



**Koninklijk  
Conservatorium**

**Royal  
Conservatoire**

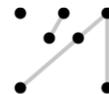
**Hogeschool der Kunsten  
Den Haag  
University of the Arts  
The Hague**

## **Protocol for education during Covid-19 epidemic**

Guidelines for teaching with effect from 1 September 2020

Royal Conservatoire The Hague

Version 10-09-2020



## Main points in the protocol

- Follow the RIVM's guidelines (remain 1.5 metres apart, cough and sneeze into your elbow, use paper tissues, disinfect your hands regularly).
- When entering or moving around in any of these buildings you should wear a face mask. Once seated or playing/singing in any of the rooms/studio's/halls you can take the mask off.
- If you have any symptoms, have yourself tested and remain at home (cold-like symptoms such as a cold, a runny nose, sneezing, a sore throat, coughing, shortness of breath, a higher than normal temperature, a fever or the sudden loss of smell and/or taste).
- If any of your housemates display symptoms and/or test positive for corona: stay at home.
- If you are found to have corona: follow the advice of the municipal health service (GGD). In the interests of safety, your own and that of others, we ask you to inform the Royal Conservatoire if you are infected. See Appendix C of the protocol.
- For students: if you live in The Hague and do not yet have a GP, you can register free of charge with StudentDoc, which provides GP services for students (<https://www.dedoc.nl/en/studentendoc/>) (see section 6.2 of the protocol).
- If you have been in a region or country that has been designated as code orange or code red, on arrival in the Netherlands you must have yourself tested for the coronavirus and remain at home for ten days. A list of the relevant countries and exception can be found [here](#). We also request that you [inform us](#) if you have to self-isolate so that your department can contact you to arrange a (temporary) alternative study programme.
- Follow the signposting and directions posted throughout the building.
- From Thursday, September 10, it is possible to reserve study space for the day itself from 07:00 in the morning via [Asimut](#). The [manual for this can be found here](#). This applies to rooms within the Royal Conservatoire, MOOOF and Prins27, on presentation of your student card.
- Between every lesson or rehearsal, the classroom must be aired (in the M-wing) or in any case vacated (in the S-wing and in the halls and studios) for half an hour;
- You can remain in the following rooms between lessons: the canteen (max. 10 persons), the foyer (max. 15 persons) and the library (max. 36 persons). For teachers: There is a table and chair in every classroom in the M-wing for teachers to spend the half-hour break.
- NOP/OOP: the advice is to work from home as far as possible. No more than 50% of the staff can be present in the office, unless a higher staffing level is required to carry out vital processes. The manager of each department (ESC, Directorate (secretariat), Marketing & Communication, 'Education Office' (Policy Officers and Quality Culture), Dean's Office, ICT department, Production Office, Heads of Department/Coordinators) will determine who can/should be present in the building. All meetings will be conducted online or can be attended online if they are held physically in the building, so that employees can always participate from home or at other locations while also limiting the need to travel.

From 31 August, the opening hours of the Royal Conservatoire are as follows:

Monday to Friday 8.00 a.m. – 10.00 p.m.

Saturday 9.00 a.m. – 10.00 p.m.

Sunday 10.00 a.m. – 10.00 p.m.

Addresses of external locations:

PRINS27: Prinsegracht 27, 2512 EW The Hague

Opening hours: Monday to Friday 9.00 a.m. – 10.00 p.m., Closed on Saturday and Sunday.

MOOOF: Binckhorstlaan 135, 2516 BA The Hague

Opening hours: Monday to Friday 9.00 a.m. – 10.00 p.m., Saturday 9.00 a.m. – 5.00 p.m.,

Sunday 10.00 a.m. – 3.00 p.m.



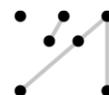
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## 1. Introduction (learning and working safely)

Education has been designated as one of society's vital sectors. On 19 May 2020, the government announced that institutes of higher education could reopen for limited teaching activities from 15 June. This protocol discusses a number of practical issues relating to safety and hygiene on the Royal Conservatoire's premises. The protocol is a living document which will be amended in response to developments as they occur.

The rules have been drawn up in accordance with the guidelines issued by the government and the National Institute for Public Health and the Environment (RIVM). We urgently ask you to take care of one another by following the rules.

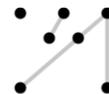
## 2. General

### 2.1 RIVM guidelines

The protocol is based on the RIVM's guidelines. This means:

- Have yourself tested if you display any of the following symptoms: cold-like symptoms (such as a nasal cold, a runny nose, sneezing, a sore throat), coughing, shortness of breath, elevated temperature, a fever or the sudden loss of smell and/or taste (without having a blocked nose). Stay at home until the result of the test is known.
- If anyone in your household tests positive for the coronavirus: stay at home.
- If anyone in your household has (or has been in contact with someone from another household who has) cold-like symptoms, a cough or a sudden loss of smell and/or taste, in addition to a fever and/or shortness of breath: also stay at home.
- Anyone with complaints that match the symptoms of COVID-19 can request a test:
  - o online at [coronatest.nl](https://coronatest.nl) (register with DigiD)
  - o via the national telephone number: 0800 – 1202 (available between 8.00 a.m. and 8.00 p.m.).
- If you have a high temperature, shortness of breath or your symptoms gradually worsen, call your GP, treating physician or medical centre (*huisartsenpost*).
- For general questions about coronavirus, call the GGD's national free number: 0800 – 1351.
- Remain 1.5 metres apart\* (two arms' length) from each other.
- Wash your hands thoroughly several times a day, for at least 20 seconds each time. After washing your hands, dry them with a paper tissue and then throw it immediately into the waste basket.
- Always cough and sneeze into your elbow.
- Use paper tissues and throw them into the waste basket immediately after use.
- Do not shake hands.

