

**Infectious Disease Protocol – Covid-19 Specific Guidance**

**1. The Purpose of This Document**

* 1. This document outlines the response procedures to be followed in cases where a student/employee of the University is suspected or confirmed to have Covid-19. It also outlines steps to be taken in the event of the death of a student/employee from suspected or confirmed Covid-19.
  2. The document has been developed in consultation with Public Health England (PHE), the University’s Occupational Health Service, and other key staff at the University. Although it lists responsibilities that are assigned to PHE it is not intended to replace PHE procedures, and is designed primarily to be used by University staff in support of any PHE response.
  3. **PLEASE NOTE**: the public health response to Covid-19 has been, and remains, dynamic. The role of individuals and organisations has changed over time and may change further. The advice below is current as of 15th April 2020. Ensure up-to-date [PHE advice](https://www.gov.uk/coronavirus) is checked in conjunction with this guidance, where PHE guidance differs from this document, their guidance takes precedence.

1. **Contact Tracing and Notification of Potential Contacts**
   1. Current Government and NHS guidance has been updated. A [Track and Trace](https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works" \l "how-test-and-trace-helps-fight-the-virus) service is now in operation. Individual staff/students reporting symptoms should be directed to self-isolate and request a test online at <https://www.nhs.uk/conditions/coronavirus-covid-19/> or by calling 119 .
   2. They and others in their household should follow the guidance on what to do whilst awaiting the test result.
   3. **If the test is positive the affected individual will be contacted by the NHS Track and Trace service and will be advised on what steps to take. They will also be asked to provide close contacts who will then be followed up by the track and Trace service.**
   5. It is recognised that cases/fatalities of staff and students may well happen away from campus during the period of any lockdown. However, the closure of campus buildings and suspension of teaching means that small groups of essential staff and in the Residences are the key areas where transmission is possible. In all cases consideration needs to be given to notification of those in shared flat; on the same corridor; cleaning staff; ResLife staff; staff on same shift/group/crew.
   6. As campus reopens the possibility of transmission in all areas of campus remerges. The Track and Trace service will coordinate the response to individual cases.
   7. Decisions on notification should be guided by PHE in liaison with the Head of Campus Life/Director of HR and others in the university as appropriate.
2. **Scenarios**

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| Event | Action by | Responsibilities |
| Notification of a **suspected** student/staff case of Covid-19 | Student or Employee | * Self-isolate, request a test and follow current [Government](https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works" \l "how-test-and-trace-helps-fight-the-virus) /medical advice; * Inform their family/emergency contact (if a student); * Inform their school to enable central records on possible infections to be maintained * Inform their School if there is an impact on studies -self-certification for less than 7 days or mitigating circumstances thereafter (students); * Notify their line manager and following usual sickness absence procedures (staff); * Inform Residential Life Team (if in halls of residence); * Provide, as required, information about recent movements/contacts. |
|  | Residential Life and Residences Administration Team | * Reiterate the individual actions and responsibilities set out above; * Ensure a buddy system is in place to support isolating students and that regular contact with them is maintained; * Collate number of cases for students in Halls. |
|  | School Support Staff | * Reiterate individual actions and responsibilities set out above; * Pass on advice about self-certification and mitigating circumstances. * Offer any other practical support as necessary. * Maintain a record of suspected cases |
|  | Line Manager | * Reiterate the individual actions and responsibilities set out above; * Direct the individual to self-isolate, to request a test and follow current [Government](https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works" \l "how-test-and-trace-helps-fight-the-virus) /medical advice; * Remind all potential contacts of the current [PHE](https://www.gov.uk/coronavirus) advice, particularly with regard to symptoms. |

