



**WEAR YOUR
FACE MASK INDOORS**

and outside when you
cannot maintain 6 ft.
physical distancing



**WASH YOUR HANDS
FREQUENTLY**

Cover your coughs and
sneezes and don't
touch your face



**CLEAN AND
SANITIZE**

Keep work spaces and
common areas clean



**STAY AT LEAST
6 FEET APART**

Follow physical
distancing guidelines



**MONITOR YOUR
HEALTH EVERY DAY**

If you have symptoms
go home or self-quarantine
and call a healthcare
professional



**HAVE QUESTIONS?
REACH OUT**

Call Health Services
at 330.490.7030



**WU MATTERS
WE ARE ALL IN THIS
TOGETHER!**

Be kind and do your part

WALSH UNIVERSITY

GUIDE TO RETURNING TO CAMPUS

July 1, 2020

Guided by
**The Seven to
Remember!**



Celebrating 60 Years

Updated August 31, 2020

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A LETTER FROM THE PRESIDENT – DR. TIM COLLINS

Cav Nation,

Welcome home!

During our time of separation, we have successfully overcome the challenges thrust upon us by the COVID-19 global pandemic.

We “found a way” to ensure student success and the well-being for every person in our community during a time of heightened anxiety and uncertainty.

As we move to our “new abnormal” situation, we are ready to reawaken our campus.

Many thanks and much appreciation to every member of Task Force Lazarus for their hard work building for us the Walsh approach – y’all rock!

Our plan, which has been approved by the Cabinet, is designed to reconfigure our campus and, in a phased-approach, bring us back together safely as a community of practitioners, scholars, and students – absolutely essential to the success of our mission and our way of life.

As we manage physical distancing while maintaining personal connections, I urge you to become familiar with the “spirit and intent” of this plan ... and then act accordingly.

We are not so prescriptive that every circumstance is outlined ... we will leverage the strength of our community to think about others as we think for ourselves to the various scenarios that we will encounter.

Finally, as we all act with charity, please be mindful as colleagues may ask us to respond differently “in the moment” as this unfolds. Protecting vulnerable groups and ensuring each of us is comfortable in our environment is appropriate and necessary.

So happy to wake the campus back up ... it has missed you!

We offer a prayer of thanksgiving to Our Lady of Perpetual Help – for her protection over our community during this difficult time of great need.

SWORDS UP!

TASK FORCE LAZARUS

Below are the Terms of Reference under which the Task Force was created and defines purpose and function of the group.

Purpose: Task Force LAZARUS will serve as the steering group to lead the effort to conduct horizon planning and develop options for Walsh University to emerge from the COVID-19 pandemic in order to resume operations in support of our mission in this new abnormal way of life, with an initial focus on Fall 2020 preparation to ensure student success and the well-being of every member of our community.

Accountability: The membership is accountable to the University Cabinet to develop this plan in a collegial and encouraging manner to support the reawakening of campus life to serve CAV Nation and those yet to join us.

Meetings: The Chair will establish the pace and agenda for this urgent endeavor. Participation in all meetings is expected of TF LAZARUS members. Absences will be coordinated in advance with the Chair, if able.

Sharing of information: The Chair will provide weekly status reports for the Cabinet and periodic updates to Cav Nation.

Timeline: Kickoff meeting is on 7 May 2020 and the effort will continue indefinitely. An initial plan with a phased reopening of the campus will be presented to the Cabinet NLT 14 May. Elements of the plan may be initiated at any time at the discretion of the respective Vice President.

Working methods: The Chair will establish a transparent process that ensures the effort is reflective of university needs in these dynamic times of change across the domain of Catholic higher education.

Members of Task Force Lazarus

The members of Task Force Lazarus are excited to welcome the members of CAV Nation back to campus in a safe and healthy way. We have prepared this document to outline all of the safety and health protocols that will be in place to combat COVID-19 upon your return. It is up to ALL OF US to do our part to ensure that our campus remains safe. Here are your task force members:

Chair: Ms. Karen Hodge

Vice Chair: Mr. Jason Fautas

Academics: Dr. Mike Dunphy

- Working Group Teaching and Learning – led by Dr. Mike Dunphy
 - Dr. Pam Ritzline
 - Dr. Mary Cook
 - Dr. Pete Tandler
 - Dr. Michael Modarelli
 - Dr. Jackie Mumford
 - Dr. Koop Berry
 - Ms. Stacie Herman
 - Mr. John Schissler
 - Ms. Jennifer Loudiana
- Working Group Academic Support – led by Dr. Edna McCulloh
 - Ms. LuAnn Boris
 - Ms. Vanessa Freiman
 - Ms. Meredith Sodik
 - Ms. Alexandria Sanders
 - Mr. John Schissler
 - Ms. Jennifer Loudiana

Admissions: Ms. Audra Dice

- Working Group
 - Ms. Jessica Fasig
 - Ms. Pat Casper
 - Ms. Yasmin Nizzer-Bates
 - Ms. Christine Lynn

Athletics: Mr. Jason Fautas

Barnes & Noble: Ms. Beth Harrington

Campus Police: Chief Lou Darrow

Community Representative: Mr. John Nichols

Counseling & Health Services: Ms. Francie Morrow

Campus and Community Programs: Ms. Jackie Manser

Facilities: Mr. John Schissler

Finance: Ms. Sarah Sowers

Human Resources: Ms. Kristi Murray

IT: Ms. Jennifer Loudiana

- Working Group
 - Dr. Melisa Barden

- Ms. Alexandria Sanders
- Ms. Alyssa Mitchell
- Mr. Nick Trubisky
- Mr. Jason Fautas

Marketing/University Relations: Ms. Andrea McCaffrey

Sodexo: Ms. Laura Roach

Student Affairs and Residential Life: Ms. TK Payton

- Working Group
 - Ms. Francie Morrow
 - Chief Lou Darrow
 - Ms. Bianca Hicks
 - Ms. Autumn Rector

Student Financial Aid: Ms. Holly VanGilder

- Working Group
 - Ms. Diane Adams
 - Ms. Rhiannon Bickart
 - Mr. Brandon Betro

Principles of Primary Importance as the Task Force Carried Out its Work

- Safety
- Providing the University's students – both returning and incoming – with an outstanding Walsh Experience

CONDITIONS TO BE MET FOR A SAFE AND SUCCESSFUL RETURN

- Safety is the number one priority.
- Measures must minimize risk of spreading infection AND liability to the University.
- The “common good” is central to decisions.
- The needs of vulnerable populations as defined by the CDC and other employees with significant special circumstances should be addressed and every reasonable effort made to accommodate them.
- It is the responsibility of the employee to monitor his/her health. Employees who present symptoms will not be allowed on campus until cleared by a healthcare professional or free of all symptoms for three days or more. In those cases, the University will work with the employee to accommodate disruptions to their work schedules.
- Resident students who present symptoms will notify appropriate residence hall staff or health services immediately, and the Student Affairs staff will initiate its protocols to stop the spread and assist the student. Commuter students who present symptoms should not report to campus until cleared and should keep their instructors and advisors informed of their situations.
- Physical distancing must be facilitated. All employees who are on campus will practice physical distancing (six feet apart). If physical distancing cannot be maintained, face coverings for employees must be worn unless doing so qualifies for an exemption provided in the state order concerning employees and face coverings.
- Masks are required, not merely recommend, in closed spaces on campus (small classrooms, computer labs, offices, meeting rooms, etc.). It is best practice for students, staff and faculty to wear face coverings on campus when in these spaces and moving in buildings to minimize risks.
- Protective barriers are to be installed where appropriate (i.e., high traffic service areas). These barriers may come in the form of plexiglass shields or barriers that prevent people from getting closer than six (6) feet (i.e., stanchions or tables that keep people well back from a counter or service area).
- Signage throughout the campus will remind campus population to practice safety and educate on best practices.
- Regular disinfection methods must be instituted. Additional hand sanitizer stations will be installed throughout campus.
- When possible, services and programming will be provided virtually. If face-to-face interaction is required, it will be provided by appointment (or reservation).
- Return of employees must be phased and promote the ability to distance.

- Employees in open area workspaces should be spaced an appropriate distance apart or barriers placed between them to promote physical distance and minimize risk. Employees in individual offices should keep doors closed, if 6-foot distance cannot be maintained, and encourage appointments of visitors/coworkers.
- In some cases, especially where an employee is in a high-risk category as defined by the CDC, working from home may be considered if the employee's workload can be accomplished remotely. This arrangement requires approval of the supervisor and the Vice President over that department.
- As employees return to campus, meetings will continue to take place virtually if a large enough space cannot be secured to maintain physical distance and remain compliant with federal, state, and local orders.
- Student living spaces will be modified to reduce risk of spread per Student Affairs/Residence Life protocols (i.e., arrangement of furniture in rooms, no bunking of beds, etc.).
- Indoor student, employee, and community gatherings (except for Chapel weddings or wedding receptions – see below) of more than 10 people are prohibited until the state order limiting the size of gatherings is adjusted or lifted. Outdoor events must demonstrate best practices and follow federal, state, and local orders.
- Per state orders, Our Lady of Perpetual Help Chapel is exempt from the 10-person limit; however, any services held in the Chapel, including Holy Mass, will need to follow best practices and Diocesan protocols for minimization of virus spread, including physical distancing, disinfection, and face coverings.
- Per state orders, wedding receptions can resume at Walsh University. These will be held in accordance with the state's orders, best practices, and University protocols to minimize the spread of infection.
- Campus staff will work to provide a rich campus experience and programming that honors the state's orders designed to reduce the spread while also meeting student needs. These may include a combination of small in-person interactions and virtual events. If in-person, all best practices for distancing and spread minimization as ordered by the state and recommended by the CDC will be in force.
- Athletics will return to full operations by fall based on guidance from the NCAA, as well as the conferences in which Walsh University competes, and remain in compliance with federal, state and local guidelines, with the approval of the University president.
- Guests to campus will be encouraged to make appointments. Employees who have meetings with external individuals should remember the need for physical distancing and other best practices.
- Vice Presidents will have authority and oversight over implementation of the plan.

