PROTOCOL TO BE FOLLOWED BY STAFF AND STUDENTS IN THE EVENT OF NOTIFICATION OF A COVID-19 INFECTION OR CLOSE CONTACT WITH A COVID-19 POSITIVE PERSON AND IN THE EVENT OF SYMPTOMS ATTRIBUTABLE TO A COVID-19 INFECTION

(Protocollo, Version 6 of 24 January 2022, Annex of the SUPSI Protection Plan)

1. INTRODUCTION

The provisions of the Federal Office of Public Health (FOPH) provide for
- isolation of anyone tested positive for COVID-19 infection
- quarantine of anyone staying under the same roof and sharing common living quarters (intimate contact) on a regular and prolonged basis with a virus positive person confirmed by testing
- no quarantine for anyone who has had close contacts (as defined above: contact for more than 15 minutes at a distance of less than 1.5 metres and without adequate protective measures) if these are not to be considered repeated and intimate. However, special provisions apply to these persons.

Completely vaccinated persons, who have received a booster vaccination or who have been cured for less than 120 days, if asymptomatic, are exempt from quarantine, unless otherwise specified by the competent cantonal authority (Cantonal Medical Office, CMO). Despite the exemption from quarantine, even vaccinated persons who have been cured for less than 120 days must observe the rules of hygiene and behaviour, as well as the provisions on the wearing of masks. It is important to be cautious, since according to current scientific knowledge, being cured of a COVID-19 infection or being vaccinated against it does not protect one hundred percent against the transmission of the coronavirus to others.

Quarantine and isolation are compulsory and decided by the CMO, through its contact tracing service (CT). SUPSI reserves the right to adopt additional protection measures.

Confirmation of quarantine is in any case the exclusive responsibility of the CT and the CMO; SUPSI is not authorised to order and/or interrupt quarantine according to the ordinances and regulations in force. Possible exceptions to the notice of quarantine, in the event of a serious shortage of personnel, must be requested from the CMO, which will decide on the basis of the individual situation.

For employees and students who are ordered to be quarantined or isolated, absences are according to the provisions of the SUPSI Protection Plan.

This Protocol describes the procedure to be followed in case of notification of infection or of close or intimate contact with a person tested positive for COVID-19. The aim of the Protocol is to ensure proper case management with due and prompt communication. The cases and situations connected with the provisions to stem the spread of the virus are many: the present Protocol contains a series of important indications, which, however, may not be completely exhaustive and applicable to all cases. The General Director and the relevant SUPSI Management members shall assess and decide on the individual cases in accordance with and following the directives of the competent authorities.

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1 To facilitate the reading of this document, the male gender is used to designate people and functions regardless of gender. In the case of conflicting meanings between language versions, the Italian version prevails.
### 2. DEFINITIONS AND CONDUCT

#### Regular and close contacts

The previous notion of close contact (contact for more than 15 minutes at a distance of less than 1.5 metres and without adequate protective measures) is no longer decisive for contact quarantine. The risk of transmission is considered particularly significant when people stay under the same roof and regularly share common living areas (kitchen, dining room, living room, etc.). These include family members, employees such as au pairs, outsiders (e.g. grandparents or domestic helpers who look after children at home), partners/spouses who do not share the same household, housemates and residents of institutions such as socio-medical establishments, day-care centres and correctional facilities. It also includes people who stay under the same roof, for example during holidays.

