



# De La Salle University Health and Safety Guide

f o r C a m p u s O p e r a t i o n s



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# Introduction

With the reopening of our De La Salle University campuses in line with the new standards for health and safety, we continue to pursue our Vision-Mission as a leading higher education institution in the Philippines and the region.

Under the banner ***Lasallians ACT (Animo Community Together)***, we are moved by the spirit of *communitas* as we look out for one another and underscore the health and safety of our members.

To ensure that our academic services and operations are effectively managed and sustained amid the challenges of creating the new normal, we offer this ***DLSU Health and Safety Guide for Campus Operations*** to help us implement the University's health and safety control system. This material provides information such as what each individual can do to prevent the spread of the disease or what arrangements can the University departments and units make in the event of another spike in COVID-19 cases or a new disease outbreak.

As one Lasallian community, let us discover innovative ways of dealing with pandemic-size challenges and continue creating knowledge that promotes health and safety as we strive to sustain our mission of providing quality education.

# General Protocols

## A Basic Health and Safety Protocols

Individuals coming together as a community can help reduce transmission rates, contact rates, and the duration of infectiousness of COVID-19 when we follow essential health and safety protocols.

### 1. Wearing of Facemask

MASKING is known to limit the spread of viruses effectively. Remember to wear masks at all times. Additional information on the proper use of masks is as follows:

- Masks may be **removed** only when eating or drinking.
- Masks must be **properly folded** and **kept in a clean bag** when not in use. Never leave your mask open on your table because this will cause the possible spread of the virus.
- Masks should be **changed** when it becomes moist or soiled or every four (4) hours.
- Masks must be **properly disposed** of in yellow trash bins.
- Masks made of cloth or fabric must be **washed** after use.
- Masks with valves are **highly discouraged**.



### Recommended Masks

#### Medical Mask

A medical mask will help block large-particle droplets, splashes, sprays, or splatters that may contain germs (viruses and bacteria), keeping them from reaching the mouth and nose. Medical masks may also help reduce exposure of saliva and respiratory secretions to others but cannot filter tiny particles in the air that may transmit by coughs or sneezes because of the loose fit between the surface of the mask and your face. A medical mask alone will not protect you from getting infected. Wearing a facemask is effective along with the other minimum public health standards.

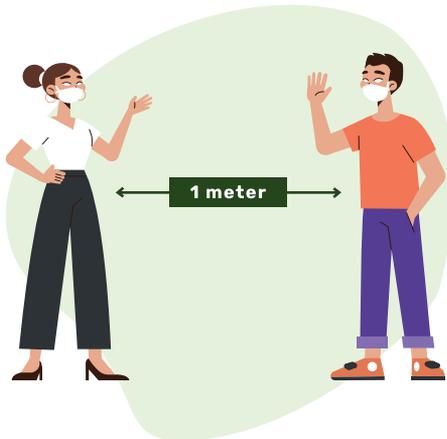
#### N95 Mask

N95 masks are more than 95 percent efficient at filtering 0.3 microns – particles even smaller than the droplets created when talking, coughing, or sneezing – making them an effective way to filter germs and bacteria. It often fits better over the face and around the neck, ensuring that droplets and particles do not leak around the mask.

## 2. Physical distancing and Interaction with other people

### NATURAL VENTILATION

creates air movement to improve air quality and reduce the risk of viral transmission. Open-air spaces are better than confined spaces; consequently, using air conditioning units in enclosed spaces is not advised without engineering control measures. Instead, doors and windows shall be left open to allow indoor and outdoor air to flow. A better alternative is to study and work in open spaces.



**PROXIMITY** pertains to how close or distant you are from others in the same space. The fewer people there are, the better. As a general rule, keep at least a 1-meter distance from each other. Be mindful to follow this rule in all other spaces such as eating areas, restrooms, and queues.

**TIME** pertains to the length of exposure to others. The shorter time you spend with others, especially in a confined space, is better.

Make it a habit to assess your workspace for good ventilation, proximity to others, and the time you will spend there. Following the best combination of all these factors lowers the risk for yourself and others.