TIMELINE FOR RETURN

JUNE

June 1

- ✓ Chapel wedding services may resume
- ✓ Outdoor campus rentals may resume

June 8

- ✓ Limited return of some employees, with permission from appropriate VP, for essential tasks

June 15

- ✓ Admissions tours on campus may continue, following protocols
- ✓ Announce employee return to campus timeline and protocols
- ✓ Voluntary outdoor athletic skills training may begin in compliance with NCAA guidelines

Additional Activities in June (dates TBD)

- ✓ Online orientation
- ✓ Survey to gauge preparedness of students to return

JULY

July 1

- ✓ Begin phased-in return of employees
- ✓ Voluntary athletic skills training may continue and can incorporate indoor facilities (weight room and auxiliary gym)
- ✓ NCAA to make final determination about fall sports

July 15

- ✓ Bookstore re-opens

Additional Activities in July (dates TBD)

- ✓ All CAV NATION Cav Call by Task Force Lazarus to walk through the new protocols
- ✓ Communication to students about protocols
- ✓ Housing placement for students finalized
- ✓ Student Affairs RA and staff training
- ✓ Hoover Historical Center to reopen

AUGUST

August 1

- ✓ Most employees back full-time

August 8

- ✓ Resumption of wedding receptions

August 9

- ✓ First group of student athletes returns
- ✓ Dining services resume

August 16

- ✓ Second group of student athletes returns

August 17

- ✓ Opening Day for employees

August 23

- ✓ Holy Mass resumes on a daily basis

August 24

- ✓ Classes resume
- ✓ Student counseling services resume

Additional Activities in August (dates TBD)

- ✓ Early arrival of quarantine students (coming from out-of-country)
- ✓ Early arrival of RAs and Student Leaders
- ✓ Staggered arrival of returning students
- ✓ Staggered arrival of incoming students

RETURNING EMPLOYEES TO CAMPUS

1. Health and safety are the priority. Always!
2. Employees will:
 - ✓ Follow federal, state and local health official guidelines and best practices for health and safety (maintain physical distance, wear a face covering if physical distance cannot be maintained, avoid congregating with others, regularly disinfect their personal workspaces, perform frequent hand washing).
 - ✓ Take their temperature and perform a self-assessment for symptoms each day before coming to campus. Employees who are feeling ill are to stay home, inform their supervisors, and call their healthcare providers for further instruction.
3. Supervisors should make reasonable accommodations to ensure the safety of employees, especially those who are in at-risk groups as defined by the CDC.
4. Service to our students is of paramount importance.

Schedule of Return of Employees

July

Employees will begin returning on July 1 in a phased approach. That approach will adhere to the following protocols:

- ✓ Supervisors will create work schedules for their departments that promote physical distance, phase staff back onto campus, and provide reasonable accommodations for individuals in high risk groups as defined by the CDC. The supervisor will communicate that schedule to their staff.
- ✓ Where appropriate the work schedule will have no more than 50% of staff in the office at one time and alternate remote work with on-campus work. If this ratio is not feasible because the departmental workload cannot be accomplished, the supervisor may develop an alternative and communicate that to the Vice President over their division for approval.
- ✓ Employees who can continue to be productive and accomplish their full workload from home may be permitted to continue working remotely with the approval of the departmental supervisor and the Vice President over that department.

August

Overall, it is the goal to have employees back on campus at 100% by August 1 to be ready for the return of students. The exceptions would be in cases where physical distance cannot be maintained or an employee is in one of the high-risk groups as

defined by the CDC. In those cases, the supervisor will develop schedules that provide reasonable accommodations (i.e., allowing for remote work either part or full time when appropriate, moving a staff member to another area to work, adjusting shifts, etc.), and these alternative plans will require the approval of the appropriate VP.

Staff and Faculty International Travel

Business Travel: Domestic travel for Walsh business is restricted until at least August 30, 2020. International travel for Walsh business is restricted until at least December 31, 2020.

Personal Travel: If an employee travels outside of the United States for personal reasons (not related to Walsh business), they are asked to follow CDC guidelines upon their return – to self-isolate (stay home) for two weeks before returning to work. During that time, employees who can do so may work from home. If the employee's job cannot be completed from home, they are required to take vacation or leave without pay.

UNIT PLANS

The following plans represent an assumption that Walsh University will have face-to-face classes and residence hall capacity at full (allowing for doubles but no triples). While these are the assumptions, all units are preparing to pivot should the need arise to move 100% online.

FACILITIES

Since April, the Facilities staff has been working with each department head/manager to identify problem areas and implement solutions. The emphasis has been on creating distance and increasing ability to disinfect. Plexiglass barriers have been or are currently being installed in high traffic areas, other types of barriers are being installed to encourage individuals to stand well-back away from counters, hand sanitizing stations will be installed in greater number on campus, disinfectant is being ordered, workspaces are being re-configured, etc.

In addition, the University is working with Aultman/Aultcare who will provide guidance for best practices to minimize spread.

ADMISSIONS

Admissions work has continued in a virtual format. Campus tours may resume as early as June 8 under the following circumstances:

- Two (2) Undergraduate tours will occur per day at 10:00 a.m. and 2:00 p.m. If needed an additional tour time will be added. Graduate and Digital Campus (DC) tours will be offered by appointment.
- Through July 1 staff will report to campus to support tours and other essential activities on a staggered basis; DC and Graduate staff will be permitted to access their offices if needed prior to July 1st. After July 1st staff will return on a staggered schedule as is defined by the University protocol.
- Tours will be conducted by staff and local student ambassadors.
- Facial coverings are required for tour guides (student and staff) and recommended for visitors.
- Meetings after tours will take place in South Founders Room, rather than small conference rooms, to allow 6-foot physical distance. Any staff member is permitted to meet with prospective students in their offices if they are able to provide 6-feet of physical distance. If not, the Undergrad, Grad and DC staff will have to coordinate general open spaces to meet with prospective students.

- Admissions will continue to offer virtual appointment and tours for families who are not comfortable coming to campus.

ACADEMICS

Faculty will work hard to make the fall a positive and supportive experience for students and will do everything possible to support learning and maintain safety.

The University has just completed the revision of the academic calendar and classes are currently being assigned to rooms. Classroom protocols will depend on the size of the classroom and enrollment of the class. As a general rule, students will be spaced at a 6-foot distance. Facial coverings are required if students and faculty cannot maintain a 6-foot physical distance. Efforts are underway to ensure larger class enrollments are in the largest rooms to promote distancing. The use of technology within the classroom to share material virtually is a possible solution for classes with large enrollments if room size is still a challenge. Classes will be capped and scheduled in rooms that allow for physical distancing.

In addition, while the assumption is that Walsh will return to learning in a 100% face-to-face format, modifications must be made for faculty members and students who cannot come to campus to risk exposure. The simplest solution is to provide online options. All faculty are preparing to accommodate full online anyway if necessary, so this should be fairly easy to facilitate. Deans and Division Chairs will make determinations on a case-by-case basis.

The majority of measures proposed by faculty center around creating physical distance, adapting when distance cannot be maintained, and providing the ability to deliver and/or access learning through online modalities.

Face coverings are required in classrooms, labs, and hallways for students, faculty and staff due to minimal fresh airflow in buildings. Outside, with proper physical distancing, face coverings should not be necessary. In order to facilitate in-class physical distancing, tables and desks will be marked to indicate where to sit. In hallways, it is recommended that there be one-way flow with arrows to mitigate close encounters in the halls and stairways.

Expectations will need to be clearly articulated to both faculty and students in terms of protocols and managing the process. Faculty will include a statement in every syllabus (and will review on the first day of class and post on ECN) regarding COVID-19 protocols and best practices to include: make masks required, frequent hand washing, maintaining physical distance, and regular disinfection of spaces. Faculty and students will wipe down spaces they have used before leaving class (podium, desks, etc.).

When students and faculty meet privately in faculty offices for advising, mentoring or academic assistance, all safety protocols regarding distancing, facial coverings, and disinfection will be followed.

Classroom board markers must be kept and used by individual faculty and NOT left in classrooms or on ledges of boards. In addition, board erasers should be removed and replaced with rags which can be washed and reused.

SUPPORTING ACADEMICS

Tutoring

All tutors employed by the Academic Support Center (ASC) will receive training online. The Center will also highly encourage all student tutoring sessions and athletic study tables to occur online.

Limited in-person tutoring sessions will be offered primarily by appointment with walk-ins discouraged. Signage will be posted to encourage scheduling an appointment. Sessions will be a duration of 45 minutes to allow 15 minutes for sterilization of workspace before next appointment. A number of chairs and tables will be removed to promote distance, and students who arrive early will wait in the hallway, maintaining distance, for their appointment time. Masks are required and other best practices will be encouraged to promote public safety.

If needed and appropriate, sessions may be scheduled outside of the ASC to limit the number of individuals in the space at one time.

Community items (i.e., refrigerator, pens, iPad, sign in sheet) will be removed or discontinued. Snacks will no longer be provided. The water cooler will remain, though posted signage will direct students to use disposable paper cups provided.

A designated person (work study student or assigned staff member) will be responsible for following a cleaning checklist between appointments.

Accessibility Services

Students who require accessibility services will be encouraged to meet via Zoom, FaceTime live, phone, or email. Face-to-face meetings will be primarily by appointment with walk-ins discouraged. In-person meetings will be relocated to larger, more open spaces.

Within the Testing Center, chairs will be removed to allow for physical distance. Students who arrive early will need to wait in the hallway at physical distance from others. Students may not bring any items to the Testing Center other than testing materials (pen, pencil, scrap paper, etc.). Readers/scribes will proctor exams via Zoom. Workspaces will be sterilized between appointments.

Academic Advising

Because La Mennais is such a tight space, advising appointments will be encouraged to take place online or over the phone. When face-to-face meetings are necessary, they will be primarily by appointment with walk-ins discouraged. Students meeting with their advisors in La Mennais will be asked not to arrive early to their appointments to avoid congregation in tight spaces. If needed and appropriate, face-to-face meetings will be relocated to larger, more open spaces.

Library

Spaces within the library will be modified to promote distance, and the library will follow IT protocols for best practice. For example, workstations side-by-side will be spaced further apart or have barriers installed between them. Where protective space cannot be established, workstations will be removed to allow for that space. Some chairs around tables will be removed to limit the number of individuals within close proximity. Study rooms in the library will have only one chair within to prevent congregation in small spaces.

Barriers will be placed around service areas to prevent direct contact between library staff and the public. These barriers can include stanchions to keep the public back from the counter or plexiglass.

Personal use of public resources like printers, staplers, etc. will be modified to limit the number of individuals handling them. For example, with regard to the public printers, an attendant will hand the user their documents rather than having the user retrieve the documents themselves.

EXPERIENTIAL LEARNING

Global Learning

Domestic and foreign travel has been canceled or rescheduled to a later date for fall 2020. The ability to travel after the fall semester is being closely monitored following CDC, US State Department and WHO guidance for decision-making. Staff is closely monitoring the guidance on international travel and having conversations relative to safety and advisability of such

experiences. Safety of students, access to quality health care in global locations, and presence of “hot spots” in international locales are primary considerations.

Service Learning

Staff has been working with faculty and partner sites to determine which ones can safely accept students. In cases where on-site service learning cannot take place, virtual and/or project-based opportunities have been developed.

Career Services

Career Services has a robust capability of providing programming and career coaching virtually and by phone. That platform will continue. If face-to-face sessions are required, they will be primarily by appointment with walk-ins discouraged.

With regard to internships, the strategy is similar to that of service learning. Suitability and safety of on-site experiences are being evaluated. Virtual internships are available. If the internship process becomes too cumbersome to execute (too few sites, unavailability of virtual experiences, etc.) students can appeal to their academic advisor for an exception to the internship graduation requirement.

RESIDENCE HALLS

Prior to the start of the year, there will be a COVID-19 Prevention & Preparedness Training for relevant staff tailored to how they interact with the students on campus. Hand sanitizer dispensers will be placed at all building entrances with signage expecting use upon entry, and students will receive regular training on best practice protocols and how to minimize the risk of spread. Ongoing communication will encourage students to maintain proper disinfection protocols within their living spaces.

