



Loyola
Institute of
Business
Administration
(LIBA)

A Jesuit Business School

STANDARD OPERATING PROCEDURE

for COVID-19 Response and Academic Continuity

2021 - 2022



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ABBREVIATIONS/ACRONYMS

Term	Full Form
App	Application
CCTV	Closed Circuit Television
COVID	Corona Virus Disease
IT	Information Technology
LIBA	Loyola Institute of Business Administration
OAT	Open Air Theatre
PPE	Personal Protective Equipment
SOP	Standard Operating Procedure
WHO	World Health Organization

FOREWORD

Director's Desk

Dear All at LIBA,

This is a booklet of Standard Operating Procedures (SOP) that has to be followed mandatorily. Failure to adhere to it will involve serious sanctions.

The SOP is drawn on the guidelines issued both by the Central and State Governments and has been adapted to LIBA.

As I have always said, COVID-19, for LIBA is not a disease, it is a cure.

It is not a crisis, instead it is an opportunity.

We have adapted quickly to the New Normal and upskilled in the use of technology and created an ecosystem of Learning-Teaching-Evaluation. LIBA is strong and innovative in virtual teaching and learning.

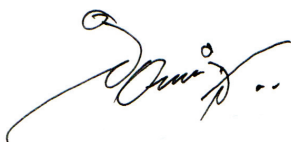
Now we are gradually and cautiously returning to offline sessions and activities - academic, co-academic - with a clear sense of direction to keep safety and health of all of us at utmost priority.

LIBA has done everything to provide a safe environment by taking all protective measures against COVID-19. But each and everyone is responsible for his/her health.

The Institute is not responsible if anyone contracts the disease. Hope and pray that no one has to face this unpleasant situation.

As always, we trust in God, who has been guiding and leading LIBA for the past 41 years. And He will lead us on and protect us from all dangers and anxiety.

Be Safe, Stay Healthy and Be Blessed!



Fr. Joe Arun, SJ
Director

The COVID pandemic is causing major disruptions in almost all the fields and the educational sector is no exception. It has led to the temporary closure of educational institutions all over the world. It has had a severe impact on academic rigor and discipline. By God's grace and due the astute leadership of our Fr. Director, I can say with conviction that our academics did not take a major hit. However, we missed the campus life without the students. As we begin our face to face classes, we need to take extreme care of ourselves, since the hard lesson that we have learnt in these stressful times is "PREVENTION IS BETTER THAN CURE". Therefore, to prevent the spread of COVID-19 infection, it is important that all of us follow this Standard Operating Procedure (SOP) strictly not only for the safety of others but also for our own safety. This document outlines various generic precautionary measures to be adopted in addition to specific measures to be followed by the Faculty, Research Associates, Teaching Assistants, Staff and Students.

Let us follow this SOP both in letter and in spirit to protect us from the Corona virus.

Take care and stay safe.

With Prayers,



Dr. P.C. Lakshmi Narayanan
Dean-Academics, LIBA

FOREWORD

Dean's Desk

Dear Students,

The last year and half has been the most difficult one ever experienced by all of us. To respond to this unprecedented challenge, we need strong interventions at different levels and this will help us navigate through this existing situation.

We are truly concerned about the health of our students and have taken enormous efforts to make our premises safe and secure. We have made all the necessary preventive measures to keep us all safe from contracting infections. Though the situation is largely under control and normalcy has been brought to routine functioning, following the government's decision to ease restrictions, we must proceed with immense caution and not to settle into complacency.

It is imperative that we must learn to live and work normally while keeping COVID at bay. Along with institutional measures, individuals must share your part of the responsibility to follow standard operating procedures (SOP).

Your co-operation is highly solicited in following the protocols for the COVID restrictions enabling the safe resumption of academic oriented activities in the campus. I request you to go through the SOP carefully and strictly follow the guidelines so that we will pass through safely out of these tough times.

I humbly appeal that you ensure protective measures like sanitizing your hands often and wearing face masks when in crowded places. Students are expected to adhere to the instructions mentioned in the SOP manual for the procedures to be followed inside the premises like classroom, library, canteen, common rooms, and hostels.

I assure you that LIBA through its dedicated resources, could successfully emerge through this trying phase by taking utmost care to ensure the safety of our students.