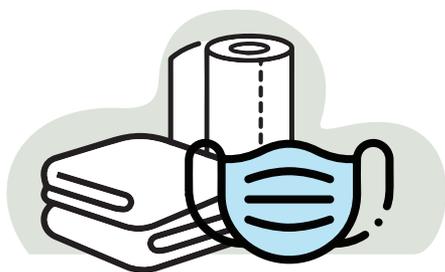
### 3. Proper Hand Washing

HAND WASHING for at least 20 seconds with soap and water is a good way to prevent the transmission of viruses and bacteria. Knee-operated hand washing stations are available around campus to encourage the healthy habit of frequent hand washing.



### 4. Bringing of Personal Hygiene Kits

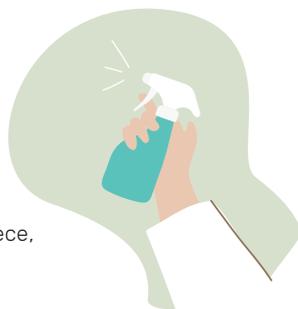
PERSONAL HYGIENE KITS have become an essential part of one's hand carry. This shall contain soap, sanitizer, tissue or towel, extra masks, and a clean plastic bag for used masks. Bringing one's personal hygiene products will ensure that you will be able to follow the minimum public health standards wherever you may be. Make it a habit to bring your own and avoid sharing personal supplies.



### 5. Sanitation, Disinfection

The Sanitation Team regularly cleans and sanitizes general facilities and spaces on campus. High-touch surfaces must be done at least once a day, such as but not limited to elevator buttons, hand rails, door knobs, classroom chairs, canteen tables and chairs, telephone mouthpiece, common use pens, and countertops.

Individuals must frequently sanitize used surfaces and personal effects e.g., mobile phones, laptops, earplugs, headsets, and the like.



### 6. Disposal of PPEs and Biomedical Waste

Single-use PPEs such as masks are considered biomedical wastes. Thus, everyone is urged to observe proper disposal. Throw used masks in yellow bins marked "MEDICAL WASTE".



## B Traveling to and from the Campus

A face mask is mandatory while in transit. Avoid talking to each other, taking phone calls, eating, and removing face masks.

Drivers and passengers shall observe the capacity of shuttle services in accordance with the applicable alert level announced by the IATF.

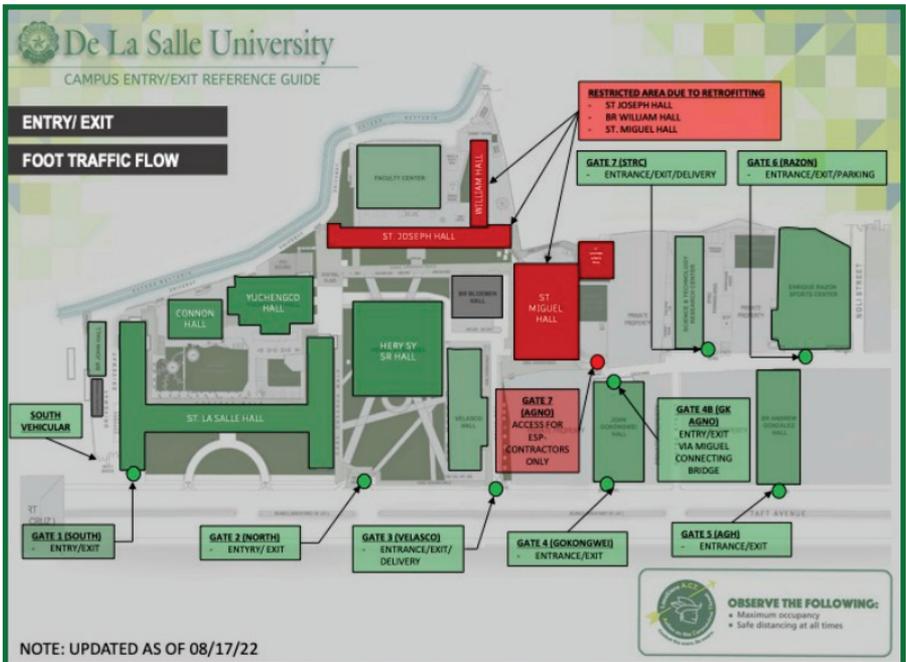
Opening windows with at least 3 inches of opening while in transit is recommended whenever possible.



## C Campus Entry

### 1. Campus Entry and Exit Points

The designated entry and exit points for all Faculty, Staff, and Students shall only be through the following gates. Please note that some gates and buildings will be inaccessible due to ongoing construction works.



