

Hygiene Concept for Personal Consultations at the Student Advice and Counselling Centre (ZSB)

(Last update: 5 April 2022; subject to change)

The following information is based on:

- **Regulations, ordinances and general directives issued by MAGS**
<https://www.mags.nrw/coronavirus-rechtlicheregelungen-nrw>
- **Information and guidance for students of the WWU**
<https://www.uni-muenster.de/de/en/corona-studi-infos.html>
<https://www.uni-muenster.de/de/en/corona-virus-allgemein.html>



In addition to the now well-established hygiene rules (AHA+L) and coronavirus protection guidelines in place at the WWU, the University administration strongly recommends wearing medical face masks in all University buildings. Face masks have proven highly effective at preventing infection, and the University wishes to continue the practice.

This recommendation also applies to personal consultation at the ZSB:

To keep the risk of cross infection as low as possible, we ask you to wear a medical face mask during consultation sessions. This protective measure has proven to be the most effective for preventing infection, but only if everyone during the consultation wears a mask. Therefore, please remember to wear your mask.

We ask you to use the ZSB online and phone consultation services:

- if you do not wish to wear a medical face mask during in-person consultation.
- if you have symptoms of illness (e.g. fever, coughing, shortness of breath, trouble breathing, loss of your sense of taste and/or smell, sore throat, stuffy head, aching joints/limbs) or have had contact with someone who has been infected with the coronavirus in the past ten days.

To further reduce the risk of infection, we kindly ask you to refrain from bringing a friend

along to the consultation. If you urgently require assistance from a support person, please notify us in advance when booking your appointment.

The following hygiene guidelines are reviewed on a regular basis and remain in place until further notice.

The most effective protective measures are:

- Stay at home if you experience symptoms of illness (e.g. fever, coughing, shortness of breath, difficulty breathing, lost sense of taste/smell, sore throat, head cold, aching muscles).
- Maintain a minimum distance of ca. 1.5 to 2 m from others.
- Refrain from touching others, hugging, shaking hands etc.
- Follow the rules of coughing/sneezing etiquette: coughing and sneezing into the crook of one's arm or a paper tissue is one of the most important preventative measures. When sneezing or coughing, try to stand as far away (and turn away) from others.
- Wash your hands thoroughly.
- Try to minimise contact with frequently used surfaces, such as door handles, buttons in a lift. If possible, use your elbow instead of your hand or fingers.
- Take along and use your own personal items (e.g. working materials, notepads, pens) and refrain from sharing them with others.
- Lifts should generally be used by one person at a time, or their use should be restricted to certain situations or persons with special needs.
- All visitors are required to bring along their own medical (surgical) face mask, as these are not provided by the ZSB.
- Before meeting with our ZSB counsellors, visitors are asked to obtain a rapid coronavirus test available free of charge from the public testing centres. You can find more information here: https://www.muenster.de/corona_testungen.html. By behaving responsibly and taking advantage of testing opportunities, you can protect your own and everyone else's general safety and health.

Active communication

Visitors can find general guidance and information on protective measures on the main website of the University of Münster. Upon entering the building, additional signage informs visitors about concrete protective measures.

Office hygiene

- All consultation offices are furnished in such a way to allow at least one person to receive consultation. Individual consultation sessions last approximately 45 minutes.
- The offices are ventilated before and after each consultation session. Depending on the size of the room, the windows may be opened wide for several minutes at a time during the session.
- Additional protection is provided by "spit guards" affixed to each consultation table.
- To prevent the spread of aerosol-transmitted infection, a minimum distance of

- 1.5 m should be maintained if possible.
- Hand disinfectant is provided in the entrance area of the ZSB and is within reach of staff and visitors inside.
- In every office, there is a chair assigned to counsellors and a chair assigned to visitors.

Cleaning

In addition to the general cleaning conducted by the WWU cleaning staff, all surfaces (desks, tabletops) and touched furnishings (chairs, door handles) of used rooms are thoroughly cleaned before every consultation session with standard detergents by the ZSB counsellors.

Infection protection in the rooms of the ZSB

If necessary, measures are taken to ensure safe entry, prevent queues from forming and guarantee that visitors can maintain minimum distance from one another.

Study advice drop-in without prior appointment

The information and protection measures listed above also apply to visitors who show up to our study advice drop-in hours. Signs at the entrance of the ZSB indicate that an additional waiting area is now available so that visitors can maintain minimum distance while waiting to see a counsellor.

Making appointments/Information on how to protect yourself from the coronavirus

In the context of making an appointment, visitors are asked to consult the WWU homepage for information regarding the protective measures which are currently in place at the University: <https://www.uni-muenster.de/de/en/corona-studi-infos.html>