

NELSON MANDELA  
UNIVERSITY



MY MANDELA  
GUIDE

COVID-19

Prepare. Prevent. Protect.

Everything students need to know about returning to campus

OCTOBER 2020

# SECTIONS

1.	INTRODUCTION	1
2.	ABOUT COVID-19	6
3.	HEALTH BASICS	8
4.	ACADEMICS: HOW WILL IT WORK?	18
5.	LEARNING AND PSYCHOSOCIAL SUPPORT	23
6.	LIVING AND LEARNING @MANDELA	26
7.	KEY CONTACTS	33



*"The brave man is not he who does not feel afraid, but he who conquers that fear."*

**- NELSON MANDELA**  
Former President

## SECTION 1

# INTRODUCTION

Hello, students of Nelson Mandela University!

## This Guide is just for you.

It contains practical information and resources at your fingertips to help you adjust to the 'new normal' on campus – a very different 'normal' to the one you left behind when we went into early recess in March.

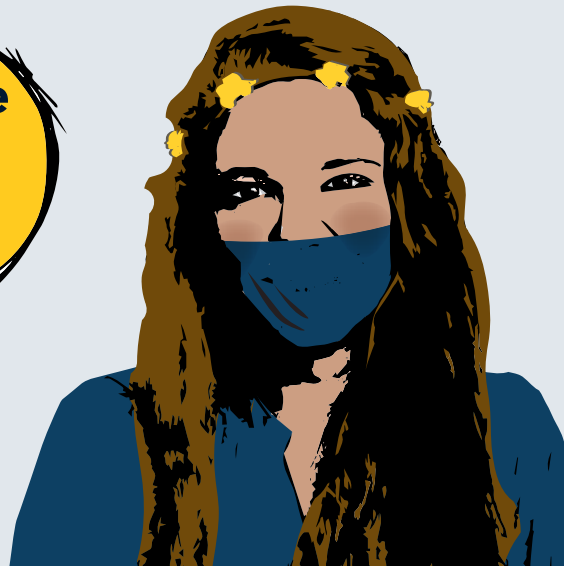
Your safety is the University's priority while we honour our pledge to complete the 2020 Academic year.

With your help, we'll create and maintain a protective space for living, learning and teaching during the COVID-19 global pandemic.

**Our failure as we enter Alert Level 1 (21 September) to adhere to the new ways of living, working and studying at the University, could lead to a surge in infections, and in turn, closure of the University.**



**Let's navigate  
our brave  
new world  
TOGETHER!**



# WHAT'S THE RETURN-TO-CAMPUS PLAN?

We're following strict government health and safety guidelines.

- Staff and students stay home as far as reasonably possible to help curb virus spread
- We're implementing remote working, online learning, rotation, staggered teaching and working hours and shift systems
- Strict health protocols apply: screening and testing, wearing a mask at all times on campus, physical distancing and hygiene measures.

## DISCIPLINE

### Failure to comply to terms and conditions.

In order to eliminate the need to shut down our communal living spaces due to infection, it is essential to eliminate student movement and all threats of infection.

The chances of this happening is heightened by bringing alcohol and visitors into these areas. Both are banned under the COVID-19 rules as approved by MANCO, and will be rigorously enforced. A zero tolerance approach will be promoted and enforced.

Spot fines and other disciplinary proceedings will follow should these or any other COVID-19 compliance regulations be ignored.

**Please remember that no student or staff member can arrive on campus without the necessary permissions to return.**

## HOW DOES THE PLAN APPLY TO ME?

Our comprehensive health and safety strategy is designed to help you with:

- Rules governing how the return to residences will work
- Health protocols, such as screening, testing and virus spread prevention (wearing masks, hand washing, hand sanitising and physical distancing)
- Safety procedures if you test positive for COVID-19
- Transport rules if you test positive for COVID-19
- Quarantine and isolation: what these mean and how they may apply to you as a student
- How to safely visit Student Health Services or the clinic
- A detailed, flexible learning and teaching programme to cater for all students – both those on campus and those studying remotely.



**PRACTISE  
PHYSICAL  
DISTANCING**

## DON'T RETURN TO CAMPUS IF:

- X You are currently in isolation for COVID-19
- X You have COVID-19 symptoms. Stay home and phone your doctor. You will not lose your place to return
- X Students with pre-existing medical health conditions should report to your doctor or local clinic before reporting to Student Health Services at the North Campus clinic, South Campus clinic and the George Campus clinic on arrival.
- X You are returning from another area (province, district, metropole). Stay home or in Res for two weeks to ensure that you have no COVID-19 symptoms
- X You suspect that you have been in contact with a potentially infected person. If in isolation, stay home
- X You can study at home (remote learning)
- X You have not been notified to return for an academic activity or have not booked a session in a general computer lab.

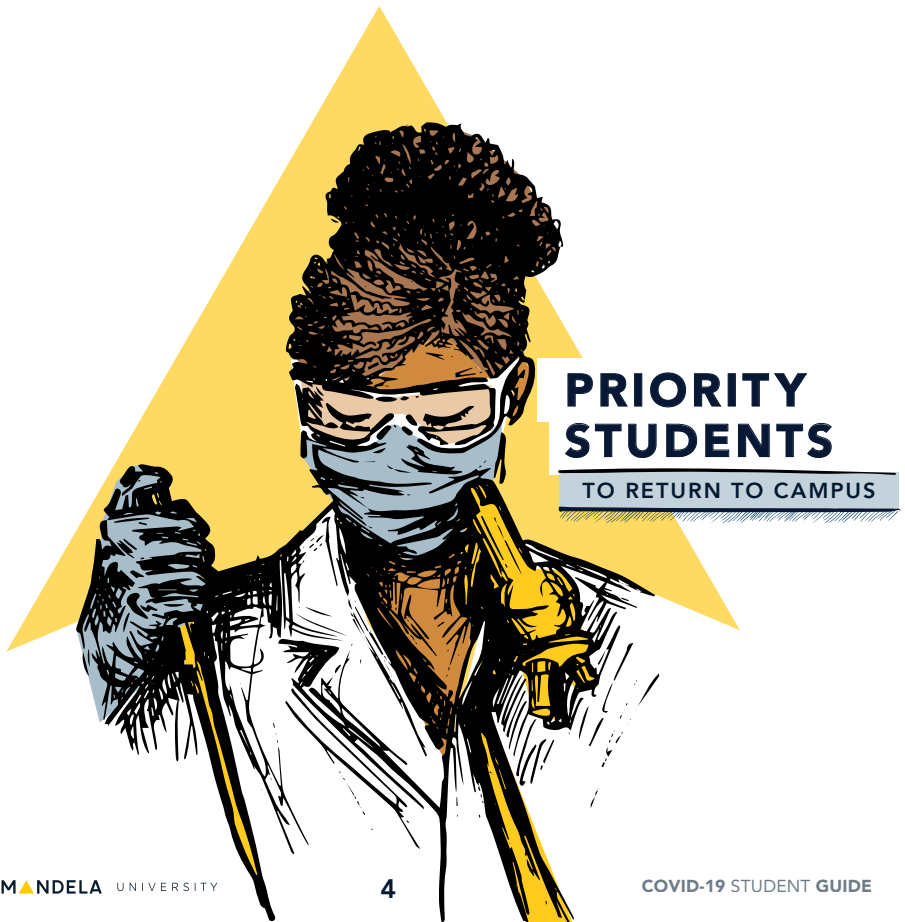
**FAST  
FACT!**

Prevention is the **BEST** way to curb the spread of COVID-19.