## I. Restricted Gates

Gate	Remark
LEVERIZA Gate	Accessible to pedestrians; Closed to vehicles

## II. Restricted Buildings

Gate	Remark
<b>ST. JOSEPH HALL</b>	
SJ North Access (William Hall side)	Restricted to all
Ground Floor	Restricted to all
Second Floor	Restricted to all
<b>WILLIAM HALL</b>	
William Shaw Little Theatre	Restricted to all
Ground Floor	Restricted to all
Gazebo	Accessible to Animal Research Facility (ARF) Researchers only
<b>ENRIQUE RAZON SPORTS CENTER</b>	
Sports practice areas	Accessible to OSD and Coaching Staff and Athletes only
Ninth Floor	Restricted to all
Tenth Floor	Restricted to all
<b>ST. MIGUEL HALL</b>	
Outside perimeter areas (front and back)	Restricted to all
Eco-Car Parking area	Restricted to all
Motorcycle Parking area	Restricted to all
<b>ST. MUTIEN MARIE HALL</b>	
All areas	Restricted to all



### III. Access Points

ACCESS POINTS TO	VIA
International Center, SJ Hall	Leveriza Roadway
Faculty Center	Leveriza Roadway
SJ Hall Laboratories	SJ South Access (Power Mac Center side) Miguel-SJ Bridgeway
William Hall	Miguel-SJ Bridgeway
Gokongwei Hall to and from the Main Campus	Miguel-Gokongwei Bridgeway

## 2. Entry Protocols

Standard health and safety protocols will be implemented at pedestrian and vehicular entrances.



Before going to the campus, do a **SELF-HEALTH CHECK** and mindfully assess your health condition. If you feel sick or if you experience respiratory symptoms, **STAY HOME**.

Respiratory symptoms include:

- Colds (runny nose, nasal congestion, or sneezing)
- Sore throat or itchy throat
- Cough
- Difficulty breathing

### Upon arrival at the campus gate

#### SCAN YOUR TEMPERATURE.

A temperature that registers up to 37.5 degrees celsius is considered normal. If your temperature registers higher than 37.5 degrees, you will be asked to scan again. If your temperature consistently registers above 37.5 degrees, you will be directed to the Medical Holding Area for further assessment.



**SANITIZE YOUR HANDS** using the alcohol dispensers at the entrances.



#### SCAN YOUR ID

before entry. The ID tapping system will flag those who have not updated their vaccination status using the [Vaccination Record Monitoring Form](#).



*Unvaccinated individuals or those with no vaccination records will NOT be allowed to enter.*

### 3. Parking Areas

To streamline operations in connection with vehicle parking, the following guidelines on the use of free parking spaces shall be implemented until further notice:

#### I **BAGH parking**

- Only DLSU employees (Faculty and Non-Teaching personnel) are allowed to park at BAGH Parking on a first-come, first-served basis.
- Parking slots are available from the 3rd to the 6th floor.

#### II **ERSC parking**

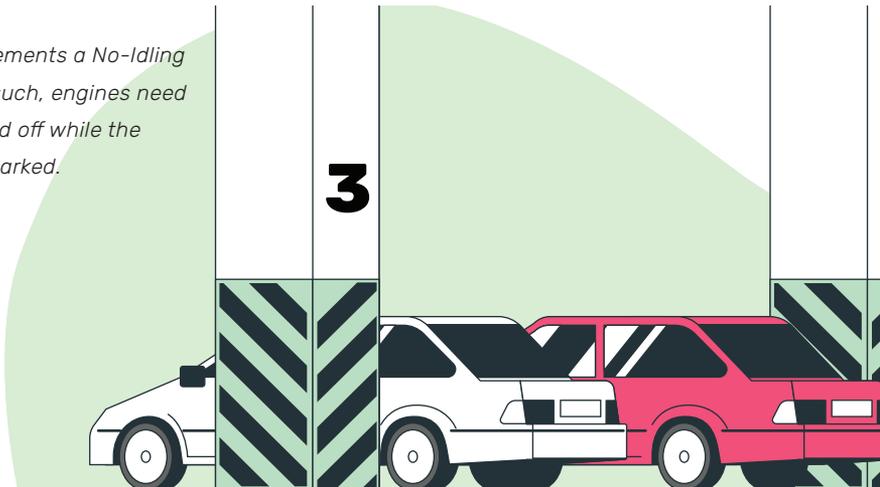
- The ERSC parking is open to both DLSU employees and students on a first-come, first-served basis.
- Parking slots are available from the 3rd to the 5th floor.