Residence hall rooms can be doubles or singles (but no triples). Student Affairs staff intends to stagger arrival of students on campus to minimize the number of people in small spaces at one time.

Furniture inside dorm rooms will be configured for safety. Students may not bring outside furniture. Bunking will not be permitted, and all furniture will be set at six feet distance from the second set of furniture in the space. Special housing accommodations will be allowed where possible for those with pre-existing conditions.

Two J-1 apartments will be taken off-line to serve as quarantine locations (one for males and one for females) in the event a student presents symptoms and cannot return home. Student

Affairs staff will work to ensure meals are delivered to those students and support continued learning.

As students arrive in the residence halls, the University recommends students, if possible, remain on campus for the first two weeks to minimize chance of spread of the virus and risk to the community. Throughout the semester, students will receive regular campus updates to alert them to health advisories and reinforce best practices to minimize risk.

The new CDC guidance recommends that students who arrive from abroad take four actions to protect themselves and others from COVID-19:

- When around others, stay at least 6 feet (about two arms' length) from other people who are not from your household. It is important to do this everywhere, both indoors and outdoors.
- Wear a mask to keep your nose and mouth covered when you are outside of your home.
- Wash your hands often or use hand sanitizer.
- Watch your health: Look for symptoms of COVID-19, and take your temperature if you feel sick.

Adaptations will be made in common areas to reduce the number of people in a space and minimize risk of spread:

- **Computer Labs** (setting maximum capacity, possible secondary location for computer use, and online time slot sign-up)
- **Laundry Facilities** (setting maximum capacity and online laundry time slot sign-up)
- **Study Lounges** (setting maximum capacity and online time slot space sign-up)
- **Social/Common Lounges** (closed or setting maximum capacity/repurposed)
- **Guest Restrictions** (no guests for first three weeks – 24/7 registration process for guests thereafter)
- **Room Capacity by Type** (setting maximum for number of students by room type to ensure physical distancing)
- **Designated Campus Routes** (Reducing crowded sidewalks by having students enter through one means and exit through another, etc.)
- **On Campus Delivery Protocols** (provide standards for no contact delivery, meeting the deliverer outside, no in-hall entry permitted from off-campus deliverers for food, supplies etc.)
- **Cavs Closet/Cavs Cave** (Closure or Development of Standards for use; virtual browse and bag for pick up from those interested/in need of use)
- **Providing Sanitation & Protective Items** (placed in rooms for students in need and/or checkout process at desk for cleaning products).
- **In-Hall Laptop Rental** (one to two per hall for students in need)

STUDENT AFFAIRS

Walsh University is committed to providing a rich campus life for its students. Programs will be executed in a way that serves our students while also remaining compliant with federal, state, local, and CDC guidelines for best practices. These programs may happen in small groups, outdoors, or online to ensure minimization of spread and the safety of students, faculty, and staff. Student groups are also expected to comply with federal, state, local and CDC guidelines as they relate to meetings and events.

Physical Layout Initiatives – Student Affairs Front Office and Hallway

- A plexiglass barrier will be installed at the front admin desk and student worker desk
- Only two students will be allowed to enter the front office at one time.
- Excess chairs will be removed from the lobby area. Remaining chairs will be covered in plastic for easy wipe downs.
- All non-essential objects/items from the lobby area will be removed.
- Any pens used will be sanitized.
- Markings will be placed in the hallway to promote 6-feet distancing.

ATHLETICS

The NCAA will make a determination on whether or not fall sports may take place in early July. The guiding principles under which Walsh Athletics will continue will be based on health and safety best practices; federal, state, and local laws; Walsh University Policy; and NCAA requirements and rulings.

Outdoor voluntary skills training may begin in June following NCAA and state guidelines. Approval for these sessions must be given by the Athletic Office of Compliance. Indoor voluntary skills training may begin in July with the approval of the Office of Compliance.

Student-athletes will be screened daily prior to any athletic related activity for risk factors.

Fall athletes will return to campus with the approval of the athletic director on or about August 9 and August 16 depending upon the sport. Should the NCAA rule that fall sports may continue (either on schedule or with a delayed start), Walsh University will implement all best practice protocols for practices and competitions. Student athletes will have their temperatures taken (using non-touch devices) before practices and competitions, and locker rooms will be scheduled on a staggered basis to prevent a large number of individuals congregating in a

confined space at one time. Students will participate in the disinfection of equipment at the start and end of each practice/competition.

Students who exhibit symptoms will not be permitted to practice or compete. Campus protocols for dealing with a student illness will be in force at that time. Isolation and quarantine guidelines for student-athletes will follow university guidelines.

Spectator and travel policies will be guided by state and federal mandates.

Sports medicine appointments that can be held virtually are encouraged. In cases where in-person visits must take place, physical distancing and face coverings will be employed.

Athletic academic support will utilize virtual appointments. In the case of in-person sessions, physical distancing will be employed.

Each sport poses a different risk of spreading COVID-19 based on ball transfer and contact during practice and competition:

SPORT OVERALL RISK

Baseball – Limited Contact (Moderate)

Basketball – Contact (High)

Bowling – Non-Contact (Low)

Football – Contact (High)

Golf – Non-Contact (Low)

Lacrosse – Contact (High)

Soccer – Contact (High)

Softball – Limited Contact (Moderate)

Tennis – Non-Contact (Moderate)

Track / CC – Non-Contact (Low)

Volleyball – Limited Contact (Moderate)

STUDENT COUNSELING SERVICES, HEALTH SERVICES & UNIVERSITY WELLNESS

Student Counseling Services

The office will re-open with the start of school, August 24.

Because staff have individual offices, physical distance is fairly easy to maintain. To enhance that, a barrier will be installed at the front desk, students will be scheduled for appointments to

ensure only one in the waiting room at a time, and face coverings will be worn when interacting with others. Counselor rooms will be rearranged to allow for 6-foot distance for appointments. The waiting area will be cleared of touchable items (magazines, pamphlets, etc.). Pens and clipboards used to complete paperwork will be disinfected after each use. The David Center lobby will be used for overflow of students waiting if necessary. Hand sanitizer will be placed in the waiting area, at the front desk, and in each counselor room.

Screenings can be provided online. Staff has a plan for programming that can be held in-person or virtually depending on the situation this fall.

Student counseling services will be provided primarily by appointment and will come in the form of in-person counseling and telehealth. Crisis services will still be provided on an as-needed basis.

- ***In-Person Counseling***

- Additional COVID-19 in-person service Informed Consent document that student signs detailing risks of engaging in in-person services during pandemic – also outlines that temperature should be taken before visit, etc.
- Clients will complete initial paperwork in-person with scheduled appointment in back office, which will be wiped down after each use.
- WHODAS or other assessments may be administered orally by counselor to avoid touch by client.

- ***Telehealth***

- Phone or HIPPA compliant Zoom platform.
- Administrative Assistant reviews screening questions with client on phone, determines if technology and location are eligible for telehealth, and e-mails client telehealth informed consent and Professional Disclosure Statement for review and signature.
- Pre-intake paperwork completed over phone with counselor; determination made by Executive Director if client is eligible for telehealth.
- Short-term counseling with telehealth; subsequently, the case will be reviewed to determine if telehealth will continue or change to another modality.
- Telehealth does pose specific challenges:
 - Only students in the state of Ohio can be served with telehealth by counselors licensed in Ohio.
 - Ohio Counselor and Social Worker Board is allowing for telehealth services only through August 4, 2020; this will likely be extended.

- Safety implications for providing services at a distance if client is threatening or engaging in self harm.
- Technology challenges for clients.
- Privacy concerns for clients receiving services in their homes where others are present.
- Safety / health concerns for staff.
- Because crises arise quickly and cannot be scheduled, flexibility needs to be provided for crisis situations. The back office can be used when more than one person enters the waiting room to provide distance.

Health Services

Outsourced service contracted through Aultworks which submitted the plan below:

1. All AultWorks staff members and contracted providers are required to wear appropriate Personal Protective Equipment as directed by the policy of Aultman Hospital. All Aultman staff members are required to wear masks and gloves when involved with patient care; however, gowns and face shields/goggles are available if the situation presents for additional protection.
2. Masks for our onsite clinics are labeled as surgical masks. N95 masks are reserved for those caring for COVID inpatients in the hospital.
3. All individuals, (students, vendors or company representatives) presenting to any of our onsite nursing clinic locations must have their temperature taken prior to being seen in the clinic in addition to completing a COVID Symptom Questionnaire.
4. Temperatures may be taken by the company, self-monitored, or taken by the nurse prior to the visit.
5. The COVID Symptom Questionnaire is guided by the CDC recommendations.
6. Temperatures will be logged daily for the clinic visits.
7. This includes any AultWorks staff members or contract providers.
8. If anyone has a temperature and/or symptoms consistent with COVID/CDC Guidelines, they will be asked to call the health services nurse for instructions on how to present for their visit.
9. If no fever or symptoms are present, the patient will be given a mask and nursing/health services will perform the patient visit as is appropriate.
10. All patient contact areas will be sanitized with health care level sanitizing supplies after each patient visit. If any concerning symptomology presents and potential isolation is needed, the appropriate company contacts will be notified to ensure the safety of all staff members and/or students.

University Wellness

- Position currently open but not being posted and duties being carried out by other areas.
- Programming will consist of passive messaging campaigns via e-mail and social media until position is filled.
- Fitness Centers will reopen with the approval of the Athletic Director and Vice President of Student Affairs.
- Six-foot distance must be maintained and capacity limits in rooms established.
- Machines need to be spaced six feet apart or disabled if they are within six feet of each other.
- Class sizes to be reduced to accommodate six feet of spacing between attendees.
- Sanitizer will be placed at entrances to facilities.
- Attendees will wipe down equipment after each use.

INFORMATION TECHNOLOGY

As the University prepares to welcome students, I.T. stands ready to support both in-class teaching and online delivery of instruction.

Investments necessary to prepare for the return of students:

- Plexiglass for help desk counter.
- Disinfectant/hand sanitization station outside of each computer lab.
- Disinfectant station outside the help desk or right inside the door before using common computers.
- Barriers between stations in labs if re-arrangement is not feasible.
- Webcams for classrooms to allow for in-class and out-of-class participation.
- USB extenders if necessary.
- Gloves for staff to use if necessary to keep items disinfected when giving back to person.
- Signage for outside help desk.
- Electrostatic spray for electronics – this would allow easier cleaning of labs and areas.

Room 212 Farrell Hall I.T. Help Desk

- Plexiglass barrier will be installed on the help desk counter with space for pass through of items.
- Customers and workers should wear face coverings due to the small space and inability to distance.
- Visitors will be asked to use hand sanitizer upon entering the help desk to reduce risk.