- While South Africa has moved to Alert Level 1, the virus is still prevalent. This means alternative flexible learning and remote working will be ongoing.
- Priority given to those who cannot complete studies remotely (see 'priority students' box)
- Vulnerable students (over 60 or with comorbidities) should consult their doctor or local clinic before contacting Student Health Services upon receiving notification to return to campus
- People returning from other areas (province, district, metropole or other countries at Level 1) must remain at home for two weeks and show no COVID-19 symptoms before returning to campus, home or res
- Physical distancing: a minimum 1.5-metre distance between people is compulsory
- Compulsory screening (temperature check; daily use of the online self-screening tool)
- Wearing masks, handwashing, hand sanitising and physical distancing
- Secure, electronic communication is safer than face-to-face.
- Carry your student card with you at all times

# PRIORITY STUDENTS

- Students requiring access to on-site equipment, residences, data, laboratories, studios, connectivity, computer labs and private accommodation
- Postgraduate students requiring laboratory/technical equipment
- Students requiring clinical training as part of their programmes
- Those who had already returned at Level 4, 3 and 2
- Students with disabilities and special circumstances
- Pathway 2B students who cannot learn remotely as they do not have a device or connectivity
- This process in identifying priority students will be ongoing as the alert levels change.



# STUDENT RETURN PROCESS FLOWCHART

## NOTIFICATION PROCESS

Academic outlines to students in email regarding arrangements for how contact sessions will work and that they will be notified

Academic department books/indicates venue through Central Timetabling Office (CTO) and provides a list of students (7 days in advance)

Student is notified of date, time and venue to return to campus. This information is automatically forwarded to the Transport Office so that it can arrange the necessary supporting transport. To notify Transport Services of your preferred pick-up site go to back page for link.

## CAMPUS ARRIVAL PROCESS

Collect PPEs (once-off). See page 10. Always wear mask and wear face shield (when needed)

Complete online self-screening <https://webapps.mandela.ac.za/screening>. If you are high risk you will be diverted. If you are moderate or high risk etc

Show student card, notification and your online self-screening result at the campus entrance or as leaving on-campus residence. Temperature taken

Proceed to venue for academic activities

## ON-CAMPUS RESIDENCE ARRIVAL PROCESS

Bring evidence of notification to return to University

Proceed through the University screening process

Have temperature taken at residence screening site

Make an advance arrangement with the residence manager indicating date of and approximate time of arrival

Receive acknowledgment from residence manager that all is in order

## AT THE VENUE

Show student card, official notification from your lecturer, travel permit and result of self-screening

Complete attendance register where this is available

Adhere to physical distancing and health hygiene practices in venue. Sanitise your work station before and after use in the labs

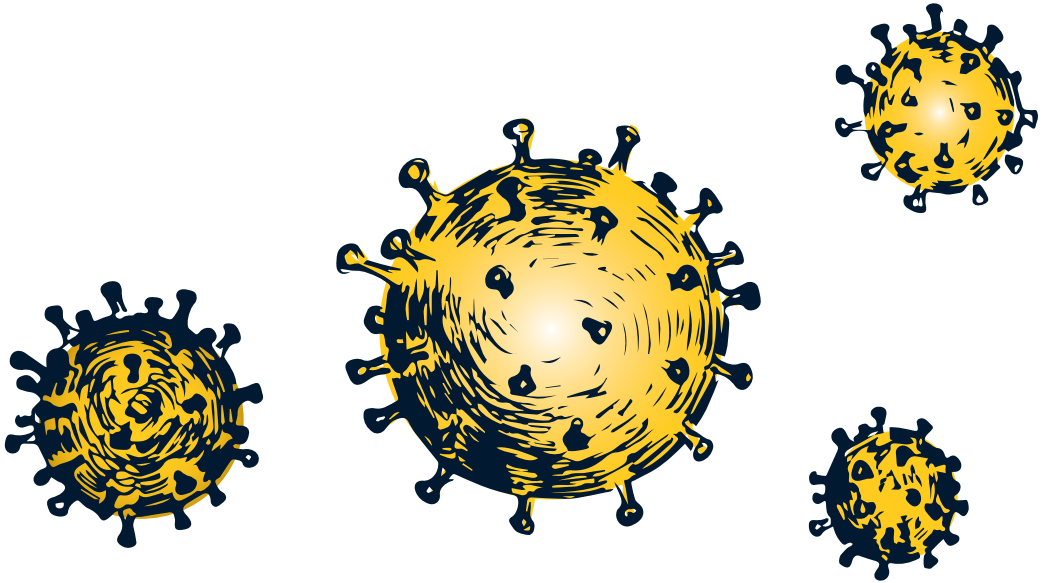
Adhere to physical distancing during breaks – with assistance of My Mandela Brigade\*

Redo online self-screening tool every 4 hours and before entering and exiting the venue

\*My Mandela Student Brigade is an SRC initiative to help with compliance measures towards ensuring the safety of all students

## SECTION 2

# ABOUT COVID-19



### WHAT IS COVID-19?

- Respiratory illness caused by a novel (new) coronavirus, the SARS-CoV-2 virus
- World Health Organisation (WHO) declared the virus outbreak a global pandemic in March 2020
- You're more at risk if you have:
  - existing heart or lung diseases
  - underlying health conditions
  - a weakened immune system (such as people living with HIV, TB, diabetes or cancer)
  - are over 60 years old.



# KNOW YOUR SYMPTOMS!

THESE MAY DEVELOP UP TO  
14 DAYS AFTER EXPOSURE  
TO INFECTION

- Fever
- Dry cough
- Sore throat
- Shortness of breath
- Red eyes
- Myalgia/  
general weakness
- Loss of taste
- Loss of smell
- Diarrhoea or nausea



## HOW IS THE VIRUS SPREAD?

- Mostly through droplets when an infected person coughs or sneezes
- Sometimes through droplets of saliva or discharge from the nose
- Virus spreads more easily if you're in close contact with an infected person (two metres or closer)
- Infection happens like this: through inhaling droplets into lungs, or touching a surface, object or infected person...and then touching your mouth, nose or face.

## SECTION 3

# HEALTH BASICS

To flatten the curve of COVID-19 and prevent mass exposure, a staggered approach for returning to campus is key.

If you have any COVID-19 symptoms, you must tell the University, stay at home/in your residence room and contact your healthcare provider/tell your residence manager.



The health and safety of students and staff is our **number one priority.**

- Wash hands often with soapy water for 20 seconds
- Physical distancing. Keep a space of 1.5 metres (three steps) between yourself and other people
- Cough or sneeze into your elbow and NOT towards or near other people
- Use a tissue and immediately dispose of it in a bin with a lid
- Use hand sanitiser (at least 60% alcohol) regularly – before, during and after you visit campus
- Wear a mask. You will not be allowed on campus without a mask, which must cover your nose and mouth. Please keep your mask CLEAN and DRY. You may wear any suitable cloth mask
- Screening. You must screen online before coming onto campus, then a temperature check will be done
- Stay at home if you feel sick or suspect that you may have COVID-19 symptoms
- Clean your phone with alcohol wipes or a microfibre cloth - phones are germ carriers
- Avoid mass gatherings, which is why we are not resuming normal lectures. No more than half the occupancy number for a venue and a maximum of 250 people in large venues
- If you are over 60 years old and/or have comorbidities, speak to your academic leader about returning to campus and consult with Student Health Services on 041 504 1149 or 041 504 2174)

# PREVENTION TACTICS

## SPREAD THE LOVE – NOT THE VIRUS!

### PHYSICAL DISTANCING

- Limit gatherings as far as possible
- Maintain minimum distance of 1.5 metres between people
- Only a certain number of people will be allowed in a space at one time
- The workplace and activities are arranged to ensure minimal contact between people as far as practically possible
- Avoid close contact with anyone who has a fever or cough
- Avoid confined spaces
- Use stairways and do not touch handrails.

### HAND SANITISERS

- At least 60% alcohol-based
- May be used when no handwashing facilities are available or in conjunction with handwashing
- Use before entering campus/buildings/departments; before and after touching objects; before and after applying masks
- Will be provided at entrance to buildings and other designated places
- Will be provided to all staff and students required to work/study away from campus
- Will be provided to all staff and students required to interact with the public and to the member/s of public concerned.

### COUGH ETIQUETTE

- Cover your mouth when coughing or sneezing
- Use a tissue
- Cough into your flexed elbow and away from people
- Dispose of tissue in closed bin
- Wash hands with soap and water or hand sanitiser.

