

Averett University's Comprehensive Plan for Opening the Fall 2021 Semester

**Last modified July 30, 2021*

Averett University remains committed to providing a safe and memorable on-campus experience for the 2021-2022 academic year. Last year was unlike any other due to COVID-19, but we rallied to keep ourselves, visitors to our campus and people in our community safe and healthy. We will do that again, together.

Keeping some of the best practices we implemented last year and updating others to reflect recent health and safety recommendations, we are confident in our plans for a safe and enriching semester with the help of each person on campus. The primary tenets of this plan include:

- A strong urge for all students, faculty and staff (those who are able) to get vaccinated, and tracking vaccination statuses of students and employees.
- The use of face coverings for all students, employees and visitors when indoors with others and outdoors when social distancing is not feasible, at least for the month of August. We are hopeful that having higher vaccination rates will allow us to loosen restrictions for vaccinated students, employees and visitors by September 1.
- COVID-19 PCR testing for all on-campus students and employees during August and possibly at various intervals throughout the semester.
- Daily health self-checks for all students and employees via the LiveSafe app.
- Updated quarantine and isolation procedures for asymptomatic vaccinated students and employees who are identified in contact tracing.
- Bringing classes and activities on campus back to as close to pre-pandemic normal operations as possible.
- Relying on the newly formed Office of Health Services for campus data monitoring and mitigation efforts.
- Continued monitoring of the Centers for Disease Control and Prevention (CDC), the Virginia Department of Health (VDH) and the Governor of Virginia's recommendations regarding COVID-19.

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Background

The Averett University Fall 2021 Plan for Opening focuses on a safe return to campus for all students, faculty, staff, volunteers and visitors. The Core COVID-19 Campus Team is comprised of the following team members:

- Dr. Tiffany Franks, President
- Ms. Cassie Jones, Executive Director of Marketing and Communications
- Mr. Don Aungst, CFO/COO *(COVID-19 Campus Coordinator)
- Ms. Kathie Tune, Director of Human Resources
- Mr. Lee Wilkerson, Acting Dean of Students and Director of Housing and Residence Life
- Ms. Lynsey Corriher, Sr. COVID-19 Case Manager and Meeting and Event Coordinator
- Ms. Meg Stevens, Vice President, Director of Athletics and Campus Operations
- Ms. Stacy Gato, Vice President for Enrollment Management
- Ms. Tammi Devlin, Director of Health Services
- Dr. Timothy Fulop, Vice President for Academic Affairs
- Dr. Venita Mitchell, Vice President for Student Engagement and Senior Student Experience Officer

This team met almost daily during most of the 2020-2021 academic year, met as needed during the summer, and will continue to meet on a regular basis this fall to deal with COVID-related matters and adjust on-campus operations and health and safety protocols that meet or exceed health and safety guidelines. We continue to work very closely with local health officials and statewide higher education leaders to stay informed of the most current recommendations and to implement best practices.

We are applying the same multifaceted approach to communicate elements of our planning through continual updates to the campus community, including students, employees, the Board of Trustees, alumni and community members.

The University's [Alert page](#) serves as the central portal for all COVID-19 information, and visitors to the averett.edu site are immediately directed there from a gold notification bar at the top of the site for easy access. In an effort to keep our campus informed, we developed a COVID-19 dashboard that links from that Alert page. The dashboard was updated daily during the fall 2020 and spring 2021 semesters and weekly over the summer. Beginning August 18 on the first day of classes, we will again update the dashboard daily with student and employee data relevant to COVID-19 activity on campus, including: the date; current positive cases in isolation; current number awaiting test results; current number in quarantine; total recovered cases since the first day of classes for the fall 2021 semester; and the total number of positive cases reported since the first day of classes. We are also formulating plans to include the percentage of on-campus students and employees who are vaccinated on the dashboard.

The University utilizes its two weekly internal e-newsletters (one for students, and one for employees) to share COVID-19 updates and reminders to campus. Both include a designated section for such at the top of each week's edition. More urgent notifications are shared by campus-wide emails and supplemented by team discussions from University leadership. External messages are also shared on Averett's [Facebook](#), [Twitter](#) and [Instagram](#) pages, and when appropriate, with media. Additionally, the Director of Human Resources holds a weekly Zoom office hour for this subject for employees, and students will have various opportunities to have their questions answered. Finally, all messaging is reinforced through faculty and staff meetings.

Ahead, you will find details regarding the following four sections: A Safe and Healthy Campus, Welcoming Back Averett On-Campus Students, Academics and Classrooms, and Guidelines for Averett Employees.

A Safe and Healthy Campus

Our top priority remains to create a safe and healthy living, learning and working environment, and to protect and support the health, wellness and safety of our entire Averett Family.

We are taking measures across our campuses to make sure everyone remains as safe as possible. Health and safety protocols include face coverings, enhanced sanitation, daily health self-screenings, urging all students and employees to become vaccinated, and COVID-19 PCR testing at various intervals throughout the semester.

Guiding Principles

The University works closely with local health officials and is following all current health and safety guidelines and staying abreast of best practices. While we look to students and employees to practice self-care and socially conscious behavior, the University is committed to taking all reasonable steps to provide a healthy environment for living, learning and working. Our guiding principles are embedded in recommendations by the CDC, consultations with VDH and the Governor's executive orders related to the pandemic.

Our guidelines will be continuously evaluated and updated. In order to nurture a supportive community, the University will proactively address with students and employees how our campus will continue a culture of care for everyone while facing the impacts of COVID-19.

HEALTH AND SAFETY PROTOCOLS

Vaccines

At Averett, we believe the COVID-19 vaccine is the best way for us to keep one another safe and ensure a thriving Averett campus experience. The availability of vaccines since January, the increased number of vaccinated people and the efficacy and safety of the vaccine have greatly contributed to the decrease in COVID-19 infections and deaths, making it possible for Averett to return to more normal operations. COVID-19 vaccines have proved to be safe like other vaccines, and as an educational institution, Averett strongly supports science, reason and neighborly care.

While faculty, staff and students will not be required to be vaccinated at this time, Averett strongly encourages all stakeholders, for whom it is medically safe to do so, to get vaccinated to keep the community safer and avoid a return to the disruptions and dangers of increased COVID-19 incidents. Vaccinated students and employees will be asked to show proof of vaccination. Averett will continue to follow CDC guidelines recommending vaccinations.

An on-campus vaccination clinic, in partnership with VDH, is planned for Saturday, Aug. 21, 2021 for all students and employees.

According to the CDC, COVID-19 vaccines are safe and effective, and help fully vaccinated people resume many pre-pandemic activities. Getting a COVID-19 vaccine is a safer choice than getting the virus, and studies have shown that vaccination provides a strong boost in protection, even in people who have recovered from COVID-19. To learn more about the benefits of the COVID-19 vaccination, click [here](#). Higher vaccination rates among the Averett community will influence how flexible and open policies can be in the future.

Face Coverings and COVID-19 Testing in August

Because of the increase in new variant COVID-19 incidents and since we are reuniting from many areas of the country and world, all students, employees and visitors must wear face coverings during the month of August 2021 when indoors with others and outdoors when social distancing is not feasible.

Additionally, all on-campus students and employees must undergo COVID-19 PCR testing at a pharmacy or health care provider's office during the month of August, or at the on-campus PCR testing event in partnership with VDH on Friday, Aug. 20, 2021.

The University will assess testing results at the end of August and will consider adjusting restrictions, depending on campus COVID-19 incident data as well as regional COVID-19 activity and health and safety recommendations by the CDC, VDH and the Governor's executive orders related to the pandemic. Any adjustments regarding the use of face coverings will be communicated to campus prior to September 1. We are hopeful vaccinated students and employees will no longer need to wear face coverings from that point forward.

