

# **The New Normal @ UWC Mostar**

## **(for August 2020 to June 2021)**

Pandemic specific changes for the next academic year for all staff and students

Like all other walks of life, schools and colleges across the world are impacted by the Pandemic and we need to understand and live the new normal. At UWC Mostar, the safety of our entire community, including our students, and staff is our priority.

In the new academic year, 2020, we intend to provide the same educational and learning UWC experience that we do usually, as much as possible. However, due to the COVID-19 pandemic, we need to carefully follow the local health authority directives and implement health and safety measures and procedures to manage the risk of virus transmission as we live together and interact in our residences, academic buildings, and in the city. The Special Arrival Procedures including the isolation and testing are intended to reduce the risk. These, combined with the relatively low numbers of infection in Mostar, will further reduce the risk. To minimize the risk throughout the school year, everyone in the community -- students, faculty, staff and external partners -- will need to follow specific health and safety measures that will be clearly outlined. To enhance everyone's safety, the full '**The New Normal @ UWC Mostar**' Plan will be followed.

## **Before You Travel**

While planning the return trip to BiH and Mostar, we strongly recommend our students and any parents or guardians accompanying them to take care of the following:

### **Pre-Departure**

- From now until the time you leave your current location for UWC Mostar, you are:
  - Encouraged to stay safe by following your local health authorities recommendations.
  - Gathering knowledge about the virus from reliable sources-- in particular, health authorities and science-based evidence-- is also encouraged so that you know how to protect yourself and others.
  - In general, recommendations from health authorities include good hand hygiene, physical distancing of 2 metres, avoiding large gatherings, and using masks and other personal protective equipment appropriately.

### **Travel:Readiness**

- Complete a self-assessment prior to departure and delay your trip if you or any family members you are living with at present have any COVID-19 symptoms.
- The government of BiH at the moment requires a medical certificate with a negative Coronavirus (COVID-19) test result issued at most 48 hours before departure. Citizens and holders of residential permit of BiH are exempt as are citizens of Croatia, Serbia and Montenegro. This may change as per the pandemic situation and students and staff should check before the start of travel.  
(<http://www.granpol.gov.ba/?lang=en>)
- Keep both, a hard copy and a soft copy of the COVID-19 test result ready with you. For the purposes of record-keeping and ease of access, please leave a copy of the of the test results in the following folder:

<https://drive.google.com/drive/folders/1PeV0YC4ARBccP9bLGKzYkjJfYcssuaKa?usp=sharing>

- If you're travelling by air, you may need to pass a health check conducted by the airlines before you'll be allowed to board your flight. Please check the requirements with your airline.
- If you are passing through other countries and/or airports on your journey, there may be COVID 19 testing requirements and/or health certificates required. Please check in advance.
- If you're travelling by air or other public transportation, you will need to wear a non-medical mask or face covering during travel (including to the place you will quarantine)
- Pack all of the necessary PPE for travelling, including:
  - Multiple face masks (especially if you are wearing a disposable mask that could get easily damaged)
  - Disposable gloves
  - Antibacterial gel
  - Disinfectant wipes
  - Plastic zipper-seal bags to organize and protect your supplies

## **Arrival**

UWC Mostar encourages students to arrive as per the decided calendar dates and according to the travel permissions in home countries. As students arrive, we will be able to host them in an isolation facility where they will be required to stay in quarantine for 48 hours and then be tested for COVID 19.

