

Employee COVID FAQs

Building Access/ Vaccination / EHTERAZ

1. Do I have to be vaccinated to attend the building?

Yes, all faculty, staff, students and visitors are required to be fully vaccinated. As of February 1st, 2022 to be considered Fully Vaccinated you must have received three doses of an approved vaccine. For those who are not vaccinated, proof of a weekly rapid antigen test valid within the last 7 of days is required. All students must provide proof of vaccination ASAP on their student record. Students who do not provide proof will have a hold placed on their account until they provide this documentation. For students who are not vaccinated, a formal exemption form must be completed with appropriate documentation and approved by VCUarts Qatar and VCU Richmond for approval. Even if the exemption is approved, students must still provide the Rapid Antigen Test weekly to enter the building.

2. How can I get the vaccine?

The COVID-19 vaccinations are administered by Primary Health Care Center (PHCC). You can visit the following link to register for the Vaccine-> COVID-19 Vaccine Registration. You can contact PHCC customer care at 107 (within Qatar) or at +974 4406 9917 for further inquiries.

3. I received a text message from PHCC medical team to take the COVID-19 vaccination. What do I need to carry with me if I am scheduled by PHCC for the COVID-19 vaccination?

Please carry your original Qatar ID card and your Hamad Health Card. Vaccinations are only provided to individuals who hold residence permits in Qatar.

4. I got my COVID-19 vaccine outside Qatar. How can I validate and update the status of my vaccination on EHTERAZ app?

In order to validate and update the status of your vaccination taken outside Qatar, the following information must be provided to CPESE16000@hamad.qa and HQCProtocol@hamad.qa.

- Name
- QID
- Vaccine Name
- 1st dose (dd/mm/yy) & Lot Number
- 2nd dose (dd/mm/yy) & Lot Number
- 3rd dose (dd/mm/yy) & Lot Number

Along with the above information, **copy of a complete/full abroad vaccination certificate** (1st, 2nd and 3rd dose) must be attached to the email and must have the below:

- Authority logo
- Authority stamp
- QR code

In case vaccination card is missing the logo, stamp and QR code, kindly contact your home country embassy to check regarding authentication process for validation of COVID-19 vaccination taken outside Qatar to update the status on EHTERAZ.

Please be informed the vaccination record card is **not an alternate option**. If you are currently outside Qatar, you can log in to ehteraz.gov.qa portal and fill in the required information in order for abroad vaccine validation.

5. Which protocols do I need to follow while in the building?

- Everyone in the building will be required to correctly wear a face covering at all times in public spaces (including restrooms) and to follow social distancing requirements. Face coverings should only be removed when seated and socially distanced to eat/drink, or while alone in a private room with the door closed.
- Social distancing guidelines should also be respected in all areas including common spaces such as hallways, elevators, and restrooms.
- Color-coded floor and wall signage, as well as video display terminals, are installed throughout the building to ensure that social distancing traffic flow measures are followed.
- VCUarts Qatar will apply the Ministry of Public Health's (MoPH's) 1-meter (physical distancing) rule and 1 square-meter (sqm) per person room/office/work area occupancy capacity limit guidelines to determine room capacity in each space at VCUarts Qatar.
- Room capacity in each space at VCUarts Qatar will be clearly identified on door signage for ease of recognition and to ensure social distancing guidelines are met.
- Disinfection wipes and sprays will be available throughout the VCUarts Qatar building for use by community members. Hand sanitizers will also be provided by the university. Community members have the option to wipe down surfaces within their workspace before and after use, with special care given to common-touch surfaces, such as departmental printers.
- Greater care and attention to detail will be given to common touch areas throughout the building by QF-contracted cleaning staff including handrails, elevators, break rooms, washrooms, and prayer rooms. Deep cleaning operations will be undertaken more frequently by the QF-contracted cleaning staff in high-traffic areas and on nights/weekends.

6. Does everyone need a new ID card?

Yes! VCUarts Qatar has a new ID card for all faculty, staff and students. Students with a QF Hawiyati card can use it to gain access to the building temporarily, but should bring it in to replace it with a new VCUarts Qatar ID card. For those who weren't issued ID cards (mostly first-year and second-year students), please bring your QID for identification to sign up for a new card. New cards are being issued now. Old cards must be relinquished or there will be a fine for the old card.