### HYGIENE

- Adequate facilities are provided for washing hands with soap and water and must be used by staff and students regularly
- All employees and students who interact with members of the public must sanitise their hands after each interaction
- Surfaces touched by staff, students and members of the public must be routinely cleaned and disinfected
- Don't touch your face
- Don't share items (cups, spoons, stationery, etc)
- Keep it clean – sanitise and tidy your space/bedroom/study area regularly.

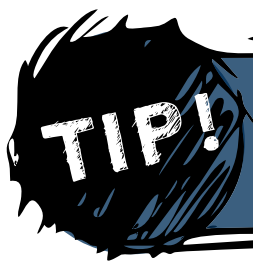
## SCREENING AND TESTING

An online COVID-19 self-screening tool will facilitate easier access to campus and residences. Visit <https://webapps.mandela.ac.za/screening>

- All people will be screened before being allowed to enter campus
- There will be continuous daily screening in the residences and on campus
- Testing stations will be set up at appropriate points on most campuses and in areas of increased numbers of staff and students on campus

## MASKS

- A fabric or cloth mask is compulsory – no mask, no entry to campus
- Look after your mask – wash it regularly
- Replace or wash your mask if it's damp or dirty.



**Fresh air is vital! Make sure that where you're working or studying is well-ventilated by natural (windows) or mechanical (ventilation system) means.**

- Students will receive personal protective equipment (PPE) appropriate to their activities on campus. This will be arranged via your residence managers
- Students will be issued with 2 x cloth masks and a pocket-sized hand sanitiser

## SCREENING

We know that you're anxious to get back to your normal routine.

However, our 'new normal' under COVID-19 dictates that we follow strict, daily health and safety rules to ensure that we contain the spread of the virus. We wish to prevent a second surge with the lifting of restrictions to Level 1.

The purpose of screening and testing is to determine whether or not you have COVID-19, how to proceed with the testing procedure, how to manage and treat your condition if you test positive and implement contact tracing to help contain virus spread.

All students returning to campus will be screened for COVID-19 on a continuous basis. There will also be ad hoc screening in the labs and other venues.

It's a simple and safe procedure that puts your safety first. Please take responsibility. It is in your hands to prevent the spread of the virus.

- Self-screening will help us to monitor your wellness throughout the day. Your result is only applicable for four hours, so screen yourself at least twice a day
- If you screen negative at any of the screening stations, you'll be given a sticker showing you've completed the daily test and may then proceed to lectures/studies
- If you have a raised temperature of 38°C or above, other COVID-19 symptoms or answers showing you may have been exposed to the virus, don't stress - Student Health Services will assist.
- If your screening result is moderate or high, please call Student Health Services on 041 5044323 or 041 5043762. The nurses will also try to reach you as your wellbeing is our priority.

**Although it may seem strange and frustrating, following the steps for screening and testing, as outlined by Student Health Services, will ensure that you're part of the solution, not the problem.**

## **WHERE DO I GO FOR SCREENING?**

Temperature screening for students will happen as you enter campus, in residences or at central screening points where indicated on the different campuses. The responsibility lies with you to be screened.

For on-campus students on George Campus, there is an additional site situated behind the Squash Court. If you are unsure, please contact Campus Clinic.

Student Health Services nurses will also undertake ad hoc screening of students in various venues, inclusive of the clinics, across etc across all our campuses.

You should be continually self-screening to monitor your own wellbeing.

You are concerned about your wellbeing, please call Student Health Services to seek advice.

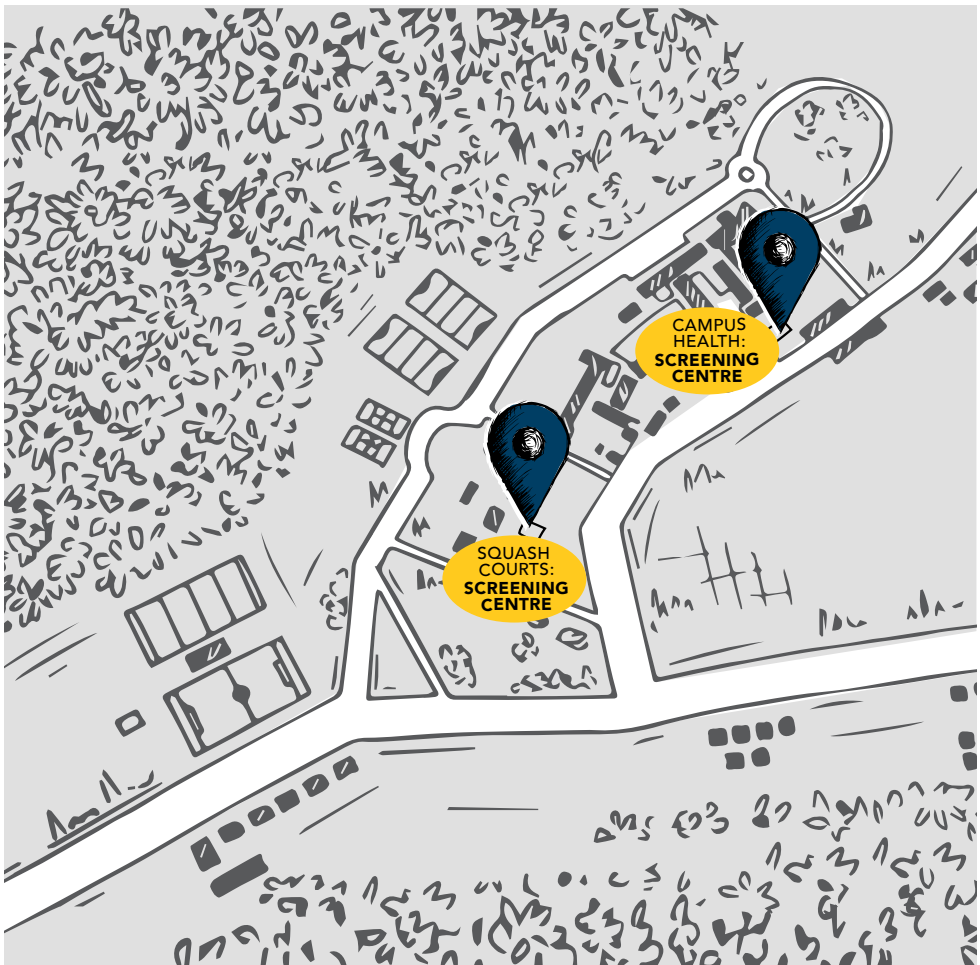
Do not come to the clinic if you suspect you have COVID-19 or have been in contact with someone who has contracted the virus.

The University's COVID-19 Screening Centre for staff is on North Campus.

This is for pre-bookings only. Contact Student Health Services on 041 504 4323 or 041 5043762 for advice and George Campus on 044 801 5126.