Enhanced Cleaning and Application of Disinfectant

Enhanced cleaning and specific applications of disinfectant protocols by WFF Facilities Services, which provides Averett's full range of housekeeping services, represent industry standards and will be monitored for consistency and effectiveness. All public spaces on campus will undergo increased cleanings. In addition, every classroom will be equipped with disinfecting supplies for the faculty and students to wipe down surfaces before the beginning of each class.

Shared restrooms and common spaces in the residence halls will receive increased cleaning and will require that students and employees adhere to all University and public health guidelines. The WFF Facilities Services housekeeping staff will adhere to CDC guidelines regarding the application of disinfectants in shared restrooms. All public spaces in residence halls will undergo increased cleanings. (For detailed service and protocols, refer to Appendix B.)

Hand sanitizer stations are installed at entrances of high-traffic buildings and will be serviced and refilled as necessary.

The Facilities Management and Services team will flush potable water systems per the recommended guidelines, and verify appropriate building HVAC maintenance, including frequent changing of air conditioning filters.

Health Care Services and Local Health Partnerships

The Office of Health Services will offer an ever-evolving list of services. Averett has a direct relationship with Dr. Carl Winfield at Providence Family and Sports Medicine (173 Executive Dr., Danville, VA 24541). Dr. Winfield will serve as a provider for Averett students in his office, with appointments being made through the Director of Health Services.

Averett is working closely with VDH (326 Taylor Dr., Danville, VA 24541; 434-766-9828), as well as health care facilities in the coordination of all activities necessary to ensure the health of students, faculty and staff in the Averett community. This includes the following:

- Weekly reports from the Virginia Department of Emergency Management (VDEM) that include summary information on the number of cases and contacts in the jurisdiction and district.
- Support in coordinating outbreak investigations that will include providing specific disease prevention and control recommendations to reduce the spread of disease.
- Assistance in identifying resources for diagnostic testing for Averett employees and students, including private and public testing.
- The Danville Health Department and Chatham Health Department (200 H G Mcghee Dr., Chatham, VA 24531; 434-432-7232) are designated vaccination sites. Most pharmacies and some health care providers also offer vaccinations.
- Telemedicine solutions in conjunction with local health care providers can be used to ensure the continued delivery of high-quality care. For patients who meet certain clinical criteria, physician offices are offering telehealth appointments, which are virtual, face-to-face visits with a provider using a video conferencing service. [LiveHealth® Online](#) consultations are also available for University employee health plan participants.

HEALTH MONITORING AND RESPONSE

Testing Strategy

All on-campus students and employees must undergo COVID-19 PCR testing at a pharmacy or health care provider's office within three days of their return to campus, or at the on-campus testing event in partnership with VDH on Friday, Aug. 20, 2021. All other employees must get a COVID-19 PCR test prior to August 20 or at the testing event. More details are forthcoming, as this event is still in the planning stages.

Additional future testing may be required at various intervals. In addition, students have been encouraged to confine for several days before returning to campus to minimize the chance of exposure.

A vaccination clinic is scheduled for Averett students, faculty and staff and the Danville/Pittsylvania region on the Averett campus on Saturday, Aug.21, 2021. More details are forthcoming, as this event is still in the planning stages.

Individuals (vaccinated or unvaccinated) with signs or symptoms consistent with COVID-19:

All Averett University campus community members with a positive finding on the daily health screen and/or symptoms compatible with COVID-19 should be evaluated by a telehealth clinician or their personal health care provider. Students can be triaged by the Director of Health Services first, who can then discuss next steps.

- Providers will use their judgment to determine if a patient has signs or symptoms compatible with COVID-19 and whether the patient should be tested.
- Providers will consider testing for other causes of respiratory illness, like influenza for example, in addition to testing for COVID-19 depending on the patient's age, season or clinical setting. It is important to note that detection of one respiratory pathogen (e.g., influenza) does not exclude the potential for co-infection with COVID-19.

Asymptomatic individuals with recent known or suspected exposure to COVID-19 to control transmission:

- Testing is recommended for all close contacts of persons with COVID-19 infection. Because of the potential for asymptomatic and pre-symptomatic transmission, it is important that contacts of persons with COVID-19 infection be quickly identified through contact tracing, and then tested, confined and quarantined.
- A close contact (as defined by VDH) is any individual within six feet of an infected person for at least 15 minutes starting from two days before the person became sick (or two days before specimen collection if asymptomatic) until the person was quarantined or isolated.

Public health surveillance for COVID-19:

- Testing is considered to be surveillance when conducted among asymptomatic persons without known or suspected exposure to COVID-19 for early identification, to detect transmission hot spots, or characterize disease trends within the Averett campus community.

Contact Tracing

VDH will notify the COVID-19 Case Manager if a student tests positive for COVID-19 and vice versa. If an employee tests positive, the Director of Human Resources notifies VDH and vice versa. Per HIPAA and FERPA guidelines, health information is confidential and the name of the individual who tests positive will only be released on a need-to-know basis.

VDH performs a case investigation on anyone who tests positive for COVID-19. From that case investigation, a contact list is developed to trace all those who have been in contact with the infected person. The Director of Health Services, the COVID -19 Case Manager and the Director Human Resources will support VDH in this process, and it is VDH that determines who is a contact, which is defined as someone who has had exposure within six feet for greater than 15 minutes. All cases and contacts are notified by VDH and given specific instructions on how to monitor their health, how

to isolate/quarantine, and when isolation/quarantine will be completed. VDH will notify the University of all cases and contacts as well as the dates when the person who is in quarantine/isolation can be released.

Campus Level Syndromic Surveillance

Averett uses LiveSafe for daily screenings for students, faculty and staff and Simplicity (Advocate) for student case management. Daily health self-checks will be required for all students and employees via the LiveSafe app.

These screenings and use of software will help Averett's Core COVID-19 Campus Team to create an updated picture of COVID-19's spread and its effects on the Averett campus community, thus informing the University's effective response to support the health and safety of students, faculty, staff and campus visitors.

Surveillance data includes cases of confirmed COVID-19 infection within the campus community; number of confined, quarantined and isolated campus faculty, staff and students and those who are in the testing stage; student absenteeism; level of operational functioning within the University; and identified outbreaks of COVID-19 on campus.

Surveillance data will be collected through the daily LiveSafe health self-checks, the COVID-19 Case Manager and the Director of Human Resources.

Student data is tracked by the Director of Health Services and the COVID-19 Case Manager. Faculty and staff data will be tracked by the Director of Human Resources. The COVID-19 Case Manager shares general student and employee data (no confidential or identifying details) with the Core COVID-19 Campus Team. All data is also shared with VDH and reflected on the University's COVID-19 dashboard.

Campus Outbreak Management

In the case of a campus outbreak, Averett would work in consultation with VDH to mitigate the spread.

The CDC defines a COVID-19 outbreak as "two or more patients with COVID-19 who are discovered to be linked, and the linkage is established outside of a case investigation and contact tracing (e.g., two patients who received a diagnosis of COVID-19 are found to work in the same office, and only one or neither of them was listed as a contact to the other)."

Shutdown Considerations if Warranted

Averett has an Emergency Response Team that follows the protocols and processes of Federal Emergency Management Agency's (FEMA) nationally used Incident Command System. The team developed a plan for dealing with a pandemic, including shutdown considerations if severe pandemic related conditions warrant dismissals or shutdown. The criteria and process for making dismissal or shutdown decisions is done in consultation with VDH. The plan also addresses reducing campus activities, identifying essential personnel, conveying a communication plan and other matters related to the pandemic incident. The incident commander would make a determination regarding appropriate actions based on consultation with VDH and other health and safety considerations.

Averett will continue to review the current pandemic plan, make appropriate revisions and adhere to best practices regarding protocols such as conducting periodic tabletop exercises regarding the plan throughout the academic year. VDH will be included in the tabletop exercise and scripted communications regarding a pandemic incident will be reviewed and approved.