I also want to assure all the parents of our students that your children will be taken care of by our faculty, research associates, teaching assistants and non-teaching staff under the dynamic leadership of Father Director who is our driving force and keeps our spirits high at all times.



Dr. B. Aiswarya

Associate Dean-Student Relations, LIBA

SOURCES FOR THE DOCUMENT

- ◆ The information provided in the document is primarily based on Higher Education Institute (HEI) – COVID response (CR) Toolkit which discussed in detail about the ‘COVID 19 Campus Readiness Plan for Health, Safety, Security and Well Being.’ It is based on the advisories of the Ministry of Health and Family Welfare, Ministry of Home Affairs, Government of India, National Centre for Disease Control and the World Health Organization, among other government bodies. HEI-CR Toolkit includes examples and references of the current and existing implementation of academic continuity strategies in various other institutions such as University of Notre Dame - USA, Punjab Engineering College - India, Imperial College London, O.P. Jindal Global University (JGU) – India, etc. The HEI-CR Toolkit also refers to the initiatives taken up by Association of Indian Universities (AIU). The HEI-CR Toolkit also includes certain recommendations as per the FICCI (Federation of Indian Chambers of Commerce and Industry) and WHO (World Health Organization) guidelines, including data from the All India Survey of Higher Education (AISHE) Report 2018-19.
- ◆ The document also referenced the Central Government guidelines for reopening of schools for guidance learning and Unlock 5.0 guidelines issued by Government of India, Ministry of Home Affairs (MHA).
- ◆ Standard Operating Procedures for Social Distancing at workplace and Social Distancing Advisory provided by the Ministry of Health and Family Welfare (MOHFW) at different points in time.
- ◆ Guidelines by UGC for Reopening of Universities and Colleges
- ◆ Standard Operating Procedures issued by Government of Tamil Nadu through Government Orders from Revenue & Disaster Management issued in October, November and December 2020

PART A: LIBA INFRASTRUCTURE

A.1: COVID-19 Testing Infrastructure

Students (day scholars), faculty and administrative staff will enter and exit the campus on a daily basis therefore increasing the overall risk exposure. Hence, it is critical to take preventive measures which will allow entry on campus only if the students/staff/faculty are COVID-19 negative. Consequently, screening and testing infrastructure is crucial and needs to be executed at multiple stages. All the students must be vaccinated and produce the proof of vaccination.

Additional Infrastructure

Self-declaration forms - Self-declaration forms to be completed prior to the first time entry into the campus by students.

Online Symptom-Check Portal - The Arogya Setu app will be utilised for self-assessment and for knowing if anyone in the vicinity is sick.

Symptom Infrastructure - Additional infrared thermometers for checking temperature will be provided

Campus Security and Testing Team - Entry security check to be conducted keeping in mind social distancing and other safety norms.

- **Masks, Sanitisers, Disinfectants**- Every individual is advised to get their own face masks and hand sanitisers. LIBA will provide with masks and sanitisers on a need basis. N-95 masks would be provided for healthcare staff and for those tested positive. PPE would be provided for those who will need to go close to the suspected and declared COVID positive person.

A.2: Classroom Infrastructure

Classroom seating will be based on social distancing norms and the following will be considered:

- Assess the seating capacity of classrooms based on the social distancing norms (front, back, diagonally) allowing only 30 students
- Based on this, the class sizes for the upcoming semester have been reassessed
- Additional classrooms for conducting classes have been identified
- Academic timetable has been planned to allow students in small batches and in a shift system and through additional faculty allocation
- Procedures have been defined to enter the class, occupy the seats, and exit the class to ensure that the social distancing norms are always maintained.
- Timing of closure for all classes has been planned in a way that overcrowding of corridors is avoided before the commencement and end of the class.
- Whenever possible or required outdoor spaces such as the Open Auditorium Theatre (OAT) will be used for small group discussions, etc.