### **Who is allowed to enter at the moment?**

- As per the information at this time, citizens and residents (including residence permit holders like our second year students and returning international staff) of Bosnia and Herzegovina, as well as citizens of Croatia, Serbia and Montenegro are allowed to enter with no restrictions.
- All EU and Schengen citizens, residents and holders of multiple entry Schengen visas are allowed to enter Bosnia and Herzegovina with a medical certificate with a negative Coronavirus (COVID-19) test result issued at most 48 hours before departure.
- Bosnia and Herzegovina border patrol website is regularly updated and information is available in English <http://www.granpol.gov.ba/?lang=en>

### **When can you arrive?**

- The arrival dates are:
  - Staff - As per calendar, 15th August onwards (10th August for LT)
  - 2nd year international students - 17th August onwards
  - 2nd year local students - 20th August onwards
  - 1st year international students - students - 22nd August onwards
  - 1st year local students - TBD (will be after 22nd August)
- All students, whether they will be arriving in time or delayed, must inform the College about arrival dates as soon as possible so that pick-ups can be arranged.
  - 2nd Year students must inform the Director of Residences, Ivana Knježević

[ivana.knjezevic@uwcim.uwc.org](mailto:ivana.knjezevic@uwcim.uwc.org))

- 1st year students must inform the Admissions Coordinator, Ivona Sušac ([ivona.susac@uwcim.uwc.org](mailto:ivona.susac@uwcim.uwc.org))
- Staff arriving from abroad should also inform the Deputy Head, Rodney Olguin ([rodney.olguin@uwcim.uwc.org](mailto:rodney.olguin@uwcim.uwc.org)) about their arrival dates as soon as possible.
- Delayed arrivals will be supported based on the travel restrictions in home countries and BiH.

### **What is the arrival procedure?**

- Unless arriving with a car, it is preferable that students travel alone.
- Transport to Mostar will be provided from Sarajevo, Mostar and Tuzla international airports in BiH, as well as Dubrovnik and Split international airports in Croatia.
- Students and staff arriving on the same flight can interact but should use social distancing norms, masks and sanitisers.
- Students and staff arriving on different flights should not interact with each other and keep further distance from each other. They should use social distancing norms, masks and sanitisers.
- Students and staff must report any symptoms immediately (fever, dry cough, sore throat, shortness of breath, head cold e.g. runny nose or sneezing, loss of sense of smell ). The school nurse will be available by phone (+387 63 288 741) or by email ([admir.zekic@uwcim.uwc.org](mailto:admir.zekic@uwcim.uwc.org)). Upon evaluation of each case, the nurse will explain any further procedures.
- At the corresponding arrival terminal, there will be a person holding a UWC Mostar Placard who will guide you to the bus/van.
- Before boarding the vehicle, the luggage will be sanitized by the transport company.
- There will be waiting time at the airports, since people will be arriving in different flights. Please be patient.
- Please make sure that you get an entrance stamp at the border and/or airport when you enter BiH. In case your passport is not stamped by a border patrol officer, ask the driver of your vehicle to help you present the passport again. The entry stamp into BiH is essential in order to apply for the residence permit.
- Once in Mostar, students will be taken to the temporary isolation facilities to avoid use of public transport.
- All vehicles will be disinfected after each ride

## **Testing**

### **Before Arrival**

- Bosnia and Herzegovina border patrol website is regularly updated regarding the COVID-19 testing requirements and information is available in English <http://www.granpol.gov.ba/?lang=en>

- Citizens and residents of Bosnia and Herzegovina, as well as citizens of Croatia, Serbia and Montenegro are allowed to enter with no testing requirements at the moment. This may change depending on the situation at the time.
- All EU and Schengen citizens, residents and holders of multiple entry Schengen visa are allowed to enter Bosnia and Herzegovina with a medical certificate with a negative Coronavirus (COVID-19) test result issued at most 48 hours before departure.
- Test results should be in hard copy and kept at reach during border crossing. Soft copy backup should be kept as well.
- RT-PCR test (from nasopharyngeal swab) is the only considered valid, at the moment.

## **After Arrival**

- Testing upon arrival is a safety measure to be implemented by the College. UWC Mostar plans to test all of the students 48h after they arrive.
- The college will also implement measures such as limiting physical interactions and regular checks to identify any early symptoms. Requirements may be subject to changes mandated by the local authority.
- Local students will be tested upon their arrival in Mostar as well along with other students.

