

COVID-19
AUC Guidelines



KEEP AUC
Coronavirus-Free

www.aucegypt.edu/coronavirus



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INTRODUCTION

COVID-19 is an infectious, potentially life-threatening disease declared by the World Health Organization in 2020 to be a pandemic. COVID-19's highly contagious nature means that contact with others or contact with surfaces that have been exposed to the virus can lead to infection. Additionally, individuals who may have been infected with COVID-19 may be asymptomatic for some time or may never become symptomatic. Because of its highly contagious and sometimes hidden nature, it is currently very difficult to control the spread of COVID-19 or to determine whether, where, or how a specific individual may have been exposed to the disease.

AUC is committed to providing a safe academic and work environment for its students, faculty, and staff. Thus, the safety precautions and requirements implemented during the waves' peak are now less strict; AUC will keep monitoring the status in case of situation changes. While these precautions and requirements may or may not be effective in mitigating the spread of COVID-19, the University has been implementing a carefully planned and measured operation of its campuses based on the best practices of the WHO, the Egyptian Ministry of Health and Population and the Centers for Disease Control and Prevention.

Fall 2022 measures are being relaxed in accordance with the decline of infection rates nationally and in AUC. AUC will be monitoring the situation and will be flexible to revert back on some of the measures as needed.

Throughout AUC's response to the COVID-19 pandemic, the University has remained focused on the health and safety of our faculty, students, and staff. This commitment has never wavered, and it remains a guiding tenet as the University prepares for carefully planned and measured face-to-face operation.

WHAT IS AUC DOING TOWARD A SAFE ACADEMIC AND WORKING ENVIRONMENT?

- Mitigate the risk of exposure by requiring AUC community members to regularly monitor their personal health status. Community members should not come to either campus if they are showing symptoms.
- Utilize enhanced cleaning and disinfection protocols across campuses.
- Encourage the entire AUC community and visitors to follow specific guidelines through signage and other communication methods leading to good hygiene practices.
- Follow best practices from the WHO, MOH, and CDC.
- Require COVID-19 vaccinations or exemption requests for all students, faculty, and staff who will access our campuses (New Cairo and Tahrir Square) and the University Residences.

- Require submission of vaccination status, proof of vaccination, or request for exemptions from vaccination based on medical or other required accommodations before accessing the campus.
- Encourage AUC community members to receive their booster shots and update their vaccination status [here](#).

SAFETY MEASURES

GENERAL SAFETY MEASURES

- Masks are optional on campus and on all AUC buses (they are encouraged for people with autoimmune diseases).
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, after blowing your nose, coughing, or sneezing. If soap and water are not readily available, use an alcohol-based (at least 60%) hand sanitizer.
- Avoid touching eyes, nose, or mouth with unwashed hands.
- Stay home if you have flu-like symptoms and self-isolate to limit exposure to others.
- Avoid close contact with people who are sick.
- Avoid sharing common office supplies such as pens and notebooks.
- Clean and disinfect shared objects and surfaces using regular household cleaning supplies.



FACE COVERINGS AND MASKS

How to use a face mask or face covering:

- Wash your hands before putting on your face mask.
- Put it over your nose and mouth, and secure it under your chin.
- Try to fit it snugly against the sides of your face.
- Make sure you can breathe easily.
- Keep the mask on your face when you are around others.
- Do not put the mask around your neck or on your forehead.
- Do not touch the face mask, and, if you do, wash your hands.



How to take off your face covering:

- Untie the strings behind your head, or stretch the ear loops.

- Handle only by ear loops or ties.
- Fold the outside corners together.
- Place cloth face coverings in the washing machine, and dispose of single-use ones.
- Be careful not to touch your eyes, nose, or mouth when removing the mask, and wash your hands immediately after doing so.

Care for face coverings:

- Cloth face coverings should be washed after each use.
- Wash your face covering with your regular laundry.
- Use regular detergent and the warmest appropriate water setting for the face covering material.
- Disposable masks should not be used for more than one day and must be disposed of appropriately at the end of the day.



SECURITY GUIDELINES

ACCESS TO CAMPUS

All community members with an active AUC ID are granted access to campus from all gates and entrances. All community members must have their AUC IDs with them at all times. Not having a valid, active AUC ID will likely cause considerable delays during entry and exit.

Alumni and visitors will need to show proof of vaccination or a negative antigen test, taken on the day of the visit, to access campus.

More Information

Contact gatepass@aucegypt.edu if you have any inquiries or feedback.

VISITOR ACCESS TO CAMPUS

All campus visitors must be pre-registered before arriving on campus to allow the University to monitor and control their presence on campus.

General Guidelines

- The host (faculty or staff only) must submit the visitor's information 24 hours before the visit by filling in the visitor registration [form](#). The form has an updated section to upload the visitor's vaccination proof for smoother campus access.
- Alumni and visitors will need to show proof of vaccination or a negative antigen test, taken on the day of the visit, to access campus. Antigen testing is available either at

the drive-through station at Gate 2 or the walk-in station outside Gate 4 (both stations operate seven days a week from 10:00 am to 10:00 pm). Hours are subject to change by Speed Lab.

- The host is responsible for ensuring that the visitor is fully aware of the campus access policy and the University's COVID-19 guidelines. For more information, please visit www.aucegypt.edu/coronavirus.
- [Gatepass@aucegypt.edu](mailto:gatepass@aucegypt.edu) will review the submitted visitor information and contact the host with the visit status.
- Completion of the form does **not** guarantee that a visitor will be approved to enter the campus.

Gates and Entrances

- Visitors to AUC New Cairo can only enter via gates 1 and 4.
- Visitors to AUC Tahrir Square can enter via the Mohamed Mahmoud entrance or the Falaki Academic Center's main entrance. Access is also via the Sheikh Rihan entrance, except on Fridays and Saturdays.
- Visitors to the AUC Tahrir Square Bookstore can enter via the bookstore entrance on the corner of Kasr El Aini and Sheikh Rihan streets.