There are norms of social distancing and other health-and-safety precautions which require the following:

- Re-planning the time – Since the class size will be smaller, multiple classrooms will be utilized and parallelly broadcast through online mode to other classrooms and to those students who are taking online classes. This will result in constant reevaluation of academic planning in terms of class allocations and timetable.
- Split and Rotate the Batches
 - A class will be split into smaller batches.
 - The ongoing class will be recorded/ streamed live.
 - One batch of students can sit in the class while the rest participate through telepresence

A.3: Common Infrastructure

Common areas which are not time-bound will have controls in place to ensure that even when the students/staff/faculty members use it in absence of any vigilance, they follow strict rules of social distancing. Additionally, given the common use of the infrastructure in these areas, there will be additional infrastructure in place to mitigate the risk of transmission. Some of the key areas which will be in the scope of the required infrastructure upgradation include, but are not limited to:

- 1) Library / Reading Rooms
- 2) Washrooms
- 3) Cafeteria
- 4) Labs

Based on the type of usage of the above mentioned areas, some of the infrastructure and processes that have been considered for implementation have been stated below.

Library / Reading Rooms

- Visits to the library/reading room will be based on appointments, so that the count of people accessing the library can be controlled at any given point in time
- No-touch system for issuing books and registrations
- Exclusive book handlers for selection, placement and handling of books – masks, gloves, and constant changes of the same will be done
- Periodic sanitization
- The seating at tables will be earmarked based on norms of social distancing
- Dedicated quarantine space for returned books
- Additional process for the entire supply chain of books from shelves, to handlers, to student, back to handlers, to quarantine and back to the shelves

- Digital collection built to minimize vulnerability arising out of using physical libraries

Washrooms

- The count of users would be limited at any given point in time
- Soap dispensers installed
- Toilet seats will be sanitized frequently

Cafeteria

- Seating arrangements have been decided keeping in mind the social distancing norms
- Packed food which is to be distributed by delivery only and directly to the hostel rooms has been arranged

Labs

- The capacity has been replanned based on social distancing norms
- Devices will be cleaned after each individual usage
- Limited contact with common devices and only when absolutely essential to the learning process



A.4: Hostel Infrastructure

Since students will be living away from home, the campus life will be made safe and self-sufficient. This is particularly important, since the students are living without the emotional support of their families and are not within the safety of their homes. Provision of a safe space will also ensure restriction of the movement of students outside the campus and therefore, minimize their exposure to the risk of catching the coronavirus. It is important that the student hostels are organised in a way that minimizes the exposure to risk for students living on the campus.

- Accommodation has been planned based on the minimum social distancing to be maintained
- Washrooms will be cleaned and sanitized
- Other common areas within the hostel used for gathering of any kind will be suspended and used on a need-only basis and subject to authorization by the hostel warden
- The rooms and common areas will be sanitized periodically
- SOP of students in case they develop symptoms or have tested positive for COVID-19 - must follow COVID-related protocols (see Part B) to ensure calm is maintained and necessary actions will be taken to quarantine and test others living in the same room
- Stationery can be ordered online or ordered over phone
- Food is strictly provided only within the campus for all three meals in LIBA (Magis) canteen
- Digital payments are encouraged for online or phone orders
- Follow a pre-defined procedure for entry and exit for delivery staff in hostels
- Delivery protocol to minimize the contact between the delivery staff and students
- One room in the hostel would be designated for isolation of suspected COVID infected person

A.5: Medical Infrastructure

This is particularly critical for semi-residential campuses where students are completely dependent on the institution to provide them support in accessing medical services.

Hospitals / General Physician Clinics / COVID-19 specific Hospitals:

For any medical care or attention which cannot be provided on campus, LIBA will have referral service with a hospital which attends to cases of medical emergencies including but not limited to COVID-19. Helpline numbers and numbers of local health authorities will be kept handy to contact in case of any emergency. (Please refer Annexure 1)

Note: LIBA students and staff are covered by health insurance which can cover most of the expenses related to COVID hospitalization.

On Campus Isolation Facility

Given that students, staff or faculty on campus may test positive for COVID-19 during the various stages of testing, or may show symptoms, there shall be a predefined isolation facility on campus for immediate and short term use.

Guest room in the campus (2nd floor, LIBA Extension Building) would be used as isolation facilities.

Design Guidelines

- o These facilities would be decided on the basis of maximum isolation potential on the campus
- o There will be constant sanitization of these facilities.
- o The housekeeping staff designated to these facilities will be given PPE since these will be high risk exposure areas.