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| Event | Action by | | Responsibilities | |
| Notification of a **confirmed** student/staff case of Covid-19 **in the community** | Student or Employee | | * Self-isolate, and follow current [Government](https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works" \l "how-test-and-trace-helps-fight-the-virus)/medical advice, including cooperating with the Track and Trace service * Inform their family/emergency contact (if a student); * Inform their school to enable central records of confirmed cases to be maintained * Inform School if there is an impact on their ability to study: self certification for < 7 days or mitigating circumstances thereafter (students); * Refer to Staffnet/MyManchester FAQs * Notify their line manager and following usual sickness absence procedures (staff); * Inform Residential Life Team (if in halls of residence); * Provide, as required, information about recent movements/contacts. | |
|  | Residential Life and Residences Administration Team | | * Reiterate the individual actions and responsibilities set out above; * Ensure a buddy system is in place to support isolating students and that regular contact is maintained; * Collate numbers of confirmed cases for students in Halls for the Residential Life Manager. * Have due consideration for the emergence of apparent clusters in adjacent rooms/areas of accommodation. | |
|  | School Support Staff | | * Reiterate individual actions and responsibilities above; * Pass on advice about self-certification and mitigating circumstances. * Offer any other practical support as may be necessary. * Notify Head of Campus Life | |
|  | Line Manager | | * Reiterate the individual actions and responsibilities set out above; * Where the individual is in a role that requires attendance on campus, review recent possible contacts and (with agreement from the employee) advise them that a colleague is showing symptoms; * Notify the Head of Campus Life * Remind all potential contacts of the current [PHE](https://www.gov.uk/coronavirus) advice, particularly with regard to symptoms. | |
| Event | Action by | | Responsibilities | |
| Notification of a **confirmed** student/staff case of Covid-19 **in** **hospital** | Student or Employee | | * Self-isolate, and follow current [Government](https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works" \l "how-test-and-trace-helps-fight-the-virus)/medical advice, including cooperating with the Track and Trace service * Inform their school (self-certification available <7 days or mitigating circumstances thereafter; students); * Notify their line manager and following usual sickness absence procedures (staff); * Inform Residential Life Team (if in halls of residence); * Provide, as required, information about recent movements/contacts. | |
|  | Residential Life and Residences Administration Team | | * Collate numbers of suspected cases for students in Halls for the Residential Life Manager. * Have due consideration for the emergence of apparent clusters in adjacent rooms/areas of accommodation. | |
|  | School Support Staff | | * Agree and share with the student the 24 hour contact details of a single University contact point (ideally from the school student support team). * Reiterate the individual actions and responsibilities set out above; * Pass on advice about self-certification and mitigating circumstances; * Offer any other practical support as may be necessary, including ensuring that they have suitable accommodation to return to upon discharge; * Inform the Head of Campus Life | |
|  | Line Manager | | * Agree and share the 24 hour contact details of a single University contact point (usually the line manager). * Reiterate the individual actions and responsibilities set out above; * Where the individual is in a role that requires attendance on campus, review recent possible contacts and (with agreement from the employee) advise them that a colleague is showing symptoms; * Offer any other practical support as may be necessary; * Inform local HR Partner | |
|  | Head of Campus Life/HR Partner | | * Liaise with school/line manager contacts as required (provide advice and acts as a conduit for information); * For students, consider contacting named emergency contact in line with existing procedure. * Notify Occupational Health; * Notify Director for the Student Experience (student); * Notify Director of HR (staff); * Notify Director of Compliance and Risk; * Notify Head of Communications; * Notify Registrar, Secretary and COO. | |
|  | Head of Communications | | * Liaise with relevant local head of communications to support the response to any reactive communications; * Liaise with comms in PHE to establish necessary and appropriate messaging. | |
|  | Director for the Student Experience/Director of HR | | * Collate total number of known confirmed cases and hospitalisations and provide to the Registrar, Secretary and COO. | |
| Event | | Department/Individual | | Responsibilities |
| UoM being notified of the **death of student/staff member of suspected or confirmed Covid-19** | | Person receiving the information | | Notify   * Head of Campus Life   [sarah.littlejohn@manchester.ac.uk](mailto:sarah.littlejohn@manchester.ac.uk) |
|  | | Head of Campus Life  (initial action) | | Notify   * Registrar, Secretary & COO   [patrick.hackett-registrar@manchester.ac.uk](mailto:patrick.hackett-registrar@manchester.ac.uk)   * Director of Compliance & Risk   [david.barker@manchester.ac.uk](mailto:david.barker@manchester.ac.uk)   * Head of Communications   [jamie.brown@manchester.ac.uk](mailto:jamie.brown@manchester.ac.uk)   * For **staff,** add:   Director of HR  [karen.heaton@manchester.ac.uk](mailto:karen.heaton@manchester.ac.uk)  Head of the Relevant Organisational Area   * For **students**, add:   Director for the Student Experience  [simon.merrywest@manchester.ac.uk](mailto:simon.merrywest@manchester.ac.uk)  All emails on this matter to be **copied to all** in this group including the Head of campus Life for information or action |
|  | | Head of Campus Life  (initial action) | | * Notify PHE   who will advise on the response. (Include full name, address and DOB  **All contact with Public Health England should be via their inbox:**[**ICC.Northwest@phe.gov.uk**](mailto:ICC.Northwest@phe.gov.uk)**)**  Copy in, for information:  [Claire.Roach@phe.gov.uk](mailto:Claire.Roach@phe.gov.uk) (NW PHE Communications)  [d.regan@manchester.gov.uk](mailto:d.regan@manchester.gov.uk) (Manchester Director of Public Health)  [s.doran@manchester.gov.uk](mailto:s.doran@manchester.gov.uk) (Manchester Consultant in Public Health) |
|  | | Head of Communications  (initial action) | | * Make initial contact with the communication team in PHE to establish necessary and appropriate messaging; * In partnership with PHE provide guidance in relation to media interest; * Ensure a holding statement that briefly covers the circumstances is available as soon as possible; |

