

The University Campus Upon Resumption of Operation - FAQ

Transportation

1. In view of the closure of University Station of MTR, by what means of transport can I reach the campus?

The University MTR Station remains closed, there are the following public transport options for travel to and from the campus, effective from 25 November 2019:

- (1) Shuttle buses running between Tai Po Market MTR Station (Tat Wan Road next to Exit A2) and the Sir Run Run Shaw Hall on the Central Campus will be arranged during 7 am to 10 am and 4:30 pm to 7:30 pm from Monday to Friday (except public holidays and the University's holidays). A valid CUHK identity information must be presented when boarding.
- (2) Depending on the traffic conditions and citizens' demand, the public bus and public light bus operators will increase the service running between the University and various districts during peak hours. For details, please refer to the information sheet (http://www.cuhk.edu.hk/transport_office/Public_Transport.pdf) and the latest information of the Transport Department and various public bus and public light bus operators.

2. Is there any shuttle bus service within the campus?

Since all school buses have been severely damaged and are not able to provide service, there will be temporary arrangement for the shuttle bus service on campus with effect from 25 November 2019. For details, please visit the Transport Office website http://www.cuhk.edu.hk/transport_office/index.html

Access to Campus

3. If I drive, from which entrance may I enter the University?
 - Vehicles can only access the campus through the Main entrance on Tai Po Road. The Chung Chi College entrance on Tai Po Road will be closed to vehicles. Since the No. 2 Bridge has been closed, vehicles cannot enter the campus through the entrance from the Science Park.
 - If the vehicle does not carry a valid CUHK parking permit, the driver or passenger must present their CU Link cards. Alumni must present their Alumni Library Cards or CU Alumni Credit Cards to prove their identity.
 - Persons who fail to provide the above information are required to register their licence plate and identity information with the security guard. The University reserves the right to refuse vehicles or persons from entering the campus.

4. As a pedestrian, which entrance may I use to enter the University?
- Pedestrians can enter the campus via the University main entrance on Tai Po Road, the Chung Chi College entrance on Tai Po Road or the passage next to Exit A of the University MTR Station.
 - University staff and students are required to present their CU Link cards. Alumni must show their Alumni Library Cards or CU Alumni Credit Cards to prove their identity.
 - Persons who fail to provide the above information are required to register their identity information with the security guard. The University reserves the right to refuse any pedestrians from entering the campus.

The University will provide temporary residence permits for the family members of staff residents. Workers employed by contractors or visitors who are required to enter the campus for designated purpose should also register for temporary permits. The above-mentioned interim measures aim at safeguarding staff and students and protecting the campus.

Health and Safety Information

5. When will the University release the results of tests about the quality of air, soil and water?

The University has appointed an independent accredited laboratory which has collected air, water and environment surface samples from various locations including the areas surrounding No. 2 Bridge and sent them for testing.

On 22 November 2019, the University received the preliminary test results of the first eight soil samples which show that there is no “Polychlorinated Biphenyls” (PCB), “Cyanide” and “Polycyclic Aromatic Hydrocarbon” (PAH) component in those soil samples. As for whether launching tear gas may produce dioxin, there are many different opinions at present. For the sake of prudence, the University will also test the sample for dioxin, but it takes two weeks for obtaining the overseas test results. The University will release all the results once available.

Regarding the air quality, the University will arrange to collect air sample over a 24-hour span from different locations, especially the more affected areas surrounding No. 2 Bridge, to test the existence of dioxin or otherwise. The examination may take some time because the samples have to be sent to overseas laboratory. The University will release all the results once available.

6. Is the water in the University safe for drinking?

Regarding water safety, it is noted that the drinking water for CUHK is provided by the Water Supplies Department. The water is delivered by confined pipelines, and does not pass through any outdoor pipeline in the campus area. Therefore, the water quality will not be polluted by the substances in the air. To ensure safety, the University has sent water samples for inspection and will release the result once available to address the concerns of colleagues.

Clearance of Objects and Dangerous Goods

7. Have all the objects and dangerous goods around the University been cleared?

Many rounds of inspection and clearance of left-over objects and goods from 16 November 2019 have been conducted. A lot of petrol bombs and inflammable materials were found in different locations and communal areas. These dangerous goods had been temporarily kept by the University Safety Office, and with the assistance of the Fire Services Department were all handed over to the Police. Continual inspection is still being conducted. If any dangerous goods or debris are found, please contact the Security Office via the 24-hour control room for arrangement of clearance by the relevant unit.