- Chairs in the help desk area and desks in hallway will be removed to reduce congregating.
- Number of individuals in the help desk area will be limited to only one person at a time. Those waiting will queue in the hall at six feet distance.
- Any help that will take more than five (5) minutes can be moved to the conference room to allow others to enter. The room can be configured for more space supporting safety and distance. Customer and employee must both wear a face covering.
- Ordering and picking up checked out equipment:
 - Order online – form that can be sent to help desk to reserve equipment.
 - Establish specified time during the day for pickup in the conference room to reduce wait in Help Desk line and provide “sign and go.”
 - Help Desk disinfects all items before check-out.
- Dropping off equipment for service:
 - Users must wipe down equipment before turning over to Help Desk.
 - Help Desk staff will also disinfect before returning it to user.
 - Users may pick up their equipment during designated times (see procedure for checking out equipment above) to avoid waiting in line (“sign and go” option).
- For those who do not want to come to the help desk, a ZOOM room will be open to serve a specified list of issues – password resets, ECN help, etc. – similar to what was provided in March/April.
- Printer services – toner and servicing:
 - Suggest continued delivery of toner to offices
 - Pickup or delivery preference added to request form.
 - Can be part of the daily pick up time as well.
 - Add a drop box outside of the office for dropping off empty toners for recycling.

Computer Labs

There are 19 labs on campus and, of those, eight are teaching labs and include the library and GLC open lab. Currently each lab is being evaluated for re-arrangement of furniture, removal of furniture, and placement of dividers to create space or barriers. The goal is to make as many computers as possible available while also creating an environment that minimizes spread of the virus. However, some teaching spaces may have to be minimized due to the small size of the rooms. Each lab is being evaluated individually.

It is recommended for Residence Hall and open computer labs to remove some computers and chairs to physical distance the workstations. A survey of students in June will provide additional information about how they prefer to use labs, and the results will inform decisions about configuration of labs.

Each lab will have disinfectant outside for users to disinfect hands before going into the lab. During regularly scheduled daily lab runs, I.T. will disinfect each lab twice a day. Electrostatic spray will facilitate much easier cleaning and is the preference, but the option to clean individual stations may be instituted. If so, the placement of cards at each station labeled “Clean” on one side (has been disinfected) and “Dirty” on the other side (has not been disinfected) will be used (employed successfully in St. Gabriel area in the GLC) in the spring.

CAMPUS AND COMMUNITY PROGRAMS

As of the preparation of this report, the following are true:

- Outdoor activities may take place with no limit on attendees; however, physical distance is encouraged as well as other best practices.
- Indoor activities are limited to no more than 10 people except for:
 - Chapel services – (promoting physical distance)
 - Wedding receptions – (with specific state guidelines followed)

Rentals and Facility/Room Use

This is an evolving situation and is reliant on state guidelines and orders with regard to gatherings and room capacity. Under the circumstances in force at the time this report was developed, the spaces below will be brought back into use under the following guidelines:

Francoeur Conference Room

- Determine if the conference room will be repurposed as classroom space.
 - The room can be divided into three separate rooms. Officially coded to seat 150 people each; they can be reconfigured as classroom space for larger classes.
 - Challenge: number of conference tables. Additional tables could be brought from classrooms that are being scaled down.
 - Carefully consider scheduling to allow for external rentals or Walsh group activities in the evening hours.
- Determine the maximum capacity for events based on physical distancing standards.
 - Most events that would typically be scheduled for one room will now require two.

St. Martha's

- Determine if this space will be used as a classroom.

Additional group spaces

- Evaluate if existing conference rooms should be scheduled as meeting areas for one-on-one meetings for those who have very small offices.
 - Determine a scheduling process that is convenient.

Hoover Park

- Social gatherings that conform to federal, state, and local orders/guidance with the approval of the University President, may take place.
- Safety measures to be taken include:
 - Removal of chairs to meet physical distancing guidelines.
 - Add hand sanitizer stations as necessary.
 - Rethink food delivery.
- Determine if park equipment or pavilions should be set up for summer.
- Consider keeping the entrance to the park barricaded except when staff is on-site.

Other rental considerations

- Communicate to all constituencies the new maximum capacity for all areas.
- Ask that constituents be realistic in their estimates to allow maximum use of all spaces.

Office

- Move reception area staff to a cubicle to allow for physical distance from in and out foot traffic.

Post Office

- Install customer service barrier.
- Investigate ultraviolet cleaning device for incoming packages.
- Employees may no longer use Walsh as a delivery option for personal packages.
- Stop mail delivery to offices. All mail to be picked up at the post office.

Restarting Holy Masses

The lower level doors to the Chapel will remain locked, and all attendees will come to the main Chapel doors. Where necessary, stanchions will be used to create an area for people to line up while waiting to gain entry to the Chapel.

- Hand sanitizer will be provided at all the doorways.
- Seating will be in designated spots to comply with physical distancing guidelines.
- Capacity will be capped at 150.

- People will be asked to remain in their pews and ushers will release pews to receive Holy Communion.
- People are strongly encouraged to wear face coverings, and all Diocesan guidelines will be followed for reception of Holy Communion.
- Following Holy Mass, all attendees will be seated and released separately to leave the Chapel to avoid group gatherings.

Holy Water Fonts will remain emptied. All Hymnals will be removed from the Chapel. Song sheets will be used for Sunday Holy Masses, recycled after each use.

There will be four (4) collection baskets placed in the narthex for people to give donations if they would like.

Physical touching during the Lord's Prayer and Sign of Peace will be suspended.

The Chapel will be sanitized following Holy Mass, and all Holy Vessels will be thoroughly washed and sanitized following each use.

The Sacrament of Confession should be moved to room 108 in the lower level of the Chapel to provide adequate social distancing for the priest and the confessor.

No more than three (3) people in a restroom at a time. Signs will be posted.

Wedding Ceremony Guidelines

The following conditions will be instituted for wedding ceremonies:

- No dressing on-site.
- Maximum number of guests – 75.
- Ushers will seat guests in every other pew to adhere to social distancing guidelines.
- Strongly recommend that guests wear face coverings.
- The Chapel will be available two hours before and two hours after scheduled ceremony time.

Hoover Historical Center

The museum will reopen during early-July following a deep cleaning and training of volunteers on best practices. Tours will be by reservation only, with time built between to sanitize/clean. Face coverings will be required of staff, volunteers, and guests.

STUDENT SERVICE CENTER

Physical Layout Initiatives – SSC Lobby and Hallway

- A plexiglass barrier has been installed at the front counter workstations.
- The keypad that students use to type in their IDs will be sanitized between each student
- Only two students will be allowed to enter the lobby at one time.
- Excess chairs will be removed from the lobby area. Remaining chairs will be covered in plastic for easy wipe downs.
- All non-essential objects/items from the lobby area will be removed.
- Microban desk pads will be placed on the student side of the counter if students need to complete any impromptu paperwork. Any pens used will be sanitized.
- Markings will be placed in the hallway to promote 6-feet distancing.

Addressing SSC Student Safety and Foot Traffic

The vast majority of transactions can be done electronically or online by students. To further communicate and encourage this, consumer-friendly signage will be placed in the hallway to assist students in doing so. This will be accomplished with the help of QR codes on the signage that will take them to the site they need. Such sites would include:

- How to order a transcript online.
- Where to go online to make a payment.
- Scholarship information.
- Access to the Document Portal.
- Access to various financial aid forms currently online.
- Access to the Cavalier Center.

A Lock Box will be installed outside the SSC to give students the option of dropping off paperwork in a no-touch fashion.

For students with specific or involved circumstances, it is recommended that they schedule an appointment.

The SSC will continue to incorporate a 100% on-line course registration model.

Transcript processing will be done via online request whenever possible. In addition, it is recommended that they be either mailed or placed in the student's on-campus mailbox. Staff are looking at incorporating the additional delivery method preference onto the order form. There have also been discussions about contracting with an outside vendor such as the National

Student Clearinghouse to take over some, if not all, of these duties. Updates to follow as they become available.

Federal Work Study (FWS) recipients are currently mailed their paperwork ahead of time. This initiative will be expanded by reviewing/assessing current processes and forms to determine what forms are absolutely necessary. This must be balanced with the underlying benefit of maintaining a successful compliance model for this federal program.

Work Study pay distribution is currently accomplished by two methods – direct deposit or physical check. When it comes to the physical check option, the student will communicate to us whether they wish to have it mailed to their permanent address on file or to place it their campus mailbox. Checks will no longer be available for pickup in the SSC until further notice.

Staff Safety Initiatives

Staff members will adhere to the face covering guidelines to be set forth by Walsh University Administration.

Physical distancing will be enforced throughout the SSC to the realistic extent that it is possible; there are 13 members sharing a very small space. Currently staff is addressing/accomplishing this via a staggered work schedule. Additional modifications may be required once the office is at full staff. Since March, the SSC has maintained a consistent, physical in-office presence and has been able to do so while also following best practices.

Staff members will be responsible for wiping down workspaces before and after lunch coverages.

As this is an evolving situation, the SSC Sub-Committee will continue to meet to review and fine-tune policies and procedures as new issues and needs arise.

SODEXO

The health and safety of employees, clients, students, faculty and staff is the main priority. In all dining areas Sodexo plans to reinforce existing rules of food safety, personal hygiene and infection control which, like always, will minimize any risk of any virus spreading. This is critical to ensuring all employees are following proper procedures to minimize any risks to the Walsh Community.

Sodexo will put in place measures, adding additional measures as needed, according to what local health departments are advising as well as the state's recommendations.

- Hold trainings for current employees and new hires on personal hygiene, food handling, proper uniform including facial coverings, and cleaning/disinfecting areas. Temperature checks will most likely occur for staff and may expand to include temperature checks as students enter food areas.
- Maintain safety and student/faculty/staff confidence in all dining areas so that everyone will feel safe.
- Enhance signage to provide guidance on what is acceptable with regard to physical distancing and new measures being taken.
- Enhance menus and "grab and go" areas to provide a pleasing customer experience and provide different options that are suitable for each area.
- Use floor decals to help space out the line for registers and food ordering.
- Establish a set sanitation time to completely wipe down the dining areas.
- Convert some retail areas for pick-up-only to minimize capacity at the Dining Hall if necessary.
- Adjust mealtimes in all areas to accommodate deep cleaning in all usable areas without interruptions.
- Schedule employees in staggered shifts due to some areas being small and unable to adhere to the 6-feet spacing.
- Adjust catering depending on the University protocols and state orders regarding events and address on an event-by-event basis. Menus will be re-designed and service delivery adapted (i.e., plated vs. buffet) to support any event and adhere to guidelines.
- Consider expanding seating for the Schervish Dining Hall to the DeVille Atrium (1st floor of the David Center) if needed for physical distancing.

Location Specific Measures

Barrette Grille:

The Barrette Grille will open on August 24 with limits:

- Post maximum capacity at all entrances.
- Install plastic guards around cashier and the ordering areas.
- Monitor the capacity that is decided on by the University and the State guidance, move furniture to create adequate physical distancing. Enforce the policies decided upon by the state and University.
- Use handheld counters to record the number of students and limit entry when capacity is reached.

- Provide additional hand washing stations in all areas.
- Enhance technology to allow touchless ordering and payment with Apple Pay/credit card machines and Cbord swipe cards.
- Adjust mealtime to allow staff to clean and sanitize the entire dining and ordering area.
- Use floor decals and signage to ensure consistent physical distancing and traffic patterns.
- Prohibit personal refillable containers.
- Eliminate saltshakers, pepper shakers, and napkin dispensers on tables.
- Clean and sanitize tables after each use.
- Serve all food in to-go disposable containers.
- Provide a larger selection of Simply-to-Go options.
- Wash and prepackage all fruit for customers.