Contractor Access to Campus

Contractors are allowed to access campus via Gate 3 only.

Repetitive Visitors

Contact gatepass@aucegypt.edu to coordinate campus access for this type of visitor.

Events Visitor Process

- Fill in the visitor registration form, and choose the “*I’m organizing an event*” option.
- Upload the needed event information.
- Contact gatepass@aucegypt.edu to process visitor access to the event.

More Information

Contact gatepass@aucegypt.edu if you have any inquiries or feedback.

PARKING SERVICES

AUC uses the Parking Access System, which provides both access control measures to the campus and the collection of the parking subscription fees. Graduate and undergraduate students, faculty, and staff will enjoy the full cashless experience offered by PAS during their daily access to campus.



For more information about PAS, please contact parking@aucegypt.edu.

Payment:

Parking Subscription for Students

- Go to the [parking subscription page](#).
- Log in using your AUC e-mail credentials.
- Check the corresponding subscription duration needed and click "Subscribe."
- You will get a notification e-mail.
- The fee will be charged to your Banner Self-Service student account to be paid with the tuition.

One Day Pass

If you are an enrolled undergraduate or graduate student and wish to access the campus by purchasing the One Day Pass, swipe your ID at the reader to your left during entry at one of the designated gates. The corresponding One Day Pass fee amount will be charged either to your AUC Pay account (if you elect to use this service via the AUC Pay Portal) or through your Banner Self-Service student account to be paid with the tuition. Please visit the [AUC Pay webpage](#) to learn more about how to activate AUC Pay.

For more information about PAS, check the [FAQs](#) or contact parking@aucegypt.edu.

AUC ID SERVICES

The ID Center will continue to provide ID services during operating hours. To avoid an unnecessary visit to the ID Center or long waiting time, please consider the following guidelines:

First-Time ID Issuance, ID Replacement, or Renewal

- Call ext. 3725/3871, or reach out via idcentdir@aucegypt.edu, and provide your ID number along with the requested service.
- The ID Center operator will process your request and schedule a visit for you if needed.

ID Activation for Offices or Labs

- Call ext. 2468 or email keys@aucegypt.edu, and provide the needed information, including the office or lab number and the approval of the area head or dean.
- The ID Center operator will process your request and schedule a visit for you if needed.

More Information and Contacts

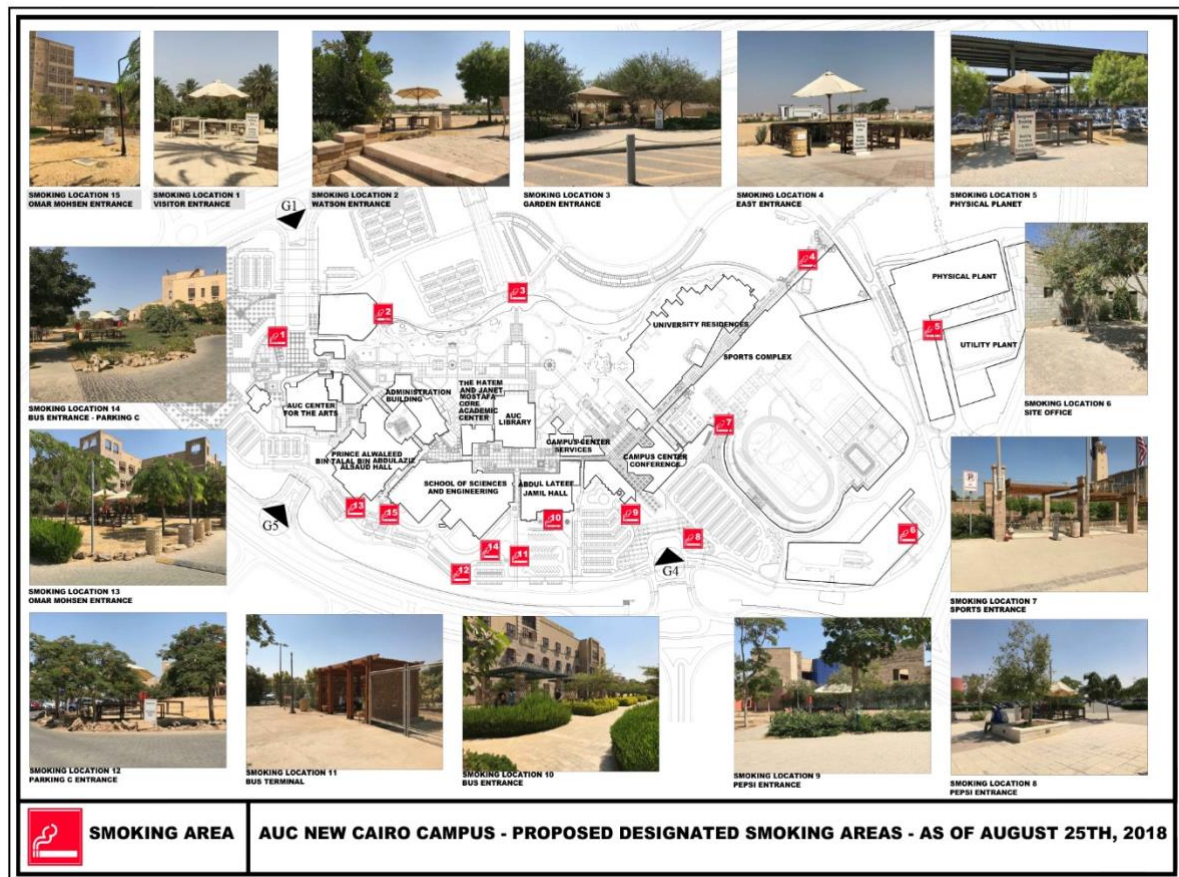
- All community members must have their AUC IDs with them at all times. Not having a valid, active AUC ID will likely cause considerable delays during entry and exit.
- For lost IDs, please report the case immediately to the ID Center and obtain a new ID and deactivate the old one.
- If your AUC ID is not working, please contact the ID Center for assistance.
- Please contact the ID Center at ext. 3725/3871, email idcentdir@aucegypt.edu or visit Room P029 at the Administration Building.