**ONCE THESE INITIAL ACTIONS HAVE BEEN COMPLETED, THE DETAILED PROTOCOL APPENDED BELOW SHOULD BE FOLLOWED.**

**Note**: where the death of staff/student on NHS placement or staff/student volunteering in NHS will require additional communication with the “employing” Trust to understand the requirements of their policies, procedures and internal guidance. The three way liaison between the UoM, PHE and the trust/employer will be coordinated by the Head of Campus Life and Head of Communications. Additional guidance on contacts within the NHS can be obtained from the Dean orf Deputy Dean of FBMH.

**Additional notes**

* PHE are not receiving telephone calls during the Covid-19 pandemic, but the inbox is staffed 24/7.
* PHE are extremely busy.  There will most likely be a delay between notification and their response.
* The NW PHE team ([ICC.Northwest@phe.gov.uk](mailto:ICC.Northwest@phe.gov.uk)) receive test results from labs and inform Manchester’s Director of Public Health (David Regan, or his Deputy, Sarah Doran – details below) of cases where there is increased risk to others, or if there is likely to be media attention.  NB: Manchester Public Health only receive information about Manchester residents, so if a staff member or student lives outside Manchester then the Director of Public Health for their area would be notified. Manchester Public Health will mobilise their Community Infection Control Team if additional support is required.
* The following contacts are very helpful in the event of any blockages:

Sarah Doran,

Consultant in Public Health

Manchester Population Health Team

Manchester Health and Care Commissioning

07976 226 866

[s.doran@manchester.gov.uk](mailto:s.doran@manchester.gov.uk)

[www.manchester.gov.uk](http://www.manchester.gov.uk/) | [www.mhcc.nhs.uk](http://www.mhcc.nhs.uk/)

David Regan

Director of Public Health

Manchester City Council

Director of Population Health, Nursing and Safeguarding

Manchester Health and Care Commissioning

E mail: [d.regan@manchester.gov.uk](mailto:d.regan@manchester.gov.uk)

Tel (office): 0161 234 3981

Mobile : 07770 981699

Business Support: Vicky Schofield ([v.schofield@manchester.gov.uk](mailto:v.schofield@manchester.gov.uk)

# Detailed Guidance for Staff Responding to the Death of a Student or Member of Staff from Suspected Covid-19

*Note - Any reference in this guidance to named officers should also be read as a reference in each case to a delegated nominee.*

# Introduction

The death of a student or member of staff is always a sensitive matter, but this is perhaps particularly so during the current Coronavirus crisis. It is in most cases an unexpected event, even if the individual had an underlying condition. In all circumstances it is important to ensure certain steps are taken to notify relevant people and to gather information while being aware of the need to show sensitivity and compassion to those affected by the death.

The notification of the death of a student or member of staff may come to the University from any source and to any point. After the initial notification and confirmation, the majority of actions will be taken by a **Lead Coordinator** in liaison with, and supported by, other parts of the University as appropriate. **A senior member of the DSE** will act as the Lead Coordinator in the event of a student death and the **Head of the Relevant Organisational Area** will be the Lead Coordinator in the event of a staff death.

The response in any particular case will need to be dealt with flexibly and with common sense depending on the individual circumstances.

**Any contact from the press or other media should be directed, without comment, to the Head of Communications.**

Out of hours, contact should be made with the Emergency Incident Manager, via Security, who will be able to contact the appropriate senior officers.

It is not intended that this guidance be used in circumstances where the death is of a former student or staff member. However, if the student or staff member had only recently left the University it might be appropriate to follow the spirit, if not the letter, of this guidance.