#### Contact quarantine

Measures aimed at those who have had close contact with a person with a test-confirmed COVID-19 infection (contact quarantine)

| Quarantine duration | 5 days from close contact.  
|---------------------|---
|                     | e.g. if the last close contact took place on 5 February (day 0), quarantine lasts up to and including 10 February (day 5). |

| Social and professional isolation | Quarantined persons should avoid all contact, including with persons living in the same household, by strictly following the instructions issued by the competent authorities. |

| Health status | The quarantined person must monitor his or her own health.  
|---------------|---
|               | If you have symptoms, you should get tested. Call the hotline 0800 144 144 or an authorised pharmacy or doctor. |

| Quarantine deadline | If no symptoms occur 5 days after close contact, quarantine can be ended from day 6.  
|---------------------|---
|                     | **Persons terminating quarantine are nevertheless advised to behave with the necessary caution for a further period of days:** 5  
|                     | - wear a FFP2 mask (always use a mask in any case)  
|                     | - limit contact as much as possible  
|                     | - maintain distance  
|                     | - avoid crowded places |

| Quarantine notice | The tracing service will only contact the case in question to which it will send an email with the isolation order and quarantine orders for persons in the same household and any regulated and close contacts; the case in question will be requested to forward the quarantine notices to the respective contacts.  
|                   | - **Attention:** exit from quarantine is only possible in the absence of symptoms.  
|                   | - A test is not necessary to terminate quarantine. |

| Exemptions from quarantine requirements | For people who have been fully vaccinated or cured for less than 120 days. |

#### Reporting by the SwissCovid app

People who have received from the SwissCovid app a report of contact with an infected person can voluntarily contact the SwissCovid Infoline, whose telephone number appears in the app when reporting a possible infection. The Infoline will determine the likelihood of an infection and indicate how to proceed.
Close contact

Close contacts are those who have had close contact (contact for more than 15 minutes at a distance of less than 1.5 metres and without adequate protective measures) with a probable or laboratory-confirmed case of COVID-19 when this person was already symptomatic or within 48 hours before the onset of symptoms. If the positive person (e.g. a person tested as part of an outbreak in a collective housing facility) had no symptoms, the period to consider for contact tracing begins 48 hours before sampling and extends until the tested person is isolated. Non-regular, non-intimate close contacts or those not sharing the same household are not quarantined.

It is the responsibility of the competent cantonal service (CMO) to decide whether such exposure should, in that specific case, be considered as intimate or repeated contact and therefore also whether it is appropriate to subject the person concerned to quarantine.

People who have come into contact with a positive case outside the family environment or who have not had intimate contact, and therefore are not affected by the quarantine measure, are nevertheless advised to act with the necessary caution:

- wear a mask in case of any contact with others for 5 days after the last contact with the positive person,
- limit non-professional contact as much as possible,
- avoid crowded places,
- avoid contact with vulnerable people for at least 10 days
- do a PCR test at the appearance of the slightest symptom

Insulation

Measures aimed for people who

- tested positive in a test for COVID-19 infection (regardless of vaccination status and presence of symptoms after a test)
- have symptoms (even if mild) compatible with a COVID-19 infection

<table>
<thead>
<tr>
<th>Duration and termination of insulation</th>
<th>5 days, for the symptomatic person from the day on which the symptoms occur or for the asymptomatic person from the day on which the test is performed.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>e.g. symptoms occur on 5 February (= day 0), isolation lasts up to and including 10 February (= day 5).</td>
</tr>
<tr>
<td></td>
<td>• To be released from isolation after 5 days, the symptomatic person must not have had any symptoms for at least 48 hours</td>
</tr>
<tr>
<td></td>
<td>• In order to come out of isolation after 5 days, the asymptomatic person must not develop symptoms (in case of symptoms the above applies)</td>
</tr>
</tbody>
</table>

Social and professional isolation

The person in isolation must avoid all contacts, even with people living in the same household, by strictly following the instructions issued by the competent authorities. The CT service, when ordering the isolation, provides the persons concerned with detailed instructions on how to behave.

Health status

The person placed in isolation must monitor his or her own health. If your health deteriorates, contact your doctor immediately (if he or she is not available, contact the emergency medical service on 091 800 18 28).