TOBACCO-FREE COMMUNITY POLICY

All persons present at any time inside the pedestrian walls of either AUC campus are prohibited from smoking or consuming any tobacco products outside of the designated smoking areas. The designated smoking areas on the campuses are marked with signs and a perimeter that delineates exactly where the use of tobacco products is permitted.

Security guards are authorized to check and make a note of the IDs of whoever violates this policy. Refusing to submit the ID would be considered a violation of the AUC ID Card Policy and could result in the suspension of access to campus.

In the case of a violation, the violating person's information will be taken down, and they will receive a letter informing them of the rules outlined in this policy. Should an individual continue to violate the policy, they will face progressive sanctions. More information about the Tobacco-Free Community Policy can be found [here](#).



CAMPUS FACILITIES

AUC TRANSPORTATION

Guidelines

- On any AUC bus, face masks are optional.
- Masks are encouraged for people in the community with autoimmune diseases.
- Passengers should avoid touching surfaces with their hands as much as possible.
- Passengers are encouraged to wash their hands or use hand sanitizer before entering and after exiting the bus and before removing face coverings.
- Passengers with known or suspected COVID-19 should not ride any AUC transportation.

AUC FOOD OUTLETS

Operation on Campus:

AUC New Cairo food outlets will operate normally according to the following schedule:

Outlet Name	Location	Working Hours		Working Days
		From	To	
Tabali	Prince Alwaleed Bin Talal Bin Abdulaziz Alsaud Hall	9:00 am	7:00 pm	Sunday - Thursday
TBS	Prince Alwaleed Bin Talal Bin Abdulaziz Alsaud Hall	8:30 am	7:00 pm	Sunday - Thursday
Tarwe2a	The Hatem and Janet Mostafa Core Academic Center	9:00 am 9:00 am	9:00 pm 5:00 pm	Sunday - Thursday Saturday
Quick 24	Bartlett Plaza	8:30 am 8:30 am	9:00 pm 5:00 pm	Sunday - Thursday Saturday
Formula Onderful	School of Sciences and Engineering (besides the Bus Entrance)	9:00 am	9:00 pm	Sunday - Thursday
Main Cafeteria (Relish)	Campus Center	8:00 am	11:00 pm	Daily
Faculty Lounge (Relish)	Campus Center	12:00 pm	4:00 pm	Sunday - Thursday
Cilantro	Campus Center	8:30 am 8:30 am	9:00 pm 5:00 pm	Sunday - Thursday Saturday
L'Aroma	University Garden (behind the AUC Library)	8:30 am 8:00 am	7:00 pm 5:00 pm	Sunday – Thursday Saturday
Quick 24	University Garden (behind the library)	8:30 am	9:00 pm	Sunday - Thursday
Butcher's Burger	Americana Food Court	9:00 am 9:00 am	9:00 pm 5:00 pm	Sunday – Thursday Saturday
Smiley's Grill	Americana Food Court	9:00 am 9:00 am	9:00 pm 5:00 pm	Sunday – Thursday Saturday
Seoudi Mini Market	AUC Sports Center	8:30 am 8:00 pm	4:00 pm 11:00 pm	Daily

AUC Tahrir Square food outlets will operate according to the following schedule:

Outlet Name	Location	Working Hours		Working Days
		From	To	
Quick 24	Main Campus	9:00 am	5:00 pm	Saturday - Thursday
L'Aroma	Falaki Building	9:00 am	9:00 pm	Daily

Food Outlets Guidelines

- Strict personal hygiene and sanitization of all areas are implemented.
- Food-outlet employees are receiving continuous training on preventive measures.
- All food-outlet employees are provided with sanitizers, gloves, and face masks.
- Plexiglass barriers are placed at tills/counters, as feasible, for additional protection.
- Use AUC Pay or credit cards to minimize cash exchanges inside the outlets.

Guidelines for Having Meals on Campus

- Before and after eating, wash your hands thoroughly for at least 20 seconds.
- Avoid sharing utensils.

CLEANING AND DISINFECTING

- The Office of Integrated Services will clean and disinfect frequently touched surfaces at least twice daily. Frequently touched surfaces may include doors, door handles, chair armrests, tabletops, handrails, podiums, light switches, trash receptacles, elevator buttons, drinking fountains, vending machines, etc.
- School staff can coordinate with the Office of Integrated Services to request additional disinfection in between classes by emailing facilities@aucegypt.edu or calling ext. 2222.
- Faculty members need to abide by sessions' allotted start and end times to allow cleaning and disinfection teams to proceed; any changes need to be sent to the Office of the Registrar beforehand.

HELPDESK OPERATIONS

To enhance management and operations services, we have launched an online self-service portal for the offices of integrated and hard services.

It is an automated tool to ensure an efficient and consistent customer experience. It facilitates the process of placing, describing, and tracking requested services.

The form is available through the following link: [Operations Self-Service Portal](#). There, you can place any service request related to maintenance, housekeeping, pest control, and landscape services. The services are available to both campuses and the AUC off-campus premises.

The helpdesk operations office can receive emergency calls from Sunday to Thursday (8:30 am to 4:00 pm) at +20.2.2615.2222 or ext. 2222.

The following email address will be used only for following up on requested services: facilities@aucegypt.edu.

TRAVEL

- International travel will be restricted to essential travel only; however, we will follow local government announcements and travel regulations to decide the appropriate time to relax travel restrictions.
- Due to the shifting epidemiology of the virus, a particular destination considered relatively safe now may be deemed unsafe next semester and vice-versa.
- Detailed travel information will be shared on the AUC [travel website](#).