## **In Mostar**

- Students will be accommodated in separate housing facilities (the school will rent these for the period of the second half of August, beginning of September ) until the test results are issued.
- Each student will be placed in a single room with a private bathroom (or two students per a room in case they travelled together).
- Students should pack a small overnight bag for this purpose. They will be able to access their luggage only when they move to their respective residences and luggage has been sanitized.
- The temporary separate housing unit(s) will be monitored by teachers who will be the ones welcoming students, giving them support and making sure they follow the given instructions.
- The students are expected to follow all the restrictions and requirements set by the school. No acceptance of any breaches of health regulations.
- The food will be either provided by our caterer or the hotel used as a separate housing unit.
- On receipt of negative reports, students will shift to respective residences. International students to arrive first and local students to arrive later.
- Details of testing requirements for staff in the college will be communicated separately as per the situation at the time.
- No parents, guardians, friends, relatives or visitors will be allowed into the isolation facilities and College's premises.

## **Mitigation Measures**

All students and staff will be expected to follow the prescribed guidelines and transgressions of the guidelines will be treated with great strictness as this will impact the safety of the individual and others.

#### **Current Mitigation Measures for Conduct in the Residences**

- Residence visitors restricted to essential visitors only
- Temperature and symptom checks to be carried out every morning and evening
- Early check-ins to be instituted as per requirement
- Residence lockdowns to be put in place as per instructions from the local health authorities
- Extra care to be taken by students cooking in the residence kitchen - especially cleaning up of the vessels used and the kitchen
- Avoid clutter in the student rooms for ease of cleaning
- Bedding and linen to be provided by the college and sent for laundry each week (at least for this term - can be reviewed later)

#### **Current Mitigation Measures for Conduct in the Rooms:**

- Only students assigned to a room are permitted to enter a room
- Room arrangements to maximize physical distance
- Minimal belongings in the rooms to facilitate daily cleaning
- Only college bedding on beds; bedding to be washed bi-weekly by housekeeping (for the first term and then will be reviewed)
- Daily sanitizing by students of frequently-touched surfaces in the rooms as well as regular garbage and recycling removal
- Gloves, hand sanitizer, and disinfectant provided for proper room cleaning
- Twice a day cleaning of common spaces, toilets and bathrooms (increased frequency)
- Training for housekeeping staff for pandemic specific sanitization and cleaning

#### **Current Mitigation Measures for Conduct in the Academic Buildings**

- Prior to coming into Academic buildings for the day, students and staff are asked to do a self-assessment /personal health check (with support from parents for students from Mostar)
- Sanitizers will be available in all buildings and should be used
- Disinfectants will be available in the classrooms and students should use them to disinfect their table etc at the start of each class
- Additional cleaning stations will be available where students and staff can source materials (e.g. alcohol-based cleaning wipes)
- Maintain required social distancing in the corridors, classes and outside the buildings too
- Plexiglass dividers/shields to be fixed in offices where staff work in close proximity
- Twice a day cleaning of common spaces, toilets and bathrooms (increased frequency)
- Training for housekeeping staff for pandemic specific sanitization and cleaning
- Hygiene stations with sanitization material

#### **Current Mitigation Measures for Conduct in the City**

- Students not permitted to leave Mostar other than for essential purposes (e.g. visa appointments in Sarajevo etc)

- Student permission to leave Mostar must be approved by the Director of Student Well-being
- Students and staff to follow extra protocol (err on the side of caution) while going about the city, going from residence to classes, CAS etc and back, socialising with friends, peers in the community in cafes etc, shopping in the city.
- Students must only use open spaces in cafes etc instead of closed spaces

### **Current Mitigation Measures for Staff**

- In-person meetings should be minimized.
- Staff members should follow all safety guidelines even while they are at home and in the city for the safeguarding of our community.
- Whenever possible, the work-from-home option should be used.

