

ISTITUTO MARANGONI LONDON
Novel Coronavirus Information (as of 11/03/20)
Frequently Asked Questions

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1. Introduction

The London School is giving our utmost attention to recent developments regarding the Novel Coronavirus (COVID-19), as declared by the World Health Organization on 9 January 2020.

There have been no issues within the Istituto Marangoni London School to date, however we want to provide an ongoing overview to reassure everyone that the London School is carefully monitoring the situation in real time and it is adopting all necessary actions, in line with the latest guidance from the national government authorities.

As this is a developing situation, it is important that staff, faculty, students and visitors proactively keep up to date with the latest information. This FAQ information reflects guidance from the World Health Organisation (WHO), National Health Service (NHS), Public Health England (PHE) and the Foreign and Commonwealth Office (FCO).

The UK Government (including the Department of Health and Social Care, Public Health England and the Foreign & Commonwealth Office) has an ongoing action plan alongside a region-specific risk management strategy, including specialist task forces coordinating all preventive activities in our Country and actions to be taken, in line with the requirements of the World Health Organization. This FAQ will be updated when any new relevant information is published by these authorities.

The health and wellbeing of our students and staff is our always number one priority. We have implemented our Risk Management Action Plan to safeguard our community and are in regular contact with students and staff in the School and around the world.

2. Health advice

Coronaviruses are a large family of viruses known to cause diseases ranging from the common cold to more severe respiratory diseases. For full details and alerts on health information, [please refer to the NHS website](#).

- **What are the signs/symptoms of coronavirus?**

Typical symptoms of coronavirus include fever and a cough that may progress to pneumonia causing shortness of breath and breathing difficulties.

Generally, coronavirus can cause more severe symptoms in those with weakened immune systems, such as older people, and those with long-term conditions like diabetes, cancer and chronic lung disease.

- **What should I do if I experience any symptoms?**

Please stay indoors for 7 days and avoid contact with other people, as you would with other cold/ flu viruses.

Please ring your local doctor (General Practitioner) or use the NHS (National Health Service) Helpline 111 or 0800 22 44 88 at the appearance of any flu-like symptoms, including fever, for advice.

Advice on self-isolation and who to contact if you have any concerns [can be found on the NHS website](#).

Note: The UK health service is operated by the NHS (National Health Service). The NHS operates a special telephone line: 111. If you have any health concerns or think you have coronavirus symptoms, call 111 and seek further advice.

Please contact the School Student Services Manager to arrange your return to study a.licholat@istitutomarangoni.com

- **Could I be infectious before I show symptoms?**

While this is possible, the advice remains that only those who have recently returned from a country or area shown in question 4 should avoid contact with others.

- **What if I suffer from a medical condition or a disability that could make me more vulnerable to the virus?**

If you are worried, you should seek advice from your GP.

3. How to protect yourself

All people are advised to maintain a careful and regular handwashing procedure and to manage developing viral symptoms (such as coughs, colds and flu) with 'catch it, bin it' approach.

Generally, follow simple steps as you would to stop other viruses spreading, including:

- Avoiding direct hand contact with your eyes, nose and mouth
- Maintaining good hand hygiene
- Washing hands with soap and water for at least 20 seconds or alcohol hand sanitiser, after coughing, sneezing, after going to the toilet, and prior to eating and drinking
- When coughing or sneezing, cover your nose and mouth with tissues and dispose of them in nearest waste bin after use
- Look out for NHS hygiene information posters around the School and hand sanitisers

More information can be found on the NHS website.

Please note: while we appreciate it is a matter of personal choice, there is no advice from Public Health England to wear face masks at School or in the local community.

4. I'm worried about coming to School. What should I do?

In line with the World Health Organisation advice, it is normal to feel sad, stressed, confused during a crisis, but draw on skills you have used in the past to help manage challenges including:

- Talk to people you trust
- If you must stay home, maintain a healthy lifestyle.
- Get the facts, gathering information from credible sources such as the WHO website
- Limit worry by lessening the time spent watching or reading information that is upsetting

If you would like to use the School counselling service, please email the School Student Services Manager a.licholat@istitutomarangoni.com to arrange support.

5. I am planning to or have just returned from travel overseas. What should I do?

In line with the latest UK government advice, the School has asked any person who is planning or has recently returning from travel to:

China, Republic of Korea, Italy, Iran, Japan, Singapore, Thailand, Hong Kong, Taiwan, Malaysia, Macau, Vietnam, Cambodia, Laos or Myanmar

should email the School Student Services Manager a.licholat@istitutomarangoni.com immediately to plan their trip and arrival in School with us, following all advised precautions and, as appropriate, self-isolation in the UK for 14 days after travel (referring to the latest UK government travel and health advice). Staff or faculty can also email the School HR Manager m.paolucci@istitutomarangoni.com for advice.

If you have returned to the UK from any of these areas in the last 14 days and develop a cough, fever or shortness of breath, you should immediately:

Stay indoors and avoid contact with other people as you would with any flu virus and please call NHS 111. Please follow this advice even if your symptoms are mild.