Cavalier Café:

The Café will open on August 24 with limits:

- Post maximum capacity at all entrances.
- Monitor the capacity that is decided on by the University and the State guidance, move furniture to create adequate physical distancing. Enforce the policies decided upon by the state and University.
- Provide additional hand washing stations in all areas.
- Enhance technology to allow touchless ordering and payment with Apple Pay/credit card machines and Cbord swipe cards.
- Install plastic guards around cashier and the ordering areas.
- Adjust mealtime to allow staff to clean and sanitize the entire dining and ordering area.
- Use floor decals and signage to ensure consistent physical distancing and traffic patterns.
- Prohibit personal refillable containers.
- Eliminate saltshakers, pepper shakers, and napkin dispensers on tables.
- Clean and sanitize tables after each use.
- Serve all food in to-go disposable containers.
- Provide a larger selection of Simply-to-Go options.
- Wash and prepackage all fruit for customers.

Schervish Dining Hall in the David Center:

Beginning August 9, the dining hall will be open for to-go only with no dine-in options. Students will go through the line and go to the stations to get their food on disposables. Each station will provide fruit and dessert so that traffic will flow better. Technology will be enhanced to allow touchless payment with Apple Pay/credit card machines and Cbord swipe cards. For all orders

there will be wrapped utensils, napkins, proportioned out condiments, and to-go containers. On August 24, the dining hall will open with limits according to University, CDC and Ohio guidelines:

- Post maximum capacity at all entrances.
- Have staff serve all food and beverages at the stations.
- Monitor the capacity that is decided on by the University and the State guidance, move furniture to create adequate physical distancing. Enforce the policies decided upon by the state and University.
- Use a handheld counter to count the number of students and limit entry when capacity is reached.
- Provide additional hand washing stations in all areas.
- Eliminate self-serve at Salad Bar and provide a variety of prepackaged items in disposable containers.
- Install plastic guards around cashier and the ordering areas, as well as possibly in the dining area, to help with physical distancing.
- Adjust mealtime to allow staff to clean and sanitize the entire dining and ordering area.
- Use floor decals and signage to ensure consistent physical distancing and traffic patterns.
- Store reusable utensils behind the counter and distribute to the customer when they place their order.
- Eliminate saltshakers, pepper shakers, and napkin dispensers on tables.
- Clean and sanitize tables after each use.
- Adjust the menu for more take out options as well as quicker serving methods.
- Wash and prepackage all fruit for customers.
- Close Action Station at this time.
- Possibly staff ice cream area with an employee to serve customers.

C-Store:

On August 24, the C-Store will open for a limited number of customers:

- Post maximum capacity at all entrances.
- Monitor the capacity that is decided on by the University and the State guidance, move furniture to create adequate physical distancing. Enforce the policies decided upon by the state and University.
- Use a handheld counter to record the number of students and limit entry when capacity is reached.
- Provide additional hand washing stations in all areas.

- Enhance technology to allow touchless ordering and payment with Apple Pay/credit card machines and Cbord swipe cards
- Install plastic guards around the cashier.
- Use floor decals and signage to ensure consistent physical distancing and traffic patterns.
- Wipe down shelves and door handles between customers.
- Wash and prepackage all fruit for customers.
- Eliminate self-serve beverages at the alligator ice station.

Many of these strategies will depend, of course, on capacity and student population.

Please see Sodexo corporate guidance document – RISE – on the following pages, followed by the Barnes & Noble unit plan.



Returning with Resilience

Throughout the COVID-19 pandemic, we have focused on being resilient and ready for your campus needs. Out of these times of concern and uncertainty, our optimistic spirit rises with a return strategy that includes global best practices and is grounded in consumer insights. Together, we take up where we left off, confidently ready to meet the new normal. Your Sodexo team is focused on excellence in food, people and environments to deliver:

- 1 Safe return to campus
- 2 Increased satisfaction & convenience that fosters student, faculty and staff well-being
- 3 Efficiency & financial viability
- 4 Student matriculation & retention
- 5 Enhanced community engagement



Of presidents anticipate re-engineering operational processes as a result of COVID-19*



Of presidents are concerned about enrollment as a result of COVID-19*



Of presidents expect revenue decreases of 10% or more as a result of COVID-19*

Sources: * AACU President's Pulse Survey: March 27, 2020 through April 1, 2020

RETURNING WITH RESILIENCE: COVID-19 GAME PLAN
Revitalizing and restoring quality of life on campus



Global Best Practices

Sodexo is leading the way in helping rise to the challenge of the post-COVID-19 world



Safety Mindset



Unmatched Global Expertise



People & Partnership-Centered Experiences



Systematic Approach

Our North American campus partners benefit from our cross-segment strength and global best practices refined in China and across Europe. We are reopening corporate, healthcare and university sites in China **with not one confirmed COVID-19 case among our team there**. Our current work in China reveals five key best practices:

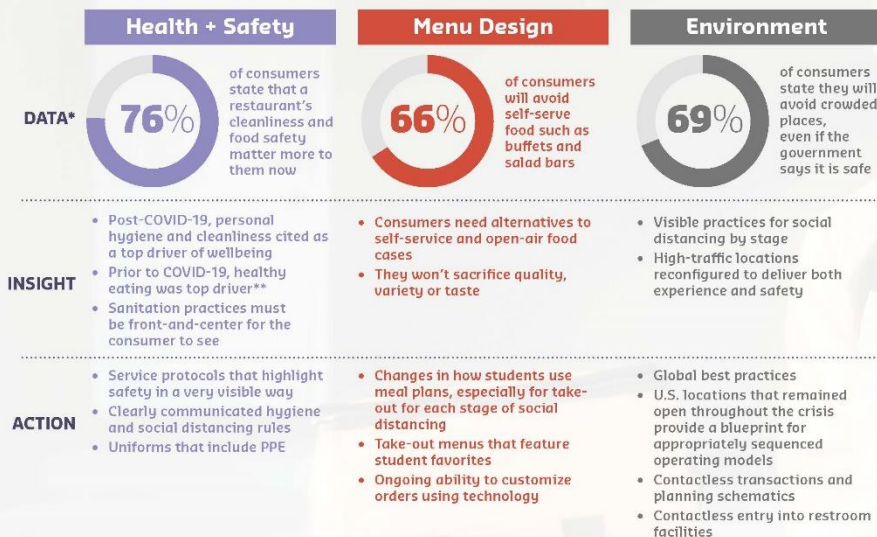
- 1 CONFIDENCE & COMPETENCE:** Increase visibility and frequency of sanitation practices, deliver more cleaning and general and preventative maintenance practices, and amplify communication.
- 2 PROCESSES:** Define temperature check protocols, ensure personal protective equipment (PPE) availability and document all safety measures.
- 3 EXPERTISE:** Augment capability with free-standing medical facilities to connect patients with physicians.
- 4 FLEXIBILITY:** Implement agile approaches to social distancing that allow for a variety of service styles; provide customers more options to choose when and how they access food.
- 5 DILIGENCE IN PREVENTION:** Airing of all indoor facilities at regular intervals and replacement of HVAC air filters which can harbor contaminants.

RETURNING WITH RESILIENCE: COVID-19 GAME PLAN
Revitalizing and restoring quality of life on campus



Consumer Expectations

A resilient campus is built around a deep understanding of the new consumer expectations and a nimble approach to addressing the needs that impact campus life. This is the foundation of our COVID-19 game plan. Data, insights and actions create a safety-centered, building-block approach to your campus game plan.



RETURNING WITH RESILIENCE: COVID-19 GAME PLAN
Revitalizing and restoring quality of life on campus

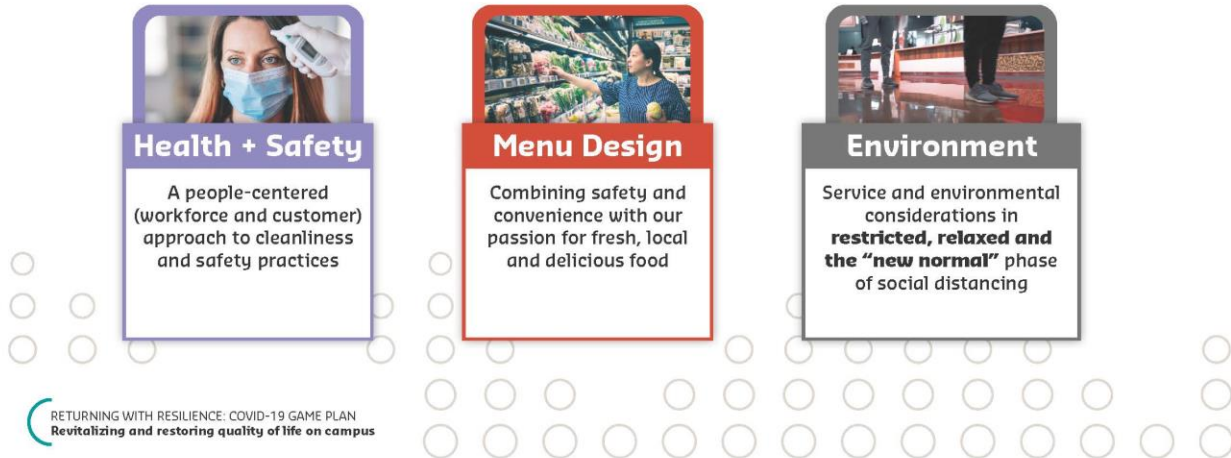
Sources: * Ipsos/essential COVID-19 Report, Money Matters, 16 April 2020
**GlobalData COVID-19 Case Study: The Pursuit of Health in Self-Isolation



Key Focus Areas

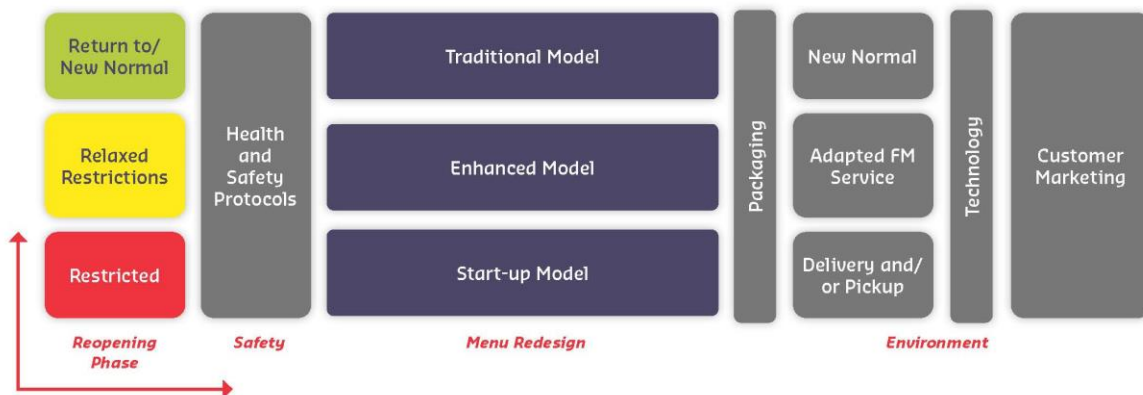
A transparent plan coupled with effective delivery ensures that your students, faculty and staff feel safe and confident with campus food and facilities. Throughout this crisis, our teams have been transforming and re-transforming dozens of campuses, partnering with university leaders and state and local governments to support health centers, emergency feeding and a variety of other operations.