## **Protective materials and equipment**

### **Masks/Face Shields**

- To mitigate viral spread, wearing non-medical cloth masks or face shields will be mandatory in common and public areas
- Wear a non-medical mask if physical distancing is not possible
- Masks will be made available by the College, but you can wear your own
- In certain cases, clear plastic face shields will be made available

### **Sanitisers etc**

- Sanitizers will be available in all buildings and should be used
- Disinfectants will be available in the classrooms and students should use them to disinfect their table etc at the start of each class
- Additional cleaning stations will be available where students and staff can source materials (e.g. alcohol-based cleaning wipes)

### **Physical distancing**

- Respect distancing in common areas. Create a culture of physical distancing (2 metres)
- Less density in classrooms, dining hall, office spaces & academic and residential buildings
- Staff work from home whenever feasible
- Limit large gatherings. Whole college activities like GA, Assembly etc to be online and/or in smaller groups
- Use of outdoor locations whenever possible

## **In the Residences**

- Daily health checks for students
- Each room to be treated as a family unit and a residence as an extended family
- To reduce density, limit access to residences

- Develop 'residence' oriented activities for the year
- To avoid congestion, rescheduled routines
- Avoid large gatherings
- Increased access to hand sanitizing materials, cleanliness products and masks

## Housekeeping

- Laundry/Housekeeping staff to have access to PPE
- Pandemic specific training of house-keeping staff with more than regular cleaning services incorporated into routines
- Increased cleaning of high traffic, high touch surfaces, and residential facilities

## Personal responsibility

- Personal and community safety during the pandemic requires students and others to take greater responsibility for their personal items such as laptops, mobile phones, jackets and other items. These items cannot be left "around" anywhere.

## Visits

- Any visits to College Buildings must be pre-authorized and must be conducted with appropriate physical distancing measures.
- Essential services workers will continue to come to College Buildings to carry out responsibilities such as catering, delivering kitchen foodstuffs and related equipment, delivering mail and couriered material and performing necessary building and maintenance services. All individuals performing these services have or will be contacted by the College so that they understand our protocols for such workers.

## Catering

- The **school canteen (lunch during weekdays)** will be serving food to no more than 50 students (half of its capacity) at the same time
- Canteen staff will comply with guidelines as per local health authorities
- Plexiglass barrier to be installed at the serving point
- Hand sanitizers will be installed
- Posters with instructions on do's and don'ts will be clearly displayed
- As per present health protocols, buffet-style dining is temporarily suspended.
- Individually-portioned meals and snacks will be served
- No sharing of food or utensils will be allowed
- Cleaning and sanitization will be carried out between each group of diners
- Clear queuing procedures to allow for physical distancing
- Residence canteens will follow the same procedures
- For meals in the residences, students may be divided in groups to avoid big gatherings

## Health

In order to ensure extra support and keeping the number of students to be sent to hospital minimum:

- Infirmary to be set up in Santic
- Contract with a doctor to visit once a week (may be increased if required)
- All staff and students will be regularly communicated the social distancing, lock-down etc requirements as received from the local health authorities and everyone must follow these, in the academic buildings, the residences and in the city itself.
- Daily temperature and symptom check in all residences and academic buildings
- All staff and students must report any illness to the nurse and isolate themselves in case of any Covid 19 like symptoms till tested negative or till relevant advice from the nurse/doctor.

## Healthcare provisions

- The Head of College and the College Nurse will continue to stay in close contact with the local health authorities to stay abreast of evolving health protection requirements during the pandemic.
- The Director of Student Well-being with support from the College Nurse and Doctor will offer the first line of advice to students on the coronavirus and on all physical and mental health and wellbeing practices and concerns.
- In addition to daily health checks, personal wellness and hygiene practices will be reviewed with students and employees and updated advice and education will continue to be available to all in the college.
- Mental health advice and access to counselling and other support services as required will also be facilitated.