7. Are children allowed in the University building?

No. As we strive to limit the occupancy of the building to those that work and study or have business at VCUarts Qatar please make other arrangements for your children. Please also keep in mind that all building occupants need to meet building access requirements which include: being fully vaccinated or having a rapid test within the last 7 days.

8. Can I access VCUarts building if my EHTERAZ app is showing an error and while it's being currently resolved through the MoI IT center?

If employees are having issues with their EHTERAZ app they should make every attempt to have it resolved through MOI. In the meantime, employees will be provided access if they provide a copy of their official vaccination certificate to the security and a negative rapid test completed within the one-week period.

9. Will I be reimbursed for Antigen results or PCR test results by VCUarts Qatar?

VCUarts will not cover these costs and the costs need to be covered by the employee. Antigen tests are required for building access, and these are quicker and less expensive than the PCR test. Home test kits cannot be used for building access.

10. What happens if my EHTERAZ shows an error although I am vaccinated?

According to the MoI technical support hotline 109, please try the below options:

A. Uninstall and reinstall the application. If this doesn't work, call 109 to open a technical support ticket for you. You will receive the ticket number through SMS. Wait for the call from the technical support team.

B. Make sure your Ehteraz app is updated and your phone's Operating System is updated

C. If the above doesn't work, try the following steps

- Settings > Apps > EHTERAZ > Clear Data and Clear Cache
- Force stop the app in the App Info then open it again
- Restart the phone then open Ehteraz again
- Uninstall then reinstall
- Click on the little yellow lock icon with "Press to verify".
- The app will then ask for verification details
- Close VPN then restart phone and app

D. If the above doesn't work, try changing your sim card into a new phone and re-install the EHTERAZ app.

11. I do not plan to get vaccinated. What documents do I need to provide to the security to access the building?

Unvaccinated individuals must undergo regular weekly Rapid Antigen testing to gain access to the building and must present a green EHTERAZ as well. Home tests will not be accepted for this purpose.

12. Where can I get PCR or Antigen Test?

Testing is available at a number of local clinics in Doha, including the QF Clinic where the cost is 50 QAR for a rapid test. The cost of testing and weekly scheduling is the responsibility of the individual.

13. I am not vaccinated. Can I continue to work remotely, if I do not want to get an Antigen test?

The expectation is that all employees are prepared to work on campus, which ideally means that employees should make every effort to be fully vaccinated as soon as possible. Any exception to this must be addressed through reasonable accommodations due to medical or religious reasons, working in confidence with the HR Department at VCUarts Qatar.

14. Can I apply for a Flexible Work Arrangements (FWA), since I do not intend to get vaccinated and prefer to work remotely?

- FWAs are available to provide flexibility for employees who find value in working remotely part of the week, and are for all eligible staff members based on certain criteria. They are not intended as a substitute work arrangement for individuals who choose not to get vaccinated.
- FWAs only allow a certain percentage of remote work and all employees are still required to work from their designated workspaces in VCUQ building the rest of the time. FWAs must also be discussed with the supervisor prior to executing the formal agreement via DocuSign. Training modules are available through Talent@VCU for UAP employees and through the Intranet under the HR section for local hires and hourly hires.

15. What if I have been asked to return to campus to work, but I fall under a high-risk category and would like to request certain accommodations?

Employees with elevated health risks should share their concerns with their supervisors and contact the Interim Director of Human Resources to disclose their situations. They will be connected to the ADA Coordinator in Richmond to initiate their request for accommodation and review their eligibility. The ADA Coordinator will schedule an online meeting to further understand the situation and gather more information before making a final decision. Supporting documentation will also be requested during the review process. ADA accommodations are reviewed and approved by the Office of Equity and Access Services in Richmond and are determined on a case-by-case basis. More details can be found at <https://equity.vcu.edu/ada/>. Once a decision has been made, the ADA Coordinator will inform you, your supervisor, and the Interim Director of Human Resources, with a final agreement being sent via DocuSign for signatures and recordkeeping.

Read about resources for those in [high risk groups](#). More information is also available at the [Ministry of Public Health](#).