On Campus Healthcare Services

1. Emergency First-Aid
2. Healthcare Awareness
3. Lifestyle modification awareness to promote healthy living
4. Qualified and well-trained Healthcare Team
5. Frequent sanitization
6. Oxymeters
7. Infrared thermometers
8. Additionally, a counsellor will be present to help alleviate the stress amongst students, faculty and staff.



PART B: COVID-RELATED SOP AND PROTOCOLS

B.1: Campus Entry Protocols

B1.1 Campus entry for Hostellers and Day Scholars

No entrant will be allowed without the vaccination certificate, if not, for medical reasons they should have taken a COVID 19 test and the report is negative. The certificate of negative status should be as recent as possible - not more than 4 days old. It is assumed that in the period between the test and outcome, the entrant was not exposed to the virus.

For those who develop symptoms and would like to get tested, LIBA will help in arranging for testing.

B1.2 Everyday Screening at Campus entry points

Staggered entry to ensure social distancing for others

- The security team will be provided with the authorized list of entrants
- Face covers / Masks are compulsory for everyone
- Non-contact security test mechanisms
- Entry into the campus by anyone should be recorded by the security

- Sanitizers and Sensors for measuring temperature should be available at both the entry points
- Social distancing while entering –time slots would be provided to entrants
- Entry will be from the backside for hostel students and entry will be from the front gate for day scholars
- Frequent entry/exits and visitors would be restricted
- In case of emergencies, a protocol of authorization will be defined
- Used gloves and masks will be safely disposed by the security
- Students, faculty and employees living in containment zones will not be allowed to attend physical classes

B.2: Social-Distancing Protocols (General Guidelines)

- Distance of **two metres (6 feet)** should be maintained between persons and between faculty and students
- For queue management specific markings on the floor with a gap of **6 feet** will be made
- Frequent hand washing with soap/handwash (for at least 20 seconds) and use of alcohol-based hand sanitizers wherever feasible
- Respiratory etiquettes will be strictly followed. This involves strict practice of covering one’s mouth and nose while coughing / sneezing with tissue/handkerchief/flexed elbow and disposing off used tissue properly
- Self-monitoring health by all and reporting illness at the earliest
- If anyone found to be symptomatic, they will be referred to the network hospital
- Staggering of guidance activities will be done, with separate timing

slots, to allow for adequate physical distancing and disinfection of classroom premises

- Both faculty and students must wear masks throughout the session when teaching is in progress
- Sharing items among students (like pen, water bottles etc.) must be avoided
- Members have to sanitize their hands before and after using workstations/laptops/systems/labs etc.
- Students, faculty and staff must dispose of used face covers / masks in separate covered bins placed in classrooms, workstations and other common areas
- Lunch and refreshments should also strictly adhere to social distancing norms in seating and following the queue system, with usage of masks and gloves for serving
- Students and faculty would be encouraged to get their own drinking water
- Cleaning of normal and drinking water taps by people will be encouraged before and after using them
- Gathering in OAT and Auditorium will adhere to government guidelines and social distancing norms. In closed spaces, a maximum of 50% hall capacity will be allowed
- In some cases, part of students and faculty will be seated in OAT and part of them in the closed auditorium for bigger events
- Other classrooms will also be utilised to accommodate the other students in small groups
- Everyone should strictly remain seated and nobody should be standing in the sidewalks and pathways
- Gathering before and after the events would be discouraged

B.3: SOP in case students develop symptoms

For Hostelers:

- Individuals who feel they are symptomatic should immediately inform the concerned authorities in LIBA and Hostel Director
- Parents and/or local guardians will be immediately informed
- Network health facility would be immediately consulted for testing and transportation arranged if needed
- Individuals who are symptomatic will be isolated in designated rooms
- Individuals who test positive would be sent to their homes or to local guardians for the period of treatment and quarantine
- The individual's hostel room, possessions and places visited by them recently would be disinfected once found COVID positive
- Contact Tracing will be done to identify those who may have exposed themselves to the infected person and they would be advised to undergo testing and quarantine themselves till results are declared negative

For Day-Scholars:

- If a day scholar develops symptoms while inside campus, he/she has to immediately report to the concerned authorities
- Individuals who are found symptomatic in campus will be isolated in designated rooms
- Individuals who are symptomatic would be sent home for testing and for the period of treatment and quarantine
- If found positive, possessions and places visited by them recently would be disinfected