COMMUNITY SPACES

Dining on Campus

Dining Services will return to its pre-pandemic setup with improved meal delivery traffic patterns. The availability of grab-and-go will return to pre-pandemic offerings.

In the Dining Hall, hand sanitizer stations and signage related to health and disinfection are prominently displayed. Patrons of the dining hall will be expected to adhere to all University and public health and safety guidelines, including the use of face coverings when not eating and drinking at least during the month of August.

Dining Hall employees will follow the University's face covering protocol. Barriers will remain in place until further notice.

Many stations will return to self-service operation and tabletop items will be back in place. Condiments, the cereal station and dip ice cream will return as dining depletes pre-packaged items purchased to meet the former pandemic service style.

All food stations – Market, Grill, Pizza, Salad Bar and Deli – will return to full pre-pandemic operation. The Dining Hall staff will work with the Office of Housing and Residence Life to develop a cooperative plan to address food allergies and other dietary needs.

Dining room seating has returned to full capacity and occupancy limits will be updated as recommended by local authorities.

Blount Library

The Blount Library follows the general Averett policy on face coverings and other COVID-19 related health and safety protocols.

Schoolfield House Booksellers

Schoolfield House Booksellers follows the general Averett policy on face coverings and other COVID-19 related health and safety protocols.

CAMPUS EVENTS AND VISITORS

University Events

Procedures and protocols for campus events will include social distancing amongst groups of visitors and spectators, enhanced cleaning and disinfecting in public areas and an increased number of hand sanitizer stations. During major indoor University events or outdoor events where social distancing is not possible, everyone will be required to wear face coverings, at least during the month of August.

Athletics

Averett Athletics will also continue to monitor and adhere to any required NCAA, conference, local, state and national guidelines, and changes may be made to ensure safety for our student-athletes, staff and fans.

Visitor Protocols

Averett is open for all visitors including prospective students and their families. All visitors will be required to wear face coverings at least during the month of August, and follow any other COVID-19 related health and safety protocols and may be provided with a mask upon request.

Prospective students and their families must [register](#) for tours online. As a family views the registration page, open tour options are available for selection. Registrants will receive follow-up communication stating if the tour will begin in the Welcome Center in Booksellers or Averett Central. Tours include hand sanitizing stations as well as the addition of current health and safety guidance across our campuses to maintain safety of our faculty, staff, students and guests.

Facility Rentals

Averett will return to pre-pandemic solicitation of rental meeting and event income. Visitors will follow the University's health and safety protocols.

Welcoming Back Averett On-Campus Students

After an unusual but successful year, we are excited to be together again with our students this fall. We are focused on ensuring our support of students as they return to campus life for another academic year.

HEALTH ASSESSMENTS AND EDUCATION

Prior to Arrival

Three days prior to arrival on campus, all students will begin completing daily health self-checks via LiveSafe. A communication will be sent to students to remind them to download the app. COVID-19 Case Managers will follow up as warranted by information from the LiveSafe questionnaire.

Upon Arrival to Campus

Averett will welcome students to campus at staggered, specific check-in times and dates in order to avoid overcrowding and maintain distancing. Students may have up to two visitors accompany them to move in. These visitors will also complete a health questionnaire that will be reviewed by Student Life staff at the time of check-in.

Vaccinated students will need to bring proof of vaccination to the check-in station. Students who have undergone off-site COVID-19 PCR testing during August must provide proof of negative test results at their check-in time. For students who have not yet tested or do not have proof of COVID-19 PCR test results at check-in, an on-campus testing event will be held during the week of check-ins on Friday, Aug. 20, 2021.

An on-campus vaccination clinic is also planned for Saturday, Aug. 21, 2021, open to all students and employees.

Daily Monitoring

All students are asked to complete daily health self-checks via LiveSafe in order to assess for any COVID-19 symptoms. The assessment reads as follows:

According to the U.S. Centers for Disease Control and Prevention & the World Health Organization, COVID-19 symptoms include:

- *Fever >100.4 or chills*
- *Cough*
- *Shortness of breath or difficulty breathing*
- *Fatigue*
- *Muscle or body aches*
- *Headache*
- *New loss of taste or smell*

- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

Are you experiencing any of the COVID-19 related symptoms noted above that can't be explained by other means?

Are you living with or caring for an individual who is a suspected or confirmed case of COVID-19? Close contact is "any individual who has been within six feet of an infected person for at least 15 minutes and not wearing face coverings in the last 48 hours."

Have you been in contact with anyone known or suspected to have COVID-19 in the last 14 days?

Have you tested positive for COVID-19 in the last 10 days?

Have you been vaccinated?

Once completed, students receive an email that indicates that they have completed their health self-check for the day that can be shared with professors for in-class sessions and upon entering into other employee areas.

If a Student Becomes Sick

If students answer "yes" to any of the above questions, they will be instructed to call the Averett Health Triage Line at 434-203-3781 in order to reduce the risk of transmission of disease to other students and to seek support regarding next steps.

The Averett Health Triage Line representative will ask the student additional questions to better understand what they are experiencing and to make suggestions for next steps. Students needing to see a health care provider will be instructed to call the Director of Health Services, or their health care provider if available.

Student-athletes will also follow the guidance of Averett Athletics, the USA South Athletic Conference and the NCAA.

Counseling Services

Counseling Services has returned to normal operations and follows the general Averett policy on face coverings and other COVID-19 related health and safety protocols. Students will be able to access Counseling Services at Averett either in person or, if necessary, virtually.

Transportation

Averett University partners with the City of Danville Transit for shuttling students to and from campus locations throughout Danville. Users will continue to follow all City of Danville Transit guidelines.

STUDENT QUARANTINE AND ISOLATION

Quarantine

Non-vaccinated asymptomatic students exposed to a person with known or suspected COVID-19 infection should immediately call the Averett Health Triage Line at 434-203-3781. Any student assessed by a health care provider or VDH and asked to quarantine, due to close contact with someone who has tested positive for COVID-19, is encouraged to return home, if possible. If a student is unable to return home due to travel limitations or other circumstances, best practice protocol regarding quarantine will be administered including provisions for the following:

- Housing either on campus or within the local community;
- Continuation of education;
- Appropriate notifications; and
- Basic needs and medical case management.

If someone is fully vaccinated (two weeks after the second dose of a two-dose series, or two weeks after the one-dose vaccine), they do not need to quarantine due to an exposure unless they are symptomatic. If they are experiencing symptoms after being exposed, they should get tested as soon as possible and confine themselves to their bedroom or dorm until the results return. If the results are positive, they will undergo a 10-day isolation based on their symptom onset date.

Isolation

When a student is assessed by their health care provider and asked to engage in isolation due to a positive COVID-19 test, they will be encouraged to return home, if possible. If a student is unable to return home due to travel limitations or other circumstances, best practice protocol regarding isolation will be administered including provisions for the following:

- Housing on campus;
- Continuation of education;
- Basic needs and medical case management; and
- Appropriate notifications, including to the COVID Case Manager which, in consultation with VDH, should inform any exposed person(s) of their possible exposure to COVID-19 while on University property, while maintaining confidentiality as required by the Americans with Disabilities Act (ADA) and the Family Educational Rights and Privacy Act (FERPA).

Averett will support students by providing counsel about their options, using appropriate health and safety protocols.

Access to Academic Adjustments

The Student Success Center staff will contact any student who is in isolation and quarantine to review options for continuation of coursework. Students will have the option to send an email to their instructors and advisor(s), notifying them of their current situation. For questions regarding academic support, students will follow established protocol with the Student Success Center team that includes multiple options like calling, emailing or scheduling a virtual meeting.