\* Under the government/RIVM guidelines, children up to the age of 12 do not have to observe distancing among themselves and from teachers and staff members. Young people up to the age of 18 do not have to distance themselves from one other, but must maintain a distance of 1.5 metres between themselves and teachers and staff members.



## 2.2 Hygiene

The Royal Conservatoire follows the general guidelines on hygiene, as well as the specific guidelines of the RIVM.

- Disinfect your hands on entering and leaving the building. Disinfectant is provided.
- Do not share personal items and materials with others and keep them clean.
- There is soap, disinfectant for your hands and/or paper tissues in the classrooms, rehearsal rooms, studios, halls, the canteen and the toilets.
- In every room in the Royal Conservatoire there is a sign showing the maximum number of persons that can be in the room while remaining 1.5 metres apart from one another.
- Signs and directions have been put up around the building and must be followed.
- The cleaning company CSU will devote special attention to the cleaning of contact surfaces and sanitary facilities.
- When entering or moving around in the building, you should wear a face mask. Once seated or playing/singing in any of the rooms/studio's/halls you can take the mask off, unless otherwise specified in this protocol or at the entrance to a room (for example, the Art of Sound and Sonology studios).
- The Royal Conservatoire has a supply of personal protective equipment in the building, including face masks, which can be collected from the reception.
- 'Student stewards' will be stationed at various locations in the building to provide assistance and to monitor compliance with the protocol.

## 2.3 Enforcement

- If you fail to follow the guidelines, you will be spoken to and receive a friendly, but forceful request to respect them in future.
- The Royal Conservatoire assumes that anyone who is given a warning will follow the instructions.
- If someone does not adhere to the guidelines or imposed self-quarantine, the Executive Board may deny access to the building for the individual concerned.
- Student stewards will be stationed throughout the building to monitor compliance with the RIVM's rules. The stewards:
  - o will monitor correct use of the entrances and exits;
  - o can consult the timetable for the corridor in which they are currently working in ASIMUT to verify that everyone who is present there is actually allowed to be there;
  - o will check that the 30-minute breaks to air a room are being taken and that the windows have been opened;
  - o will check for the presence of protective screens and help to move them or, if necessary, install additional screens;
  - o will regularly clean the door handles (in addition to the regular cleaning);
  - o will remind students engaged in self-study when they have to stop so that the room can be aired.

The reception desk will monitor the upper foyer and entrances (with cameras). If the receptionist observes a problem, he or she will notify one of the stewards.



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### 3. Health

#### 3.1 Emergency response team

Temporary (corona) measures have been adopted for the internal emergency response team. These measures are intended to minimise the risk of team members being infected with the coronavirus. The emergency response officers will follow the RIVM guidelines.

The following recommendations apply for emergency response officers:

- Do not respond to an alarm if you do not feel fit or belong to a high-risk group;
- Think of your own safety;
- Wear protective (nitrile) gloves\*;
- Wearing a face mask is not mandatory, but you can wear a surgical mask\* if it makes you feel safer;
- If you are observing, maintain a distance of at least 1.5 metres;
- In the event of an evacuation, remain 1.5 metres apart as far as possible;
- Revised national corona guidelines have been adopted for reanimation;
- In the event of an acute emergency where urgent medical help is required, call the emergency number 112 and – while waiting for the emergency services to arrive – discuss the necessary actions and protective equipment in the situation with the alarm centre.

\* Nitrile gloves and face masks are available in the building and are issued by the Facility Management department.

The complete protocol for the emergency response team and reanimation can be found in Appendix A.

#### 3.2 Risk groups

If you belong to a [risk group for the corona virus](#), you are advised not to participate in on-site education. Students should contact the head of their department about this. Teachers and non-teaching staff should contact the head of their department, who may refer them to the company doctor.

### 4. Building

#### 4.1 Opening hours

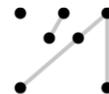
From Monday 31 August, the Royal Conservatoire's opening hours are as follows:

- Monday to Friday 8.00 a.m. – 10.00 p.m.
- Saturday 9.00 a.m. – 10.00 p.m.
- Sunday 10.00 a.m. – 10.00 p.m.

#### 4.2 General guidelines for access to the building

Only the following persons can enter the Royal Conservatoire's building and the external locations:

- A teacher who has to give a lesson;
- Students who have a confirmed reservation for a period of self-study, are attending a lesson, or want to study at any of the study spaces in the canteen, foyer or library;
- Members of the teaching support staff who have discussed their presence with their immediate superior;
- Guests who have been announced by heads of department, together with a description of the reason for the visit. All guests must report to the reception and provide their e-mail address and telephone number, either in advance or on the spot at the reception. On request, the reception can provide the principal with a list of guests;



- Visitors to performances must reserve a seat in advance and report to the reception with proof of their reservation;
- Students, staff members and visitors with symptoms of a cold or fever may not enter the building;
- The reception can enquire into the health of students, staff members or visitors.

The following guidelines apply on entering the building:

- Disinfect your hands on arrival and departure. Disinfectant is provided.
- Always follow the signposting in the building, except in an emergency when you should use the standard evacuation routes and emergency exits.
- Go directly to your destination.
- Only enter rooms assigned to you.
- The doors of the classrooms/studios/rehearsal rooms will be open, so you will not need to ask for a key. Do not enter a room where you do not have a lesson or a reservation.
- The large lift can only be used by one person at a time and its use is reserved to persons with a disability, to transport goods, staff of the production and facility management departments and students and teachers with large or heavy instruments.
- The small lift can only be used by one person at a time.
- Staff of the reception and the facility management department will be present to issue instructions, to answer questions and to guarantee safety.
- Visitors must report to the reception.
- Employees who wish to use the bicycle stall can disinfect their hands in the stall itself after parking their bicycle.