## Healthcare measures

- Students and staff with signs of flu, respiratory symptoms or body temperature above 37.5° C will immediately notify the House Parent/Tutor or the immediate manager or the nurse and self-isolate in their rooms, awaiting medical advice.
- The student will then be shifted to an isolation facility if required.
- The respective room and common areas will be sanitised and extra checks carried out for room members too.
- Daily health checks including temperature checks will be mandatory for all students. Daily health/symptom check for students done through a combination of an online checklist and support from House Parents
- Throughout the term, and for as long as is necessary, there will be ongoing education about prevention, diagnosis and treatment of COVID-19.
- If a student or students show symptoms of COVID-19, supervised self-isolation facilities will be available in the city where their health will be monitored and a test for the virus will be administered. They will remain in isolation for at least 10 days from the first onset of symptoms.
- In the case of a positive COVID-19 test:
  - Student will be moved to a quarantine facility in the city/hospital
  - The Nurse/Doctor will immediately inform the Head of College and the Director of Student Well-being
  - Local health authorities and parents/guardians will be notified



- Contact tracing and health and safety measures in the student's residence and in any other location deemed necessary
- The College will work with public health authorities which will determine if any additional measures are subsequently necessary
- Quarantine will continue until student is symptom-free and is deemed safe to re-enter the community by public health advice and the Nurse/Doctor
- Isolation facilities will also be used for those who display any symptoms till they are symptom free and a COVID-19 negative test result is obtained.
- Full health and academic support will be available for any student placed in isolation or quarantine
- Enhanced mental health support will be provided to students
- The health team will maintain ongoing contact with the local public health authority
- Health care staff to have access to necessary personal protective equipment

### Isolation premises

- Isolation facilities will be used to house students as soon as they arrive in Mostar. Students will need to isolate themselves for 48 hours in these rooms till a COVID-19 test is conducted and negative results obtained.
- Students will have access to internet at the facility
- Food will be delivered to the students in their rooms.
- Students must not allow anyone in their rooms or visit anyone else in their rooms.
- All deliveries should be accepted at the door with minimal contact
- Online orientation and socialization programs will be in place so that the students can connect with the UWC Mostar community online.
- Adult supervision will be available at the location and the contact will be provided to all the students at the facility. Students can get in touch with the person for any requirements and/or advice.
- An extra facility will be readied in case of isolation requirements during the year.

### Co-curricular

- **CAS Projects** will be adapted to official health requirements. While we will try to keep all our service CAS projects, the way they are executed will be changed and adapted. **The** same rule applies for the activity CAS projects.
- **Project Week** will still take place in October. However as they will be happening in Mostar and surrounding areas there will be no lengthy travelling involved. Acceptable projects in this exceptional year are hiking, cycling, farm work (permaculture/horse farm) and Mostar Street Arts Festival projects.
- Outdoor Program-especially at the beginning of the year we will increase the number of outdoor activities in order to contribute to the student's health and wellbeing.
- Any gatherings will be organised in an appropriate room respecting the social distancing guidelines and using PPE. Whenever possible, meetings will be organised online or outside following health institute guidelines.

## **Academics**

- Classes will be held normally in academic buildings or online in residences following all norms laid out by local health authorities.
- Social distancing norms to be followed in classrooms and academic buildings as per relevant instructions at the time.
- Remote learning will be available for those who cannot travel due to circumstances out of their control. However, if the situation continues for a prolonged period of time, the College will explore the possibility of a transfer or a deferral.
- The College is counting on having the majority (if not all) of the students and staff in Mostar. Thus, classes will take place following the regular schedule. Any students who can't travel to Mostar and who are in time zones that don't allow them to participate in the classes through Zoom will have access to recordings.
- During any subsequent lock-downs or whenever it is necessary, classes will shift to online mode. Remote learning will take place in the residences.

## **Breaks & Vacations**

- Travel during breaks may not be allowed depending on the pandemic situation and guidance from the BiH government.
- The winter break may be shortened if travel is not allowed at that point and supervised sessions and support for IAs and EEs may be planned during this time.
- In case the winter break is shortened, a number of shorter breaks will be distributed throughout the remainder of the academic year.

## **Who to talk to if you have any concerns**

- Peer supporters
- House parent
- House fellows
- Tutor
- Senior tutor
- Counselor and school psychologist
- Director of Student Wellbeing