EVENTS MANAGEMENT

AUC New Cairo:

- Events are open to members of the AUC community who currently have access to campus, as well as external participants who are vaccinated.
 - It is the responsibility of the event requester to collect proofs of vaccination from external participants and attach them to the [AUC Visitors Registration Form](#). Otherwise, the external participant will be required to show security vaccination proof to enter the campus.

AUC Tahrir Square:

- Events are open to members of the AUC community who currently have access to campus, as well as external participants who are vaccinated.

PUBLIC HEALTH

BOOSTER DOSES

According to the CDC, booster shots have been shown to provide improved protection against COVID-19 infection. In particular, booster shots are effective in reducing severe illness and death. If you receive an SMS from the Ministry of Health and Population, please go to the vaccination center you are referred to and take your booster shot.

Once you receive your booster shot, please update your vaccine record on our AUC system at [this link](#).

For further inquiries, please contact vaccination@aucegypt.edu.

Online Health Self-Check

- This questionnaire is based on Symptoms of Covid -19 from this [link](#)
- Any member of the community experiencing Covid-19 symptoms and wanting to report to the clinic should perform a health self-check and answer a 30-second questionnaire (New Cairo and Tahrir).
- Upon reporting your symptoms and receiving a red face, the clinic will call you back to go over your case with you and give you medical advice as needed.
- Please begin the health self-check by inserting your AUC credentials in this [link](#).

It is recommended to follow these guidelines to keep yourself and others protected:

- ✓ Avoid unsafe gatherings.
- ✓ Avoid poorly ventilated indoor spaces.
- ✓ Wash your hands often with soap and water or use hand sanitizer with at least 60% alcohol if soap and water are not available.

TESTING PROCESS

Testing Facilities

AUC has agreed with Speed Medical to set up a drive-through PCR, antigen, and antibodies testing unit for the AUC community and non-AUC community members, in addition to a separate walk-in station for the AUC community only (students, faculty, staff, and alumni). In addition, a PCR testing station will operate Sunday and Tuesday at the AUC Tahrir Square clinic.

Any individual who experiences COVID-19 symptoms should complete the self-check [here](#) to report to the clinic. Please inform the clinic even if you are not coming to campus.

Testing Stations Working Hours:

Drive-through station between gates 2 and 3: 10:30 am - 10:00 pm

Walk-in station inside Gate 1: 10:30 am - 6:00 pm

Tahrir Square station: 10:00 am - 4:00 pm (Sunday and Tuesday)

Available tests:

- **COVID-19 Qualitative PCR**

The PCR is a swab test; results are available within 24 hours. Results may be:

- Positive (infected with COVID-19)
- Negative (not infected with COVID-19)

- **COVID-19 Antigen Test**

The rapid COVID-19 antigen test is an easy-to-use visual-read test that does not require laboratory instruments or specialized lab personnel to administer, and it delivers results in 15 minutes. This test can be used on individuals with or without COVID-19 symptoms.

PCR RESULTS ARE DELIVERED AFTER 24 HOURS

- Urgent results are delivered within 8 hours with an additional fee.
- This applies to the results for traveling and testing for medical reasons.

Note: Testing locations and hours may be adjusted as needed throughout the semester.

For any further questions on the testing program, email medicalserv@aucegypt.edu.

CONTACT TRACING

Contact Tracing Protocol

This protocol guides the procedures to follow if a member of the community has been in close contact with someone with COVID-19: Within 1.5 meters of an infected person for 15 minutes or more.

- If you are a contact and have symptoms (e.g., fever, sore throat, cough):
 - Report your symptoms via the AUC Health Self-Check form.
 - Stay home and keep yourself apart from others.
 - Wear a properly fitting, high-quality mask (e.g., N95, KN95) for 10 full days any time you are around others inside your home or in public.
 - The Office of Medical Services will help you to schedule a test (antigen or PCR).
 - If you receive a **positive test result**:
 - Regardless of your vaccination status, you need to isolate for 5 days, starting the day you tested positive.
 - Stay home (except to get medical care) or in your assigned isolation space on campus (if you're a residential undergraduate student).
 - Separate yourself from other people in your household, and wear a properly fitting, high-quality mask (e.g., N95, KN95) for 10 full days any time you are around others inside your home or in public.
 - Get rest and stay hydrated. Take over-the-counter

- medicines to help you feel better if needed.
 - Monitor any symptoms.
 - Do not host any visitors.
 - If you receive a **negative test result**:
 - You may resume your regular activities as soon as your symptoms disappear.
- If you are a contact and have no symptoms:
 - If you are **not fully vaccinated and boosted** and have not had COVID-19 in the past 30 days, monitor your symptoms carefully (you may wish to test at your own expense on day 5). You should report you are a contact via the AUC Health Self-Check form, and the medical team will guide you as needed.
 - If you are fully vaccinated and boosted or had COVID-19 in the past 30 days, you do not need to be isolated.
 - Important Note: If you wish to have a test after 5 days of exposure, this test is to be at your own expense, not covered by the University. Speed Medical stations that accept payments are the following:
 1. Drive-through station between Gates 2 and 3, working hours from 10:30 am to 10:00 pm.

For any further questions on the testing program, email medicalserv@aucegypt.edu.

COVID-19 Suspected Cases Process

- A **red face** is reported by the self-check system or the Office of Medical Services (case presents to the Office of Medical Services or reports to the Office of Medical Services via email medicalserv@aucegypt.edu or emergency phone +2.012.8000.1039).
- The case is verified by completing the medical data, medical reports, blood tests, and CT scans (confirmed/probable case).
- The case is recorded into the COVID-19 reporting system. Emails are sent to the direct manager (staff), Office of the Dean of Students (students), Office of Integrated Services (disinfection, if needed), Office of Residential Life (dorm residents), and each entity takes the required action.
- The confirmed/probable case self-isolates for 5 days. On the fourth day from the onset of symptoms, the individual gets a PCR test at Speed Medical's walk-in station located at Gate 1.
- In the case of a negative PCR test result, self-isolation may end as soon as the symptoms disappear.