Students of the HBO-Dance department have to use the Beatrixlaan entrance and exit. A specific protocol for the Dance department has been distributed to students, parents and teachers. A copy can be requested from the department's principal Jan Linkens.

Primary school students of the School for Young Talent have to use the Beatrixlaan entrance and exit. Secondary/high school students may either use the entrance and exit on the Beatrixlaan or the entrance and exit on the Juliana van Stolberglaan. Students of the School for Young Talent only use the part of the building for third-level education if they have classes there. They may not visit the canteen or remain in this part of the aforementioned part of the building before, between or after classes. The protocol for the School for Young Talent has been distributed to students, parents and teachers and copies can be requested from the school's principal Jan van Bilsen.

### **4.3 Toilets**

- Distancing of 1.5 metres must also be observed in the toilets. We recommend that toilets should not be used by more than one person at a time (others should wait at the entrance to the toilets);
- Wash your hands after using the toilet. Use paper tissues to dry your hands and then throw them away immediately.
- The toilets will be cleaned regularly during the building's opening hours.

### **4.4 Halls, rehearsal rooms and studios**

#### **4.4.1 General**

- There will be a sign in every room in the building showing how many people can be present in it at the same time. The number of people is based on remaining 1.5 metres apart.
- Between every lesson or rehearsal, classrooms must be aired (in the M-wing) or at least vacated (in the S-wing and in the halls and studios) for half an hour.



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- There is a table and chair outside each classroom in the M-wing for the teachers to use during the half-hour break.
- Teachers and students can also spend the period between lessons, provided they remain 1.5 metres apart, at the following locations: the canteen (max. 10 persons), the foyer (max. 15 persons) and the library (max. 36 persons).
- The Royal Conservatoire will provide perspex screens (for face-to-face lessons and coaching sessions for singers and wind players, for example) to be used during lessons, rehearsals and performances. These can be installed in consultation with the facility management department and must be cleaned by the musicians between lessons.
- Everyone must enter a room one by one for lessons, rehearsals and projects to ensure that they remain 1.5 metres apart.

#### 4.4.2 Dance studios

- The floors of the dance studios are marked with tape at intervals of 1.5 metres.
- Students over the age of 18 must maintain a distance of 1.5 metres from each other, from the teacher and from accompanists. Young people up to the age of 18 do not have to distance themselves from each other, but must remain 1.5 metres away from their teachers. Children up to the age of 12 do not have to observe distancing among themselves or in relation to their teachers;
- Bare feet are permitted in the dance studios. Shoes must be removed in the studio to avoid bottlenecks.
- The barre will be cleaned by the teachers after use. There will be water and suitable cleaning agents in every studio.
- As far as possible, windows and doors will be left open throughout the day.
- Students can change in the dressing rooms, provided they remain far enough apart. Students must shower at home.
- Teachers can use the teachers' dressing room.
- Dress warmly after a lesson or training.

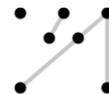
More information can be found in the protocol for the Dance department. This protocol has been distributed to the students, parents and teachers and copies can be requested from the department's principal Jan Linkens.

#### 4.4.3 Rehearsal rooms, studios

- Clean the room after use (contact surfaces, chairs, handrails, door handles, stereo, screen/remote control). Audio-visual equipment will be cleaned by the facility management department.
- Clean any instruments that have been used with the special cleaning agents that are provided in every classroom. Make sure that your hands are dry (i.e., not still wet from the alcoholic gel) before touching the instrument.
- The cleaning company CSU will carry out the daily general cleaning (floor, table, chair, audio-visual equipment (in the small rooms), etc.), and clean the halls and studios 1, 2, 3 and 4.

#### 4.4.4 Art of Sound, Sonology and Composition studios

- There is a dispenser at the entrance to every studio or group of studios with which the user can disinfect his or her hands.
- It is not permitted to bring food or drink into the studio.
- Anyone using the studio must wear a face mask to prevent the spread of aerosols over the equipment and to keep contact between a person's hand and their nose or mouth to a minimum.
- The equipment will be cleaned regularly by a member of the staff of the Electronic Workshop.



## 4.5 Reserving rooms

From Thursday, September 10, it is possible to reserve study space for the day itself from 07:00 in the morning via [Asimut](#). The [manual for this can be found here](#). This applies to rooms within the Royal Conservatoire, MOOOF and Prins27, on presentation of your student card.

## 4.6 Canteen and catering

The canteen will be open from Monday 31 August with a limited service.

- Follow the marked walking route in the canteen.
- A maximum of ten persons is allowed in the canteen at any one time.
- Disinfect your hands on entering and leaving the canteen. Disinfectant is provided.
- Clear your table when you leave.
- Only takeaway meals will be available from the canteen. The opening hours might be shortened, but that still has to be determined.
- Unfortunately, students from the School for Young Talent are not allowed to use the canteen in order to limit movement between the section of the building for the third-level programmes and the School for Young Talent.

## 4.7 Library

### 4.7.1 Students studying or working in the library

There are 36 study or workspaces on the top floor in the library. Clean your hands as you enter. Library staff and student stewards will check whether there are any spaces available. When you are leaving, clean your workspace (table, keyboard and mouse) with the cleaning agents provided.