- If found positive, Contact Tracing will be done to identify those who may have exposed themselves to the infected person and they would be advised to undergo testing and quarantine themselves till results are declared negative
- A self-declaration form will need to be completed on entry into the campus after recovery from COVID with negative results

B.4: Self-Declaration Forms

To create awareness, discipline, a sense of responsibility and ownership, a self-declaration form has been designed and should be signed by students stating the following:

- They will ensure that students commit to follow all guidelines of the institution.
- They will ensure the students commit to follow all government mandates.
- They will confirm that the student has undergone pre-entry testing done for COVID-19 and submitted the certificate
- They will agree to usage of contract tracing to minimize risk exposure of fellow members of the Institution.
- They will declare the student's travel and contact history if found positive
- They will highlight any other risks observed in entering the campus.

B.5: Sanitization and Housekeeping

Given that the entire population of students, faculty and staff will often come in contact with the same surfaces and areas, there will be frequent sanitization. These include common areas, canteen, library, classroom seats, and washrooms. Therefore, processes will need to be put in place

for more frequent sanitization. LIBA will arrange for additional capacity of housekeeping. Thus, the institution has considered the following steps:

Step 1 – Guidelines, mandates of the government, WHO or any regulatory body regarding the subject of sanitization have been incorporated.

Step 2 – Categorize locations as high crowd, medium crowd, low crowd.

Step 3 – Irrespective of location, identify parts of a location based on contact frequency – high touch, medium touch and low touch areas.

Step 4 – Identify the sanitization frequency matrix based on location and contact frequency.

Step 5 – Roles and responsibilities matrix to identify the staff assigned for different locations and the frequency of sanitization have been made. Daily/weekly roster has been created.

Step 6 – Sanitization procedure, including the materials to be used, and the housekeeping mandates of usage and disposal of gloves, face masks, PPEs is being documented.

Step 7 – Logs of sanitization is maintained and monitored on a predefined frequency (hourly, weekly, fortnightly, monthly)

Step 8 – Sanitization material after every use will be disposed properly to avoid becoming carriers of the virus.

- The entire place, whether it is the OAT, Auditorium or Classrooms will be sanitised before and after the classes / events with 1% hypochlorite solution, especially with particular attention to frequently touched surfaces.
- Cleaning of computers, laptops, teaching materials (white board,

regular chalk board etc.), printers shall be disinfected with 70% alcohol wipes

- Daily cleaning of floors
- Proper crowd management in parking lots, corridors, elevators – duly following social distancing norms must be organised
- Appropriate back up stock of personal protection items like face masks, hand sanitizers, alcohol wipes, disposable paper towels and soap
- Pulse oxymeter to check oxygen saturation levels of symptomatic persons
- Availability of covered dustbins and trash cans
- The disposed personal protective items will be stored in covered bin for 3 days and disposed of as dry general waste after cutting / shredding
- Provision of proper disposal of personal protective items and general waste
- Housekeeping employees will be informed & trained about norms for waste management & disposal
- Posters / Standees / Signages on preventive measures about COVID to be displayed prominently
- The institute will display State helpline numbers and also numbers of local health authorities etc. to teachers /students / employees to contact in case of any emergency.
- For air-conditioning/ventilation, the temperature setting of all air conditioning devices will be in the range of 24-30° C; relative humidity will be in the range of 40-70%; and intake of fresh air should be as much as possible and cross ventilation should be adequate.

B.6: Mental Wellness Counselling

It is important to explore the following mental wellness options:

- **Counsellors**

A team of counsellors are available on board for counselling online or offline. They can meet the demands of one-to-one counselling sessions.

- **Awareness**

LIBA has planned discussions and talks where experts address audiences on ways to preserve their mental wellness. LIBA will create awareness via emails, posters, and webinars to create a sense of inclusivity around mental wellness.

- **Student activities**

LIBA has planned student connects and online events which are not academic in nature and which will allow students to release their anxiety and develop an emotional outlet.

B.7: Contact Tracing

Contact tracing will be done through the Arogya Setu application. This will require all students, faculty and staff to register on the application, and have it regularly updated by all the members.