III To ensure that all vehicles entering these buildings shall have a parking space, a **parking decal** shall be issued at the point of entry upon presentation of **DLSU ID** or **EAF**. These parking decals correspond to the available parking slots. As such, when all slots are occupied, the security guard will be unable to issue a parking decal. Lost parking decal shall be charged P300.00.

IV Parking areas in these buildings operate from 05:30am to 10:00pm, Mondays to Saturdays. Vehicles left after 10:00pm will be charged an overnight parking fee of Php 1,200.00.

*Reserved parking spaces in Leveriza (entry through South Gate), STRC, and BAGH remain available as assigned to selected administrators and faculty only.*

*DLSU implements a No-Idling Policy. As such, engines need to be turned off while the vehicle is parked.*



## D Eating on Campus

Perico's Grill at the LS Hall and La Casita at the Enrique Razon Sports Center and a few food concessionaires at the Br. Bloemen Hall will resume operations. La Casita at the Br. Andrew Hall and the Miguel Building will remain closed for the time being. Sit-down dining in canteens will be limited to ensure physical distancing.

All open study and seating areas around campus shall also serve as eating areas. Strictly abide by the markings on the seats to ensure social distancing. When eating, keep at least 1 meter distance from your companion.

Contactless transactions whenever possible such as pre-ordering packed meals and cashless payments is highly recommended.

Concessionaires will be selling in a tray line but you may opt to have your food to-go in biodegradable, disposable containers. Canteens are open to serving food using your own, clean, reusable containers to save on packaging costs. To avoid queues at the canteen, whenever possible, pre-order your meals and pick it up at the scheduled time at designated pick-up areas.

Water fountains are operational. Please bring your own water bottles to be refilled. Do not drink directly from the fountain spout.



## E Work and Learning on Campus

### 1. Office Workstation Set-Up

- Recommended occupancy limit per office are posted outside each office.
- If occupancy limit is not specified, set up workstations at least 1-meter apart from each other.
- Offices with high foot traffic may request for alcohol dispensers from the Sanitation Team of respective campuses to be placed at office entrances.



## 2. Ventilation

- Centralized air conditioning systems in the following buildings are equipped with dampers that allow indoor-outdoor air exchange, compliant with government prescribed standards (6 air exchanges):
  - Br. Andrew Gonzalez Hall
  - Faculty Center
  - Henry Sy, Sr. Hall
  - Yuchengco Hall
- All other buildings are equipped with UVc lights (installed inside the air conditioning unit) to ensure improved indoor air quality. Spaces with high population density are provided with air purifiers to further increase the level of protection.
- Work and learning spaces with air conditioning need not open windows and doors, unless circumstances call for more efficient aeration of the room.

## 3. Movement on Campus

- Wherever applicable, follow a one-way route to and from locations (e.g., to and from the restroom, file rooms, eating area, etc.)
- Follow the allowable number of persons in enclosed spaces like elevators and restrooms to avoid crowding.

## 4. Behavior on Campus

- Wear a mask at all times.
- If you must unmask, maintain a safe distance.
- Avoid talking in enclosed spaces (e.g. elevators)
- Ideally, eating schedules are staggered among staff and eat at designated open eating areas.
- If fans are placed in your work/learning spaces, please do not face them toward you when feeling hot. They are intended to blow out air.
- Keep in mind that we are still in a pandemic and that care must be taken at all times.
- Designated Safety Marshalls will be deployed around campus to ensure the strict implementation of these health standards. They may be identified as those wearing reflectorized safety vests. They are given authority to call out behaviors that do not adhere to standards prescribed in this guide.



# Work and Learning Continuity Plan

The University shall closely monitor the percentage of case positivity in Metro Manila and neighboring provinces and shall adapt the following mode of work/learning as it applies.

Area	Case Positivity	Mode of Learning/Work
Mega Manila (Metro Manila, Laguna, Bulacan, Rizal, and Cavite)	5% to 14% in any one area	<ul style="list-style-type: none"><li>• In person laboratory classes</li><li>• Online lecture classes</li><li>• Regular hybrid work</li><li>• Allow on-campus activities up to 100 pax</li></ul>
	≥ 15% in any one area	<ul style="list-style-type: none"><li>• Full online classes</li><li>• Work-from-home (except for essential workforce)</li><li>• Allow on-campus activities up to 30 pax</li></ul>

Alternatively, symptomatic/probable/confirmed cases per campus shall be taken into consideration to determine the mode of learning and work. In-person activities shall be suspended for one week in a specific campus in case the threshold number of cases is reached.