### 4.7.2 Reserving materials

It is still possible to make enquiries or request materials without going to the library. There will be a librarian present to assist students every weekday. The library can be contacted at: Telephone: 070 – 3151572

E-mail: [library.kc@koncon.nl](mailto:library.kc@koncon.nl): Leave your full name, student number and contact details and details of the requested materials, or attach a 'screenshot'.

Reservations can also be made via the [online catalogue](#).

You can also search for materials yourself during the library's opening hours. Only remove materials that you actually need from the shelves.

### 4.7.3 Collecting materials

You will be notified when the requested materials are ready for collection. You can then collect them from the library's cabinet in the foyer of the KC.

### 4.7.4 Returning materials

You can return materials by leaving them in the library's cabinet in the foyer or during the library's opening hours.

### 4.7.5 Opening hours of the library

Monday to Saturday: 9.00 a.m. – 9.00 p.m. Sunday 10.00 am – 9.00 p.m.

Requesting library information and borrowing materials is possible on weekdays from Monday to Friday from 9.00 a.m. – 6.00 p.m.



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#### 4.8 Reprographics, printing and scanning

- There is a dispenser with disinfectant beside every printer/scanner. You must clean your hands before using the equipment.
- The printers have been moved to supervised locations.

#### 4.9 Electronics Workshop (EWP)

##### 4.9.1 Loan of equipment

Equipment can be borrowed from and returned to the Electronics Workshop from Monday to Friday, by appointment only. Students can see what equipment is available on the [website of the EWP](#) and make a reservation [via this link](#). The Electronics Workshop will contact the student to inform them when the items can be collected and returned.

Students who wish to work on a project in the Electronics Workshop must make a reservation in advance.

### 5. Teaching and events

#### 5.1 Classes

- During classes students must remain 1.5 metres apart from each other and from the teacher. Wind and string players must remain 2 metres apart.
- During individual lessons with wind players and singers, there must be a perspex screen between the teacher/co-repetitor and the student.
- Between every lesson or rehearsal, the classroom must be aired (in the M-wing) or in any case vacated (in the S-wing and in the halls and studios) for half an hour.

#### 5.2 Projects

- For projects, distancing of 1.5 metres must always be observed. Wind and string players must remain 2 metres apart.

#### 5.3 Events

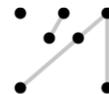
In the autumn of 2020, a small number of events can be organised in accordance with the RIVM's guidelines. They include two orchestral projects for the Classical Music department, two projects for the Vocal Studies department, the DNOA production, two large ensemble projects for the Early Music department and two Big Band projects for the Jazz department, and from the Dance Department the 'Studio avonden', 'Leerlingendag' and the Young Talent Project. The events can take place in the Kees van Baarenzaal, the Arnold Schönbergzaal and Studios 1, 3 and 4 in the Royal Conservatoire's building.

### 6. Use of rooms outside the Royal Conservatoire

#### 6.1 External locations

To allow face-to-face teaching to proceed as far as possible, from the new academic year the Royal Conservatoire will be using two external locations. These are PRINS27 (the former Koorenhuis) and MOOOF, a former barracks and now a studio complex for music and dance in the Binckhorst district. Both buildings are within half an hour of the Royal Conservatoire. With these additional facilities, three out of every four face-to-face lessons can go ahead, as well as the major large-scale projects.

- PRINS27 will be used mainly for the programmes Bachelor of Music Teaching in Schools, the Master of Instrumental and Vocal Learning & Teaching and the Master of Music Education according to the Kodaly concept (which will move almost entirely to the new venue);
- MOOOF is mainly intended for the Jazz department;



- PRINS27 and MOOOF will also be used for other group lessons, face-to-face teaching, self-study and some projects;
- The RIVM's general guidelines will apply at both locations;
- If necessary, the KC will provide bicycles for movement between the locations.

## 6.2 Addresses of external locations

### PRINS27

Address: Prinsegracht 27, 2512 EW The Hague

Opening hours: Monday to Friday 9.00 a.m. - 10.00 p.m., closed on Saturday and Sunday.

### MOOOF

Address: Binckhorstlaan 135, 2516 BA The Hague

Opening hours: Monday to Friday 9.00 a.m. - 10.00 p.m., Saturday 9.00 a.m. - 5.00 p.m., Sunday 10.00 a.m. – 3.00 p.m.

## 6.3 Self-study at external locations

From Thursday, September 10, it is possible to reserve study space for the day itself from 07:00 in the morning via [Asimut](#). The [manual for this can be found here](#). This applies to rooms within the Royal Conservatoire, MOOOF and Prins27, on presentation of your student card.

- Wearing a face mask when entering and walking around the building is mandatory, even if other users of the building do not wear a face mask;
- You can reserve a room for a maximum of 2 hours a day, in blocks of 45-60 minutes;
- Leave the spaces tidy, and clean touched surfaces (doorknob and instrument). Bring your own cleaning products for this;
- At Prins27 there are 19 rooms (partly) available. Most rooms have pianos and music stands;
- At MOOOF there are 26 (empty) rooms and 5 rehearsal rooms (partly) available. Bring your own lectern (and instrument). In each of the 5 rehearsal rooms there is a drum kit and electric piano.

What you should (therefore) take with you for self-study at an external location:

- Your student card
- A mouth mask
- Cleaning agents
- Lectern (MOOOF)

## 7. Students

### 7.1 Calling in sick with corona symptoms

The university follows the Dutch government's advice in determining whether it is responsible to attend classes. The current advice is: 'Get tested if you have one or more of these symptoms (cold symptoms, such as a nasal cold, a runny nose, sneezing, a sore throat), coughing, shortness of breath, elevated temperature, a fever or sudden loss of smell and/or taste (without having a blocked nose).' Stay at home until the result of the test is known. Call in sick to the head or coordinator of your department.