School buses and cars were damaged. They have been towed aside, waiting to be inspected, repaired or removed. The Transport office has a full record of the situation and will arrange appropriate follow-up.

The ground outside and inside the campus is cleared, with the remnants and debris of the roadblocks all removed. A complete repair of all roads is in the plan. Drivers should exercise careful driving inside the campus.

Cordoned Off Area

8. I am a frontline worker. What protection will be given to me if I have to work nearby the cordoned off area around No. 2 Bridge?

To ensure the safety of staff on campus, the areas surrounding the Campus Circuit East near the No. 2 Bridge is cordoned off. Except for those providing emergency or necessary work, no person or vehicle is allowed to pass through.

Staff working in cordoned off or closed areas will be provided with appropriate personal protective equipment and tools in accordance with standard protection guidelines.

9. My work location is not in the cordoned off area. However, I am still worried about health and safety. How can I get more related information?

In an open space where there is natural airflow, harmful elements in the air will be diluted gradually. Staff members need not be too worried about the air pollution. If there are concerns about the environment upon resumption of work, staff members may refer to the guidelines on general health and safety measures in offices:

https://www.cpr.cuhk.edu.hk/en/announcements_detail.php?1=1&1=1&id=33&t=health-and-safety-issues-of-duty-resumption&s=

Three workshops have been arranged to introduce the general health and safety precautions for clean-up, if necessary, with the kind support of the Collaborating Centre for Oxford University and CUHK for Disaster and Medical Humanitarian Response. The recording of the first workshop held on 22 November 2019 can be accessed via the following link (staff login is required):

<https://panopto.cuhk.edu.hk/Panopto/Pages/Viewer.aspx?id=7d9c946f-ab26-44ac-bff1-ab0d0039ef11>.

Detailed information on the second and third workshops will be announced soon.

10. There was lurching of tear gas onto Sir Philip Hadden-Cave Sports Field which may have been contaminated. Will this affect activities held there in the second term?

Both the Estates Management Office and Sir Philip Hadden-Cave Sports Field (open space) nearby No. 2 Bridge are affected by the confrontation previously and have to be closed for clean-up and repair. The lawn of Sir Philip Hadden-Cave Sports Field was severely damaged. For the sake of health and safety of students and staff, the lawn will be relayed. The class time table and the offices will be re-arranged. Details will be announced later.

11. What is the condition of contamination around No. 2 Bridge and what is the progress of cleaning?

The University has appointed an independent accredited laboratory which has collected air, water and environment surface samples from various locations including the areas surrounding No. 2 Bridge and sent them for testing. Specialized cleaning company will be hired to clean up this area after the test results are released.

12. I work in Academic Building 2. There is strong smell in the building. I am worried about safety. Do we need to stop the research work there?

Academic Building 2 is a bit far from the affected area. In an open space where there is natural airflow resulting in air dilution, the risk level is relatively low. The windows and the air-conditioning may have been closed for a long while due to the closure of office. It is advisable to open the windows upon resumption of work to allow more airflow.

Academic Term

13. Can the University advise teachers clearly the assessment mechanism for students' courses?

Following the University's announcement of the ending of Term 1, 2019-20 with effect from 13 November 2019 until the beginning of Term 2 on 6 January 2020, a framework on learning support and assessment has been worked out by a University Task Force and endorsed by the Senate Chairman. Faculties and units concerned are working on alternative assessment mechanisms and online learning with reference to the guidelines given in the framework. All teachers and students have been informed of the arrangements.

Off-campus teaching and learning activities such as clinical teaching of the Faculty of Medicine and classes conducted in Bank of America Tower at Central will continue as per announcements to be made by the respective Faculties/ Departments.

Flexibility

14. There may be traffic problems in taking shuttle bus or public transport to go for work, causing lateness or absence. Will there be any special arrangement?

Department/Unit heads are advised to treat with flexibility the work attendance of staff members who are affected by traffic conditions in these days.

15. I am pregnant and am worried about being affected. Will there be any special arrangement?

Staff members who foresee difficulties in resuming work physically on-campus (e.g. pregnant staff, lactating staff or those under special family circumstances) may discuss with their Department/Unit heads for appropriate arrangements, e.g. home office where possible, for a short period of time.