## SCREENING VENUES FOR STUDENTS:

### GEORGE CAMPUS:

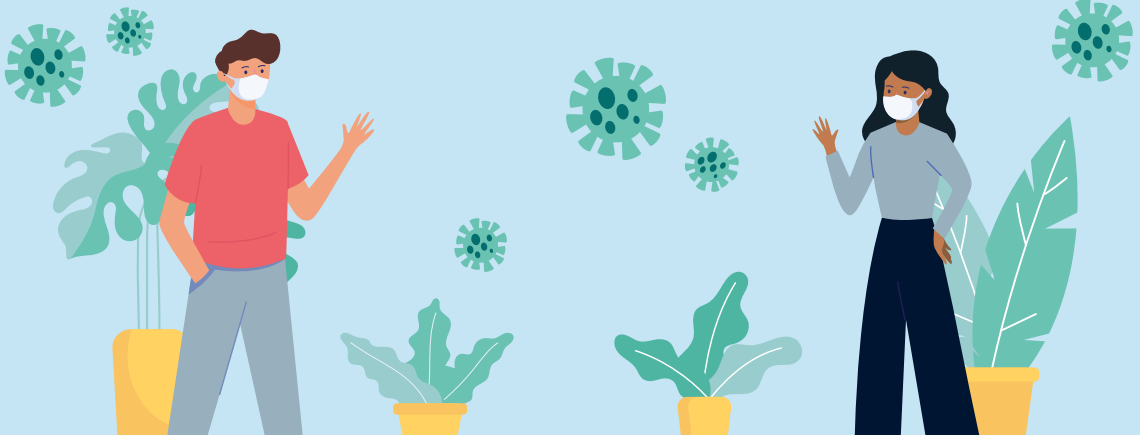
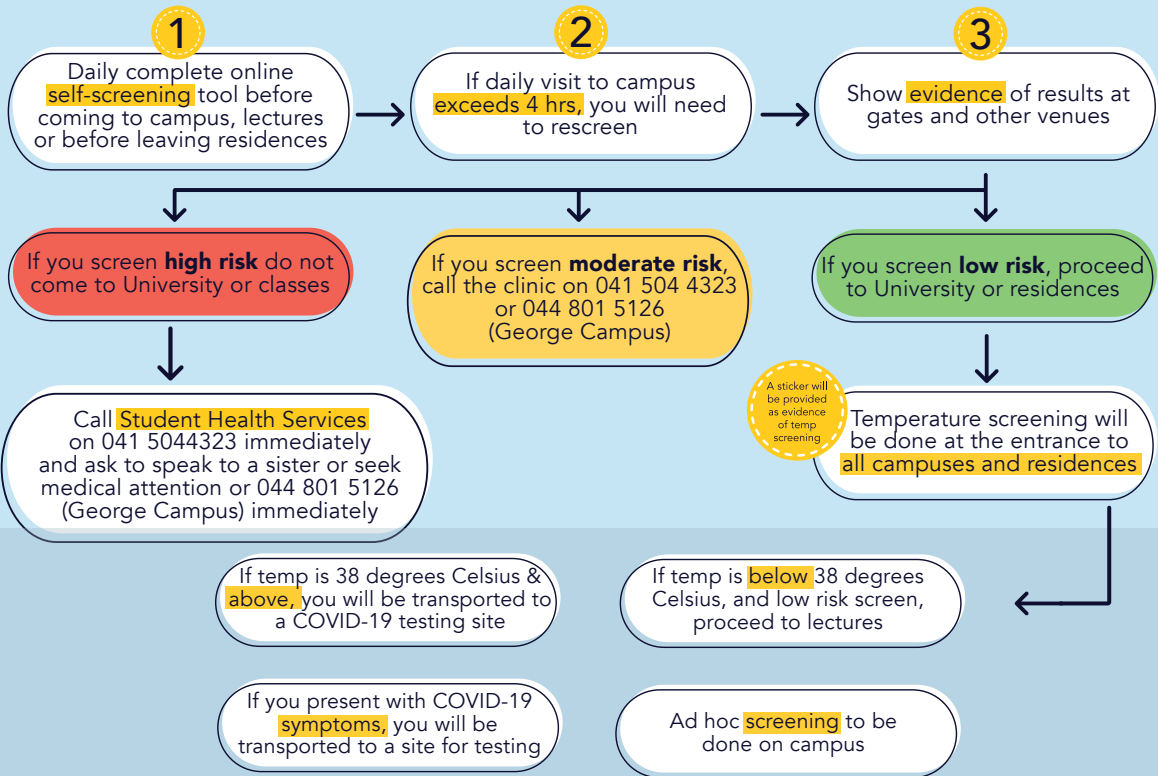


# SELF-SCREENING WITH MANDELA UNI

A new online COVID-19 self-screening tool aimed at monitoring your well-being will facilitate easier access to campus and residences.

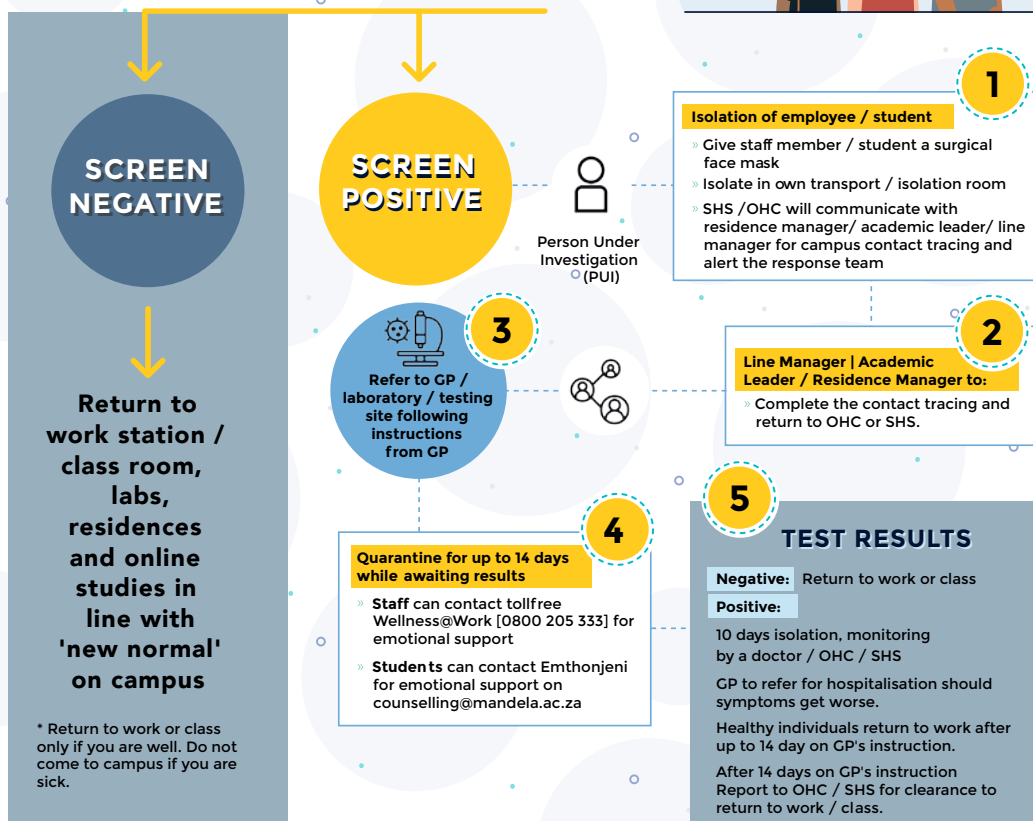
## SCREENING FOR STUDENTS

**COVID-19 Self-Screening Link** <https://webapps.mandela.ac.za/screening>



# SCREENING PROCESS

with Student Health Services and Occupational Health Centre at screening centres or via the Online Self-Screening tool.



\* Return to work or class only if you are well. Do not come to campus if you are sick.

## WHAT IS A PERSON UNDER INVESTIGATION (PUI)?

"Persons with acute respiratory illness with sudden onset of at least one of the following: cough, sore throat, shortness of breath or fever greater than 38°C (measured) or history of fever (subjective) irrespective of admission status."



## TEMPERATURE CHECKING

We take temperatures primarily because infected people may be in an incubation period – the time when they have the virus but are not yet showing symptoms.

Symptoms can develop from 2-14 days after being exposed to the virus, so it's ideal to monitor temperature twice a day.

## PERSONAL PROTECTIVE EQUIPMENT (PPE)

**It's no joke! PPE is one of the most effective ways to protect you and others from the virus.**

- No PPE, no screening or entry to the campus
- Your academic leader will organise PPE for you (cloth masks and hand sanitiser)
- You'll need to sign receipt of your PPE
- Take GOOD care of your PPE – it's there to keep you safe!

Remember! PPE can help prevent exposure to the virus, but it DOES NOT take the place of other prevention measures (physical distancing, cough etiquette and hand sanitising).

Need more info? Contact your residence manager or the SHE office on 041 5049361 or email [she@mandela.ac.za](mailto:she@mandela.ac.za)

## CLINIC TIPS AND RULES

We're here to help! Please abide by these protocols when you visit the clinic.