After Recovery

In the case of an Averett student who was diagnosed with COVID-19, the individual may return to class when all three of the following criteria are met:

- At least 24 hours have passed since the resolution of a fever without the use of fever-reducing medications;
- Improvement is shown in respiratory symptoms, like a cough and shortness of breath; and,
- At least 10 days have passed since their symptoms first appeared.

In the case of an Averett student who has symptoms that could be COVID-19 and does not get evaluated by a medical professional or tested for COVID-19, the individual is assumed to have COVID-19 and may not return to class until they have met the same criteria listed above.

Academics and Classrooms

We are excited to welcome students back for a new semester. With the decrease in COVID-19 rates and changing guidelines, classes in the Averett traditional program will return to predominant face-to-face instruction with some protocols from our previous semester staying in effect for the fall. In addition, there will be some classes offered online or in a hybrid format as was generally the case before the pandemic, as well as accommodations for those who cannot attend in-person for pandemic-related reasons.

Classroom Safety Precautions

Classrooms will look similar to before the pandemic with the following caveats:

- Desks and seating will maintain at least a three-foot distance from each other.
- Classrooms will continue to be equipped with disinfecting supplies.
- Students will need to show they have completed their daily self-health checks via LiveSafe.
- Students, faculty and staff will continue to wear face coverings inside campus buildings at least through the month of August and outside when social distancing cannot be maintained. We are hopeful that effective Sept. 1, 2021, vaccinated students and employees will not be required to wear face coverings inside campus buildings.
- Students who are sick or are in quarantine will not be admitted into class.
- Any faculty member not adhering to the guidelines will be referred to the Office of the Vice President for Academic Affairs. Any student not adhering to the guidelines will be referred to the Vice President for Student Engagement.

Meeting with Faculty During Office Hours

Face-to-face office hours are expected of each faculty member, though a faculty member and student may agree to other options such as email, telephone and Zoom meetings. Likewise, advisors will also provide options for students in addition to face-to-face meetings in offices or elsewhere on campus.

COVID-19 Academic Accommodations: Students

Students who become sick and/or have to self-isolate will be able to stay in their class remotely as part of the dual mode instruction model. Sick students who cannot keep up with their schoolwork will be given time to make up their work and may also be considered for an Incomplete per policy if they cannot finish all work by the end of the semester.

COVID-19 Academic Accommodations: Faculty

Any faculty member who becomes sick or has to self-isolate for a period, if they are able to continue work, will teach remotely as planned for in training of all faculty in dual mode instruction.

Science Laboratories

Instruction and work in labs will follow the same protocols as noted above for classrooms.

Fieldwork, Clinicals, Off-Campus Learning and Community Engagement

Students undertaking nursing clinicals and student teaching may be required to be vaccinated by the partner organization. Please check with the related academic departments.

All community engagement activities (student volunteering, service-learning and internships) will follow the same guidelines for face coverings, as well as any partner requirements.

Guidelines for Averett Employees

All employee operations will continue underway and in person this fall. The wellbeing of the Averett community is paramount, so we will continue to offer flexibility in responding to employees' individual circumstances when sick.

Employees who are able are encouraged to get vaccinated. Unvaccinated faculty who are just returning to campus in August from summer break are encouraged to confine themselves to the extent that they're able to minimize the chance of exposure. As stated earlier, all employees are required to get a COVID-19 PCR test during the month of August and faculty are encouraged to do so prior to returning to campus.

Averett Athletics staff will follow any additional protocols per NCAA and conference recommendations.

Ongoing educational training and frequent communications reinforcing the importance of safe practices in the workspace when appropriate will help to maintain a culture of appropriate health and safety behaviors.

Daily Monitoring

All employees are asked to complete daily health self-checks via LiveSafe in order to assess for any COVID-19 symptoms. The assessment reads as follows:

According to the U.S. Centers for Disease Control and Prevention & the World Health Organization, COVID-19 symptoms include:

- *Fever >100.4 or chills*
- *Cough*
- *Shortness of breath or difficulty breathing*
- *Fatigue*
- *Muscle or body aches*
- *Headache*
- *New loss of taste or smell*
- *Sore throat*
- *Congestion or runny nose*
- *Nausea or vomiting*
- *Diarrhea*

Are you experiencing any of the COVID-19 related symptoms noted above that can't be explained by other means?

Are you living with or caring for an individual who is a suspected or confirmed case of COVID-19? Close contact is "any individual who has been within six feet of an infected person for at least 15 minutes and not wearing face coverings in the last 48 hours."

Have you been in contact with anyone known or suspected to have COVID-19 in the last 14 days?

Have you tested positive for COVID-19 in the last 10 days?

Have you been vaccinated?

If an Employee Becomes Sick

If employees answer "yes" to any of the above questions, they should continue to follow the University's protocol of contacting their department/division chair or supervisor and the Director of Human Resources.

If someone is fully vaccinated (two weeks after the second dose of a two-dose series, or two weeks after the one-dose vaccine), they do not need to quarantine due to an exposure unless they are symptomatic. If they are experiencing symptoms after being exposed, they should get tested as soon as possible and confine themselves to their home until the results return. If the results are positive, they will undergo a 10-day isolation based on their symptom onset date.

All laws and guidelines that have been issued related to the COVID-19 pandemic will be adhered to for all employees, including flexible leave policies. Should an employee's schedule need to be altered as a result of any of the above circumstances, staff members are instructed to notify their supervisor; faculty are instructed to contact their division chairs. All employees should contact Human Resources for supportive measures and to discuss next steps in order to reduce the risk of transmission of disease to others on campus.

In the case of an Averett employee who was diagnosed with COVID-19, the individual may return to work when all four of the following criteria are met:

- At least 24 hours have passed since the resolution of a fever without the use of fever-reducing medications;
- Improvement is shown in respiratory symptoms, like a cough and shortness of breath;
- At least 10 days have passed since their symptoms first appeared; and
- The Director of Human Resources has confirmed a date of return with the employee and supervisor, or faculty member and division chair.

In the case of an Averett employee who has potential symptoms of COVID-19 but does not get evaluated by a medical professional or tested for COVID-19, the individual is assumed to have COVID-19 and the individual may not return to work until they have met the same criteria listed above.

Business Partners on Campus

All business partners with employees on campus on a routine basis (e.g., Follett, Admiral Security, WFF Facilities Services and Bon Appétit) are to confirm that their employees have been provided COVID-19 training specific to their daily tasks and their interactions with the Averett community.

All on-campus employees must undergo COVID-19 PCR testing at a pharmacy or health care provider's office during the month of August, or at an on-campus testing event on Friday, Aug. 20, 2021.

Each business partner manager should contact the Director of Human Resources when their employees are affected by COVID-19. The Director of Human Resources will contact the COVID-19 Coordinator, the COVID-19 Case Manager and the Director of Health Services.

Faculty and Staff Technology Assistance

Faculty and staff will receive information technology related assistance and support while on campus or working remotely should circumstances warrant. The Information Technology department has a HelpDesk operational plan to provide various services, including face-to-face services, while following the University health and safety protocols. IT staff will be monitoring the [HelpDesk ticket system](#), which is also available through the [Student Tools](#) section of the Averett website. Assistance will also be provided by calling the IT HelpDesk (434-791-5720) or entering [IT's Zoom meeting room](#). The IT staff will answer questions, provide guidance, and with certain limitations and the expressed permission of the employee, gain access to the employee's device in order to assist remotely.

Appendices

Appendix A: High-Risk Populations

Persons in higher-risk populations should take extra precautions. [Higher-risk populations are defined by the CDC](#) include:

- People 65 years and older
- People of all ages with underlying medical conditions, particularly if not well controlled, including:
 - chronic lung disease or moderate to severe asthma
 - serious heart conditions
 - immunocompromised
 - Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications
 - severe obesity (body mass index [BMI] of 40 or higher)
 - diabetes
 - chronic kidney disease/undergoing dialysis
 - liver disease

If an employee has health or safety concerns about returning to work on-site, the decision to return is ultimately left to the employee in consultation with their physician. If an employee expresses concern for their safety in returning to work, consult with Human Resources to determine if accommodations can be made for alternate work arrangements.