Residing on Campus

16. If a student has no lodging, can the student stay in dormitory?

All undergraduate hostels will be closed and students have accordingly been informed by the respective Colleges. They may refer their enquiries to the respective units. There will be further notice about the refund of part of the hostel fees. If individual students have difficulty in moving out of the hostels, they may communicate with the respective units which may make special consideration.

Those living in Jockey Club Postgraduate Hall 1 may discuss with the wardens on the options of alternative accommodation.

All non-local students in dormitories may discuss with the wardens on the options of alternative accommodation.

17. When can staff residents move back to the staff quarters?

Staff residents may move back to staff quarters any time, and they will have a rent/rental deduction free period for 11 – 24 November 2019.

Service and Operation

18. When will the Library be re-opened again?

The Library will re-open from 25 November 2019.

19. When will on-campus services like canteens and supermarket resume operation?

Dining Facilities

Most of the canteens on campus will resume business from 25 November 2019. Please refer to https://www.cpr.cuhk.edu.hk/en/announcements_detail.php?id=31 for their opening hours.

Supermarket

The supermarket will resume business from 28 November 2019 the earliest.

Banking

Hang Seng Bank at John Fulton Centre has resumed normal operation.

Rapid Response Task Force

20. I have some ideas about the restoration of the campus. Which unit should I approach?

A cross-functional Rapid Response Task Force with five subgroups, each responsible for specific areas of support, is set up to tackle issues of concern to all members of the University related to the recent incidents.

(1) Subgroup on Cultural Inclusion

(Convener: Professor Dennis K.P. Ng, Pro-Vice-Chancellor / Vice-President)

culturalis@cuhk.edu.hk

Terms of reference include:

- To assess the current situation of society and the campus, and identify critical challenges that could prevent integration and harmony.
- To advise the University on various culturally inclusive activities that aim to create in-depth dialogue opportunities for University members from different cultural backgrounds and promote mutual understanding.
- To coordinate the relevant units (including Colleges and Departments) in supporting students to deal with any campus bullying.
- To collect external opinions or recommendations on University cultural integration, and provide support to existing service units.

(2) Subgroup on Academic Support

(Convener: Ms. Kitty W.H. Yu, Registrar) academicss@cuhk.edu.hk

Terms of reference include:

- To handle individual student's academic problems, such as course drop and application for leave of absence, and to provide assistance.
- To make recommendations to relevant departments/units for review on a case-by-case basis if a student needs to extend the period of study.
- To handle class-related arrangements promptly and make announcements effectively when appropriate.

(3) Subgroup on Campus Safety, Security and Legal Matters

(Convener: Mr. Eric S.P. Ng, Vice-President) csslms@cuhk.edu.hk

Terms of reference include:

- To handle and respond to safety and security issues on campus promptly.
- To handle enquiries about legal support from all students and liaise with the voluntary team of alumni-lawyers to provide assistance.
- To set up and manage a 24-hour legal support hotline for students who need help.

(4) Subgroup on Student Support and Well-being

(Convener: Professor Dennis K.P. Ng, Pro-Vice-Chancellor / Vice-President)

ssws@cuhk.edu.hk

Terms of reference include:

- To coordinate different units to create a positive campus environment.
- To promote better mental wellness in students by organising various activities and education publicity work, and enhance the service of the existing 24-hour emotional support hotline.
- To provide students in need with services from psychiatrists and clinical psychologists, and evaluate the feasibility of short-term recruitment of counselors with different cultural backgrounds to better meet the needs of different students.
- To contact alumni-volunteers who are willing to assist students with various needs in different ways.

(5) Subgroup on Communications and Engagement
(Convener: Mr. Eric S.P. Ng, Vice-President) caes@cuhk.edu.hk

Terms of reference include:

- To disseminate relevant information and latest news through various communication platforms including Telegram (<https://t.me/cuhkofficialnews/>) and WeChat (to be launched soon).
- To produce different versions of information based on the features of various platforms, and issue messages accompanied by a brief summary for easy reading.
- To coordinate different stakeholders, strengthen communication and understanding.
- To seek advice from industry experts as necessary

Emergency Contacts

Security Office: Tel: 3943 7999
Safety Office: Tel: 3943 7958
Estates Management Office: Tel: 3943 6666