**Note**:

1. This document is concerned with steps to be taken on receiving news that a student or staff member has died. If someone discovers an apparent death on campus, the first contact should be to the Police (9999 from an internal university telephone) and the University Security Service (69966 – this telephone number is displayed on the back of your staff card).
2. It is the role of the police or hospital to inform the next of kin of the death. **No contact should be made with the next of kin until it is known definitely that they have been informed.**
3. The Director for the Student Experience is the University’s senior officer with responsibility for liaison with HM Coroner. Any enquiries from the Coroner or from the Police relating to the death of a student should therefore be referred to the Director for the Student Experience. For staff-related deaths, the Director of Compliance and Risk is the primary contact for any Police enquiries.
4. It is important not to speculate about the cause of death and to treat information about the circumstances of the death as confidential. This is particularly important as some families do not wish for details to be shared with anyone. In the event of there being concerns on the part of fellow students or staff about the cause of death, it is not standard practice for the results of a post-mortem examination to be made public (as this information is confidential to the next of kin) but any deaths that give rise to a public health concern will be handled swiftly by Public Health England.

# One: Verification

* **No action shall be taken until the Lead Coordinator has confirmed that the news is correct and next of kin have been informed by the Police.**
* The Lead Coordinator will decide what additional steps, if any, are needed to confirm the news, bearing in mind that acting on incorrect news is likely ultimately to be more distressing to family, next of kin and members of the University than sensitive contact.
* Once the information has been confirmed, the Lead Coordinator will be responsible for ensuring that the necessary response is made.
* In the case of a student death, the Lead Coordinator will identify a named coordinator within the School. This individual will be responsible for having oversight of the School-based actions, subsequent to verification of the death and will be of an appropriate level of seniority.
* The Lead coordinator will liaise with the Head of Communications in the event that there is likely to be heightened media interest in the news or comment on social media.
* The Lead coordinator will ensure that the following individuals are kept informed:
* Registrar, Secretary & COO

[patrick.hackett-registrar@manchester.ac.uk](mailto:patrick.hackett-registrar@manchester.ac.uk)

* Director of Compliance & Risk

[david.barker@manchester.ac.uk](mailto:david.barker@manchester.ac.uk)

* Head of Communications

[jamie.brown@manchester.ac.uk](mailto:jamie.brown@manchester.ac.uk)

* For **staff,** add:

Director of HR

[karen.heaton@manchester.ac.uk](mailto:karen.heaton@manchester.ac.uk)

* For **students**, add:

Director for the Student Experience

[simon.merrywest@manchester.ac.uk](mailto:simon.merrywest@manchester.ac.uk)

* Once verification is complete, the Lead Coordinator will inform the President’s Office. On receipt of notification, the President’s Office will send a letter of condolence on behalf of the University.
* In respect of ongoing communication and actions, the overarching objective is to be sensitive to the needs and wishes of the family/next of kin, reducing the number of separate contacts they have within the University and avoiding unnecessary distress.

# Two: Immediate Actions and Considerations

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| **The Lead Coordinator will:** |
| * Contact the student/staff member’s next of kin and establish themselves as the main point of contact at the University, offering practical support as far as reasonably possible. * For students, identify an individual to be the named School coordinator. This individual will be responsible for having oversight of the School-based actions, subsequent to verification of the death and will be of an appropriate level of seniority. * Liaise as appropriate with other colleagues across the University to ensure there is a coordinated response in, for example, arranging for return/collection of the individual’s personal belongings, refund of any tuition and accommodation fees. * In liaison with the School coordinator, make information available to students and staff who wish to attend the funeral (if the family have requested this and in accordance with their wishes and if restrictions on movement permit). * Have due consideration of the support needs of members of the University community who may be impacted by the death. This may include those present at the death, teaching and student support staff and friends of the deceased. * Ensure an appropriate tribute at the funeral in accordance with the family’s wishes (expenditure on wreaths or similar tributes to mark the death of member of the University may be made from University funds but the expenditure must conform to the relevant Financial Regulations and Procedures). * If it is the family’s wishes, and it is practical to do so during current restrictions, it would be appropriate for a member of staff to formally represent either the School and/or the University at the funeral. There is no set protocol as to who that should be in terms of position held but should ideally be a member of staff who knew the individual personally. * If the death has occurred whilst the individual was working or volunteering in where the death of staff/student on NHS placement or staff/student volunteering in NHS there will be an additional requirement to communicate with the “employing” Trust to understand the requirements of their policies, procedures and internal guidance. The Lead Coordinator will need to bring this to the attention of the Head of Campus Life and Head of Communications. **It should be recognised that this scenario is highly sensitive and is likely to be newsworthy.**   **Throughout the above and thereafter**   * Keep the School coordinator informed of any developments or emerging issues. * Liaise with the Office of the University General Counsel in respect of any legal representation or correspondence with the Coroner. |