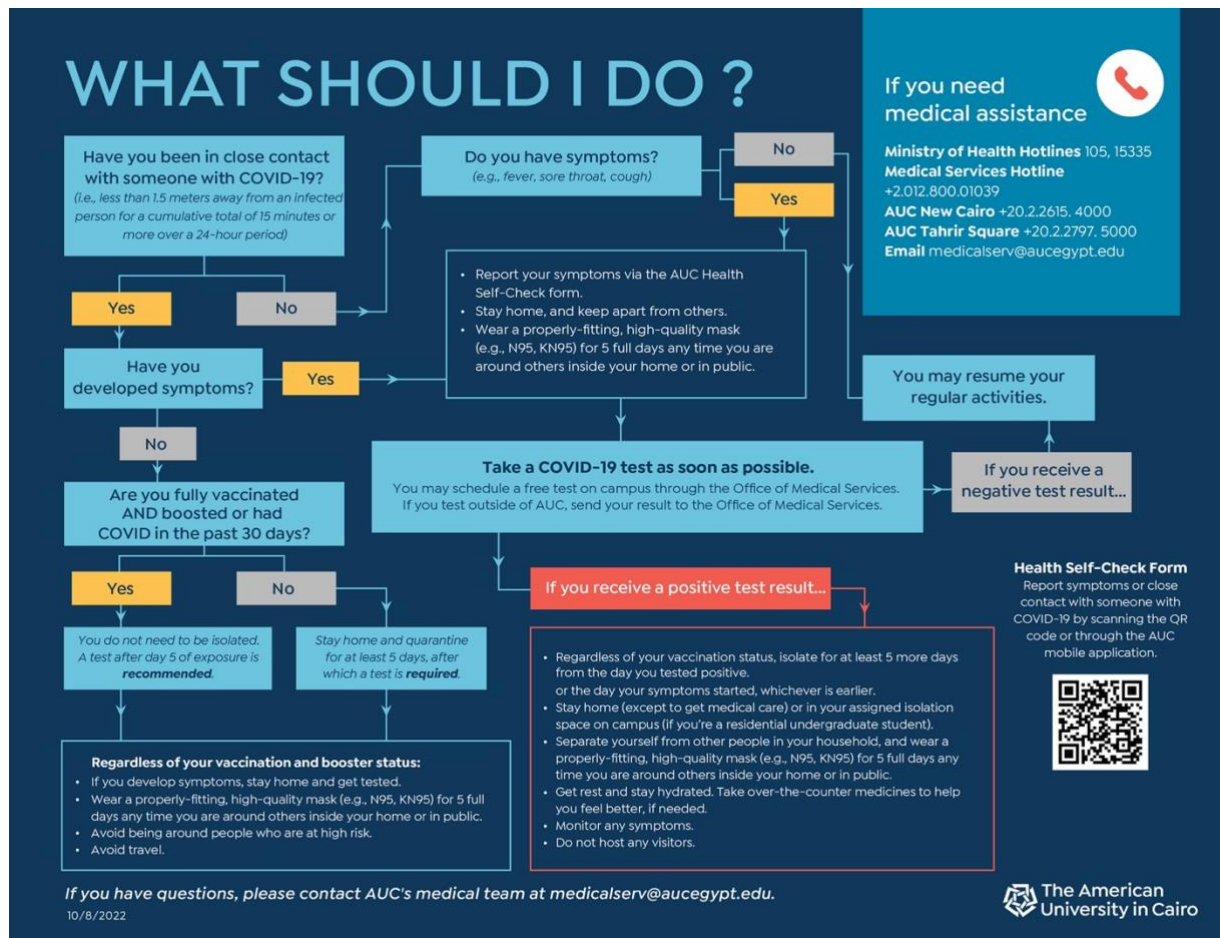
- In the case of a positive PCR test result, self-isolation continues for 5 days from the positive test result date. The individual may return to campus by the end of the isolation after getting a negative PCR test result with the resolution of symptoms.

Reported Case in Classroom

- A case with [symptoms of COVID-19](#) is reported in a classroom.
- The Office of Medical Services completes the medical investigation and verifies the case's contacts. The Office of Medical Services sends emails to the Office of the Dean of Students, Office of Integrated Services if needed and Office of Residential Life if the case is a dorm resident.
- The case gets an antigen test, is instructed to seek medical advice through the health insurance provider to start treatment, self-isolates, gets a PCR test at the Gate 1 testing station on the fourth day from the onset of symptoms, and sends the medical reports to medicalserv@aucegypt.edu.
- The Office of Medical Services verifies the case through medical reports, blood tests, CT scans, and PCR tests (confirmed/probable case).
- If the case turns out to be positive, the patient self-isolates for **5 days** and must have a negative PCR test result by the end of the isolation before returning to campus.

Testing Classroom Contacts

- **Classroom Testing**
The mandatory testing of all classroom contacts has been stopped, and we will only require testing for those with symptoms. The medical services office will continue to manually trace contacts of positive cases of any faculty, staff, or students based on the duration and proximity of their contacts. Testing of symptomatic contacts will continue.



AUC CORONAVIRUS COMMUNITY DASHBOARD

As part of AUC's effort to mitigate the risks of COVID-19 and provide the needed data to the community, we have developed the [AUC Coronavirus Community Dashboard](#). We have been benchmarking with other American higher education institutions and applied best practices to use the data to give meaningful trends and serve as triggers for decisions to open up the campus more in a phased approach or tighten measures based on the weekly and monthly trends.

We are closely monitoring the infection rate updates in both Egypt and the AUC community. These updates may affect the decision to increase and expand the testing program with the start of the fall semester to prevent the spread of COVID-19 and reduce the risk of exposure.