If you are found to have coronavirus:

- Follow the advice of the GGD. It will contact you if you have tested positive.
- If you are found to have corona, follow the advice of the GGD. In the interests of your own safety and that of others, we request that you inform the Royal Conservatoire of your infection. For more on this point, see Appendix C of this protocol.
- Call in sick to the head or coordinator of your department.



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If anyone with whom you have been in direct contact (a housemate, for example) displays symptoms:

- Stay at home and wait for the results of your housemate's test. If he/she does not have coronavirus, you no longer have to stay at home. If he/she is infected, follow the advice of the GGD.

## 7.2 GP

If you do not have a GP and live in The Hague, you can register free of charge with StudentDoc, a general practice for students (<https://www.dedoc.nl/and/studentendoc/>). The practice is not confined to persons living in a particular post code area, so switching to it can be easily arranged. The Royal Conservatoire strongly advises anyone who does not already have a GP to register with StudentDoc at the start of their studies.

If you have any questions, please contact the student dean, Elke de Roos:  
[e.deroos@koncon.nl](mailto:e.deroos@koncon.nl).

To visit a GP, you must be insured.

## 7.3 Insurance

You will find organisations where you can take out insurance directly online at the following links.

- Study in Holland (Nuffic): <https://www.studyinholland.nl/plan-your-stay/insurance>
- Insure to Study: <https://www.insuretostudy.com/nl/>
- AON: <https://www.aon.com/netherlands/default.jsp>
- OOM Insurance: <https://www.oominsurance.com/to-the-netherlands/oom-studying-in-the-netherlands-insurance/>

*For international students:*

- Health insurance line (Health care information leaflet for international students): <https://www.zorgverzekeringslijn.nl/wp-content/uploads/2020/03/Covid-19-coronavirus-digitale-flyer-internationale-students.pdf>
- Study in The Hague: <https://www.studyinthehague.com/health-care>
- International Health Centre: <https://ihch.nl/and/services/>
- I Am Expat: <https://www.iamexpat.nl/expat-info/dutch-healthcare-system/general-practitioners-gp-doctors-netherlands>

For questions about insurance, please contact the International Students Adviser, Eugène Eijken: [international@koncon.nl](mailto:international@koncon.nl).

## 7.4 Travel

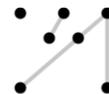
On the website [Nederland Wereldwijd](#), you will find the latest travel advice for each country.

## 7.5 Travelling in the Netherlands

Since 1 June 2020, passengers from the age of 13 have been obliged to wear a non-surgical face mask on public transport.

### 7.5.1 Travel advice for regions and countries with code yellow status

Students who are coming from a region or country designated as code yellow must follow the curriculum (offline and online) in The Hague. The Royal Conservatoire cannot provide a (full) online study programme for students in countries designated as code yellow by the Ministry of Foreign Affairs.



### 7.5.2 Regions and countries with code orange status

Anyone coming from an area with code orange status must self-isolate for ten days. Passengers arriving by plane are asked to take a corona test at the airport. You should also consult the websites of the Dutch government (general information) and the Dutch Ministry of Foreign Affairs (travel information) for the latest information.

Students coming from regions or countries designated as code orange who are not able to arrive at the Conservatoire for the start of the academic year (due to travel restrictions or temporary quarantine) can contact the head or the coordinator of their department so that - where possible - we can provide an online alternative for the lessons that they would otherwise have followed offline.

### 7.5.3 Regions and countries with code red status

Students coming from countries designated as code red cannot travel to the Netherlands at the moment. They must contact the head or the coordinator of their department to arrange an online alternative for their individual study programme until such time as they can travel to the Netherlands.

The Education Service Centre (ESC) will also personally contact students who are living in any code orange or code red region.

## 7.6 Travel under Erasmus+

Students can still travel abroad or come to the Royal Conservatoire for a period of study under the Erasmus+ programme. The travel advice for the relevant countries, indicated by the colour codes, is issued by the Ministry of Foreign Affairs, but is strongly recommended by the Royal Conservatoire.

## 7.7 Self-quarantine rules

The following rules apply to everyone during self-quarantine, as stated by RIVM and GGD:

- Only members of your household may be at home with you. You must stay 1.5 metres away from them as much as possible. This means no hugging, kissing or sex;
- Nobody may visit you, except for medical purposes (for example, a doctor or a GGD official);
- If you need medical assistance, do not go to the doctor or the hospital, but phone the doctor instead;
- Ask other people to do grocery shopping for you. If that is not possible you can leave your house or accommodation to go shopping, but only if you do not have any symptoms of COVID-19;
- You can sit outside if you have a garden or balcony;
- Do not go to your place of work, but work from home. If you are a healthcare professional you may, only in exceptional cases and under certain conditions, go to work. Discuss this with the municipal health service (GGD) or your company doctor.
- Do not use public transport.

More information about self-quarantine rules can be found on

<https://www.government.nl/topics/coronavirus-covid-19/tackling-new-coronavirus-in-the-netherlands/self-quarantine>



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## 8. Teachers and staff members

Education is designated as one of society's vital sectors. Since the government declared that primary and secondary schools would fully resume on-site teaching from 31 August and that third-level institutes could also resume offline education from 31 August, some teachers and staff members will have to return to work on site. The following principles apply.