- Be screened at the entrance
- Temperature will be taken
- If temperature normal, enter clinic
- No mask, no entry
- Maintain physical distance (1.5 metres between people)
- Use hand sanitiser provided
- Positive diagnosis (at least two symptoms): directed to separate entrance
- Positive students wait in separate room while transport arranged for testing and isolation
- After testing, student taken to quarantine or isolation room pending results.

Need more info? Contact Sister Padayachee on 041 504 1149, Sister Koopman (George Campus) on 044 801 5126

# ISOLATION AND QUARANTINE

## ISOLATION / SELF-ISOLATION

>> For people who think that they have symptoms of the virus or have tested positive for the virus >> wear a mask, stay 1.5 metres away from people, stay in a separate room if possible and follow advice from the clinic sister/your doctor.

## QUARANTINE

>> For people who don't have COVID-19 symptoms but were exposed to someone infected with the virus >> take your temperature regularly, watch for symptoms, stay away from public places and people for 14 days.

If you test positive for COVID-19 or display symptoms that show you may be infected, your academic leader/residence manager/clinic sister will take care of you by arranging testing and transport to a quarantine or isolation facility, and contacting people you may have been around, and who therefore might also be infected.

## TESTED POSITIVE? STAY POSITIVE!

- Self-isolate by staying home for 10 days
- If you can, sleep in a separate bedroom or bed while you are sick
- Do not leave your home or isolation facility
- Always wear your mask
- If you're isolating at home, all those living in your home should wear a mask
- If the mask is dirty: wash in hot water, dry in sun and iron with a hot iron
- Wash hands thoroughly or use your hand sanitiser
- Cough into your flexed elbow or into a tissue, and dispose of the tissue immediately
- Keep your sleeping and living area clean and sanitised.

If you are confirmed to have COVID-19, you will either **self-isolate at home** for a minimum of 10 days under your doctor's care or be placed in isolation sites.

You may only return to campus if you are symptom free and have been cleared by the Student Health Services Clinic. You will need to wear a surgical mask (provided by the clinic) for a further 14 days.

Your residence manager or academic leader will assist you with **documentation needed** for returning to campus.



## KEY CONTACTS

### STUDENT HEALTH SERVICES

Weidy.Padayachee@mandela.ac.za

Nokulunga.Ngwekazi@mandela.ac.za

Sheila.Rhenecke-Koopman@mandela.ac.za (George Campus)

### SAFETY / PPE

xolisa.lubambo@mandela.ac.za

she@mandela.ac.za

Riaan.vanzyl@mandela.ac.za (George Campus)

## SECTION 4

# ACADEMICS

## HOW WILL IT WORK?

All students are being catered for – whether you're on campus or studying remotely. The Executive Committee of Senate approved a revised academic calendar that sees the 2nd semester starting on 28 September and the academic year concluding on 27 February 2021 for most programmes.

Our flexible, blended learning approach works like this:

- As students return to university and for the remainder of the 2020 academic year, the health and safety of our students and staff remains a top priority. We will thus use a blended learning approach.
- Students who can continue to study online will do so
- We have prioritised contact sessions for experiential learning (lab and studio work, and clinical training) and for some tests and exams (especially for final year modules and programmes linked to professional training).
- Students with limited connectivity and related resources will receive additional support and materials
- Teaching of content will remain online and will include virtual classes and tutorial sessions as many students will be in more conducive, technology-enabled learning environments. Returned students can access our general and specialised computer labs via a booking system to undertake online learning if they do not have a device.
- Assessment and testing will be fairly and flexibly adapted
- Contact learning and assessment takes place in COVID-19 compliant venues on campuses where health and safety measures related to health screening, wearing cloth masks and/or face shields, health hygiene, physical and social distancing, etc. are the norm.

## BLENDED LEARNING APPROACH

- Most modules facilitated online via Moodle LMS, with virtual lectures and flipped sessions via Zoom and MS Teams. Tutorials and SI sessions conducted virtually
- You will need to pre-book your spot in the general computer labs on : <https://labspace.mandela.ac.za:8443/booking/#login>
- Students to book a lab session that will be for a certain period
- All computer labs have been reconfigured to align with social distancing measures
- Assessments, test and exams will be fairly and flexibly adapted with a shift towards continuous assessment
- Students only required to be in contact sessions for lab and studio work, experiential learning, WIL and SBL and for some revision and augmenting tutorials
- Venues for contact sessions will adhere to physical distancing and health hygiene requirements. Students will receive an email from their lecturers notifying them of the time of their session and venue
- As most of the second semester exams will be held from late January 2021, provision has been made for a revision period in January together with opportunities to catch up on lab and studio work and other academic activities.

## SUPPORT SERVICES

The University is in the process, as more and more students are being notified to return to campus, of making its many services to students accessible and safe.

This means it is in the process of implementing additional online options to access the likes of:

- Library and Information Services
- Financial Aid
- Academic Administration
- Sport facilities

As any new safer, developments are implemented, these will be communicated.

## BOOKING GENERAL COMPUTER LABS

We have a new, online lab booking system.

**Book your slot here:**

**<https://labspace.mandela.ac.za:8443/booking/#login>**

## HOW OUR NEW-LOOK GENERAL LABS WORK

- Notified students book their lab slot online
- Labs have been adapted to ensure that all students are socially distanced. As more and more students return to campus, additional labs will be reopened and reconfigured to comply with regulations.
- Hand sanitising dispensers and cleaning equipment have been installed
- Air-conditioning has been adjusted, if necessary, for better air circulation
- Lengthy time slots per student are available for selection
- Sanitise keyboard and mouse for next student
- Masks compulsory
- Sanitising of computer equipment compulsory.

## CHOOSE YOUR LAB SPACE

- Missionvale Campus - ICT General Lab, Building 519 0009
- Second Avenue Campus - Z015 and Z019 Lab
- North Campus - EBEIT Lab, E-Block Ground Floor
- South Campus - Aberdare Lab, Building 13 LG
- George Campus – General ICT Lab, Mopani
- Additional venues will be consistently opened up to meet increased demand

# PLEASE NOTE:

The system does NOT apply to faculty-specific labs. Lecturers and students will liaise directly about these.

Questions or concerns? Email [helpdesk@mandela.ac.za](mailto:helpdesk@mandela.ac.za)

**IN SHORT?  
WE'VE GOT YOU  
COVERED!**

## KEY CONTACTS

### LEARNING AND TEACHING: STUDENTS

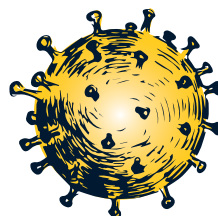
Your lecturer or [DVCTL@mandela.ac.za](mailto:DVCTL@mandela.ac.za)

### STUDENTS:

[Bernard.sebake@mandela.ac.za](mailto:Bernard.sebake@mandela.ac.za)  
[Sefoko.Ramoshaba@mandela.ac.za](mailto:Sefoko.Ramoshaba@mandela.ac.za) (George Campus)

### LEARNING AND PSYCHOSOCIAL SUPPORT:

Emthonjeni: Fountain of Student Wellness Contact details:  
<https://emthonjeni.mandela.ac.za/>  
[Counselling@mandela.ac.za](mailto:Counselling@mandela.ac.za)



## TRANSPORT

Our transport service is up and running, but under very strict health and safety rules. Please make sure that you adhere to our transport regulations.

### GENERAL RULES

- Please have your student card with you
- Permits solely for University activities
- Your temperature will be taken before you can board
- Clean your hands with hand sanitiser before boarding and disembarking
- If you show any COVID-19 symptoms, you will not be allowed to board
- Vehicles will be cleaned and disinfected before and after travel
- A transport register of people using transport will be kept
- 10 senior Mandela University students will be assistance to monitor compliance on the shuttles

## ON ARRIVAL AT SHUTTLE STOP

- Face masks or face shields to be worn
- Physical distancing while queuing is mandatory
- Please adhere to marshal and driver rules
- Maintain discipline
- Keep shuttle stops clean.