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| **The Head of Campus Life will:** |
| * Notify key individuals named in the companion list ‘Recipients of Notification of Death’ and be responsible for confirming that the actions stated have been taken and any queries resolved. * The notification will include details of the Lead Coordinator and any named School coordinator, who will be the key points of contact for other University offices and external agencies, together with pertinent information about the student. * Continue to act as the point of contact for any ongoing liaison with Public Health England. * Where the death of staff/student on NHS placement or staff/student volunteering in NHS will require additional communication with the “employing” Trust. The three way liaison between the UoM, PHE and the trust/employer will be coordinated by the **Head of Campus Life** and **Head of Communications**. |

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| **The Named School Coordinator (Student deaths) will:** |
| * Inform the relevant Head of Division, Programme Director, Academic Adviser and other key staff in the School. In conjunction with the Lead Coordinator, consider whether or not the support of the Counselling and Mental Health Service would be appropriate for staff and students in their area. * Decide, in consultation with appropriate staff, which students in the School need to be informed of the death and make arrangements for doing so, but only once the Lead Coordinator has confirmed that the news can be shared. (Note: the news may come as a great shock to fellow students and consideration must be given to providing support and/or information about how to access support services, including the Counselling and Mental Health Service.) * Be the point of contact in the School for liaison with the Lead Coordinator and other University Offices. * Instruct the relevant member of School administrative staff to close the Student Record, ensuring that in the process the deceased student’s address, contact and emergency contact details are first sent to the Head of Campus Life. * On the advice of the Lead Coordinator, arrange for a letter of condolence to be sent from the Head of Division/Department/School. * Refer enquiries from media such as newspaper and television, without comment, to the Media Relations Team within the Division of Communications and Marketing. * Liaise with the Faculty eLearning team and IT Services to ensure that material produced by the student in the course of their studies is preserved (e.g. BlackBoard, student’s IT account) so that it can be made available to the student’s family or next of kin. * Consider whether the student has completed sufficient elements of the programme to receive a posthumous award and, if so, to liaise, via the DSE lead coordinator, with the family to establish their wishes on this. |
| **For Students Who Were Residents in University Accommodation, The Residential Life Manager will:** |
| * Liaise with the Lead Coordinator in respect of family visits and access to the student’s personal effects (accepting that this may be challenging during restrictions on movement). * Inform the student cohort in the Hall, where applicable. Seek advice from the Counselling Service about how best to do this. (Note: the news may come as a great shock to fellow students and consideration must be given to providing support and/or information about how to access support services, including the ResLife Team and the Counselling and Mental Health Service.) |

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| **The Student Services Manager will (in the event of a student death):** |
| * Immediately check system/s to ensure invoices (e.g. fees) are not issued and payments (e.g. bursaries) are stopped. * Arrange for fees to be refunded in accordance with the SAABI internal document ‘Procedure for dealing with tuition fees for students who have died’ (where applicable). * Liaise with the Credit Manager in Accounts Receivable, to ensure any outstanding debt is not pursued and payments are refunded as appropriate. * Liaise with University of Manchester Library Customer Services Manager to ensure any Library fines or other monies owing are not pursued. * Liaise with the Residential Life Manager to ensure any accommodation account is suspended and fees refunded. * Liaise with the Student Loans Company (where applicable) and the School coordinator to ensure that non SLC funders/sponsors are informed and reimbursed as appropriate. * Update the Lead coordinator with progress on the above actions. |

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| **The Head of HR Operations will (in the event of the death of a member of staff):** |
| * Immediately update relevant systems with details of the date of death. * Arrange for any outstanding fees to be refunded. * Inform the University Pensions Office. * Liaise with the Payroll Team and arrange to make any outstanding salary contributions. * Update the Lead coordinator with progress on the above actions. |

# Three: Communications

It is increasingly common for news of an individual’s death to break *via* Social Media and to attract press interest before the University has been notified.

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| **The Head of Communications will:** |
| * Be the reference point for press enquiries received in the University. * Correct any factually incorrect information that the press already has, on the basis that the publication of false information will be more distressing to the student’s family and next of kin in the long run. * Liaise immediately with the Lead Coordinator to ensure that the news can be investigated, key people informed and processes initiated. * Liaise directly with the Lead coordinator in all cases where there is likely to be a more intense level of press interest e.g. the individual was working or volunteering for the NHS. * Where the death of staff/student on NHS placement or staff/student volunteering in NHS will require additional communication with the “employing” Trust. The three way liaison between the UoM, PHE and the trust/employer will be coordinated by the **Head of Campus Life** and **Head of Communications** * Where a University interviewee is required, this is likely to be the Lead Coordinator. |