B.8: Monitoring Activity on Campus

While infrastructure and guidelines are laid down, it is critical to ensure that everyone on campus follows the rules strictly. For this the monitoring will be done in two ways:

- **Physical monitoring**

- High risk areas will be guarded
- Based on feasibility certain areas will be monitored via CCTV
- Faculty will monitor the classrooms

- **Create a Culture**

Given the challenges in monitoring all locations at all times, awareness and policies will be put in place to ensure discipline.

- ▶ Physical posters and signages.
- ▶ Friendly reminders over emails and WhatsApp.
- ▶ Friendly creatives (such as caricatures) will be created to have a more visual impact and better memory retention.
- ▶ Disciplinary action guidelines will be put in place for breach of rules.



STOP

Feeling Sick?
Stay Home when you are sick!

LIBA
Liaquat Institute of Business Administration
The Spirit of Excellence with Integrity

**If you feel unwell or have the following symptoms
Please leave the campus and contact campus health care provider
Then follow-up with your supervisor**

DO NOT ENTER if you have :



Fever



Cough



Shortness of Breath

ANNEXURE 1

Contact Details of Network Hospital:

St. Thomas Hospital
No. 5, 105, Defence Colony 1st Avenue
Seven Wells
St.Thomas Mount
Chennai 600 016
Tamil Nadu
Phone: +91 44 22314133
+91 9444799348

Government COVID-19 Help Line:

All India Helpline: +91 11 23978046 (or) 1075
Tamil Nadu Helpline: +91 44 29510500, 25615025,
28414513, 28593990

Campus Doctor:

Dr. K.S. Muralidharan : +91 9444493192
Sr. Subedha: + 91 8903893690

Campus Emergencies:

Mr. A. Prabhu: +91 9710748909
Mr. A. Joel : +91 9841835720
Ambulance: +91 9941994261

ANNEXURE 2



LIBA Student Self-Declaration Form

I, Mr./Ms.....(INSERT FULL NAME),
STUDENT LIBA ID NO.(INSERT ROLL NO.)
hereby declare that I have read carefully and promise to abide by each
of the following instructions to ensure a safe and healthy learning
environment in LIBA.

- I will commit to follow all the guidelines of the institution issued from time to time with respect to COVID-19 prevention, mitigation and control measures
- I will commit to follow all government mandates issued from time to time
- I confirm that I am currently not symptomatic or positive for COVID19 to the best of my knowledge and as my certificate demonstrated
- I confirm that I have produced a valid and recent COVID19 negative certificate to the concerned authority of the institute
- I confirm that I shall use a mask appropriately at all times inside the campus; wash or sanitize my hands frequently; maintain social

distancing at all times and follow other measures to protect myself and others from coronavirus

- I am aware that I may be subjected to penalties and other punitive measures if I am found to disobey the instructions even after two warnings
- I agree that if I find myself having any of the symptoms associated with COVID-19, I will immediately report to the concerned authority and follow the SOPs regarding isolation, testing, quarantine, treatment, etc.
- I agree to declare the contact history for the benefit of breaking the chain of transmission and also respect privacy considerations
- I agree that I will highlight in good faith any other risks observed in the campus, inside or outside classrooms that needs attention from authorities for ensuring effective implementation of COVID protocols
- I confirm that I am vaccinated and will submit the proof of vaccination.

SIGNATURE:

DATE:

ANNEXURE 3

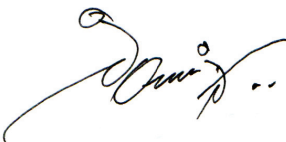
TASK FORCE LIBA

COVID-19 Responses

All the Faculty, Research Associates, Teaching Assistants, Staff and Student team are responsible to take care of all at LIBA.

The Task Forces (TFs) that you find in the list are directly in charge. Each member of the TFs has been asked to implement the LIBA SOP and monitor how everyone is following it and when someone is found to deviate the SOP, he/she has the duty to bring it to the notice of the appropriate authorities.

Wishes and prayers,



Fr. C. Joe Arun, SJ
Director

Task Force Committee Members

PROTOCOL (SOP)		
	Name	Phone
FACULTY / RA / TA	Dr. M.J. Xavier	9840882441
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	Mr. Amala Frank	9940364384
	Mr. Christopher	9884630979
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	Rinu Treesa Thomas	9731656898
	Lindsey Arokia	7338786511
	Allan Immanuel Sundar E	9566104738
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