AUC CLINIC

The AUC New Cairo and AUC Tahrir Square clinics are operating full-time, with the following services:

AUC New Cairo Campus Emergency Services (24/7)

- The AUC New Cairo clinic provides a 24/7 emergency service with its components, such as life support, stabilization, and ambulance transfer.
- The emergency services are available to AUC students, faculty, and staff.
- In case an AUC community member or visitor is injured or suffering from a medical condition that requires emergency first aid or examination by a physician, the patient or anyone present should immediately call the medical hotline on +2.012.8000.1039 or +20.2.2615.4000 or dial ext. 4000 from any on-campus phone for the New Cairo clinic. For the Tahrir Square clinic, call +20.2.2797.5000 or dial ext. 5000.
- The caller should provide the following information:
 - The detailed location, approximate age, gender, and name (if known) of the injured/sick person
 - As much detail as possible about the nature of the injury or illness
 - Information about any hazards that may threaten the patient or the responding team
 - The name, ID, and department of the caller
- The emergency response medical team moves immediately to the site of the emergency.
- The severity of the patient's condition is assessed and a medical decision can be taken.
- Emergency services are also available at the off-campus residences and Faculty Housing clinic located on plot 2 from 8:00 pm to 8:00 am on weekdays and 24/7 on weekends.
- Ambulance services: The AUC ambulance service is intended for the transport of critical cases on the New Cairo campus only. If any member of the AUC community faces an emergency off campus, they should contact the nearest hospital or call 123 for the Egyptian ambulance service.

AUC Tahrir Square emergency services are from 8:30 am to 10:30 pm.

Primary Health Care Services for Cigna Subscribers

- The clinic offers primary health care for Cigna subscribers in the form of:
 - Physical examination and treatment prescription
 - Referral for requested testing (lab tests and imaging)
 - Referral for specialized medical consultation when needed
 - Authorization of external prescriptions and chronic monthly medication dispensation from affiliated Seif Pharmacies branches
- Arranging on-campus annual checkups for Cigna subscribers

In the case of a hybrid or online mode of instruction, the clinic will be working on an emergency basis with the following arrangements:

- Cigna subscribers who need a monthly prescription or lab and scan referrals must notify the Office of Medical Services of their request through email (medicalserv@aucegypt.edu). The emails are channeled to our AUC clinic physicians who issue the needed prescriptions or referrals.
- The prescriptions are then sent daily to Dr. Ghada Maher, Seif Pharmacies' representative, (ghada313@gmail.com), and a confirmation email is sent to the subscriber to collect the medications with time and location details.
- The referrals issued are sent as a soft copy through email, signed and stamped, to the subscriber to be used in any Cigna network lab or scan center.
- For external doctors' examinations, referrals are also issued and sent as soft copies through email to the subscriber.

Wellness Programs and Consultancy Clinics

To promote the health and wellness of the AUC community, the following clinics are now operating:

- AUC New Cairo clinic: nutrition, anti-smoking and psychiatry services
To book an appointment, call ext. 3907 or +20.2.2615.3907 or email medicalserv@aucegypt.edu.
- AUC Tahrir Square clinic: psychiatry services
To book an appointment, call ext. 5000 or +20.2.2797.5000.

Events Medical Coverage

- The Office of Medical Services provides medical services for on-campus events (sports, concerts, cultural events, commencement, etc.).
- The Office of Medical Services receives requests from the concerned department at least one week before the event to provide medical assistance, including details such as the venue, number of attendees, and nature and duration of the event.
- The medical coverage may include physicians, nurses, a golf cart (only on the New Cairo campus), and an ambulance according to the size and medical requirements of the event.

Sick Leaves for Employees

Sick leaves may be granted based on the following:

- The employee is examined internally at the AUC clinic, and the physician issues a sick note based on the findings.
- The employee already visited an external physician or underwent surgery and received a sick note.
- An employee assessed externally should provide the clinic with the following documents:

- Detailed, official, original, stamped sick note issued by the external health provider, including the number of leave days required
- Related lab results, imaging reports, and prescription for medication
- The Leaflet to Attend Medical Examination form (an original form and two copies) signed by the supervisor on the first day back at work after leave
- The AUC physician approves reports and recommendations in the case of an external treating physician.

Hosting Work Permit Renewal

- As part of the legal requirement for the renewal of work permits, non-Egyptian employees have to perform some lab tests, including HIV tests. The AUC clinic, in collaboration with the Business Support Unit, hosts the testing of non-Egyptian faculty and staff.
- The clinic provides the physical space and the required materials and supplies for the test, which will be performed by doctors from the MOH Central Health Laboratories.

MetLife Representative

The AUC clinic hosts a MetLife representative physician offering the required services to MetLife subscribers at the New Cairo and Tahrir Square clinics. You can call the needed clinic for further details on the MetLife physician's working days and hours.

Important to Know

- AUC medical services are provided with an appointment, except for emergency services.
- On weekends, official holidays, and after 4:00 pm on weekdays, the clinic receives emergency cases only.

LOCATIONS AND CONTACT NUMBERS

AUC New Cairo

Working hours: 24/7

Location: Campus Center, Plaza Level, Room P051

AUC emergency landline: ext. 4000

t +20.2.2615.4000

Should your call go unanswered, please call 123 for the Egyptian ambulance service.

Ambulance services are provided for critical cases on the New Cairo campus only.

If an emergency occurs outside of working hours, please contact +2.012.8000.1039.

AUC Tahrir Square

Weekday working hours: 9:00 am - 10:30 pm

Weekend working hours: 9:00 am - 11:00 pm

AUC emergency landline: ext. 5000

t +20.2.2797.5000

Should your call go unanswered, please call 123 for the Egyptian ambulance service.

If an emergency occurs outside of working hours, contact +2.010.0266.1255.

