is at a higher risk, or developed mental health issues as a result of a long period of lockdown. As such, many people may have increased anxieties about being on campus.

Respecting the individual viewpoint of those within our community is essential to a successful return to campus for all – the best way you can do this is to follow the behaviours and expectations outlined in this Code of Conduct.
Mental Health (Stress/Anxiety)

The risks to people’s health from this pandemic are psychological as well as physical. This may include anxiety about the ongoing health crisis and fear of infection, as well social isolation due to the lockdown. Social isolation, reduction in physical activity, unpredictability and changes in routine can all contribute to increasing stress.

It is important that you protect your health and wellbeing and that of those around you.

Every Mind Matters recommend 10 ways to improve your mental health and wellbeing if you are worried or anxious about the coronavirus outbreak:

1. Stay connected with people
2. Talk about your worries
3. Support and help others
4. Feel prepared
5. Look after your body
6. Stick to the facts
7. Stay on top of difficult feelings
8. Do things you enjoy
9. Focus on the present
10. Look after your sleep

Specific guidance and support is available for students and staff, and you are encouraged to access it if you are feeling vulnerable:

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“The coronavirus (COVID-19) outbreak means life has changed for us all. It may cause you to feel anxious, stressed, worried, sad, bored, lonely or frustrated.

It’s important to remember it is OK to feel this way and that everyone reacts differently – for most of us, these difficult feelings will pass.” (Every Mind Matters)
Addendum 1: Additional Information for Students

What we expect from you

- Adhere to the expectations and behaviours outlined in this COVID-19 Code of Conduct
- Follow the rules about regular handwashing throughout the day and use the supplied hand sanitiser. There will be plenty of reminders for you.
- Wear a face covering when required. We do however, recognise that there are circumstances where face coverings are not possible for some individuals (for example in relation to health circumstances)
- Try, always, to respect and abide by social distancing regulations whilst on or off campus.
- You should only come to the Brussels Centre for the purposes of attending lessons, accessing a pre-booked study space, coming to a pre-arranged meeting or partaking in organised events such as co-curricular activities.
- Follow any signs and directions that are on the campus – this is VITAL for your own safety.
- Use the lift to enter the Brussels Centre and leave by the stairs near to the vending machines. You must do this for everyone’s safety.
- Only come onto the campus if you can travel safely.
- We expect you to follow the standard Student Code of Conduct when you are on or off campus as well as this COVID-19 update.

What you can expect from us

- A University environment that has been adapted for social distancing and other COVID19 Government guidance.
- Safeguarding and welfare support available at all times.
- Constant monitoring of our health & safety measures.
- Lecturer and Tutor support when you are at University.
- Support to work from home if your situation changes.

Individuals need to be aware that, even if they do not feel at risk of infection from COVID-19 there are many members of our community for whom the possible risk of infection is both high, and represents a serious threat to their personal safety, and that of their friends and family members.

We request that all students and staff follow the advice and guidance outlined in this COVID19 Code of Conduct for their own safety, and the safety of their community on and off campus.

Important note on social gatherings and Respect at Kent:

1) Large social gatherings (in line with Belgian and UK Government guidance) in indoor and outdoor spaces that do not adhere to social distancing regulations are not permitted.

2) Students are expected to abide by the Respect at Kent policy and the Non-academic discipline regulations.