### 8.1 Health

- If you are healthy, you are in principle available to teach or to perform work at the school.
- If you do not belong to any of the medical risk groups\* (and are therefore in principle able to work on site), but have serious concerns, discuss them with your direct manager. At that meeting you will together decide precisely how you can perform your work, for example by teaching remotely. Employees are not obliged to share medical information with their manager or with colleagues. If necessary, the company doctor can be consulted.
- If you belong to a medical risk group, we advise you not to take part in the on-site education process. Teachers or staff members who fall into a risk group and wish to depart from this advice should consult their immediate manager.
- If you display one or more of the following symptoms (cold symptoms, shortness of breath, a slight cough, elevated temperature or a fever and/or sudden loss of smell or taste), have yourself tested and stay at home.
- If you are unable to work at school because of your personal situation, also discuss this with your immediate manager and make agreements on how you will teach or perform your work.

For more information, see the protocol 'Calling in sick and symptoms during Covid-19 – Appendix B' and 'What to do if infected with corona' – Appendix C.

### 8.2 Meetings

All meetings will be conducted online or will be available online if they are held in the building so that employees at home or at other locations can always participate and also to limit the amount of travelling.

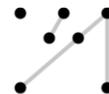
### 8.3 Working at the Royal Conservatoire

#### 8.3.1 Teaching

- After every lesson or rehearsal, the classroom must be aired (in the M-wing) or at least vacated (in the S-wing and in the halls and studios) for half an hour.
- There is a table and chair outside each classroom in the M-wing for the teachers to use during the half-hour break.

#### 8.3.2 At work

The advice is to work from home as far as possible. The managers will decide who from each department should be present in the building (ESC, Directorate (secretariat), Marketing & Communication, Education Office (Policy Officers and Quality Culture), Dean's Office, ICT department, Production Office, Heads of Department/Coordinators). A maximum of 50% of the staff may be present in the building at any one time.



### 8.3.3 Workstation at home

It is important to create a good working environment when you are working at home.

### 8.3.4 Variation

It is important for both your productivity and physical well-being that you do not work for too long at a stretch. There are various ways of protecting your body while you work, for example by regularly changing your posture, alternating between different tasks and regularly looking away from the screen. It is also helpful to take micro breaks (just 20 seconds perhaps) and break reminder software is a useful tool in this respect.

### 8.3.5 Climate

Create a healthy indoor climate. It depends on the individual, but around 20° Centigrade is often a good temperature. Because you work sitting down you do not get warm, but you must still be comfortable.

### 8.3.6 Shortcut keys

Use shortcut keys more often, rather than only using the mouse.

### 8.3.7 Limit the use of a tablet or smartphone

This applies both for the use of a device throughout the day and the length of time you use it at any one time. If a task can be performed at a regular workstation, do it there. If you work with a laptop, you should use a separate keyboard and mouse. Another tip is to position your chair properly. If you sit a long way from your table or desk you will have to stretch your arms, which places a heavy strain on your neck and shoulders.

### 8.3.8 Everywhere a good workstation.

You will often also sit and use a screen in your private time. The risks are the same, so it is also important to vary the work and to be mindful of signs of strain outside working hours.

## 8.4 Travel

### 8.4.1 Public transport

Try to walk or cycle to work. Only use public transport if there is no alternative. Since 1 June 2020, passengers aged 13 and older have been obliged to wear a non-surgical face mask on public transport.

### 8.4.2 Travelling to and from abroad

The latest travel advice for every country can be found on the website [Nederland Wereldwijd](#). These recommendations are binding for teachers and other employees of the Royal Conservatoire. For example, anyone coming from an area with 'code orange' status must self-isolate for ten days on arrival. Passengers arriving by plane are asked to take a corona test at the airport. For further information, consult the websites of the Dutch government (general information) and the Dutch Ministry of Foreign Affairs (travel information). Travelling to code orange or code red areas is strongly discouraged.

### 8.4.3 Travel for Erasmus+ programme

For staff members, trips under the Erasmus+ programme have been postponed until the second semester. Some teachers will be visiting the Royal Conservatoire from abroad under Erasmus+ for a specific project (such as the Big Band). The travel advice for the various countries, as indicated by the colour codes, is issued by the Ministry of Foreign Affairs, but the Royal Conservatoire strongly recommends that it should be followed.



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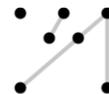
### **8.5 Self-quarantine rules**

The following rules apply to everyone during self-quarantine, as stated by RIVM and GGD:

- Only members of your household may be at home with you. You must stay 1.5 metres away from them as much as possible. This means no hugging, kissing or sex;
- Nobody may visit you, except for medical purposes (for example, a doctor or a GGD official);
- If you need medical assistance, do not go to the doctor or the hospital, but phone the doctor instead;
- Ask other people to do grocery shopping for you. If that is not possible you can leave your house or accommodation to go shopping, but only if you do not have any symptoms of COVID-19;
- You can sit outside if you have a garden or balcony;
- Do not go to your place of work, but work from home. If you are a healthcare professional you may, only in exceptional cases and under certain conditions, go to work. Discuss this with the municipal health service (GGD) or your company doctor.
- Do not use public transport.

More information about self-quarantine rules can be found on

<https://www.government.nl/topics/coronavirus-covid-19/tackling-new-coronavirus-in-the-netherlands/self-quarantine>



## Appendix A –Emergency response team and reanimation

### Possible action

The work of the emergency response team (BHV) can continue as usual. The training and the procedures cover dealing with infectious diseases and explain how they can be transmitted from a victim to an emergency response officer. Always remember to wear personal protective equipment!