Isolation period

If 5 days after the onset of symptoms (or positive test) there have been no symptoms for at least 48 hours. People who end their isolation are nevertheless advised to behave with the necessary caution for a period of further 5 days:

- wear a FFP2 mask (always use a mask in any case)
- limit contact as much as possible
- maintain distance
- avoid crowded places
Isolation

The tracing service will only contact the case in question to whom it will issue isolation and quarantine orders by email for persons in the same household and any regulated and close contacts; the case in question will be requested to forward the quarantine notices to the respective contacts.

The person testing positive (index case) must warn people in the same household and any regular close contacts to go into quarantine for 5 days, except for those vaccinated or cured in the last 4 months.

Certificates for absence from work or school

The isolation notice and the quarantine notice are issued by the tracing service. The quarantine notice also serves as a certificate of absence for the employer or school. The notice should be received by the end of the quarantine period. If this is not the case, please contact the tracking service by e-mail (tracciamento-covid@ti.ch).

The seclusion notice does not count as a certificate of illness, which must be obtained from the family doctor.

3. SUPSI INTERNAL MANAGEMENT PROTOCOL FOR COVID-19 POSITIVE PERSONS

The Human Resources Service manages relations with the CMO in the event of a detected infection situation. SUPSI has provided the CMO with the contact numbers of the members of Human Resources. It is up to the CMO to decide and communicate all the measures to be taken, for example whether to quarantine a group of people or an entire class.

3.1 The CMO may contact directly the SUPSI Human Resources of SUPSI to verify further information such as: personal and contact details of students, teachers and collaborators; classes attended by the persons concerned; activities carried out by the persons concerned; Protection Plan and relevant Departmental Activity Sheets; etc.

3.2 The Human Resources Department shall inform the Commission in good time:
- the General Director,
- the Department Director,
- the direct superior of the staff member who tested positive,
- the Head of Undergraduate and Graduate Studies or Continuing Education of the department in which the successful student is working.

3.3 The General Director is responsible for the flow of information within the Services and towards the Directors of Mandates.

3.4 The Department Director manages the internal information of their Department with the support of the human resources contact person and the members of their departments.

IMPORTANT: The General Director and Department Directors inform Human Resources of the name of their deputy in the event of their being prevented from attending or on holiday.
4. **PROCEDURE TO BE FOLLOWED FOR COVID-19 POSITIVE EMPLOYEES OR THOSE WHO HAVE HAD CLOSE CONTACT WITH PEOPLE FOUND TO BE POSITIVE**

4.1 Any employee who tests positive for the virus or who becomes aware of having been in close contact with a person who is tested positive must immediately inform their direct supervisor and Human Resources.

During office hours, Human Resources are to be contacted via the following numbers:

<table>
<thead>
<tr>
<th>Head of Human Resources</th>
<th>Patricia Girolmetti</th>
<th>058 666 6007 <a href="mailto:covid.dir@supsi.ch">covid.dir@supsi.ch</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>SUPSI Direction</td>
<td>Elsa Ducommun</td>
<td>058 666 6080 <a href="mailto:covid.dir@supsi.ch">covid.dir@supsi.ch</a></td>
</tr>
<tr>
<td>DACD</td>
<td>Antonella Blago</td>
<td>058 666 6317 <a href="mailto:covid.dacd@supsi.ch">covid.dacd@supsi.ch</a></td>
</tr>
<tr>
<td></td>
<td>Marianna Di Piazza</td>
<td></td>
</tr>
<tr>
<td>DEASS</td>
<td>Pamela Alteweg</td>
<td>058 666 6444 <a href="mailto:covid.deass@supsi.ch">covid.deass@supsi.ch</a></td>
</tr>
<tr>
<td></td>
<td>Valeria Abate</td>
<td>058 666 6470 <a href="mailto:covid.deass@supsi.ch">covid.deass@supsi.ch</a></td>
</tr>
<tr>
<td>DFA</td>
<td>Alessia Giudici</td>
<td>058 666 6804 <a href="mailto:covid.dfa@supsi.ch">covid.dfa@supsi.ch</a></td>
</tr>
<tr>
<td>DTI</td>
<td>Jessica Brenna-Boschetti</td>
<td>058 666 6518 <a href="mailto:covid.dti@supsi.ch">covid.dti@supsi.ch</a></td>
</tr>
<tr>
<td></td>
<td>Matteo Lunini</td>
<td>058 666 6726 <a href="mailto:covid.dti@supsi.ch">covid.dti@supsi.ch</a></td>
</tr>
</tbody>
</table>