Appendix B: Housekeeping Services and Standard Operating Plan by WFF Facilities Services

WFF Facility Services Campus Readiness Plan

As the world has changed each campus must respond proactively. As your trusted partner, WFF Facility Services has created a detailed Campus Readiness Plan to integrate the realities of fluctuating space usage and attendance alongside the pressing needs for an enhanced cleaning and overall facilities approach. By beginning now, each WFF Account Director has the full support of our organization. We will work as a team to present the clearest path forward to address the concerns of each university and their faculty, staff, students, alumni, corporate partners, visitors and families. We create safe environments that enrich lives and facilitate success.

Requirement	Needs	Sample Deliverables
Collaboration	Teaming meetings for campus readiness between WFF and client designees.	-Identify Stakeholders -Set Milestones -Record Progress
Understanding	Clear data on facilities use, occupancy and expectations.	-Building Occupancy -Space Repurposing -Student and Faculty Volume & Traffic
Communication	While technology has enabled WFF to stay connected throughout the COVID-19 pandemic, campus life has changed. Clear direction on revised communications standards will enable the entire community a higher level of comfort.	-Escalation Process -Outbreak Communication Plan -Reactive Work Response Plan

Requirement	Needs	Sample Deliverables
Campus EH&S Compliance	New CDC regulations and industry standards have created a variety of changes in how campus environments must be kept safe. Integrating these requirements into a service plan is part of our partnership.	-Pandemic Response Plan / Emergency Operations Plan -Emergency Contact List -Safety Assessment
Resigned Services Approach	Safety precautions are only one factor involved in redesigning services. Plans must include campus needs, changes in service structure, short-term and long-term goals.	-Enhanced Staffing Plan -Building Condition Assessment -Scheduling
Safety Enhancement Plan	Small projects go a long way in promoting comfort and safety on campuses. Our safety enhancement plan will be tailored to the strategy of each client to enhance campus life.	-Hand Sanitizer Stations -Touchless Devices -HVAC Process Upgrades
Training	Approaching our partnerships on campuses as a "new normal." As universities change their approach to education WFF responds with a properly trained, professional staff.	-Safety Training -Process Training -Client-Specific Requirements
Integrated Facilities Services	Each campus has the opportunity to integrate cleaning processes with their HVAC approach to best mitigate the spread of COVID-19.	-Filter Change Process -Air Quality -System Uptime and Outdoor Air
Performance Measurement	Measuring the successful delivery of service is too important to be left to chance. The required service changed demand different systems of measure to ensure compliance.	-Disinfecting Audits -Reporting to Performance -Quality Assurance Checks

A Collaborative Effort: Clear Expectations, Roles & Responsibilities

There has never been a more pressing need for collaboration in the facilities services industry. Only through an exchange of information and ideas with our clients has WFF Facility Services been able to respond effectively and decisively to the COVID-19 pandemic. Our role as respected market leader has allowed us to bring best practices in real time to every campus we serve.

The following table represents our requests for a collaborative interchange in the days and weeks ahead to achieve full campus readiness. Deploying a proactive approach to roles and responsibilities will ensure each campus is prepared for enhanced operations and in full compliance with CDC guidelines and best practices. The world has changed and our approach to facilities must deliver additional services while considering financial impacts to our clients.

Aspect	Requirement	Responsible	Deliver To	Notes	Due	Ne
WFF Facility Services COVID-19 Response Update	Performance review of COVID-19 response specific to campus with overview of next steps.	Regional Account Director	Client COVID-19 Facilities Stakeholders	Present lessons learned, industry best practices, guidelines and suggestions for service enhancements.		Sch Me and
Facilities Readiness Planning Meeting	Present Facilities Readiness Questions for Input from Client with Takeaways	Regional Account Director	Client COVID-19 Facilities Stakeholders	Informational session on revised Operations Plan and Facilities Usage		COLL Fac Cam
Kickoff Meeting	Identify stakeholders, confirm assignments and due dates.	WFF & Client Facilities Readiness Team	WFF & Client Facilities Readiness Team	Clear assignments, due dates, and Facilities Readiness Communications Plan.		Imp to C

Campus Community Understanding: Aligning Goals and Expectations

Our preparation is only as complete as our understanding of our partner's needs. WFF Facility Services knows we are all facing uncertain times. However, the more proactive information we have access to, the better we can support campus initiatives, safety, and overall service support. The following data guidelines are essential for planning and designing a go-forward plan. Focusing on the concrete nature of what we do know about each campus will help us remediate any variables.

Aspect	Requirement	Responsible	Deliver To	Notes	Due	Ne
Overview of Revised Campus Operations Plan & Expectations	Any changes to new polices and procedures on campus as they may relate to service delivery.	Client Contact	Account Director	Informs operations plan and training.		
Space Utilization Planning	Review building occupancy and repurposing of space.	Client Contact	Account Director	Include the following: - Cleanable square footage - Room utilization / classification - Floor coverings - Building density / Traffic patterns		
Residence Life Utilization Plan	Updated information on residence halls.	Client Contact	Account Director	Dorm room configuration, suite occupancy		
Events Scheduling	Calendar and volume.	Client Contact	Account Director	Impacts Safety Enhancement Planning and Service Enhancement Plan		
Classroom Utilization	Understanding in changing the expected volume and use of classrooms / repurposing space.	Client Contact	Account Director	Class sizes, Classroom configuration Building use times, Building accessibility modifications, etc.		
Athletics	Both schedule of events and anticipated traffic.	Client Contact	Account Director	Understanding of support requirements and necessary program enhancements.		

Communications

Personal accountability sits at the core of everything we do at WFF. Clear communications will allow us to adapt to changing conditions.

Aspect	Requirement	Responsible	Deliver To	Notes
Campus Readiness Phase-In Communications Plan	Establish frequency, attendees, and subject matter of regular readiness plan check-ins.	Readiness Plan Administrator / Account Director	Campus Readiness Team / Client Stakeholders	Present lessons learned, industry best practices, guidelines and suggestions for service enhancements.
Escalation Process	Clear roles and responsibilities for both sides.	-Regional Account Director	Campus Readiness Team / Client Stakeholders	Escalation contingencies and stakeholders for both WFF and client.
Facilities Readiness Planning Meeting	Present Facilities Readiness Questions for Input from Client	Regional Account Director	Client COVID-19 Facilities Stakeholders	Informational session on revised Operations Plan and Facilities Usage