In view of the unique circumstances and the limited resources, we strongly recommend that you call the emergency number (112) and summon the professional emergency services.

### General

- In performing their precautionary tasks, team members may face situations where there is a risk of infection due to contact with people who have an infectious disease.
- There is a potential risk of infection from coughing, sneezing or bodily fluids in the event of physical contact with a victim.
- Infection can be transmitted by aerosols from the nose and throat for up to 1.5 metres. The virus does not travel any further through the air. The sicker a person is, the more of the virus he or she can spread.
- The Netherlands Reanimation Council has published an advice on COVID-19 and reanimation. See [reanimatieraad.nl](http://reanimatieraad.nl)

### Reanimation

A revised procedure has been adopted for the reanimation of adults who show no clear symptoms or have not tested positive for COVID-19.

- Members of the emergency response team in the risk group (50+ or with respiratory complaints, etc.) are advised not to perform reanimation.
- No more than two emergency response officers should attend to the victim; others should remain at a safe distance. One team member performs heart massage, while the other stands at the victim's feet to take over the massage.
- Roll up your sleeves and wear nitrile gloves during reanimation.
- If available, place a surgical mask and eye protection on the victim.
- Do NOT touch the victim's head.
- You should no longer 'listen' or 'touch' to determine whether the victim is breathing normally. The responder should only assess the breathing through observation (for 10 seconds). Do NOT check the breathing by listening and touching. Also do NOT open the airway to assess the victim's breathing.
- Limit the reanimation to performing chest compressions. Do not give mouth-to-mouth resuscitation.

The rules on using the AED and changing places every two minutes remain the same.

NB: If the victim has or is strongly suspected of having COVID-19, do not use mouth-to-mouth resuscitation or chest compressions, only AED.

The procedure for reanimating babies and children (up to puberty) is unchanged. Note: it is different than with reanimation of adults.

### Other assistance

- As far as possible, a victim should be helped by a single team member, while the second member remains some distance away on stand-by.
- If possible, remain as far as possible (at least 1.5 metres) from other persons, and ask them to leave if necessary.
- Roll up your sleeves and wear nitrile gloves while treating the victim.
- The emergency response officers directly involved in treating the victim must wear a surgical mask and eye protection if they are available. Use them sensibly, since these items are scarce at the moment!



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## Assistance in general

If the incident has been handed over to the professional emergency services:

- Leave the room and clean your hands, wrists, arms, face and any other parts of the body that may have been infected. See section on 'Cleaning'.
- When the emergency services have left, the materials left behind, and if necessary the room, can be cleaned.

## Cleaning

- Wash your gloves with soap and water. Remove your mask and wash it with soap and water. Pull off your gloves turning them inside out and wash your hands, wrists, arms and face with soap and water.
- Infected clothing: if bodily fluids from the victim have got onto the clothes during the treatment, clean the stains, as well as the skin beneath them, with soap and water.
- Pull on new nitrile gloves and clean the used materials, and if necessary, the floor, as well as any items that are being thrown away with soap and hot water or with the disinfectant that is provided.
- Wash your gloves with soap and water. Remove your gloves turning them inside out and once again wash your hands, wrists, arms and face with soap and water.
- Waste products that have been cleaned can be disposed of with the regular waste.

Handling used breathing masks/full-face masks (not face masks).

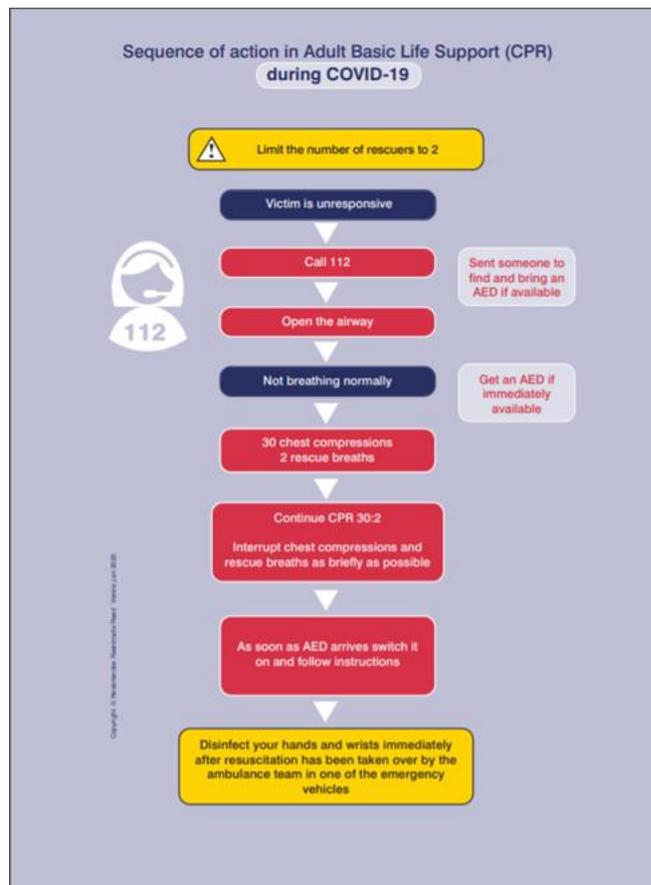
Breathing masks that have been worn almost always contain some of the wearer's bodily fluid (mucus, saliva).

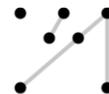
Materials that might have been infected with the virus must therefore always be treated with care.

If you have worn a breathing mask during a treatment, clean it with soap and rinse it with hot water. Then place it in a plastic bag and leave it to be cleaned in the regular manner.