Beyond Sodexo's commitment to service and community involvement, this work has reinforced our cross-functional and cross-segment agility and bolstered organizational and partnership resilience, even as the ground continues to shift. Insights, science and best practices drive our collective approach to health and safety, menu redesign and environment, including service through the stages of social distancing.



Our Approach

Because states, cities and regions will take a phased approach, we will work with our partners to determine the right mix of menu options and service to build a safe and successful solution throughout the reopening journey.



RETURNING WITH RESILIENCE: COVID-19 GAME PLAN
Revitalizing and restoring quality of life on campus

sodexo
QUALITY OF LIFE SERVICES

Changes to Operations

Picking up where we left off and confidently rising to meet the new normal will require a game plan for your campus. Technology, packaging, distribution, marketing and communications enable us to successfully implement new procedures in operations and deliver on consumer expectations.

Your Sodexo team, for the last six weeks, has been hard at work delivering a new service approach including:

- Embracing an ever-changing “normal,” including supply chain preparedness
- Equipping employees with appropriate PPE and monitoring human temperatures
- Accelerating frequency and depth of cleaning and disinfection procedures
- Infection prevention services specifically tailored to the campus setting
- Planning dining rooms and self-service experiences for space and distance
- Expanding delivery across campus and offering take-out menus with on-trend and comfort-focused options
- Enhancing technology, including our Bite app, to allow touchless ordering and payment, including integration into card systems like SaaS, Blackboard and C-BORD
- Deploying a standalone voluntary wallet not dependent on card system for e-commerce and delivery (where available)
- Generating new loyalty capabilities and enhanced communications
- Delivering a variety of virtual engagement opportunities year-round, starting with summer dining tours
- Welcoming back students with kits and expanded connection opportunities



RETURNING WITH RESILIENCE: COVID-19 GAME PLAN
Revitalizing and restoring quality of life on campus

Game Plan In Action

Adapted and new services to provide a safe campus environment



RETURNING WITH RESILIENCE: COVID-19 GAME PLAN
Revitalizing and restoring quality of life on campus

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QUALITY OF LIFE SERVICES

ROADMAP TO OPENING

We are here to help you navigate the store re-opening. We've put together a comprehensive reentry program to help ensure the safety and wellbeing of staff and customers at all of our campus store locations. This document will provide stores with the guidelines and necessary changes needed to open your doors. A seven-day lead time is needed to successfully take action within our stores to execute reopening with confidence.

While this will prepare us for the summer sessions, we will continue to re-evaluate our strategies to provide more guidance as we approach the Fall term. All stores are instructed to check with local jurisdictions and partner with their campuses and Regional Managers to maintain compliance and support specific requests.



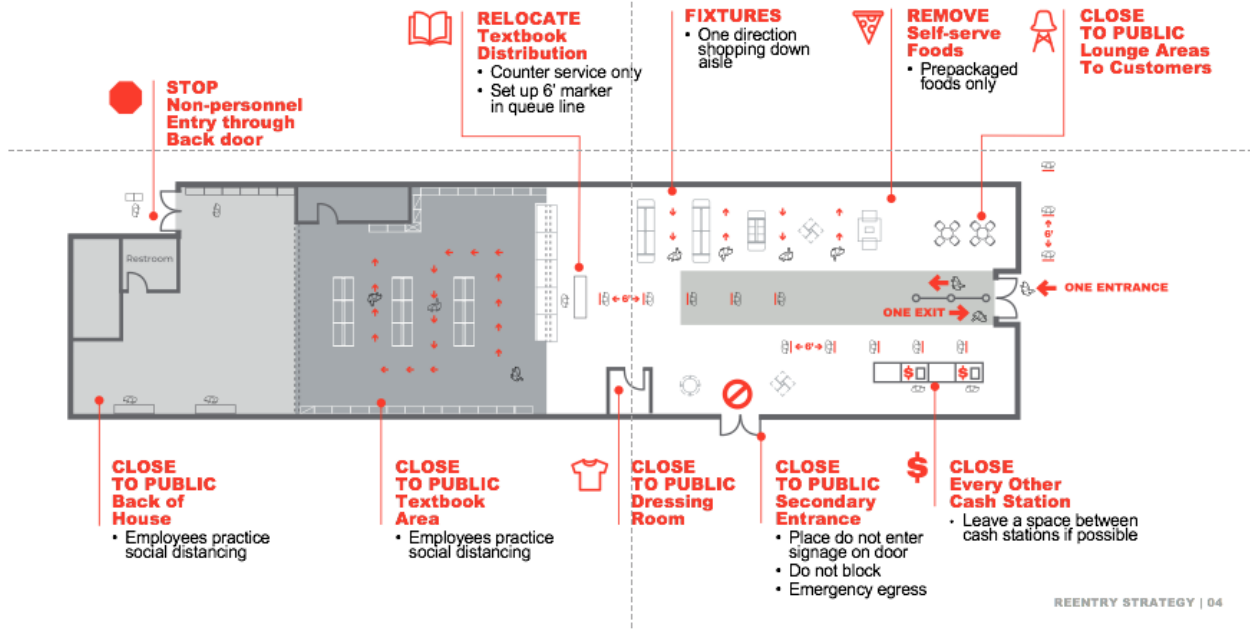
Reopening Store Checklist

Ready to Open Checklist (Summer)						
This list is broken out by area, however, here are the top items to complete as soon as you have an opening date:						
Communicate your store schedule/status to your Regional Manager. Schedule a full review of your re-opening plan with your regional. Continue to update your Regional Manager of any changes to your working schedule.						
Ensure Store Tracker status is updated for opening dates, employee access and UPS activation.						
Communicate to Clients and essential campus partners.						
Communicate to the Public Safety department on campus about the re-opening plan and safety measures						
Assess PPE and Cleaning Supplies; place order to support BOH & FOH cleaning if needed.						
If you believe there will be some buyback occurring once you open and there is a need for more funds, place an order through DTS once courier service resumes						
Order directly for Starbucks Ingredients if needed, avoid placing a US Foods order if possible.						
Check with your local dairy regarding delivery and service and place order if necessary.						
Reach out to your Café Vendor Partners as their delivery dates and times may have changed.						
Communications	M	T	W	R	F	Notes:
Communicate your store schedule/status to your Regional Manager. Schedule a full review of your re-opening plan with your regional. Continue to update your Regional Manager of any changes to your working schedule.						
Communicate to Clients and essential campus partners.						
Communicate to the Public Safety department on campus about the re-opening plan and safety measures						
Request an alarm schedule change via ThinkLP, this is the same process for any other schedule change.						
Update the voice mail message to communicate opening and hours of operation.						
Update hours of operation on your website via Accelerator. The Home Office team will be posting customer facing messages on your site.						
Update any out of office messages on your email accounts.						
Store Managers should keep their BNC iPads with them.						
Print and keep instructions for accessing Amazon Workspace (this will provide access to business systems accessible via the BNC network (Accelerator, SIM, TA2, RAS)						
Print and keep an emergency contact list for all store employees and essential campus partners						
BOH	M	T	W	R	F	Notes:
PPE Available for all employees						
pickup/dropoff						
Hang Signs for Safety and Social Distancing						
Ensure Order fulfillment areas are 6' apart. Use the CDC guidelines for social distancing and continue to the clean all work spaces on a regular basis.						
Inventory all your back of house and cleaning supplies. Place any orders to support the back of house store activity. Ensure cleaning supplies and towels are available.						
Signs posted for proper Glove and Mask usage						
In Breakroom: remove any community food						
In Breakroom: Signs posted for X amount of people at a time and other safety measures						
If you will only be open certain days of the week, be sure to set your intrusion alarm for the remaining closed days.						
FOH	M	T	W	R	F	
Hand sanitizing station setup by Front Doors						
Any secondary exits with signage (Use other door)						
Fixtures adjusted to allow free flowing traffic (clear path on main drive aisle)						
Signs posted for 'Closed' community areas						
Signs posted for 'Closed' in Textbook Area and directions for customers						
Signs posted for Elevator and Stair traffic where applicable						
If you believe there will be some buyback occurring once you open and there is a need for more funds, place an order through DTS once courier service resumes						
If a small team will be working in the store whether with open doors or doing curbside pickup, set up work spaces to ensure the safety and well being of all team members						
POS	M	T	W	R	F	
PPE Available for all employees						
Open your registers at least an hour before opening time to allow time for any updates to download.						
Setup Sneeze Guard(s) at specified register(s); at a minimum, every other register based on expected traffic						
Ensure cleaning supplies and towels are available						
Posted Signs for 'Please wait here until called'						
Posted Signs for Contactless and eReceipt						
For Line Control: Setup Stanchions or fixturing to assist with Line control and spacing if needed						
For Line Control: Tape marking 6' spacing for line queue						
Outside Front Doors:	M	T	W	R	F	
Traffic Counter/Regulator						
Tape or Signage for Line Control and 6' Social Distancing measures						
Sign posted for 'Welcome' and listing of Safety Precautions						
If doing curbside pickup - setup table to manage customers						
Café Areas	M	T	W	R	F	
Follow all steps in the Café & Convenience Guidelines When Reopening After a Long Closure pdf located on Inside. Link is below. https://bncb.sharepoint.com/sites/INSIDE/BNC/GeneralMerchandise/Documents/Cafe/Managing%20Your%20Business/						
Remove Self Serve Food						
Setup Sneeze Guard at register						
Ensure cleaning supplies and towels are available						
Individual Serve Packets (sugar, stirrer, etc) are stocked						