MEDICAL PROVIDERS PROTOCOL AND PROCEDURE

The AUC clinic recognizes the health and safety of its students, faculty, and staff are paramount and continues to support them during difficult times. AUC has taken several initiatives to keep the community engaged and is determined to sustain its mission of service to its community. The following protocol covers the actions required of its faculty, students, and staff if they suspect or show symptoms of COVID-19 infection despite their vaccination.

Medical Service Providers (MetLife/Cigna)

- If you have flu-like symptoms when on campus, report to your direct supervisor at once, report to the clinic through the hotline, and visit your nearest hospital or clinic, where they will perform the necessary investigations.
- According to primary assessment and investigations, you will be asked to:
 - Self-isolate at home with no contact with family members
 - Isolate in a hospital within the MetLife network
- In the case of self-isolation at home, you may be prescribed appropriate medication by the hospital for self-administration at home.
- If you have flu-like symptoms while at home, **do not come to campus**, call your direct supervisor, report to the clinic through the hotline, and visit your nearest hospital or clinic as above.

For MetLife Subscribers:

- MetLife accepts COVID-19 cases that need in-patient admission for isolation in all private hospitals included in the MetLife network for both Green and Gold cardholders.
- Participants can visit any of the network hospitals with their card, and the provider will accept cases based on an assessment of the medical condition, criticality, and availability of beds.
- All network provider hospitals will accept patients on a reimbursement basis. A list of hospitals accepting direct billing admissions is below:
 - El Katib Hospital (one of Cleopatra Hospitals Group) – Dokki
 - Misr International Hospital – Dokki
 - Al Gazeera Hospital – Faisal
 - Dar Al Fouad Hospital – 6th of October
 - Global Care Hospital – Shiekh Zayed
 - Andalusia Hospital – Maadi
 - As-Salam International Hospital – Maadi

- Dr. Osman Hospital – Maadi
- Dar Al Fouad Hospital – Nasr City
- Viva El Akkad Hospital – Nasr City
- Saudi German Hospital – Heliopolis
- Ain Al Hayah Hospital – New Nozha
- Nasaaem Hospital – New Cairo
- El Ghandour Hospital – 10th of Ramadan
- El Ghandour Hospital – Belbis
- El Kuwaiti Hospital – Benha
- ElAraby International Hospital – Ashmoun
- Assiut University Hospital
- Alexandria New Medical Center
- El Raye El Saleh Hospital – Samallout

The above list may be subject to change.

- If treatment is required, participants must secure prior approval from MetLife by sending the diagnosis, PCR results, and hospital name to approval.requests@metlife.com.
- For any inquiries, please contact the MetLife hotline on 19097 or send an email to abdelsalam.hamed@mercermarshbenefits.com.
- To review the updated network, please visit www.aucegypt.edu/human-resources/benefits/metlife-medical-plan.

STUDENT LIFE

OFFICE OF STUDENT LIFE

The Office of Student Life facilitates student organization events according to the University's set procedures for approval of events in Fall 2022. All student organizations will follow the procedure for requesting meetings or small events on AUC Connect and are expected to adhere to the University's safety precautions.

Health and Safety

Wearing face masks is recommended at indoor locations.

OFFICE OF RESIDENTIAL LIFE

Students living in the University Residences must be vaccinated or have an authorized medical exemption. All **new** residents must be vaccinated or have an authorized medical exemption before check-in. Students are required to fill out the [Vaccination Status and Medical Exemption Request Form](#) to submit their vaccination certificate or request a medical exemption.

Health and Safety Procedures

The University Residences are still implementing the following policies and procedures in our continued efforts to help prevent transmission and limit the infection rates:

- Positive cases will be required to self-isolate for 5 days (while in isolation, residents are not allowed to leave their rooms except to use the bathroom).
- Contacts and suspected cases may be required to self-isolate for up to 5 days depending on their booster status and medical investigation.

Violations of these procedures will be reported and may result in disciplinary actions by the Office of Student Development and Community Relations.

Other specific safety measures in the University Residences include strategically placed signage in public and private spaces with reminders to follow the guidelines.

OFFICE OF ATHLETICS

Depending on the number of COVID-19 cases on campus, the Office of Athletics may have to close some or all of the indoor athletic facilities for some time and will inform the AUC community accordingly.

Use of Outdoor Courts and Fields

All students, faculty, staff, and alumni with access to campus may use the outdoor courts and fields without the need to register on AUC Connect. The tennis center court is available from 8:30 am to 9:45 pm.

Use of the Gym, Pool, and Squash Courts

All students, faculty, staff, and alumni with access to campus will have access to the gym, pool, and squash courts.

Steps to Register to Use the Gym, Pool, and Squash Courts

Members of the AUC community who have access to campus will be added to AUC Connect and will be able to sign up to use these facilities.

If you are not yet able to access the AUC Connect “event” to sign up to use the gym or pool, please contact baher_h@aucegypt.edu.

Please be sure to sign up one day in advance to use the gym, pool, or squash courts.

Gym, Pool, and Squash Courts Hours of Operation

The daily hours of operation for the gym rooms, including the cardio and strength rooms, the pool, and the squash courts, will be posted on AUC Connect.

Capacity and Length of Work-Outs at the Gym, Pool, and Squash Courts

Up to 50 people can register to use the two gym rooms combined at any one time. Up to 20 people can use the pool at any one time. Up to eight people can use the squash courts (two people per court) at any one time. AUC Connect will provide 75-minute reservation slots.

Health and Safety

All gym users are expected to wipe down equipment after use, using the available spray sanitizers and paper towels. Proper cleaning of equipment and pool water will take place during hours when the facilities are closed to individuals. Signs encouraging physical distancing will be posted in visible locations.

THE CENTER FOR STUDENT WELL-BEING

Mental Health Counseling

CSW offers both on-campus and virtual mental health counseling sessions based on student preference and the availability of counselors. To book an appointment, please access the following [link](#) and select Mental Health Counseling.

