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

(Last update: 11 November 2021; 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

The Student Advice and Counselling Centre (ZSB) of the University of Münster is now offering individual, in-person consultation to prospective and current students who are immunised (i.e. vaccinated or convalesced) or who have obtained a negative test result within the previous 24 hours at a recognised testing site (3G rule). We will check your 3G status at the beginning of your consultation session and therefore, please bring your 3G certificate with you.

We kindly ask you to make an appointment in advance if you wish to arrange a longer in-person meeting. For the time being, we ask you not to bring along friends or family to accompany you to the appointment (unless by prior arrangement for those who urgently require support, e.g. persons with disabilities).

The following hygiene concept is reviewed regularly and remains in effect until further notice.

3G CERTIFICATE
Prospective students: You can verify your 3G status with the CovPass app, the Corona-Warn-App, your vaccination booklet, a negative test result, a school ID card or a school certificate.

Current students of the WWU: Your 3G status is recognised by presenting your 2G sticker affixed to your student ID card (or other form of 2G verification), as well as a negative test result.

According to the Coronavirus Protection Regulations, “tested persons” are those who, in accordance with the Coronavirus Testing and Quarantine Regulations, hold a negative test result from an antigen rapid test or PCR test certified by a recognised laboratory, issued no longer than 24 hours earlier.

PERSONAL HYGIENE
The novel coronavirus is a pathogen transmitted from human to human primarily through infectious aerosols. Viral loads are mainly transported via the mucous membranes of the respiratory tract. However, the coronavirus can also be spread indirectly by touching oral or nasal mucous membranes or the lining of the eyes (conjunctiva).
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.
- In addition to the now well-known protective measures, the following rules also apply at the WWU (and by extension, at the ZSB):
  - All working areas, working processes, and traffic areas inside buildings must be organised to ensure that staff and students can maintain a minimum distance of 1.5 m from one another.
  - On all routes inside and around the ZSB (on entering, while visiting (including while using the waiting areas) and when exiting) all persons are required without exception to wear a medical (surgical) face mask regardless of the distance to other people.
  - Medical (surgical) face masks provide additional protection even while seated during counselling sessions. All participants are still required to follow the established hygiene rules.

- 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, students are asked to obtain a rapid coronavirus test available free of charge from the public testing centres. You can find more information and the addresses of over 100 testing sites in Münster 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.

**EN ROUTE**

Please disinfect your hands upon entering the building. Special markings have been added to the traffic areas inside the Botanicum (e.g. stairs, doors, lifts) to ensure that visitors can maintain sufficient distance from one another. When passing through the building (down corridors, in entrance areas etc.) on the way to the ZSB and the lavatories, visitors are required without exception to wear a medical (surgical) face mask regardless of one’s physical distance to others.
ACTIVE COMMUNICATION
Students 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 students 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.
- Offices are ventilated 15 minutes before and after each consultation session. The rooms are also ventilated for several minutes during sessions depending on the room’s size (if possible, every 15 minutes for rooms smaller than 20 m², and every 20 minutes for rooms larger than 20 m²). The windows are to be opened wide (not tipped).
- 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 students inside.
- In every office, there is a chair assigned to counsellors and a chair assigned to students.

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.

Sanitary facilities (visitor WCs on ground floor)
All lavatories are equipped with liquid soap dispensers and disposable paper towels, which are supplied and regularly refilled by the WWU cleaning staff. Waste bins for disposing used towels are also provided. Clearly visible signs displayed at the entrance to the lavatories inform users that only one person may enter at a time.

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 students 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.
MATERIALS

- Counselling materials which are used on an individual basis during the consultation session are cleaned/disinfected after usage.
- Handing out printed materials is permitted.

MAKING APPOINTMENTS/Information on how to protect yourself from the coronavirus

During the appointment making process, students are asked to visit 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