VCUarts Qatar will follow guidance from the Office of Equity and Access Services in Richmond, as well as Qatar's Ministry of Public Health (MoPH) on the specifications for the health and safety of vulnerable populations. VCUarts Qatar will ensure that everyone who has ADA accommodations approved as a result of their special circumstances will have their situation carefully and confidentially managed. VCUarts Qatar will continue to be as flexible as possible while meeting the university's academic goals and operational requirements.

Travel and Immigration

If you are outside the country or plan to leave the country, please note the following – travel situations change quickly, so please ensure you are up to date using these resources:

1. What precautions should I take if I am returning to Qatar?

Information on precautions can be found by clicking on this hyperlink: [Qatar Travel & Return Policy](#). We also encourage you to review the information provided on the following websites:

- [Hotel quarantine packages](#)
- [Important notes regarding vaccination certificate, quarantine rules, and PCR test requirements](#)
- [Demo video on EHTERAZ pre-registration \(optional for Residents\)](#)

2. What if my QID has expired while I am outside Qatar?

If your QID has expired while you have been outside of Qatar, you must make every effort to return to Qatar as soon as possible. Further delays may lead to the risk of your QID not being reinstated by the immigration authorities or may delay the issuance of your re-entry permit.

If your QID is sponsored by VCUarts Qatar/QF then please contact HR immediately to receive the necessary authorization permits from the relevant authorities before booking your flight(s) to re-enter Qatar. Once you have successfully completed your quarantine period, as per the latest guidelines published by MoPH, you can contact HR to renew your QID.

3. I am currently outside and 1) I recently tested positive for COVID-19 or 2) I have a family member who tested positive. I am not able to travel until I complete the quarantine period and obtain a negative test result. What should I do in this case?

Follow guidance provided below in the section “**Reporting an illness, suspected or positive cases of COVID-19**”.

Employees currently outside Qatar have been strongly advised to return to Qatar before they complete 180 days outside Qatar. The **Ministry of Interior (MoI)** may stop granting re-entry exceptions without any advance notice for employees who have overstayed outside Qatar beyond 180 days. Please be aware that in case you stay outside Qatar beyond 180 days, and if the re-entry permit is not granted by MoI, a repeat of the entire permanent visa and QID issuance process will be mandatory, with related costs to be charged to the employee. Additionally, issuance of a new work visa is subject to approval from MoI and the employee will need to provide certain documentation before a new permanent visa can be requested.

4. What is the impact on my emoluments if I not able to arrive in Qatar and work from campus by the deadline set by the university?

As indicated above, all employees must make every effort to return to Qatar to be available to work in person. If an employee has an existing ADA accommodation while they continue to be outside Qatar, it is critical that they contact their supervisor and the HR department in Qatar to understand the impact this will have on their QID status in Qatar. Emoluments for employees who have ADA accommodations restricting travel due to medical conditions will not be impacted. Any requests made to work remotely outside Qatar will be addressed by the Dean's Office on a case-by-case basis.

Reporting an illness, suspected or positive cases of COVID-19

1. What if I am feeling unwell and have a mild temperature? Can I still come to campus if I am not displaying the usual symptoms of COVID-19?

Do not report to campus if you are feeling unwell, even if you are not displaying the regular symptoms of COVID-19. You should immediately notify your supervisor to establish an AWA and follow the guidance provided below. If your scope of work does not allow you to work remotely from your current location or you are unable to work due to your illness, please submit a leave application through the appropriate online HR portals.

If you are feeling unwell and *are* displaying the regular symptoms of COVID-19, please call the MoPH hotline at 16000 immediately and follow their guidance. If you test positive, do not come to campus. You should notify your supervisor to establish an AWA if you are able to work during the quarantine period. If you cannot work during the quarantine period, please refer the checklist provided under “**What should I do if I test positive for COVID-19?**” If you test negative and are still unable to work remotely, please submit a general sick leave request through the appropriate online HR portals.

2. What if I feel unwell and show symptoms consistent with COVID-19 while on campus?

Please notify the Interim Director of Human Resources immediately if you feel unwell and develop symptoms consistent with COVID-19 while on campus. You will be sent home immediately to isolate and you will be required to contact the MoPH for further guidance on the next steps. If you do not feel well enough to drive home, an isolation room will be made available at VCUarts Qatar until you are able to drive home or can make arrangements to be taken home. Ensure that you report your health status by completing the online reporting form provided in this link-> [COVID-19 Reporting Form](#). This is required in order for Human Resources to collate data and ensure the protection and safety of VCUarts Qatar community effectively.