Aspect	Requirement	Responsible	Deliver To	Notes
Regulation and Guidelines Updates Communication	WFF will monitor and communicate all changes per CDC, WHO, local health department, OSHA, state and federal guidelines as well as industry associations and best practices.	Account Director Regional Account Director Cheryl Stelter, Director of EH&S	Dependent on client needs (see notes).	Client must provide approval of stakeholders, format, and frequency of these communications.
Outbreak Communications Plan	Finalized signoff on plan in case of a confirmed or suspected outbreak.	-Regional Director / Client Contact	Client Contact	See Pandemic Response Plan / EOP requirement in EH&S. Communications on absenteeism, probable and possible outbreaks must be reciprocal.
Service Access Communications Plan	Work with client to create service access communications plan to account for WFF services, client needs, campus use, and service provider access.	Account Director	Client Contact	Highlight technology use and social distancing
Timeclock Process	Document staggered timeclock process with technology for clock in and clock out.	Account Director	Client Contact	Highlight technology use and social distancing
Reactive Work Response Plan	Agreed upon process for WFF employees and subcontractors interacting with work request initiators and end users.	Account Director	Client Contact	Highlight technology use and social distancing
CMMS Upgrade and Optimization	Establish work dispatch and process for existing CMMS product or upgrade.	Regional Account Director	Client Contact	Include integration of materials management and subcontracted where possible.
Key Performance Indicator Reporting	Set service targets, reporting process and methodology through Campus Readiness through service enhancement and ongoing performance management.	Regional Account Director	Client Contact	Include contingencies for reactive response time, preventative work, special projects and project work during CDC Level 1, 2, and 3 outbreaks.
Post-workspace Cleaning Communications	Finalize and approve post-workspace cleaning notifications. May be in form of card, placard, or preferably electronic (through CMMS).	Account Director	Campus Communications, Client Contact.	Work with campus branding and CMMS usage.
Internal Branded Messaging Plan	Clear branded content with campus communications updated cleaning and facilities services approach and benefits.	Tod Eskra, SVP	Campus Communications, Client Contact.	Supporting campus outreach efforts to students, faculty, staff, alumni, family and visitors.
Ongoing Branded External Communication	Highlighting safety partnership.	Tod Eskra, SVP Regional Account Director	Social media, blog content, media outlets.	Consistent content campaign.
Post-COVID-19 Reporting Package	Proposed post-COVID-19 reporting package with content, sample and frequencies.	Account Director	Client contact	Updated reporting package approved

Campus Environmental Health & Safety

A focus on Pandemic Response Planning and the project management required to design and implement these updated programs is at the core of each Campus Readiness Plan. WFF Facility Services brings our industry expertise and partnership to each of our clients in meeting the new industry standards and CDC requirements.

Aspect	Requirement	Responsible	Deliver To	Notes
Pandemic Response Plan / Emergency Operations Plan	Create or edit existing campus Pandemic Response Plan	Regional Account Director	Client Contact	WFF can either provide updates for our service lines or assist client in creating in a project management role. See IFMA and CDC guidelines.
Emergency Response Plan	Clear roles and responsibilities.	Regional Account Director	Client Contact	Contingencies for staff fluctuations and duplication of service support. Must identify stakeholders and roles for WFF and client. Include methods of communication and “call tree” approach.
EH&S Training Program Process and Documentation	Establish frequencies and methods to regularly train employees with contingencies for technology, distancing, and oversight.	Cheryl Stelter, Director of Safety and Risk Management	Client Contact	Include frequency and method of training documentation to clients with HIPA considerations.
WFF Safety Training Curriculum	Suite of training focused on employee safety and overall campus safety.	Cheryl Stelter, Director of Safety and Risk Management	Client Contact	See Employee Readiness Safety Training later in this document
CDC, OSHA, Local and State Regulation Training Updates	Latest policies and information communicated to WFF on-campus employees.	Cheryl Stelter, Director of Safety and Risk Management Account Director	Client Contact	Training will be communicated to CLIENT as adjustments and enhancements are made.
Safety Assessment	Complete campus tour using WFF audit tool with new hazards assessment (COVID-19 and pathogens).	Regional Account Director	Client Contact	Implement and deploy revised processes, equipment and training as needed. Integrated with QA and Audit plans later in this document.
EH&S Signage	Increased signage in collaboration with campus client to identify risks.	Account Director	Client Contact	
Proactive PPE and EH&S Supplies	Include gloves, face shields, goggles, facemasks, touchless thermometers.	-Account Director -Procurement	Client Contact	Confirm inventory control and supplier readiness. Inventory onsite should anticipate shortages and be secure. Integrate with CMMS and materials management where possible. Minimum of 30 days of PPE. Support campus operations as needed with purchasing power and supplier relationships. See required materials and PPE at the end of this documents.

Enhanced Services Plan

As financial turbulence has left campuses faced with uncertainty WFF Facility Services has supported each of our partners. We have adjusted workloads to reflect their short-term needs. In ramping up to new service requirements and a return to campus operations we will redesign our approach to meet compliance. You can depend on the same integrity in implementing the more robust requirements of disinfecting and adapting to university operations policy changes. Your campus demands a higher level of attention to cleaning and we have the personal accountability to adapt to these changes and create a safer environment for all.

Aspect	Requirement	Responsible	Deliver To	Notes	Due	Ne
Revised Staffing Approach and Contingencies	Develop and propose staffing plans in case of outbreak to preserve institutional knowledge and essential services	-Regional Account Director -Account Director	Client Contact	Plans may include Split crews, Staggered shifts, Teams of 2 practicing social distancing, Alternating staff on different days, Shift adjustments to reduce interaction during clocking in and out, rolling shifts, Staff assigned to specific buildings		Cl
Revised Special Projects and Project Work Calendar and Process	Provide new timelines for special projects and reallocation of personnel as required to meet new guidelines.	Account Director	-Client Contact	Include workflow and building usage data.		Cl
Proactive Inventory	Soap, hand sanitizer, cleaning chemicals	Account Director	Client Contact	See Proactive PPE and Supplies Guide later in this document.		Pr
Post-COVID-19 Routing Paths	WFF Routing Paths for All Employees, Tasks and Trades	Account Director	Client Contact	Account for Social Distancing, building usage.		Int
Directional Workflow Plan	Integrate routing paths, timing, service contractor onsite plan, building usage, client staff.	Account Director	Client Stakeholder Service Providers Subcontracted Services	Clear timing and work paths. Must be agreed and signed off by all parties on before return to work.		Int
Disinfecting Plan	Provide disinfecting plan including staffing, routes, frequencies.	Regional Account Director	Client Contact	The CDC recommends Higher Ed Institutions Intensify Cleaning Efforts. See Disinfecting Plan Guidelines later in this document.		Cl
Increased Daytime High Touch Cleaning Plan	Part of disinfecting plan and new services approach.	Account Director	Client Contact	Increases community comfort with cleaning and efforts and provides ongoing remediation of viral spread.		
Facilities Condition Assessment / Startup Plan	Report on condition of floors, walls, ceilings.	Account Director/ Corporate Director of Facilities	Client Contact	Entire campus evaluation based on low usage and occupancy prior to Campus Readiness.		
Subcontractor Validation and Revised Subcontracted Services Approach	Revalidate subcontractors and service providers for financial strength, pandemic response plan compliance, bench strength and service capacity	Regional Account Director / WFF Procurement	Account Director / Client Contact	If applicable.		
Equipment Inventory and Storage	Redesigned approach to storage of equipment, materials and supplies storage.	Account Director	Client Contact	Shortages have demanded more planning and secure storage.		

Aspect	Requirement	Responsible	Deliver To	Notes	Due	Next
Materials Ordering	Increased volume for operations and new best practices.	Account Director	Client Contact	Work with client to determine best approach.		

Campus Safety Enhancement Plan

“Janitors, cleaners, nurses, aides, doctors, EMTs and other first responders are our ‘viral firefighters,’ the advance guard in the fight against this virus.” - Lawrence J. Schoen, P.E, *Guidance for Building Operations During the COVID-19 Pandemic, ASHRAE*

WFF Facility Services is uniquely qualified to help our campus clients meet the required improvements to public health and safety. Students, faculty and visitors will expect a campus community that has responded to new guidelines, regulations and social norms. Our preparation for a return to operations includes the following considerations:

Aspect	Requirement	Responsible	Deliver To	Notes	Due	Next
Proposals and Installation for Additional Safety Enhancement Installations	Hand Sanitizers	Regional Account Director	Client Contact	Present lessons learned, industry best practices, guidelines and suggestions for service enhancements.		
	Air Dryers in Restrooms & Touchless Dispensers	Regional Account Director	Client Contact			
	Touchless Door Openers	Regional Account Director	Client Contact			
	Touchless Faucets and Flushometers	Regional Account Director	Client Contact			
	Touchless waste bins	Regional Account Director	Client Contact			
Electrostatic Cleaning / Frequency	Create and deploy program for electrostatic sprayers	Account Director	Client Contact	APPA Townhall Webinar: Electrostatic Fogging of all Dorm Rooms prior to campus startup. Deploy initial response and new set frequency.		
Install plexiglass screens	Food services, cafeteria, other sites on campus.	Account Director	Client Contact	APPA Townhall: Sealing plexiglass for food services.		
Sanitizing Wipes Work Staff and Workstations	Create procurement, touring and replenishing strategy.	Account Director	Client Contact	CDC recommendations for workstations.		
Design and Install Distance Lines	On floor in food service, library, admin offices.	Account Director	Client Contact	Distance lines protect social distancing requirements		
Administration, Faculty and Staff MAC Plan and Support	Redesign of facilities use requires moves and changes of furniture and workspaces.	Account Director	Client Contact	Create and / or support Moves / Adds / Changes plan to achieve optimal separation of faculty and staff workstations.		