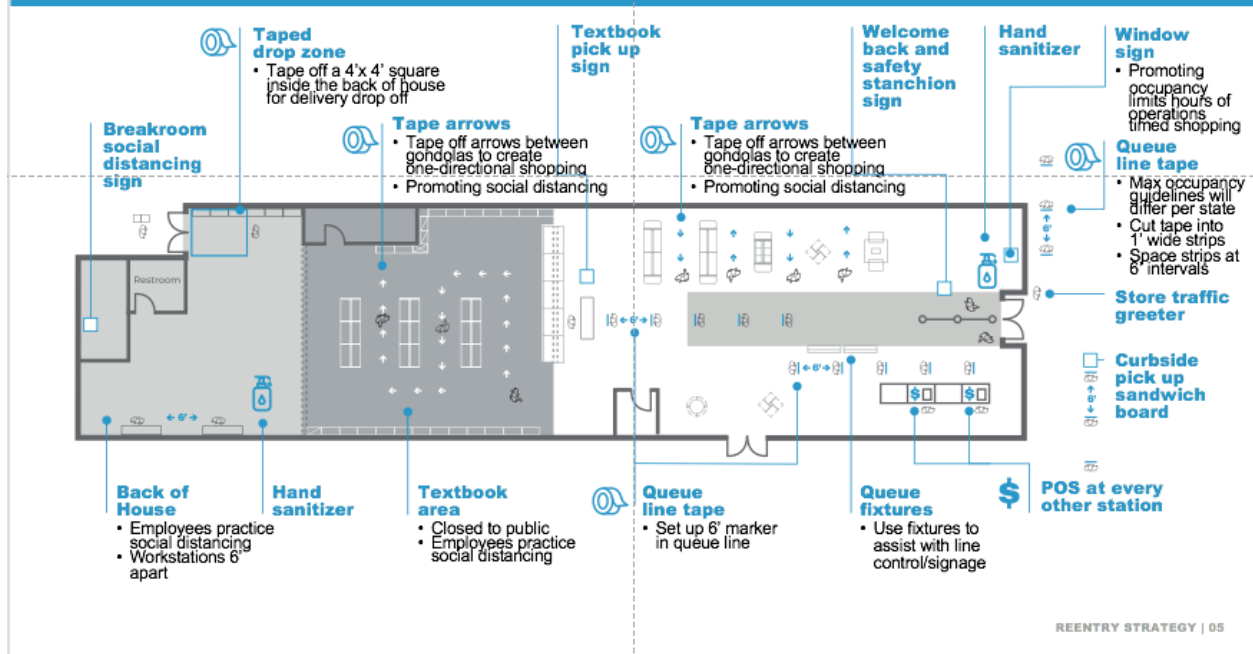
Off Limit Areas

- Info Stations
- Seating / Lounge Areas
- Secondary Entrances
- Dressing Rooms
- Textbook Department
- Unpackaged, Self-serve Foods



Keys to a Successful Reopening

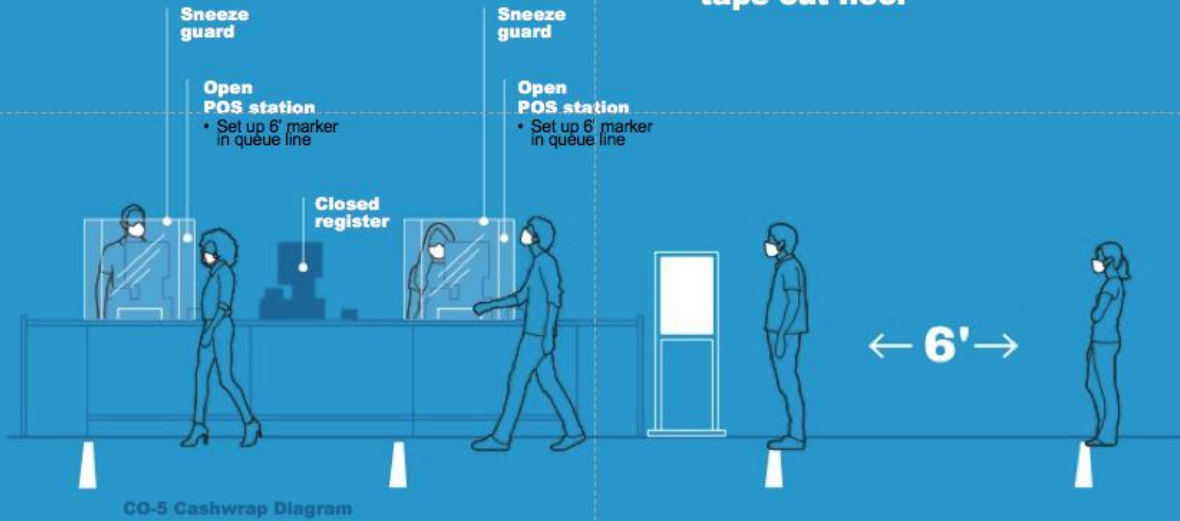
- Promote the health and wellness of your employees and customers
- Ensure your buildings are safe, resilient, and ready
- Create and monitor effective guidelines



Cashwrap Strategy

We understand all stores are not the same. Please review these diagrams on how best to Reorganize your store to promote health and Wellness among customers and employees. Feel free to make revisions based on the unique layout of your particular store. Changes must be in compliance with the general guidelines in this document.

- Add sneeze guards
- Close every other register if possible
- Maintain 6' social distancing for all customers and employees
- Set signage and tape out floor



REENTRY STRATEGY | 06

Additional Recommendations



ELEVATOR

Limit elevator capacity to 1 person or family group



STAIRS

Tape arrows to top and bottom of stair to direct single lane traffic



DELIVERY DROP ZONE

Deliveries to be placed on taped square directly inside BOH doors



OPPORTUNITY FOR POPUP SHOP

Repurposed game day trailer for popup shop

Reopening Signs

Outside of Store

**WAIT HERE
FOR CURBSIDE PICKUP**




A bookseller will be with you shortly.
Please maintain 6 feet apart from other customers in line.

Have your order confirmation number ready – you can find it in your email or when logged into our app.

Curbside Pickup
8½" x 11"

PLEASE NOTE:



Masks must be worn while inside the store & only _____ customers are allowed at a time.

Please maintain 6 feet apart from other customers in line and wait to be called upon for entry.

We appreciate your understanding & cooperation in keeping our customers & staff safe.

Line to Enter
8½" x 11"

**THIS ENTRANCE IS
CURRENTLY CLOSED**

**PLEASE USE THE
MAIN ENTRANCE**

Closed Entrance
8½" x 11"

Front Entrance

WELCOME BACK!

While shopping, these guidelines will be in place to keep our customers & staff safe:

- Masks must be worn while inside the store.
- Only _____ customers will be allowed at a time.
- Observe social distancing by staying 6 feet from other people.
- At checkout, please spacing positions on the floor.
- Contactless payment (i.e. Apple Pay) are available.
- Regular cleaning by store staff.

We appreciate your understanding & cooperation in keeping our customers & staff safe. Thank you for shopping with us.

Guidelines
8½" x 11"


Inside of Store



Please wait here for service & follow spacing guidelines on the floor.

A bookseller will be with you shortly.
Thank you for your patience.

Textbook Counter Service
8½" x 11"



This area is currently closed to customers. For assistance, please see a bookseller.

We appreciate your understanding & cooperation in keeping our customers & staff safe.

Closed Section
8½" x 11"



In the interest of our community's health and safety our café seating is closed.

Prepackaged food & beverage items are still available for purchase in our marketplace.

Café Closed
8½" x 11"

Reopening Signs

POS/Queue Line



Please follow spacing guidelines denoted on the floor or by signs while waiting to check out.

Thank you for your patience.

Line Spacing
8½" x 11"



For your convenience we offer contactless payment & e-Receipts.

Contactless Payment & e-Receipts
8½" x 11"



For your convenience we offer contactless payment & e-Receipts.

Contactless Payment & e-Receipts
8½" x 11"

Elevators and Escalators



Limit elevator capacity to 1 person or family group.

Elevator
8½" x 11"



Please maintain 6 feet distance in single file when using the escalator.

Escalator
8½" x 11"



Thank you for observing social distancing by staying 6 feet from other customers while shopping in our store.

Social Distancing
8½" x 11"



For the safety of our customers, please keep this table empty as we continue to practice social distancing.

We ask that customers maintain 6 feet between them by only occupying every other table.

Café Social Distancing
8½" x 11"

Reopening Signs

Back of House




Employees are encouraged to follow the WHO which recommends the following practices to reduce exposure and transmission of a range of diseases:

- Wash hands regularly with soap or alcohol-based hand sanitizer
- When coughing and sneezing, cover mouth and nose with a tissue or your elbow
- Avoid touching eyes, nose, or mouth with uncleaned hands
- Avoid close contact with infected individuals

Find more information on their website: www.who.int

World Health Organization
8½" x 11"



COVID-19 OPERATIONAL GUIDELINES

Make masks the norm by all employees.

- Please wear a mask per key below. It becomes duty or otherwise mandatory.
- Employees are required to bring their own face mask.

Masks may be worn but are not mandatory. If wearing please:

- Change them often, especially if you cough or sneeze.
- Do not reuse. Discard after use.
- Wash hands before putting gloves on & after removing them.
- Discard gloves after touching your face.

Food service will be available for customers & employees.

Drinking supplies are available on 2nd and 3rd cutting.

"Working Together & Safe"

The health & safety of our staff & customers is our highest priority. Please see changes with any additional guidelines regarding these guidelines.

COVID-19 Operational Guidelines
8½" x 11"



CORONAVIRUS (COVID-19)

We are diligently monitoring the ongoing situation regarding the spread of the Coronavirus. The health of our guests and team members is our paramount concern. In accordance with CDC guidance we ask that you diligently follow the following procedures to mitigate further transmission of this virus.

- Please wear this please return to our website at home.
- Wash hands frequently with soap and water under for a minimum of 20 seconds.
- Use alcohol-based (60-95%) hand sanitizer frequently.
- Cover your mouth and nose with your elbow, elbow, shoulder or tissue when you cough or sneeze.

Disposal of waste should be in a trash bin immediately immediately.

Readily clean down your work area with disinfectant solutions and be diligent about cleaning/tracks after contacting high-touch surfaces including door handles, bathroom fixtures, keyboards, tables, chairs, etc.

Avoid touching your face, nose and mouth with uncleaned hands.

Contact health officials immediately if you observe symptoms or believe you have been exposed to the virus.

COVID-19 Backroom
8½" x 11"




Share Facts About COVID-19

Know the facts about coronavirus disease (COVID-19) and help stop the spread of the virus.

- 1. Spread can happen even without symptoms.** People can spread the virus even before they start to feel sick. They can spread the virus for up to 5 days before they start to feel sick. They can spread the virus for up to 10 days after they start to feel sick.
- 2. Spread can happen even without symptoms.** People can spread the virus even before they start to feel sick. They can spread the virus for up to 5 days before they start to feel sick. They can spread the virus for up to 10 days after they start to feel sick.
- 3. Spread can happen even without symptoms.** People can spread the virus even before they start to feel sick. They can spread the virus for up to 5 days before they start to feel sick. They can spread the virus for up to 10 days after they start to feel sick.
- 4. Spread can happen even without symptoms.** People can spread the virus even before they start to feel sick. They can spread the virus for up to 5 days before they start to feel sick. They can spread the virus for up to 10 days after they start to feel sick.
- 5. Spread can happen even without symptoms.** People can spread the virus even before they start to feel sick. They can spread the virus for up to 5 days before they start to feel sick. They can spread the virus for up to 10 days after they start to feel sick.

For more information, visit www.cdc.gov/coronavirus

COVID-19 Info Sheet
8½" x 11"



COVID-19 CLEANING GUIDELINES

Every 2 hours, multiple times

- Disinfect high-touch surfaces, tables, door handles, desks, phones

Every hour, clean:

- Cash wrap, counters, keyboards & laptop screens

The disinfectant may be used on any surface that is touched by people.

- The disinfectant should be applied to a clean, dry surface.
- Apply gently, do not scrub. Disinfectant should be applied to a clean, dry surface. Disinfectant should be applied to a clean, dry surface.
- Allow spray to remain on surface for 1 minute.

Disinfectant should be applied to a clean, dry surface.