## Coordination and after-care

If you have COVID-19-like symptoms after providing treatment, follow the advice of the RIVM and, if necessary, consult your GP.





## Appendix B – Calling in sick and health complaints during the corona period

In addition to our protocol on calling in sick, the following guidelines will apply as long as the corona crisis measures remain in force.

### Health complaints

The university is guided by the government's advice in determining whether it is responsible for people to come to work. The current advice is: 'Have yourself tested if you have one or more of the following symptoms: cold symptoms (such as a nasal cold, a runny nose, sneezing, a sore throat), coughing, shortness of breath, elevated temperature, a fever or sudden loss of smell and/or taste (without a blocked nose). Stay at home until the result of the test is known'.

- If you have any of these symptoms, report to your manager and stay at home until you have received the result of the test.
- Your manager will decide, in consultation with you, whether you can perform all or part of your work at home or are able to perform modified work.
- If, despite your symptoms, you are able to perform your work from home, you are not unfit for work and do not have to call in sick.
- If you cannot perform your own work or any alternative work from home, you are unfit for work and must call in sick.
- If you can perform some of your own work or alternative work at home, you are partially unfit for work – based on the number of hours for which you are able to perform your work or alternative work – and you must call in sick for the hours you are unable to work.
- In the event of (partial) incapacity for work, keep your manager informed of the course of your illness and your expected recovery.

### Tests

Since 1 June 2020, everyone in the Netherlands can be tested for COVID-19. If you have symptoms that match those of coronavirus, you can apply directly to the GGD for a test. If you test positive for COVID-19, we request that you inform our company doctor. In light of the General Data Protection Regulation (GDPR), you are not required to report that you have COVID-19, but in the interests of safety we advise you to do so.

### Risk group

If you belong to a risk group in relation to the coronavirus (see: <https://www.rivm.nl/coronavirus-covid-19/risicogroepen>) and it would therefore be irresponsible for you to come to work, inform your manager. The university will seek the advice of the company doctor. On the basis of that advice, your manager will decide, in consultation with you, whether you can perform some or all of your work or alternative work from home.

Belonging to a risk group does not mean that you are required to call in sick. Changes in the RIVM's guidelines and/or changes in your work may lead to a reassessment by the company doctor.

### Accessibility

If you are staying at home because of the symptoms indicated by the RIVM or because you belong to a risk group, you must:

- Remain contactable by your manager;
- Answer your telephone and e-mail;
- Participate in online team meetings;
- Keep up-to-date with information provided by the university.



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#### Procedure for calling in sick and returning to work

If you are unable to work – even at home – due to illness, on the first day of sick leave you must inform your manager and the P&O department by calling 070 3154 772 or by sending an e-mail to your manager with a CC to P&O to [ziekmelding@hdkdenhaag.nl](mailto:ziekmelding@hdkdenhaag.nl). In connection with the privacy laws, this e-mail address is used exclusively for matters relating to sick leave. You must report before 9.00 a.m. or at least 1½ hours before you are due to start work. Your return to work must be reported in the same way.

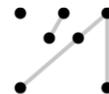
#### Appointment with company doctor

If your sick leave persists, you will be called for an appointment with the company doctor. This will be arranged by the university, usually after one or two calendar weeks of continuous sick leave. You are obliged to keep this appointment. After the consultation, the company doctor will write a report with advice for you and your manager.

#### Company doctor

The university's company doctor is Ed Vink, who can be contacted at [ed.vink@pashaenvink.nl](mailto:ed.vink@pashaenvink.nl).

Copies of the complete protocol on sick leave of the University of the Arts The Hague are available from the P&O department.



## Appendix C – What to report in the event of corona infection

When you have been tested for corona, the GGD will endeavour to inform you of the results within two days.

If the outcome is positive, the GGD will conduct a track and trace investigation. The investigation is carried out in accordance with the protocol of the National Coordination Centre for Infectious Diseases. The track and trace investigation is designed to identify everyone who has been in contact with a person who has tested positive for corona within 24 hours. The GGD then informs those individuals as soon as possible that they were recently in contact with a person who has tested positive, providing them with specific advice and possibly also issuing instructions (for example, that they should go into quarantine).

For the Royal Conservatoire, this means that staff members and students can be confident that they will be informed as soon as possible by the GGD if they may have been at risk of infection in the Royal Conservatoire. The entire track and trace investigation is carried out by the GGD, including informing employees and other students with whom the infected person has recently had contact. This information is not provided to the employer/educational institution.

In principle, employees or students who are instructed to remain in quarantine for ten days by the GGD only have to report their absence to their manager or the head/coordinator of their department if they were expected to be present in the Royal Conservatoire during the quarantine period. Employees who are not able to work at home because of illness must call in sick to the department's manager and/or secretariat in accordance with the Royal Conservatoire's protocol for calling in sick (see Appendix B).

Students who encounter problems and/or possible study delays due to the infection with corona of themselves or people close to them should discuss the situation as soon as possible with the head/coordinator of their department or the student dean.

The positive outcome of a corona test does not have to be reported to the Royal Conservatoire! However, in the interests of ensuring a safe working environment at the Royal Conservatoire, it would be appreciated if the individual concerned reported it to the manager, head/coordinator of the department or student dean, who will then, with the employee or student's consent, report it, anonymously and with reference only to the employee or student's department, to the Royal Conservatoire's principal.

Finally, a manager, head/coordinator of a department and the student dean may not:

- explicitly ask a staff member or student about a corona infection;
- make a (written) record if an employee or student voluntarily reports a corona infection;
- share information about a corona infection with colleagues or other students.