Aspect	Requirement	Responsible	Deliver To	Notes	Due	Next
Residence Life MAC Plan and Support	Redesign of facilities use requires moves and changes of furniture.	Account Director	Client Contact	Create and / or support Moves / Adds / Changes plan to achieve optimal separation of dorm room occupancy where applicable.		
Lighting Tours and Replacement	Consider out of use spaces and integrate with current relamping initiative.	Account Director	Client Contact	Consider safety guidelines and utility cost strategy.		
HVAC Safety Enhancements	Various enhancements to HVAC approach and maintenance strategy.	Account Director	Client Contact	See information on facilities services later in this plan.		

Employee Training

As some clients will require fluctuating support in the coming months a fresh approach to training is required. All new and existing employees will complete the following training either before their first day of work or within two days of being onsite. Acknowledging the social distancing requirements, WFF Facility Services incorporates a mix of technology, in-person training and video curriculum. All training will receive signoff and be included in the account records. Note that all WFF subcontractors will be expected to provide their employee training and have this on file prior to working on campus.

Aspect	Requirement	Responsible	Deliver To	Notes
Revised Campus Policies and Procedures	Client guidelines on safe work, building access, campus interaction, building access.	-Account Director	-New and Existing Staff	
Self-Quarantine and Return to Work Training	All new and existing employees must be updated on symptoms and policies for self-quarantine and return to work.	-Cheryl Stelter, Director of Safety and Risk Management -Account Director	-New and Existing Staff	Employee Symptom and Isolation Protocols. Integrate with CDC training and unique needs of campus.
CDC Updated Training in Guided Work Processes	Work processes explained with current CDC guidelines.	-Cheryl Stelter, Director of Safety and Risk Management	-New and Existing Staff	
Updated PPE Training	Use of masks and gloves according to CDC guidelines.	-Cheryl Stelter, Director of Safety and Risk Management -Account Director	-New and Existing Staff	Employees must be made aware of the dangers of using PPE improperly, disposal of PPE, and when certain PPE creates additional hazards.
Updated Hazard Training	See hazard assessment and revised guidelines.	-Cheryl Stelter, Director of Safety and Risk Management -Account Director	-New and Existing Staff	New hazards revealed through Pandemic Response Planning.
Mental Health Support Access: Training & Information	Mental Health Support Provided by CIGNA: Each employee file contains signoff on training on access and availability.	-Cheryl Stelter, Director of Safety and Risk Management -Account Director	-New and Existing Staff	Easing fear factor and taking holistic approach to health of employees.
Social Distancing	WFF Social Distancing Training	-Cheryl Stelter, Director of Safety and Risk Management	-New and Existing Staff	Covers processes in and out of the workplace. Highlights traditional high-contact areas like transportation, breaktime, clock-in/clock-out, client and service provider interaction.

Aspect	Requirement	Responsible	Deliver To	Notes
New Cleaning Protocols and Processes	New policies on high touch areas and disinfecting. Team approach.	-Account Director	-New and Existing Staff	Post-COVID-19 processes and equipment use.
New Workflow	Each staff member trained in workflow and building access	-Account Director	-New and Existing Staff	Factor in building workflow, tasks, and routing.
Reactive Work Response and Campus Interaction Training	New Policy for Interaction with Campus Work Requests	-Account Director	-New and Existing Staff	Clarity on campus designees and interaction.

Integrated Facilities Services Requirements

Environmental Health and Safety concerns on campus can best be addressed with an integrated approach to campus readiness. Taking a holistic view of disinfecting strategies, proactive cleaning, indoor air quality and new guidelines for HVAC operations are best practices. The following aspects of campus operations must be considered in a full Campus Readiness Plan. Key aspects for addressing building systems are listed below.

Aspect	Requirement	Responsible	Deliver To	Notes	Due	Ne
Equipment Condition Assessment / Startup Plan	Assess building systems and services.	-Bryan Jolley, Corporate - -Director of Facilities Account Director	Client Contact	Some equipment has been out of service or in minimal use.		
Filter Change Plan	Update filter change plan including contingencies for filter disposal and new filter change processes	Account Director	Client Contact	Consider the filters contaminated, protect personnel changing them, and seal them in plastic bags for disposal.		
Moisture Touring/Mold Remediation Plan	Assess spaces and implement HVAC SOP's for fluctuations in space usage.	-Bryan Jolley, Corporate - -Director of Facilities Account Director	Client Contact	Include contingencies for residence life.		
Revised HVAC Processes and SOP's	Air Balancing Plan	-Bryan Jolley, Corporate - -Director of Facilities Account Director	Client Contact	Specialized negative pressure ventilation		
	Air Exchange Ventilation Operations Plan / Air Circulation	-Bryan Jolley, Corporate - -Director of Facilities Account Director	Client Contact	Increased ventilation increases the effective dilution ventilation per person. Disable demand-controlled ventilation (DCV). Open minimum outdoor air dampers, as high as 100%, eliminating recirculation. CDC has recommended increasing the air exchange in buildings through the next several months especially as people return to the buildings		

Aspect	Requirement	Responsible	Deliver To	Notes	Due	Ne
	Indoor Relative Humidity Regulation	-Bryan Jolley, Corporate - -Director of Facilities Account Director	Client Contact	Regulate RH between 40-60%. This range optimizes the ability of immune system to fight viral and bacterial infections		
	System Uptime	-Bryan Jolley, Corporate - -Director of Facilities Account Director	Client Contact	Suggest 24/7 operations		
	Portable Room Cleaners	-Bryan Jolley, Corporate - -Director of Facilities Account Director	Client Contact	Proposal to provide portable room cleaners with HEPA filters, Increase indoor air quality per ASHRAE.		
	Filter Replacement Schedule, Validation and Dating Process	-Bryan Jolley, Corporate - -Director of Facilities Account Director	Client Contact	Proposed frequency and type per client equipment.		
	Improve central air filtration	-Bryan Jolley, Corporate - -Director of Facilities Account Director	Client Contact	to the MERV-13 ¹¹ or the highest compatible with the filter rack, and seal edges of the filter ¹² to limit bypass.		
	UVGI (ultraviolet germicidal irradiation). Special Project.	-Bryan Jolley, Corporate - -Director of Facilities Account Director	Client Contact	See Chapter 62 Ultraviolet Air and Surface Treatment of 2019 ASHRAE Handbook—HVAC Applications		
	Central Air Filtration Standard and Process (Where Applicable)	-Bryan Jolley, Corporate - -Director of Facilities Account Director	Client Contact	Improve central10 air filtration to the MERV-1311 or the highest compatible with the filter rack, and seal edges of the filter to limit bypass.		
Equipment Touring Frequencies and Recording Process	Integrate with workflow plan above.	-Bryan Jolley, Corporate - -Director of Facilities Account Director	Client Contact	Enhanced touring frequencies for mold and moisture and new operations requirements. Balance against touring and social distancing.		
Subcontracted Services on Campus Access	Design and present process for seeing subcontractors on and off campus with focus on social distancing and outbreak communications.	-Bryan Jolley, Corporate - -Director of Facilities Account Director	Client Contact	Use GPS tracking and real-time integration with CMMS where possible. Duplication of emergency response services.		
Deferred Maintenance Plan	Address changing need for use of systems.	-Bryan Jolley, Corporate - -Director of Facilities Account Director	Client Contact	Evaluate the revised operations plan to reflect building usage and occupancy.		