DLSU shall announce if the threshold number of cases is reached and shall declare the mode of learning and work and its period of effectivity.



# Case Control Protocols

## A When You Get Sick in School

- When you get sick while in school, immediately reach out to any medical personnel through the facilities and contact information found on the table below
- Follow doctor's orders and inform your immediate supervisor/teacher through electronic means when advised to go home; do not loiter inside the campus
- If you are distressed, talk to your immediate supervisor/teacher through electronic means or reach out to the DLSU Care Desk for assistance. Please visit the site at [http://bit.ly/DLSUCareDesk\\_](http://bit.ly/DLSUCareDesk_).

### Quick Reference to Health Services on Campus

Manila Campus	
Health Facilities	Contact Information
<p><b>CLINIC TRIAGE AREAS</b></p> <p>Br. Connon Hall, G/F Razon Sports Center, G/F</p>	<ul style="list-style-type: none"> <li>• (+632) 8524-4611 Local 221 and 222</li> <li>• (+63) 926 751 5952</li> <li>• Email: <a href="mailto:clinic@dlsu.edu.ph">clinic@dlsu.edu.ph</a></li> <li>• Operating Hours: <i>(Monday to Saturday except holidays)</i> <ul style="list-style-type: none"> <li>• Br. Connon Hall - 6:00 am to 9:00 pm</li> <li>• Razon Sports Center - 6:00 am to 6:00 pm</li> </ul> </li> </ul>
<p><b>ISOLATION TENTS</b></p> <p>Yuchengco Hall, G/F <i>behind Power Mac Center</i></p> <p>Br. Connon Hall, G/F Razon Sports Center, G/F <i>f ormer Lactation Station</i></p>	



BGC Rufino Campus	
Health Facilities	Contact Information
<b>CLINIC TRIAGE AREAS</b> Entrance Lobby G/F	<ul style="list-style-type: none"> <li>• (+632) 7753 0000</li> <li>• (+632) 7477 9242 Local 613</li> <li>• Email: <a href="mailto:nidzma.lingad@dlsu.edu.ph">nidzma.lingad@dlsu.edu.ph</a></li> <li>• Operating Hours:               <ul style="list-style-type: none"> <li>• Monday to Friday 8:00 am to 8:00 pm</li> <li>• Saturday 9:00 am to 6:00 pm</li> </ul> </li> </ul>
<b>ISOLATION TENTS</b> Parking Area <i>left side</i>	

Laguna Campus	
Health Facilities	Contact Information
<b>CLINIC TRIAGE AREAS</b> Main Gate Entrance of buildings	<ul style="list-style-type: none"> <li>• (+6349) 554 8900 Local 113</li> <li>• (+63) 926 079 0832</li> <li>• (+63) 918 245 6928</li> <li>• Email: <a href="mailto:laguna.clinic@dlsu.edu.ph">laguna.clinic@dlsu.edu.ph</a></li> <li>• Operating Hours:               <ul style="list-style-type: none"> <li>• Monday to Friday 7:00 am to 5:00 pm</li> <li>• Saturday 7:00 am to 12:00 nn</li> </ul> </li> </ul>
<b>ISOLATION TENTS</b> Beside MRR Clinic LC Playground Main Gate	

Teleconsult is available through:  
**The Concierge Support Portal**  
<https://theconcierge.dlsu.edu.ph/support/home>

## B. What to Do When Exposed to Someone with COVID-19

### Definition of Terms

- Quarantine is the restriction of movement, or separation from the rest of the population of healthy persons who may have been exposed to the virus, to monitor their symptoms and ensure early detection of cases.
- Isolation is the separation of an ill or infected person harboring the virus from others (whether with or without symptoms), even at home, to prevent the spread of infection or contamination.
- Close Contact, anyone who was exposed to a person sick with COVID-19 two (2) days before or within 14 days after the COVID case started having symptoms.