3. What should I do if I test positive for COVID-19?

You will receive a “Next Steps Notification” letter from HR that outlines the reporting obligations and other COVID-19-related protocols to be followed by VCUarts Qatar. Your access to VCUarts Qatar's premises will be temporarily suspended. As part of shared accountability, you will also be provided with the following checklist outlining your obligations.

Checklist

- Report all positive or suspected cases of COVID-19 infection immediately to the Interim Director of Human Resources office via this link-> [COVID-19 Reporting Form](#). In case of any emergencies, you can contact Archana Kumar at +974- 3013-3505.
- Notify your supervisor immediately and establish an Alternative Work Agreement, if you are able to work from home or from a designated quarantine facility due to your illness. If you are unable to work from home or a designated quarantine facility or if you need time to take care of a family member due to COVID-19 illness, you are eligible to avail an emergency leave. A request to avail COVID-19 Emergency Leave must be submitted through the appropriate online HR Portal along with official documentation from a private clinic or any PHCC. Home Antigen test results cannot be officially accepted to process the emergency leave. In this case, a general sick leave must be submitted via the appropriate online HR leave portals. For Emergency leave related to COVID-19 is available in the following links:
 - Faculty, adjuncts & UAP staff ([PHEL](#))
 - Local and hourly hires ([CHEL](#))
- Provide a copy of the positive test result from the health care provider or EHTERAZ status screenshot to HR for record keeping and leave administration purposes.
- Contact MoPH hotline (16000) or relevant authorities in your current location to follow contact tracing measures and reach out to them for further guidance.
- Ensure that you and/or your family members follow instructions and take all the precautions as per the guidance of healthcare officials.
- Contact our Employee Assistance Program “ICAS MENA” if you or your family member feel anxious about your current situation and would like to talk to someone. You can contact a counselor directly through a toll-free number: 00-800-100-250 or request for a call back at +44-203-727-0693, if you are outside Qatar. Alternatively, you can schedule a call with a counselor by contacting them via email at youricasmena@icasworld.com.
- Submit either of the following to the Interim Director of Human Resources at kumara8@vcu.edu, once you or your family member have recovered and completed the quarantine period:
 - Screenshot of your EHTERAZ status (when it was red confirming the positive result and when it turned green displaying your “recovered” status and the date of recovery).
 - Text message from MoPH (in Qatar) or relevant authorities (outside Qatar) that confirms a negative test result.
 - Recovery certificate from [MyHealth](#) patient portal (in Qatar)
 - Negative test result copy from a private clinic with the signature of the physician and QR code.

One of the above must be submitted and 24-hrs be given for the Interim Director of HR to notify the Facilities and Safety Department that your building access privileges have been restored.

Important note: If your EHTERAZ status is not yet Green and you have all the appropriate formal documentation that confirms a negative test result, please contact Archana Kumar, Interim Director of Human Resources at kumara8@vcu.edu, to make arrangements for building access and for Facilities

and Safety department to grant you access within 24 hours.

4. When can I return to campus after an illness (after falling sick or testing positive for COVID-19)?

You will only be permitted to access the building by our security personnel if your Ehteraz app displays the Green status with the yellow border or a rapid test within the last 7 days. Please refer the checklist above to ensure you have submitted the required documents to Human Resources before Facilities and Safety department can reinstate your building access. In all other circumstances, please schedule a Zoom appointment with the Interim Director of Human Resources via kumara8@vcu.edu to discuss how to proceed on a case-by-case basis.

5. What if I was in close contact with a person who tested positive for COVID-19?

If you develop symptoms consistent with COVID-19 – whether or not you were in contact with a positive case – you should call 16000 for advice or proceed to a designated testing center to be tested immediately. Take steps to avoid being in contact with others until you are tested and can confirm whether you are positive.

Ensure that you notify Human Resources by completing the form provided in this link-> [COVID-19 Reporting Form](#). This is required in order for Human Resources to collate data and ensure the protection and safety of VCUarts Qatar community effectively.

6. What should I do if I am concerned about another employee's health status?

Speak with your supervisor about your concerns or contact the Interim Director of Human Resources via kumara8@vcu.edu or 3013-3505. Do not confront the employee on your own.