View the specified advice relating to the countries and areas above.

6. General travel advice/travelling on School business/attendance at lectures

For the latest updates and affected countries and regions, [please refer to the FCO website](#).

What should I do if I am planning to go to a country or region listed above and/or travel abroad on School business?

In line with the latest UK government advice, the School has asked any person who is planning or has recently returning from travel to:

China, Republic of Korea, Italy, Iran, Japan, Singapore, Thailand, Hong Kong, Taiwan, Malaysia, Macau, Vietnam, Cambodia, Laos or Myanmar

should email the School Student Services Manager a.licholat@istitutomarangoni.com immediately to plan their trip and arrival in School with us, following all advised precautions and, as appropriate, self-isolation in the UK for 14 days after travel (referring to the latest UK government travel and health advice). Staff or faculty can also email the School HR Manager m.paolucci@istitutomarangoni.com for advice.

Keep up to date with the [latest advice from the Foreign and Commonwealth Office](#).

I am due to receive visitors from affected countries or regions. What advice should I give them?

Visitors from outside of the UK should follow the local travel advice in their country of departure. You should also point them to the [NHS website for the latest information](#).

I am currently in an affected country or region, and unable to return to School to start my classes due to travel restrictions, what should I do?

If you are unable to return to London for any reason, you should email the School Student Services Manager a.licholat@istitutomarangoni.com immediately to let us know about your situation and ask for advice on next steps. It may be that some study/work can be undertaken remotely or that you can apply for exceptional factors. This will depend on your course.

7. What should I do if I meet someone with coronavirus?

A member of my close family/one of my friends/flat mates is currently unwell with coronavirus-like symptoms, what should I do?

Encourage them to contact NHS 111 for clinical advice. You should avoid close contact, but there is no need for alarm.

- **What should I do if I encounter a student/ tutor with symptoms?**

Advise them to:

- Please stay indoors for 7-14 days and avoid contact with other people
- Contact NHS 111 for advice
- Contact the School Student Services Manager a.licholat@istitutomarangoni.com immediately to keep us updated and again once they have spoken to a clinician.

8. What should I do about normal activities in School or visitors due at the School?

I am due to receive visitors from affected countries or regions. What advice should I give them?

Visitors from outside of the UK should follow the local travel advice in their country of departure. You should also point them to the [NHS website for the latest information](#). For further advice, please contact the School Student Services Manager a.licholat@istitutomarangoni.com.

- **Should we reschedule or cancel School events due to the coronavirus?**

We are following the advice of Public Health England in our preparations for the coronavirus. Its current advice around domestic travel, office working, meetings and gatherings is to continue with business as usual. We will continue to monitor the local situation closely to safeguard student and staff/ tutor health as the utmost priority.

9. What should I do about assessments?

The School is continuing to operate as planned and therefore assessment will take place as planned in line with your Unit Handbook.

Should you be recently returning from an effected area (within the last 14 days), please contact the School Student Services Manager to plan the journey back to school a.licholat@istitutomarangoni.com

Should you be unable to attend/ submit due to exceptional factors, please contact School Student Services Manager to discuss this a.licholat@istitutomarangoni.com

10. What should I do about my placement?

The School Placement Unit is continuing to operate as planned and therefore your work experience will take place as planned in line with your Placement Handbook (available on Simplicity).

If you are going for interviews or getting ready for your placement, it's reasonable to ask the future potential employer what they are doing in relation to COVID-19. They may ask you for a skype interview or for a particular company approach at this time.

For advice about how to ask or how to respond to a placement provider, please contact your Careers Services Specialist directly.

Should you be unable to attend/ complete due to exceptional factors, please contact School Student Services Manager to discuss this a.licholat@istitutomarangoni.com

11. How does the coronavirus affect my immigration status under UKVI?

[UKVI has provided updated immigration guidance for anyone unable to return to China from the UK.](#)

Please stay in contact with the School Student Services Manager a.licholat@istitutomarangoni.com to ensure that we know about any legitimate impacts upon your attendance.

For specific advice, please contact Admissions.london@istitutomarangoni.com or call the designated Home Office Coronavirus Immigration helpline 0800 678 1767.

12. Does the School currently have staff or students in a country or region in Question 4?

We are in contact with the small number of staff and students in a Question 4 region. We are helping with revised travel and accommodation plans as required.

13. What should I do if I hear of people being bullied due to COVID-19?

The School does not tolerate behaviour likely to cause bullying, harassment or intimidation. If you have any concerns, please report them to the School Student Services Manager a.licholat@istitutomarangoni.com immediately

14. Where can I find the latest information?

Istituto Marangoni is carefully monitoring the local situation in close coordination with government authorities. Please rest assured that the School is working to guarantee the successful continuation of your studies and upcoming assessment period (including exceptional factors, where applicable). Updates will be provided as the situation evolves. For further information, please just ask the School Student Services Manager a.licholat@istitutomarangoni.com and enjoy the School in preparation for assessment.