## BEFORE EMBARKING SHUTTLE

- Hands to be sanitised by marshal or driver
- Student card to be used as a boarding pass
- Do not remove your face mask or face shield
- Remain seated
- Maintain discipline
- Adhere to hygiene principles (physical distancing and cough or sneeze into your flexed elbow or use a tissue and dispose in a suitable container or bin immediately).

## DISSEMBARKING FROM SHUTTLE

- Please remain seated until you are told by your driver to disembark
- Maintain physical distancing
- Do not remove your face mask or face shield
- Check that you have not left behind any personal items (laptop, books, etc.).

## ADAPTABLE TRANSPORT

- UADS Transport is available to students with “special circumstances”.
- Accessible transport services across campuses & residences
- Coordination of transport to related workshops
- All students who are using the transport have to be assessed and approved by the Disability Coordinator.
- Students who need transport must notify transport facilitator:  
Mr Sibongile Klaas  
Sibongile.Klaas@mandela.ac.za | 076 967 2608

## KEY CONTACTS

### SHUTTLE COORDINATOR: THANDUXOLO RASI

Email: thanduxolo.rasi@mandela.ac.za | Phone: 073 546 0528

### SHUTTLE INSPECTOR: TANDUXOLO BOOI

Email: tanduxolo.booi@mandela.ac.za | Phone: 062 677 0915

Email: Riaan.vanzyl@mandela.ac.za (George Campus)

## STUDENT TRANSPORT PROCESS

Shuttles will be made available to students who have been invited back to campus based on them being in possession of a valid Permit (<http://webapps.mandela.ac.za/permitrequest/>) and having a valid class or lab activity scheduled on campus for the day.

### PICK-UP LOCATION

Indication of preferred pick-up location and time (<http://webapps.mandela.ac.za/pickuplocation>). Students are required to indicate their preferred pick up location in order for the Transport department to schedule relevant routes for students. These pick up locations will be the location where you will normally board the shuttle on a daily basis.

### TRANSPORT SCHEDULE

The Transport office will use this to schedule the routes and busses and provide a Transport Schedule to the students.

### INVITED TO ATTEND CLASS

Once a student has been invited to attend a class or lab, the student will be able to book a shuttle for a specific day and route.

### CATCHING THE SHUTTLE

When catching the shuttle, all students must adhere to the health regulations as defined in the conditions to return, including self-screening on the university self-screening app before attempting to board a shuttle (<http://webapps.mandela.ac.za/Screening/>). The Self-Screening outcome ("ticket") and travel permit will need to be shown before embarking on the vehicle. If the vehicle is fitted with a card reader, students will also need to scan their student card when getting onto the vehicle and will indicate the Health category of the student, whether they have a permit and have a class or lab scheduled for the day.

### ARRIVAL ON CAMPUS

Once on campus, students will be screened (temperature) and asked for their Permits and Self-Screening mobile "tickets" before being allowed to attend classes.

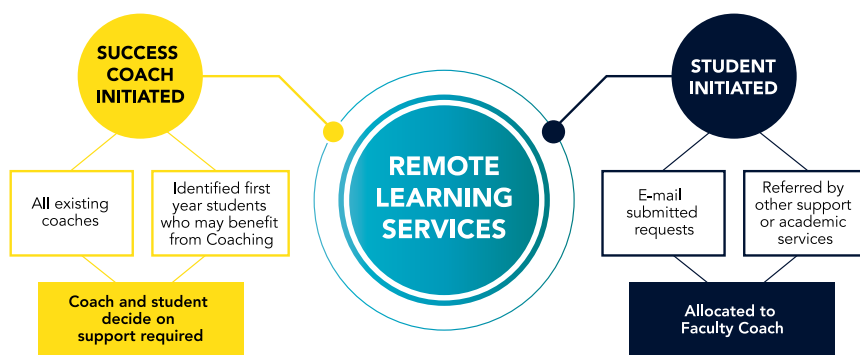


## SECTION 5

# LEARNING AND PSYCHOSOCIAL SUPPORT

## STUDENT SUCCESS COACHING SERVICES

TO SUPPORT STUDENTS LEARNING REMOTELY AND ONLINE



### Success Coach initiated service

- Success Coach contacted their coachees informing them of different modes of continued support.
- Before lockdown coaches developed coaching plan with coachees.
- Before lockdown Success Coaches identified first year students who may benefit from coaching and contacted them.
- Virtual and /or telephonic sessions were arranged.

### Student initiated service

- Students submit a request for e-coaching via email [LearningDevCoaching@mandela.ac.za](mailto:LearningDevCoaching@mandela.ac.za)
- Emails are responded to daily and Faculty Coach is allocated to the student

### Platforms used in rendering Remote Learning services

- Email
- TEAMS
- Skype
- SMS
- WhatsApp (text, call & video)
- Telephonic



Should you wish to contact your **Faculty Student Success Coach** they can be contacted at:

**BES:**  
[Elizabeth.Oakes@mandela.ac.za](mailto:Elizabeth.Oakes@mandela.ac.za)

**EBET:**  
[Marilies.Saaiman@mandela.ac.za](mailto:Marilies.Saaiman@mandela.ac.za)

**Education:**  
[Mary-Anne.Laufs@mandela.ac.za](mailto:Mary-Anne.Laufs@mandela.ac.za)

**Health Sciences:**  
[Unathi.Silo@mandela.ac.za](mailto:Unathi.Silo@mandela.ac.za)

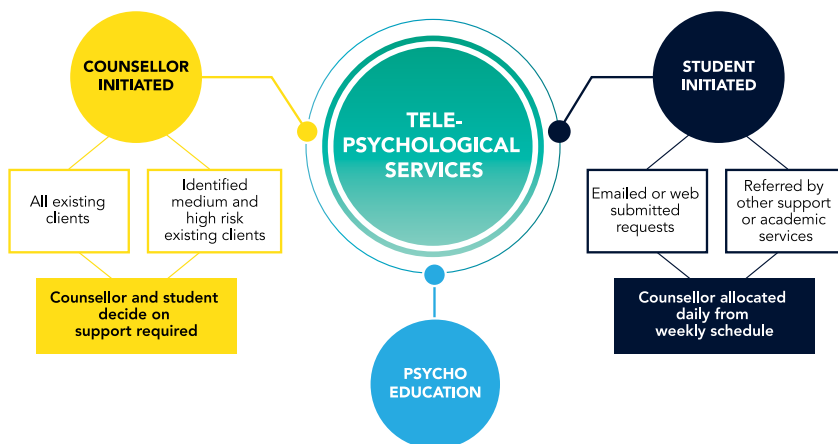
**Humanities:**  
[Terry-Anne.Jones@mandela.ac.za](mailto:Terry-Anne.Jones@mandela.ac.za)

**Law:**  
[Desiree.Fernandez@mandela.ac.za](mailto:Desiree.Fernandez@mandela.ac.za)

**Science:**  
[Gwynneth.Rossouw@mandela.ac.za](mailto:Gwynneth.Rossouw@mandela.ac.za)

# TELE-PSYCHOLOGICAL COUNSELLING

SERVICES TO SUPPORT STUDENTS LEARNING REMOTELY AND ONLINE



## Counsellor initiated service

- Counsellors contacted all clients informing them of different modes of continued support
- Before lockdown counsellors identified all current medium to high risk clients
- Virtual sessions were arranged

## Student initiated service

- Students submit a request for e-counselling via email [counselling@mandela.ac.za](mailto:counselling@mandela.ac.za), alternatively submit a form available on the centre's website
- Emails are responded to daily and a counsellor on duty is allocated to the student

## Platforms used in rendering Remote Learning services

- Friday webinars were conducted:
  - » Dealing with stress, anxiety, and depression
  - » Dealing with demotivation during lockdown
  - » Preparing material on resilience to be shared with students
  - » Recorded versions of the webinars are posted on the ESW Facebook page
- Memo was circulated on psychological wellbeing during lockdown, a video was created on the same content
- A presentation is on the webpage with numbers to contact where no other help is available
- Developed - Online Learning Preparation Module. Module 1: Adjusting and managing feelings about online/ remote learning

## Platforms used in rendering telepsychological services

- |         |         |                                 |
|---------|---------|---------------------------------|
| • Email | • Skype | • WhatsApp (text, call & video) |
| • Zoom  | • SMS   | • Telephonic                    |

# UNIVERSAL ACCESSIBILITY & DISABILITY SERVICES

**Students with disabilities who might need support shall send enquiries as follow:**

- **For queries related to academic reasonable accommodations applications**, email Siwe.Nare@mandela.ac.za
- **For reasonable accommodations applications**, send completed forms with collateral information to Siwe.Nare@mandela.ac.za
- **For queries related to text conversion/accessible texts** related to your assessments, learning and teaching material, email Estelle.Broekhuizen@mandela.ac.za
- **For queries related to Assistive Technology Support**, email Athenkosi.Nqikashe@mandela.ac.za
- **Any other disability-related queries** can be addressed to Disability@mandela.ac.za or to the individual UADS practitioner that you were interacting with prior to the Covid-19 period.