CAUTION: To ensure timely management of cases and communication to colleagues and students with whom the person concerned has had recent direct contact, it is desirable that the positive person also allows his/her name to be communicated internally. The information must be treated confidentially and solely for the purpose of preventing the spread of the virus.

4.2. The staff member who is on site and to whom it is communicated:
- If he/she is positive for the virus: he/she must immediately take increased precautions (in particular, observe social distancing, wear a mask) by leaving the SUPSI premises and grounds, return to his/her home and follow the above instructions (Isolation).
- Close contact with a virus-positive person: must follow the same instructions and adhere to the instructions above (Quarantine).

As far as possible, before leaving the premises, the employee is asked to disinfect his/her workstation and the surfaces he/she has touched. The CT service of the CMO may decide otherwise based on the results of the environmental survey. SUPSI may also define additional protective measures.

4.3. The staff member who is not on-site and who is notified:
- Virus positive: must return/remain at home and follow the instructions above (Isolation)
- Close contact with a virus-positive person: must follow the same instructions and adhere to the instructions above (Quarantine)

4.4. In principle, adherence to protection plans does not lead to quarantines of colleagues because if the distance is maintained and the mask worn, the concept of close contact is no longer in existence.

4.5. Human Resources will inform the General Director, the Director of Department, Services or Mandate so that any internal precautionary measures can be assessed and taken. Precautionary measures may be taken independently of, or in addition to, notification by the OMC.

4.6. Human Resources regularly informs the General Director of the cases reported and the measures taken.

4.7. The isolation notice and the quarantine notice are issued by the tracing service.
- The quarantine notice is also valid as a certificate of absence for the employer. The notice should be received by the end of the quarantine period. If this is not the case, please contact e-mail the tracking service.
- The isolation notice does not count as a certificate of illness, which must be obtained from the family doctor.
5. **PROCEDURE TO BE FOLLOWED FOR COVID-19 STUDENTS OR THOSE WHO HAVE HAD CLOSE CONTACT WITH PEOPLE FOUND TO BE POSITIVE**

5.1. Students who test positive or who are made aware that they have been in close contact with a person who has tested positive are kindly asked to immediately notify their Head of the degree course or Continuing Education and Lifelong Learning course and simultaneously send an email to:

<table>
<thead>
<tr>
<th>Department</th>
<th>Email</th>
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<tbody>
<tr>
<td>Department of Environment Constructions and Design</td>
<td><a href="mailto:covid.dacd@supsi.ch">covid.dacd@supsi.ch</a></td>
</tr>
<tr>
<td>Department of Business Economics, Health and Social Care</td>
<td><a href="mailto:covid.deass@supsi.ch">covid.deass@supsi.ch</a></td>
</tr>
<tr>
<td>Department of Education and Learning</td>
<td><a href="mailto:covid.dfa@supsi.ch">covid.dfa@supsi.ch</a></td>
</tr>
<tr>
<td>Department of Innovative Technologies</td>
<td><a href="mailto:covid.dti@supsi.ch">covid.dti@supsi.ch</a></td>
</tr>
<tr>
<td>SUPSI Direction</td>
<td><a href="mailto:covid.dir@supsi.ch">covid.dir@supsi.ch</a></td>
</tr>
</tbody>
</table>

providing the following information:

a. Name and surname  
b. Mobile phone number  
c. Name of degree course or Continuing Education and Lifelong Learning course  
d. Department of reference  
e. Last date of presence in SUPSI

**CAUTION:** In order to ensure prompt case management and communication to students or staff with whom the person concerned has had recent direct contact, it is desirable that the positive person also communicate their name internally. The information should be treated confidentially and solely for the purpose of preventing the spread of the virus.