Aspect	Requirement	Responsible	Deliver To	Notes	Due	Ne
Safety Enhancements	In addition to new CDC requirements, evaluate backlog of safety improvements (ADA, access, etc.) and repurposing of space. To make necessary changes.	-Bryan Jolley, Corporate - -Director of Facilities Account Director	Client Contact	Beyond the scope of "Campus Safety Enhancements" these items involve outstanding needs.		
Recommissioning	Now is a perfect time to re-commission systems where applicable and financially feasible	-Bryan Jolley, Corporate - -Director of Facilities Account Director	Client Contact	Utilize staff resources to clear backlog of special projects and deferred maintenance.		
Predictive Maintenance Plan Adjustments	Evaluate entire facilities operations and readjust PM and life cycle maintenance on new usage plans and repurposing of space.	-Bryan Jolley, Corporate - -Director of Facilities Account Director	Client Contact	Staffing reallocation to achieve social distancing when required; adjusted frequencies to support filter change, operations adjustment and building usage.		
Generator PM's Rescheduling and Path Forward	See IFMA Pandemic Response Planning	-Account Director	Client Contact	IFMA recommends generator PM's ahead of pandemic planning in preparation for shortages of fuel and service support.		
Repair Budgeting	Per above, reevaluate repairs and capital.	-Bryan Jolley, Corporate - -Director of Facilities Account Director	Client Contact	Holistic approach demands reallocation of spend.		
Capital Planning Support	An integrated approach is required to make the most value of spending while employing a deferred maintenance strategy.	-Bryan Jolley, Corporate - -Director of Facilities Account Director	Client Contact	Capital planning may need to be reallocated to fund required upgrades to systems and services.		

Performance Measurement & Improvement

Our Campus Readiness Plan includes continual monitoring by WFF Facility Services designees to ensure performance and implement service improvements. New information and service approaches are being deployed on a weekly basis in response to COVID-19. Our operational approach reports on our performance and incorporates the latest best practices. Through clear roles and responsibilities, we are able to guarantee service and implement process improvements in real time. The following levels of audits will occur at each site throughout Campus Readiness Planning and Preparation and continue through stabilizing service.

Role	Method	Frequency
Disinfecting Team	QA Inspections	Daily
Frontline Supervisors	-Safety Compliance -Campus Policies -WFF Standards	Daily
Account Director	-QA Tours -Safety Compliance Employee Performance	Daily
Regional Account Director	-Remote Operational Audits -Operational Excellence -Business Value Review	Daily, Weekly
SVP Operations, Ken Gomulka	-Business Value Review	Weekly, Monthly

	-Remote Performance Enhancement Initiatives -Data Analysis and Performance Improvement	
Director of Safety & Risk Management, Cheryl Stelter	Safety Compliance Reviews, OSHA Reviews	Weekly, Monthly, Annually
President, Jonathan Campbell	Customer Relationship Review	Weekly, Monthly, Annually

Additional Information on Campus Readiness

Proactive Procurement for PPE and Campus Supplies

The following represents the minimum requirements for PPE and Campus Supplies to be on hand for Campus Readiness. WFF Facility Services procurement specialists will ensure stock for each account with our service partnerships for supplies.

Item	Requirement	Notes
Direct Mops	Red Microfiber Cloth / Dozen in Pack	Min. 30-day supply
Goggles		Min. 30-day supply
Decon Suits		Min. 30-day supply
Gowns		Min. 30-day supply
Shoe Covers		Min. 30-day supply
PurTabs		Min. 30-day supply
Virex II 256 / Case		Min. 30-day supply
Alpha HP		Min. 30-day supply
Centraz		Min. 30-day supply
Mask (surgical)	Disposable surgical masks (1-day)	Min. 30-day supply
Nitrile gloves	Touchflex/ Surgical Nitrile Gloves	Min. 30-day supply
Infrared thermometer	Medical infrared thermometer/ Measures ranges 32°C to 42.5°C meets ASTM E965-1998 (2003)	1 per 100 employees/shift
NetSupply - Oxivir Wipes / Case		Min. 30-day supply
Spray bottles	1-liter plastic spray containers	Min. 5 bottles
Sanitization floor stand	Hand sanitizer dispenser floor stand	1 available in work area per 50 employees
Hand sanitizer (refills)	Sanitizer with Alcohol 70%/Local Brand "Sanitizer"	Min. 30-day supply
Glasses/face shields	Safety glasses / Polycarbonate	Min. 30-day supply
Bio-hazard container	Bags that can be sealed and tagged as contaminated material (Please see 'refuse' section of the COVID-19 Policy and Guidelines Directive)	Min. 30-day supply

Disinfecting Plan

While each campus is different the following guidelines provide the basis for the WFF Facility Services Disinfecting Plan recommendations for our clients.

Location	Areas		Device	Frequency
Offices, desk, and conference rooms	Table and chair surfaces	Virex	Sprayer or Wipe	Minimum at the end of each shift
General objects often used or touched	Doors and windows, handles, faucets, sinks, and bathrooms	Virex	Sprayer or Wipe	At least four times per day
Common surfaces	Including control buttons, tools and other common surfaces	Virex	Sprayer or Wipe	3 or more times per shift
Vending machines	Interface surfaces (pay, selection and vending surfaces)	Virex	Sprayer or Wipe	Daily
All floors and walls	All general floors and walls at site	Virex	Mop	Periodic, where frequently touched; mop hard surfaces daily
Dorm Rooms	See above	Virex	Sprayer or Wipe	Weekly

Disinfecting Audits

Account Directors and Supervisory Staff will perform regular disinfecting audits to include the following:

- Did the cleaning crew / employees receive training about the disinfection method and frequency?
- Was hospital grade disinfectant, Virex, or fresh 10% chlorine bleach solution (sodium hypochlorite solution) used as appropriate?
- Did the team conduct a comprehensive cleaning in all common surfaces?
- Did the team conduct a comprehensive cleaning in all offices, desk and conference rooms (cabinets, desk, table and chair surface)?
- Did the team conduct a comprehensive cleaning in all general objects often used or touched (doors, windows, handles, faucets, sinks, bathrooms)?
- Did the team conduct a comprehensive cleaning in cafeteria/canteen (tables, chair surfaces, dispensers, vending machines, etc.)?
- Did the team conduct a comprehensive cleaning in floors, walls and multiuse areas (tables, chair surfaces, dispensers, vending machines, etc.)?

Source Materials and Documentation

In addition to our industry experience and investments in best practices, WFF Facility Services continues our engagement with the latest guidelines and emerging information from qualified sources. Per our communications plan, our approach is a working process and we will keep all our clients informed as new information adjusts our best possible approach.

Our Campus Readiness planning has been informed by the following sources:

Centers for Disease Control (CDC) [Interim Guidance for Administrators of US Institutions of Higher Education](#)

APPA [COVID-19 Resources and Guidelines](#)

IFMA Foundation, [Pandemic Preparedness Manual](#)

ASHRAE Journal Newsletter, March 24, 2020, [Guidance for Building Operations During the COVID-19 Pandemic](#).

REMS Technical Assistance Center, [Developing High Quality Emergency Operations Plans](#).

PBC Today, [Indoor humidity regulations will reduce burden of COVID-19](#).