ONLINE SUPPORT FOR STUDENTS FROM THE

## ACADEMIC LITERACIES WRITING PROGRAMME

The Academic Literacies Writing Programme at Nelson Mandela University supports student academic writing through the provision of an online draft writing review facility.

**The Draft Review Request Form for requesting feedback on draft writing is available at**

<http://forms.nmmu.ac.za/writingcentre/registration/>



### GUIDING TIPS WHEN SUBMITTING DRAFTS FOR REVIEW

- Allow 3 – 5 working days return time, and plan to use a further 2 days (minimum) before resubmitting.
- Submit the instruction and marking grid with the draft.
- Reference all cited work. Always visit the library site to check reference styles, reference lists and more.
- Don't forget to attach the draft document!
- There will be feedback to guide toward writing better, requiring additional work on drafts. Requestors are encouraged to set aside time to make changes after receiving reviewed documents.

### PLATFORMS USED IN FOR WRITING SUPPORT FACILITATION:

*Note these support facilities are only undertaken through submitting a request via <http://forms.nmmu.ac.za/writingcentre/registration/>*

- Email (writing respondents and students, in the draft review cycle)
- Zoom (1 on 1 consultations, or 1 to a student group, by request)
- TEAMS (text, call and video facilitation for group consultations, by request)
- WhatsApp (text, call & video)

In order to guide support more specifically during uncertain and trying times, students may add a short message explaining particular challenges with academic writing, and our team will try to help or refer to other support resources where possible. The opportunity to do so is in the comments section of the request form.

## SECTION 6

# LIVING AND LEARNING @MANDELA

### WHEN MAY I RETURN TO RESIDENCE?

A comprehensive safety plan governs the return to residences and all protocols to be followed by students and residence staff.

The safety of all staff, students and workers connected with residences – both on-campus and off-campus – is key. Any changes to the present notification process will be officially communicated by the University as the levels changes.

### GENERAL RULES FOR RETURNING

When you return to residence for the first time, you will need to go into a mandatory 14-day quarantine.

- Staff/office hours will be from 8:00-16:30
- Emergency assistance will be provided outside office hours
- Students will be assisted by back-up teams (RSA and House Committee) between 16:30-21:00
- If you arrive after 21:00, you'll need to wait in designated residences in a physically distanced 'neutral zone' until normal office hours the following day
- Ziggies is the screening site during office hours and until 21:00
- Off-campus small properties can use Ziggies (Sanlam Student Village) as an after-hours waiting zone. At George Campus, off campus students should go to the Kiepiersol offices
- A curfew applies from 24h00 until for 4h00 under level 1.

### RESIDENCE RULES

- No visitors
- No social gatherings
- No alcohol
- Curfew in effect (24:00-4:00)
- R500 spot fine or suspension from residence if rules are broken.

## LET'S WORK TOGETHER TO RETURN TO CAMPUS SAFELY!

# RES RETURN STEP-BY-STEP

- Screening at single entry point or in the residences – infrared thermometer, self-screening tool, swiping of student card
- Real-time data captured
- Not screened? Residence manager or lecturer will contact Student Health Services (SHS) to arrange for screening at North or South Campus Clinic
- Screened positive? Emergency Support Services (ESS) will transport student to identified site for testing and the SHE office is informed
- Post-testing, ESS/res managers to transport students to residences to collect personal belongings for a period of quarantine or isolation
- No visitors allowed in quarantine/isolation facility
- Students with physical challenges will be assisted.

## OFF-CAMPUS STUDENTS

All off-campus returning students (large and medium properties) will go to their residences.

The approximate 210 smaller accredited off-campus homes will go to Ocean Sciences for screening before going to their accommodation.

You'll receive a screen receipt.

Large off-campus management companies will have student screening sites available before students are sent to individual houses.

## UNPLANNED EARLY RETURNING STUDENTS

- Students arriving at Ziggies after hours may spend the night there, under Protection Services supervision
- Residence managers will interview returning students, physically distanced or by telephone, to find out reason for early return
- If local/semi-local (within 300km), and no good reason for returning, student to return home
- If above student arrives after 21:00, they will receive a seat in a neutral space (e.g. TV room) for the night and leave the next day
- Valid reasons for return: an affidavit or evidence-based claim of unbearable domestic situation or abuse (vulnerable students)
- Strictly no visitors.

## CLEANING AND PPE

Please respect and abide by the detailed health protocols put in place by the University to keep you safe in residence and off-campus accommodation. You are responsible for cleaning and sanitising your own room.

Please bring a fillable dispenser/bottle for hand sanitiser re-filling, and bring additional cloth masks, if you can.

## PROCEDURE IF YOU SHOW SYMPTOMS

- If you develop a high temperature or persistent cough while on campus, you must return home or to your residence immediately and either contact your healthcare provider or residence manager immediately
- Avoid touching anything to limit the possible spread of the virus
- Employ health and safety protocols (cough etiquette, physical distancing, hand washing or hand sanitising, wearing a mask)
- Arrange with your residence manager, doctor or clinic to be tested for COVID-19.



## GETTING TESTED

Not everybody needs to be tested for COVID-19. You'll only have the test if you meet the following criteria:

- You have returned from overseas in the past 14 days and you develop respiratory illness with or without fever
- You have been in close contact with a confirmed COVID-19 case in the past 14 days and you develop respiratory illness with or without fever
- You present with COVID-19 symptoms
- You have severe community-acquired pneumonia and there is no clear cause.

## AFTER TESTING

It may take a few days for the test results to come back. If you have serious symptoms, you will be kept in hospital and isolated from other patients to prevent the virus spreading.

If your doctor says that you are well enough to be at home while awaiting your test results, stick to these golden rules:

- Self-quarantine in your room/at home and do not go to lectures or socialise
- Wash your hands often with soap and water
- Cough or sneeze into your elbow or use a tissue and throw it in a bin
- Avoid interacting with, cooking or cleaning for other people
- Wear the mask your doctor gives you if you cannot avoid close contact with other people.

If you are confirmed to have COVID-19, you will either self-isolate at home for a minimum of 10 days under your doctor's care or placed in isolation.

Once you have recovered, you may return to campus after a medical evaluation and if you produce a doctor's clearance certificate, subject to ongoing monitoring, in line with instructions from the Department of Health.

Your residence manager or academic leader will assist you with documentation needed for returning to campus.

You may only return to campus after 10 day and if you are symptom free. You will need to be screened by Student Health and will then be given surgical mask to wear for a further 14 days.

## ORDERING MEALS

We've created an online system to streamline the process and keep you safe.

<https://webapps.mandela.ac.za/MealManagement>  
to streamline the process etc

These rules apply in the canteen eating area:

- Numbers of staff, students, visitors limited
- Wash hands with soap and water or hand sanitiser before entering
- Face masks are compulsory
- Observe floor markings for physical distancing
- Please use our online meal booking system to order meals, if you can.