Exposure can be any of the following:

- Face-to-face contact with a confirmed case within (1) one meter and for more than 15 minutes in a 24-hour period, with or without a mask, OR
- Direct physical contact with a confirmed case, OR
- Direct care of a probable or confirmed case without using PPEs

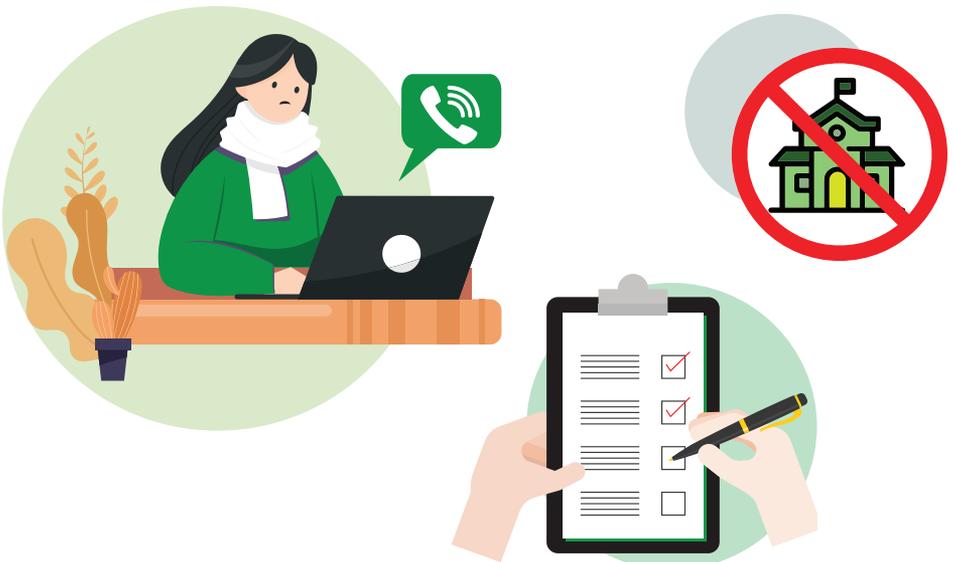
- **CONFIRMED COVID-19** are individuals who have tested POSITIVE for COVID-19 in the RT-PCR Test
- **PROBABLE COVID-19** are individuals who present symptoms and is a contact of a probable or confirmed case.
- **COVID-19 SUSPECT** are individuals who are symptomatic.
- **FULLY VACCINATED** individuals who have more than or equal to fourteen days (14) after having received the second dose in a two-dose series.

**IATF Updated *QUARANTINE* Protocol for the General Public**

Scenario	Remarks
Close contact without symptoms (Asymptomatic)	<p>If <b>Fully Vaccinated</b></p> <p><b>NO NEED to Quarantine; YOU MAY ENTER THE CAMPUS</b></p>
	<p>If <b>Partially Vaccinated or Unvaccinated</b></p> <p>Quarantine for at least 14 days from exposure</p> <p>Continue symptom monitoring for 14 days and strictly observe the Minimum Public Health Standards (MPHS).</p>

Testing shall **NOT** be recommended for **asymptomatic close contacts** unless symptoms will develop, and should immediately isolate regardless of test results. Instead, symptom monitoring is recommended.

Should testing still be used, testing should be done at least 5 days from the day of last exposure.



**IATF Updated ISOLATION Protocol for the General Public**

Scenario	Remarks
Confirmed case with symptoms (Symptomatic)	<p><b>If Fully Vaccinated</b></p> <p>Isolate at least 7 days* from positive test (sample collection date)</p>
	<p><b>If Partially Vaccinated or Unvaccinated</b></p> <p>At least 10 days* from positive test (sample collection date)</p>
COVID-19 suspect, probable or confirmed case with MILD symptoms (Symptomatic)	<p><b>If Fully Vaccinated</b></p> <p>Isolate at least 7 days* from onset of symptoms</p>
	<p><b>If Partially Vaccinated or Unvaccinated</b></p> <p>At least 10 days* from onset of symptoms</p>
COVID-19 suspect, probable or confirmed case with MODERATE symptoms (Symptomatic)	<p><b>Regardless of vaccination status</b></p> <p>Isolate at least 10 days* from onset of symptoms</p>
COVID-19 suspect, probable or confirmed case with SEVERE and CRITICAL symptoms (Symptomatic)	<p><b>Regardless of vaccination status</b></p> <p>Isolate at least 21 days* from onset of symptoms</p>
Severely Immunocompromised (Symptomatic)	<p><b>Regardless of vaccination status</b></p> <p>Isolate at least 21 days* from onset of symptoms with negative repeat RT-PCR</p>

Source: <https://www.officialgazette.gov.ph/downloads/2022/06jun/20220604-IATF-GUIDELINES.pdf>

It is advisable to **ISOLATE while waiting for your COVID-19 test result** until it is released.