5.2 The student who is on the premises and who is notified:
- If he/she is positive for the virus: he/she must immediately take increased precautions (in particular, observe social distancing, wear a mask) by leaving the SUPSI premises and grounds, return to his/her home and follow the above instructions (Isolation).
- Close contact with a virus-positive person: must follow the same instructions and adhere to the instructions above (Quarantine)

5.3 A student who is not on-site and who is notified:
- Virus positive: must return/remain at home and follow the instructions above (Isolation)  
- Close contact with a virus-positive person: must follow the same instructions and adhere to the instructions above (Quarantine)

5.4 The Head of the degree course or continuing education course, with the involvement of the Departmental Director, Human Resources and the Head of Undergraduate and Graduate Studies or Continuing Education, assesses and adopts any internal precautionary measures to be taken. Precautionary measures may be taken independently of notification by the CMO or in addition to those indicated by the CMO itself.

5.5 Human Resources regularly informs the General Director of the cases reported and the measures taken.

5.6 The isolation notice and the quarantine notice are issued by the tracing service.
- The quarantine notice also serves as a certificate of absence for the school. The notice should be received by the end of the quarantine period. If this is not the case, please contact e-mail the tracking service.  
The seclusion notice does not count as a certificate of illness, which must be obtained from the family doctor.
6. ACCESSIBILITY TO SUPSI PREMISES

In the event of notification of COVID-19 contagion or quarantine ordered by the CMO, recovery of any personal materials from SUPSI premises is strictly prohibited.

The employee or student will arrange with a colleague for any possible delivery of materials at home.

7. CRITERIA FOR RETURN TO PREMISES FOLLOWING AN ABSENCE ATTRIBUTABLE TO COVID-19

<table>
<thead>
<tr>
<th>Situation of the absent person</th>
<th>When they can return to school</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person with symptoms (even if mild) suggestive of COVID-19 infection but who has not been tested</td>
<td>48 hours after the symptoms have disappeared, provided that at least 5 days have elapsed since their appearance. If the only symptoms remaining at the end of the 5 days are a mild cough or loss of taste or smell, the person can still end the isolation.</td>
</tr>
<tr>
<td>Person with symptoms (even if mild) suggestive of COVID-19 infection and a negative COVID-19 test</td>
<td>24 hours after the symptoms have disappeared.</td>
</tr>
<tr>
<td>Person with symptoms (even if mild) attributable to a COVID-19 infection but with another diagnosis justifying the symptoms if the diagnosis is made by a doctor</td>
<td>24 hours after the symptoms have disappeared.</td>
</tr>
<tr>
<td>Person absent due to quarantine</td>
<td>5 days after the last close contact provided the person has not developed symptoms within the 5 days and does not present any symptoms at the time of return.</td>
</tr>
<tr>
<td>Person absent due to isolation, with symptoms and positive COVID-19 test</td>
<td>48 hours after the symptoms have disappeared, provided that at least 5 days have elapsed since their appearance. If the only symptoms remaining at the end of the 10 days are a mild cough or loss of taste or smell, the person can still end the isolation.</td>
</tr>
<tr>
<td>Person absent due to isolation, without symptoms but with positive COVID-19 test</td>
<td>5 days after testing.</td>
</tr>
</tbody>
</table>

General conduct valid for all staff and students

After returning from a period of isolation or quarantine, the rules of hygiene and conduct as well as the provisions on the wearing of masks must be strictly adhered to.