Disability and Accommodations

The Student Disability Services will operate both on campus and online and may be reached at sds@aucegypt.edu. To request accommodations for Fall 2022, please click [here](#).

Probation/Academic Risk Counseling

CSW will continue to offer both on-campus and online academic risk/probation counseling sessions based on student preference and the availability of counselors. To book an appointment, please access the following [link](#) and select Probation/At-risk Counseling.

Well-Being Webinars and Workshops

Well-being webinars and workshops will be offered on a weekly basis throughout Fall 2022. Check the CSW [website](#) for all the Fall dates and times of upcoming webinars and workshops which could be attended in person or virtually. Announcements will also be posted on [AUC Connect](#) for registration.

For general questions regarding the Center for Student Well-Being, please email studentwellbeing@aucegypt.edu.

STUDENT AMBASSADORS

Requesting Student Ambassadors for Campus Tours in Fall 2022

For Fall 2022 on-campus events that are approved by the University and include campus tours, the Office of Student Development and Community Relations provides student ambassadors.

Please request an ambassador via email at studentambassadors@aucegypt.edu, and provide more details about the request by filling out the form at this link [here](#) at least one week in advance to allow us to schedule a student ambassador for your tour.

The SDCR will confirm the availability of the student ambassadors within two working days and send the contact details for the student ambassador(s), as well as bios.

The SDCR will inform security 24 hours before the scheduled tour to provide access to the student ambassador(s).

LIBRARY SERVICES

The AUC Library will continue to serve all members of its community — students, faculty, and staff — **in addition to AUC alumni with valid library memberships.**

All AUC alumni are eligible to apply for membership to the AUC Library. For more information, please click [here](#).

External scholars, researchers, and visitors will now be able to access the campus and the library for research purposes that cannot be otherwise provided remotely or virtually. Library visitors and external researchers must abide by the campus access procedures. All visitors must be registered before arriving on campus and must provide vaccination proof for smoother campus access. To inquire about access to the Rare Books and Special Collections Library or consult a rare books specialist, please [contact us](#).

AUC members who are in self-isolation will be served remotely on a case-by-case basis.

For more information about library hours, please click [here](#).

General Guidelines

All library operations remain in line with University regulations and safety measures.

Seating for study or computer use will be available for all community members; however, group study rooms will be through an [online reservation system](#).

Library users must adhere to the following:

- Snacks (not hot or smelly meals) and drinks (cups with lids or plastic water bottles) are allowed in the library.
- The library will not provide headphones.
- Movement of furniture or equipment is not permitted.
- Observing the designated quiet and silent floors is expected and required.
- The library reserves the right to refuse access to anyone who does not comply with the above.

One-Stop Services (Help Desk and Research Help)

The Help Desk on the Plaza Level will be staffed and available to provide in-person support to those in the library. Virtual library services and support will continue to be offered to those that cannot access the campus, including external users. For research support or questions of any kind, please contact the library through the [24/7 “Ask Us” chat service](#) or by email at library@aucegypt.edu.

[Document delivery](#) requests can be made for articles and individual book chapters not currently held by the AUC Library. Please note that delivery times may vary and are subject to a variety of factors during this period. Usage of document delivery and printing is on a fee basis.

Main Library Inquiries

General inquiries, research questions, and appointments: library@aucegypt.edu

Borrowing and reserves: circadmin@aucegypt.edu

Database access: eResources@aucegypt.edu

External users: externalsrv@aucegypt.edu

The Rare Books and Special Collections Library

RBSCCL will make every effort possible to assist faculty and students requiring access to the University’s research materials. Any member of the community requiring such assistance must first arrange for an interview with a librarian by contacting [Walaa Temraz](#).

PRINTING AND MAIL SERVICES

AUC PRINT SHOP AND COPY CENTER

Locations and Contact Numbers

AUC Printing Services: AUC New Cairo

Location: Campus Center, Parcel 11, Room P016

Working hours:

- Sunday and Wednesday from 8:30 am to 8:00 pm

- Monday, Tuesday, and Thursday from 8:30 am to 3:30 pm
- AUC landline: ext. 3926 or 1421

AUC Printing Services: AUC Tahrir Square

Location: Falaki Academic Center, Ground Floor, Room G001

Working hours: Sunday to Thursday from 8:30 am to 3:30 pm

AUC landline: ext. 6180

For assistance, contact the printing services at printing.copy@aucegypt.edu.

To place your online orders, click [here](#).

MAIL SERVICES

For all mail services requests (internal and external), click [here](#). Log in using your AUC email credentials (username and password).

AUC Mail Services: AUC Tahrir Square

Location: Administration Building, Sheikh Rihan Street, opposite Hill House, Room 113

Working hours: Sunday to Thursday from 8:30 am to 3:30 pm

AUC landline: ext. 6030

Email: aucmail@aucegypt.edu

For urgent mail, please call Ashraf Hebishy at +2.012.7000.1871.

AUC BOOKSTORES

AUC Bookstores will be offering all the usual services to AUC New Cairo students, faculty, and staff. Our store hours and in-store rules regarding social distancing and safety are guided by AUC policies.

- All AUC sanitization rules will apply. Customers are expected to follow any rules printed on in-store signage and the guidance of store staff or external store security.
- Face masks are optional for staff and customers.
- Our successful home delivery service will continue across Egypt on charge.

AUC New Cairo Bookstore

- The working days are from Sunday to Thursday.
- The opening hours are from 9:00 am to 4:00 pm, subject to change.

AUC New Cairo Textbook Store (store closed)

- The store has moved to the AUC New Cairo Bookstore.

AUC Tahrir Square Bookstore

- Visitors to the AUC Tahrir Square Bookstore can enter via the bookstore entrance on the corner of Kasr El Aini and Sheikh Riham streets.
- The working days are from Saturday to Thursday.

The opening hours are from 10:00 am to 6:00 pm, subject to change.

ANNEX I

AUC COMMUNITY MEMBERS CASE REPORTING PROCESS