### C. COVID-19 Reporting Protocol

The academic community is reminded to report their health condition to the Health Services Office when sick.

1. If you experience fever, sore throat, runny nose, cough, body pain, headache, fatigue, and other related symptoms, consult your medical doctor and isolate yourself if living with others
2. Undergo a COVID-19 test to confirm if the active symptom/s experienced is due to the COVID-19 virus.
3. Report your medical condition and COVID-19 test result to the Health Services Office via email and provide a daily update of your health status. This will serve as basis for the monitoring of your health condition and in issuing a medical certificate which is required upon return to work/school.
4. DO NOT REPORT TO CAMPUS when sick, when waiting for COVID-19 test result, and when advised to quarantine or isolate.



Anyone who observes a member of the community who may be exhibiting respiratory symptoms or is visibly ill is strongly advised to discreetly talk to the person to reach out to or directly inform any medical personnel.

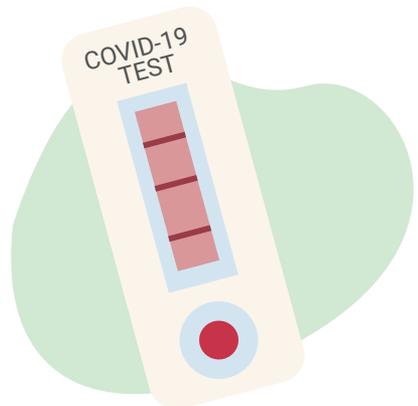
### D. Validation of Absence Due to COVID-19

The COVID-19 Test Result must be an official laboratory RT-PCR Test or a Rapid Antigen Test issued by a DOH-accredited laboratory.

Upon receiving the COVID-19 Test Result and assessment of the health condition, the

Health Services Office may endorse a leave due to illness and the number of days, as may be applicable.

Please note that the Health Services Office does not validate a picture of the result of a self-test kit.



## **E. Returning to School from Absence Due to COVID-19**

If the employee/student was monitored by the Health Services Office, the University Physician shall issue a Fit-to-Work Medical Certificate.

If the employee/student was monitored by their own private Physician or a Health Center, the employee/student shall submit to the Health Services Office a Fit-to-Work or Fit-to-Return to School Medical Certificate from their Physician through email for validation.

The Health Services Office will send an email response with the validated Medical Certificate to serve as supporting document for the filing of leave of absence due to illness.

# References

**IATF Guidelines on the Nationwide Implementation of Alert Level System for COVID-19 Response (as of 04 June 2022)**

<https://www.officialgazette.gov.ph/downloads/2022/06jun/20220604-IATF-GUIDELINES.pdf>

**IATF Resolution No. 168-E, s. 2022 (04 June 2022)**

<https://doh.gov.ph/sites/default/files/health-update/20220604-IATF-Resolution-168E-RRD.pdf>

**CHED-DOH Joint Memo 2021-004**

Guidelines on the Implementation of Limited Face-to-Face Classes for All Programs of Higher Education Institutions in Areas Under Alert Level System for COVID-19 Response (15 December 2021)

<https://ched.gov.ph/wp-content/uploads/CHED-DOH-JMC-No.-2021-004.pdf>

**CHED MO No. 1, s.2022**

Supplemental Guidelines to the CHED-DOH Joint Memorandum Circular No. 2021-004  
Additional Guidelines for the Operations of Limited Face-to-Face Classes of Higher Education Institutions in Areas Under Alert Level 1 (18 March 2022)

<https://ched.gov.ph/wp-content/uploads/CMO-NO.-1-S.-2022.pdf>

**CHED MO No. 5, s.2022**

Amendment to the Article IV. H. of CHED-DOH Joint Memorandum Circular No. 2021-004 (30 May 2022)

<https://ched.gov.ph/wp-content/uploads/CMO-No.-5-s.-2022.pdf>

**Legal Education Board MC No. 102**

Guidelines on the Conduct of Limited Face-to-Face Classes in Legal Education Institutions During the COVID-19 Pandemic (04 Feb 2022)

<https://leb.gov.ph/wp-content/uploads/2022/02/LEBMC-NO.-102-2022-Guidelines-on-the-Conduct-of-Limited-Face-to-Face-Classes.pdf>