# SAFETY, CONVENIENCE

The new system, one of many developed by ICT Services, will also offer students convenience and ultimately, a more efficient and effective catering system for the University's student population.

## **BENEFITS**

**Students will now have the ability to:**

View the lunch-time menu a week in advance

Order their meals and other tasty extras for collection at set times and destinations

Pay using their pre-loaded MMS Meals system or transferring funds on their own student card.

They are welcome to also pay using their intelli card or debit card on delivery or collection.

## **ONLINE BOOKING LINK**

The link to meal booking system can be found on the student portal:

<https://webapps.mandela.ac.za/MealManagement>

## **AVOID QUEUES**

The booking system means students will be able to avoid queues and simply collect their orders. This kitchen counter collection process differs from kitchen to kitchen and is explained on the new system.

## **ADVANCE BOOKING**

To avoid disappointment, bookings must be made by 11am for lunch-time orders, and 2pm for evening orders.

## **TEETHING CHALLENGES**

While the new system is presently going well with more than 100 students using the new facility daily, as the system is expanded to the other kitchens, there may be teething problems.

We ask for your understanding and patience. If you have any concerns, please contact

[mmsadmin@mandela.ac.za](mailto:mmsadmin@mandela.ac.za)

or 041 504 3341

or WhatsApp 076 672 6703



# NUTRITION PACKS

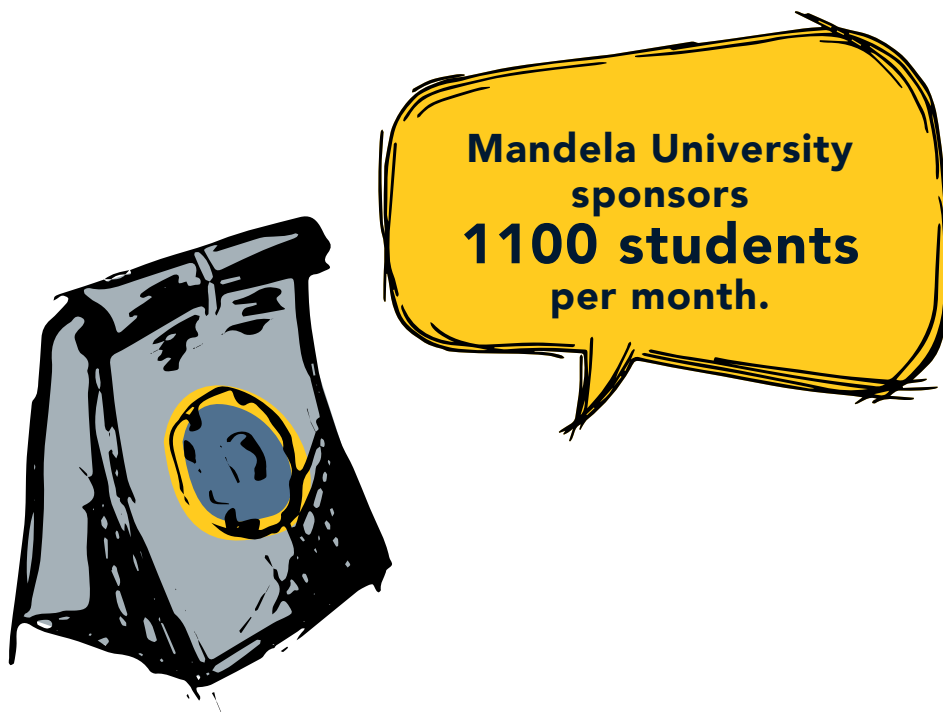
We have a new, online booking system for students who qualify for nutritional support.

LIVE SITE-Student booking:

<https://webapps.mandela.ac.za/foodparcel/Login>

Food packs are for students who receive no funding (NSFAS, bursaries, etc).

The new app only allows qualifying students to book and receive packs.

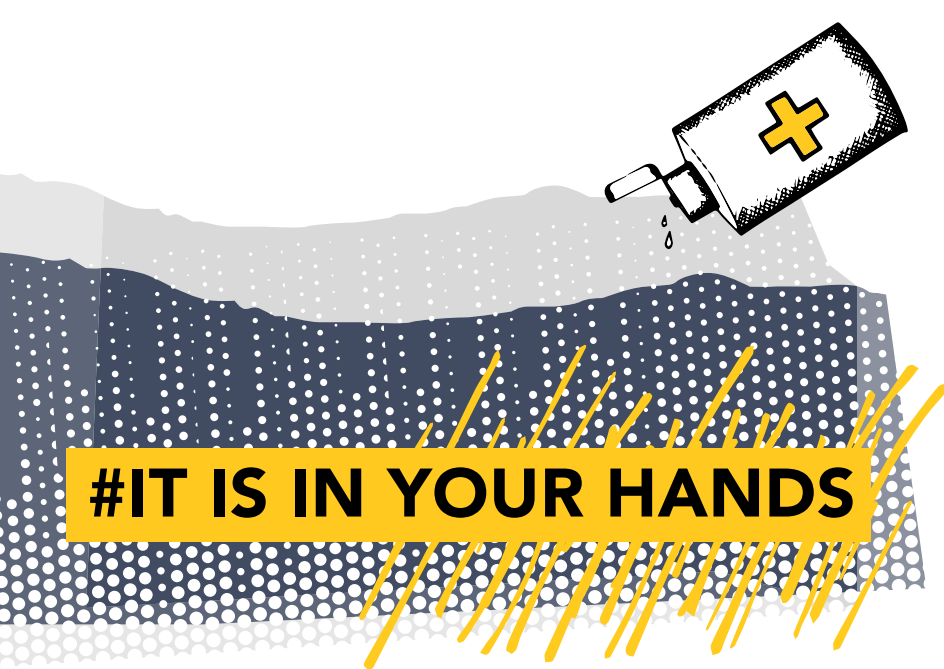


## HOW DOES IT WORK?

- Select a day and time on the app to fetch your food pack from the clinic
- The pack contains dietitian-approved foods such as Morvite, mielie meal, rice, pasta, tinned vegetables and bully beef
- One pack per month, per student.

## Book your nutrition pack here:

Please contact 041 504 1149/504 2174 for more information about nutritional support packs.



## ONLINE LINKS

### EMBRACE A NEW BOOKING CULTURE

To keep you safe, and improve convenience, the University has introduced a number of online booking systems.

Coronavirus website:

<https://www.mandela.ac.za/coronavirus>

Online **COVID-19 self-screening app** for staff and students for use daily for monitoring individual and institutional risk to the virus

<https://webapps.mandela.ac.za/screening>

Online **Meal Booking** system for pre-booking and paying for meals and other snacks from the kitchen for collection

<https://webapps.mandela.ac.za/MealManagement>

Online **Food Parcel** system as part of the student nutrition programme

<https://webapps.mandela.ac.za/foodparcel/Login>

Online General **Lab Booking** system

<https://labspace.mandela.ac.za:8443/booking>

## SECTION 7

# KEY CONTACTS

NEED HELP? Save these KEY CONTACTS to your device

### NELSON MANDELA UNIVERSITY COVID-19 HOTLINE:

0800 504 911

### EMERGENCIES:

041 504 2009

### REPORT CASES, SYMPTOMS, GENERAL QUERIES: NICD PUBLIC HOTLINE

080 002 9999

### PROTECTION SERVICES:

Simphiwe.Nkosa@mandela.ac.za | Luthando.Rafani@mandela.ac.za

### GEORGE CAMPUS:

Milisa.Piko@mandela.ac.za

### RESIDENCES:

Robin.Minne@mandela.ac.za

### LEARNING AND PSYCHOSOCIAL SUPPORT:

Emthonjeni: Fountain of Student Wellness Contact details:  
<https://emthonjeni.mandela.ac.za/>  
Counselling@mandela.ac.za

### ICT SUPPORT:

Helpdesk 041 504 3000



Disclaimer: The information herein was correct at the time of publication (1 October). The University cannot be held responsible for changes, given the fluidity of the present COVID-19 circumstances.