Persons terminating isolation or quarantine are also advised to exercise caution for a further five days:
- wear a FFP2 mask (always use a mask in any case)
- limit contact as much as possible
- maintain distance
- avoid crowded places
8. COMMUNICATIONS AS PART OF THE ACTIVATION OF THIS PROTOCOL

From a communication point of view, the Protocol provides for the following:
- The protection of privacy must be respected by all employees and students. Under no circumstances may information relating to the identity of the person involved be disclosed to third parties without their express consent.
- On the basis of this principle, the Departmental Directors, together with Human Resources, manage internal communication.
- Given that close contacts are traced and will already be informed through the CMO (Cantonal Medical Office), SUPSI can inform the class and colleagues involved, in a confidential manner (depending on the case, anonymously or nominally with the authorization of the person concerned).
- External communication at institutional level is always managed by the General Director, in agreement with the relevant SUPSI Direction members.

9. PROTOCOL IN CASE OF COVID-19 POSITIVITY IN THE CLASSROOM

In view of the changed epidemiological situation, it is planned to adapt the system in the event of a positive test result at school, so that the school can be kept open in spite of a potentially large number of people individually involved in isolation (due to a positive test result) or quarantine (due to close family contact with a positive person).

The main change is the **abolition of classroom quarantines for schools where masks are compulsory**. Given the profoundly changed epidemiological context since the beginning of the academic year, this change takes into account the contingent impossibility of effectively tracking and containing the numerous positive cases in time.

Franco Gervasoni
SUPSI General Director
What are the symptoms of the disease?
The most frequent symptoms are:
- sore throat, coughing, wheezing, chest pains, fever, sudden loss of sense of smell and/or taste
Other symptoms may also appear:
- headaches, malaise, general weakness, muscular pains, colds, gastrointestinal symptoms (nausea, vomiting, diarrhoea, stomach ache), skin rashes

Could it be COVID-19?
- Do the Federal Office of Public Health self-assessment

What to do in case of symptoms (even if mild, even if vaccinated/healed or if participating in a repeated testing programme)?
- Going into self-isolation
- Please contact the hotline on 0800 144 144 or an authorised doctor or pharmacy immediately to make an appointment for a test.
- If your symptoms worsen, call your doctor immediately and if he or she is not available, call the emergency services on 091 800 18 28.

What tests should be carried out in the presence of symptoms?
The type of test (rapid antigen test or PCR test) will be chosen on the basis of your health status, so it is important to always seek professional advice.

- The PCR test is the test of choice for vaccinated persons presenting symptoms
- The costs of both tests, for the PCR test only in the presence of symptoms, are covered by the federal government.

Person tested positive in Switzerland
- On receipt of a positive result (molecular PCR test or rapid antigenic test), place in isolation immediately. In case of a rapid antigenic test, request a confirmatory PCR test and proceed as follows at least until the result is obtained.
- Advise people in the same household and any regular close contacts (see definition above) to go into quarantine for 5 days, except for those vaccinated or cured within the last 4 months.
- The CT will only contact the case in question to whom it will issue isolation and quarantine orders by e-mail for persons in the same household and any regulated and close contacts; the case in question will be requested to forward the quarantine notices to the respective contacts.

For people who test positive in Switzerland but live abroad (e.g. cross-border workers), the isolation (and contact quarantine) provisions of their country of residence apply.

Person residing abroad (e.g. cross-border workers) and testing positive abroad
- As soon as a positive result is received, go into isolation.
- Inform the CMO (dss-umc@ti.ch and tracciamento-covid@ti.ch) by e-mail, surname, first name, date of the test, name of the department where you work and your personal telephone number.

In the case of people who test positive in Switzerland but live abroad (e.g. cross-border workers), the isolation (and quarantine, for contacts) regulations of the country of residence apply (e.g. regulations for Italy).

Person living abroad (e.g. cross-border staff) in close contact with a COVID-19 sufferer abroad

For persons who have had close contact with COVID-19 positive persons abroad (e.g. cross-border staff), the quarantine regulations of the country of residence apply (e.g. regulations for Italy).