**Legal Education Board MC No. 125**

Updated Guidelines and Recommendation for Legal Education Insitutions Conducting Face-to-Face Classes During the COVID-19 Pandemic (04 August 2022)

<https://leb.gov.ph/wp-content/uploads/2022/08/LEBMC-No.-125-Updated-Guidelines-on-Face-to-Face-Classes.pdf>

**DepEd Order No. 034, s. 2022**

Implementing Guidelines on the School Calendar and Activities for the School Year 2022-2023 (11 July 2022)

[https://www.deped.gov.ph/wp-content/uploads/2022/07/DO\\_s2022\\_034.pdf](https://www.deped.gov.ph/wp-content/uploads/2022/07/DO_s2022_034.pdf)

**Department of Health (DOH) Website**

<https://doh.gov.ph/>

## ANNEX A: Directory of Contact Information

Health Services Offices	Contact Information
Manila Campus	<ul style="list-style-type: none"> <li>• (+632) 8524-4611 Local 221 and 222</li> <li>• (+63) 926 751 5952</li> <li>• Email: <a href="mailto:clinic@dlsu.edu.ph">clinic@dlsu.edu.ph</a></li> <li>• Operating Hours (<i>Monday to Saturday except holidays</i>):               <ul style="list-style-type: none"> <li>• Br. Connon Hall - 6:00 am to 9:00 pm</li> <li>• Razon Sports Center - 6:00 am to 6:00 pm</li> </ul> </li> </ul>
Rufino Campus	<ul style="list-style-type: none"> <li>• (+632) 7753 0000</li> <li>• (+632) 7477 9242 Local 613</li> <li>• Email: <a href="mailto:nidzma.lingad@dlsu.edu.ph">nidzma.lingad@dlsu.edu.ph</a></li> <li>• Operating Hours:               <ul style="list-style-type: none"> <li>• Monday to Friday 8:00 am to 8:00 pm</li> <li>• Saturday 9:00 am to 6:00 pm</li> </ul> </li> </ul>
Laguna Campus	<ul style="list-style-type: none"> <li>• (+6349) 554 8900 Local 113</li> <li>• (+63) 926 079 0832</li> <li>• (+63) 918 245 6928</li> <li>• Email: <a href="mailto:laguna.clinic@dlsu.edu.ph">laguna.clinic@dlsu.edu.ph</a></li> <li>• Operating Hours:               <ul style="list-style-type: none"> <li>• Monday to Friday 7:00 am to 5:00 pm</li> <li>• Saturday 7:00 am to 12:00 nn</li> </ul> </li> </ul>
Teleconsult is available through: <b>The Concierge Support Portal</b> <a href="https://theconciierge.dlsu.edu.ph/support/home">https://theconciierge.dlsu.edu.ph/support/home</a>	

### DLSU Security Office

(to report emergencies or any need for assistance)

Tel: (+632) 8524-4611 local 480; (+63) 966 562 7654

### DLSU Physical Facilities Office

(to report defective facilities and ventilation concerns):

Tel: (632) 8524-4611 local 666

### DLSU Building and Grounds Management Office Janitorial Service

(to request for disinfection services as the need arises)

Tel: (632) 8524-4611 local 474

### **Intellicare Customer Service Hotlines**

Telephone Number: (02) 8789-4000 and (02) 7902-3400

<https://www.intellicare.net.ph/>

### **Government Agencies: COVID-19 Hotlines**

**DOH:** (02) 894-COVID (26843) or 1555 (for all subscribers)

**DOLE:** 1349

**DTI Command Center:** 0956 091 6570 (Text/Viber)

**DILG Emergency Operations Center Hotline:** (02) 8876 3454 local 8881-8884  
to monitor the implementation of COVID-19 response in LGUs

### **One Hospital Command Center:**

(02) 885-505-00 | 0915-777-7777 | 0919-977-3333

### **Department of Health Telemedicine Links:**

- For the DOH Telemedicine Services: [bit.ly/DOHTelemedicine](https://bit.ly/DOHTelemedicine)
- For the DOH Hospital Hotlines: [bit.ly/DOHHospitalHotlines](https://bit.ly/DOHHospitalHotlines)
- For the DOH One Hospital Command Center Hotlines: [bit.ly/OHCCHotline](https://bit.ly/OHCCHotline)

**Source:** Department of Health issuances