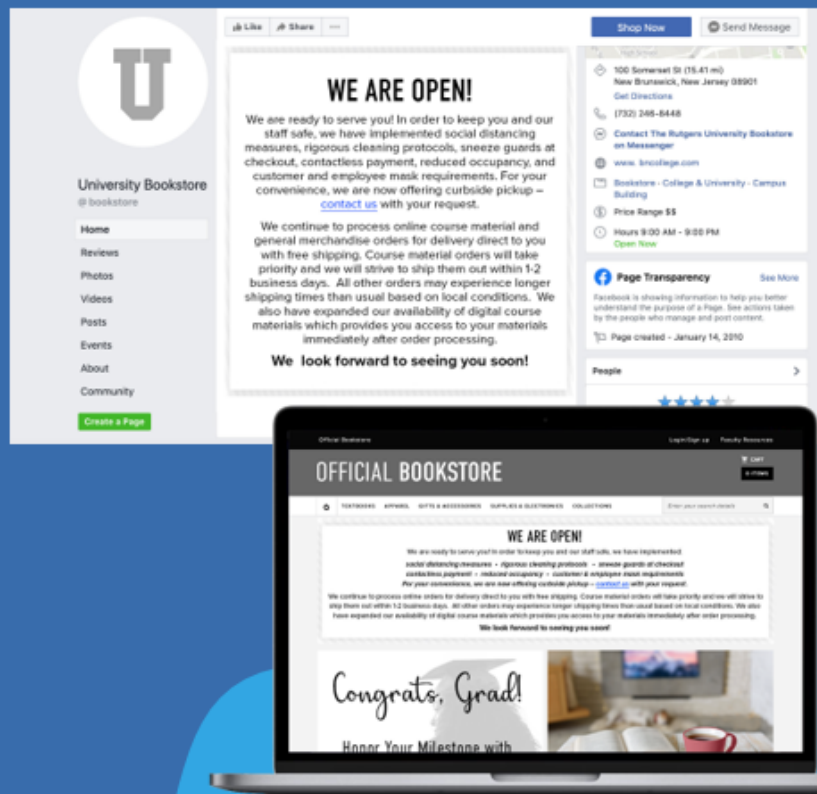
At the beginning & end of each shift clean:

- All high-touch areas
- Disinfectant should be applied directly to the surface to be cleaned and gently scrubbed.
- Allow spray to remain on surface for 1 minute.

Cleaning Guidelines
8½" x 11"

Reopening Strategy

Digital Messaging



REENTRY STRATEGY | 12

PPE Guidelines

Disposable Masks

- Recommend a disposable mask per day per employee unless it becomes soiled or its properties have become compromised
- Employees can wear their own and are encouraged to do so. Offensive masks should not be used

Cloth Masks

- We're going to provide 2 cloth masks per person. Each employee will be responsible for cleaning their mask and bringing one of the masks to work for their shift.
- Employees can wear their own and are encouraged to do so. Offensive masks should not be used

Gloves

- Supplies will be available if an employee choose to wear gloves, however, it is not mandatory
- All booksellers should still be following regular cleanliness guidelines throughout the day regardless of the task
 - Change gloves often, especially if you sneeze or cough on gloves
 - Do not reuse gloves. Discard all gloves once they have been removed
 - Wash hands before putting gloves on and after removing gloves
 - Remove gloves after touching your face

Hand Sanitizer

- Will be available throughout the store for both customers and employees

Cleaning Supplies

- In SAM, there is a catalog labeled "Cleaning Supplies & PPE." In this catalog, you will find various items related to COVID-19

All employees are encouraged to follow the World Health organization which recommends the following practices to reduce exposure and transmission of a range of illnesses

1. Wash hands regularly with soap or alcohol-based hand sanitizer
2. When coughing and sneezing, cover mouth and nose with a tissue
3. Avoid touching eyes, nose, or mouth with unwashed hands
4. Avoid close contact with infected individuals

Cleaning Schedule

Clean and disinfect frequently touched surfaces routinely through the day

- These areas include but are not limited to counters cash wrap, doorknobs, light switches, tables, door handles, desks, phones, evboards and PinPads.
- Doorknobs, light switches, tables, door handles, desks, phones, etc. should be sanitized every 3 hours.
- Cash wrap and counters, including Verifone PinPads, should be cleaned hourly

Cleaning Verifone PinPads

- The devices may be sanitized using an alcohol-based wipe or appropriate alcohol-based cleaner (approx. 70-90% strength isopropyl alcohol) applied to a microfiber cloth.
- Apply gently; do not scrub. Isopropyl alcohol applied to a clean microfiber cloth may be used on touch panel displays but never press hard on displays.
- **Never spray disinfectant directly on PinPads.**

Bathrooms and Breakrooms

- Bathrooms and Breakrooms should be cleaned daily.

Back of House/Front of House

- BOH/FOH areas should be cleaned at the beginning and end of each shift.
- Keyboard should be wiped down by applying a cleaner to towel and gently wiping down.
- Never spray any cleaner directly on a keyboard.

All Employees Must Wear Face Coverings

We mandate that our employees wear face coverings in our stores and outside the stores for curbside pickup. Any employee who refuses to wear a face covering will be sent home. Employee's may use their own face coverings (if they are appropriate) or those we supply.

Customer Face Coverings

Our policy regarding whether a customer must wear a mask will be dictated by state/local guidance and school policy.

Where not required, signage will read "We request that customers wear masks to help keep our employees safe."

If legally required, any customer who is not wearing a mask should be stopped from entering the store. Once in the store, if the mask is removed, a member of management should politely approach the customer, reiterate the signed policy and offer them the opportunity to put the mask back on or to leave the store. If a customer is combative or refuses to comply, contact campus security/police for assistance.



Symptomatic Employee Isolation Protocol

To ensure the safety of our employees and customers, we ask all employees to follow the recommendations for quarantine or isolation in the event they are symptomatic of COVID-19.

We are asking employees to stay home if sick, monitoring themselves for symptoms and where appropriate, quarantine.



Quarantine/Isolation Scenarios

1. Employee is Symptomatic

- Employee should stay at home until symptoms resolve
- No fever present for a period of 72 hours without use of fever reducing medication.

2. Someone in the employee's house is Symptomatic

- Employee should immediately engage the Benefits department at benefits@bncd.com for assessment.
- Review the [CDC Resource page for Caregivers](#).

3. Employee was exposed to someone (outside of their household) who is Symptomatic

- Employee should engage with the Benefits department and monitor symptoms.

4. Someone in the employee's house was exposed to a third party who is now Symptomatic

- Employee can continue to work but is expected to self-monitor for any symptoms of illness (fever, fatigue, cough, difficulty breathing).
- Employee should report those symptoms immediately if they occur.
- Employee with symptoms falls into scenario 1 above.

5. Customer or Employee at work is visibly ill

- Two members of management should observe the individual and document their observations.
- Most senior member of management should approach the employee or customer, detail what they have observed, ask that the customer or employee leave the store until their symptoms are gone.
- If a customer refuses, store may contact the campus security/police for assistance.
- If employee, they must punch out and leave the store.
- Immediately disinfect all surrounding surfaces and keep others out of the areas in which the customer or employee had been until all surfaces have been disinfected.

REENTRY STRATEGY | 17

At Risk Employees

Reasonable Accommodations

Upon request by an employee directly to the Benefits Department, the company will engage in the interactive process to explore whether a viable accommodation is available for any employee who has a disability. The CDC has identified those at higher risk from COVID-19 to include:

- Employees aged 65 or older;
- Employees with chronic lung disease or moderate to severe asthma;
- Employees who have serious heart conditions;
- Employees who are immunocompromised;
- Employees with severe obesity (body mass index [BMI] of 40 or higher);
- Employees with diabetes;
- Employees with chronic kidney disease undergoing dialysis;
- Employees with liver disease; and
- Employees who are pregnant.

This protocol will remain in effect until the HR Team has determined, based on guidance from the US health authorities or federal and local authorities, that it is safe to terminate. The HR Team will advise our stores once this determination has been made.

Employees outside of the scenarios listed above who are unable to return to work should contact the Benefits Department directly to determine if an accommodation is a viable solution or if other options are necessary.

Conversations regarding Accommodations should be made with the Benefits Department only.



Screening Employees

To ensure the safety of our employees and customers and follow state, local rule or school policy it is determined that employee health screening must occur before an employee is permitted to work.

Check Your Temperature

- Before leaving home for work, you must check your temperature using a thermometer to verify your temperature is under 100 degrees.
- If your temperature is 100 degrees or more, you should remain at home and contact your Store Manager.

Evaluate for Symptoms of COVID-19

- Before leaving home for work, you must evaluate your health for symptoms of COVID-19.
- If you are experiencing coughing, difficult breathing, fatigue, or fever you should remain at home and contact your Store Manager.

To help prevent the spread of COVID-19 and reduce the potential risk of exposure to our employees and customers; temperature and health self-screening is in place at all stores until the Global Prevention Team has determined, based on guidance from the global and local health authorities and the applicable governmental requirements that it is safe to discontinue.

Your participation is important to help us take precautionary measures to protect you and everyone in the store! Thank you!

REENTRY STRATEGY | 19

Screening Employees

To ensure the safety of our employees and customers and follow state, local rule or school policy it is determined that employee health screening must occur before an employee is permitted to work.

On Campus Health Screening

- No more than 1 hour before your scheduled start time, you must visit the on-campus Health Center.
- The on-duty nurse will take your temperature and conduct a visual health screening for symptoms of COVID-19.
- If no symptoms are present, the nurse will provide a note that you are healthy to work. Provide the letter to your Store Manager at the start of your shift.
- If symptoms are present, you should return home and contact your Store Manager.

You will be paid for time spent at the On-Campus Health Center for screening.

- Employee must notify the Store Manager if their screening time goes beyond 30 minutes.

Symptoms of COVID-19

- Before leaving home for work, you must evaluate your health for symptoms of COVID-19.
- If you are experiencing coughing, difficult breathing, fatigue, or fever you should remain at home and contact your Store Manager.

To help prevent the spread of COVID-19 and reduce the potential risk of exposure to our employees and customers; temperature and self-health screening is in place at all stores until the Global Prevention Team has determined, based on guidance from the global and local health authorities and the applicable governmental requirements that it is safe to discontinue.

Your participation is important to help us take precautionary measures to protect you and everyone in the store! Thank you!

REENTRY STRATEGY | 20

Suspected Symptoms or Positive COVID-19 Testing

To ensure the safety of our employees and customers, we ask all employees to follow the recommendations for quarantine or isolation in the event they are symptomatic of COVID-19.



If an employee suspects they have symptoms of COVID-19:

- Symptomatic employee will remain anonymous.
- All surfaces touched by the employee will be thoroughly cleaned and disinfected.

If an employee tests positive for COVID-19...

- Employee is to contact the Benefits Department at benefits@bned.com to discuss steps and return to work clearance that is required prior to return to the company premises.
- All store employees will be notified by Store Management under the direction of the Benefits Department.
- Name of ill employee will remain anonymous.
- Employees coming into direct exposure (less than 3 feet) will be directed to follow self-quarantine protocols and must coordinate with the Benefits Department at benefits@bned.com to return to work.

Conversations regarding Positive COVID-19 results should be made with the Benefits Department only.

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