



JAMES MADISON
UNIVERSITY®

Fall 2020 Return to Campus Plan

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James Madison University ***Return to Campus Fall 2020***

Guiding Principles

In developing our plans for returning to campus, JMU was guided by these principles:

- The public health and well-being of our students, faculty and staff are our top considerations.
- A hallmark of the JMU educational experience is the interaction between our students and faculty in classrooms, studios and labs.
- An in-person classroom experience for our first-year students is the preferred choice when academic units are evaluating their fall teaching schedule to make necessary modifications.
- In-person labs and other experiential classes are prioritized when possible.
- Students should have the opportunity for frequent face-to-face contact with their instructors even when modifications to classes are made to increase their health and safety.
- Class schedule modifications should allow students to make progress toward their graduation.

A. Repopulation of the Campus

1. *COVID-19 Coordinator and Campus Team*

The [COVID-19 Campus Team](#) was charged to monitor the COVID-19 situation at JMU when reopening occurs with the goal of maximizing health and safety across campus. This team monitors the presence of the disease within the campus community, working with public health and local hospital officials to minimize outbreaks and the associated effect on the local health care system. Disease prevalence, COVID-19 testing and test positivity rates, isolation and quarantine bed status, and the capability of the local health care system to provide quality care will be watched. This group will work with the Senior Leadership Team to minimize risk to the health and safety of students, faculty and staff.

The team is co-chaired by Marsha Mays-Bernard, Associate Vice President for Wellness, Orientation and Multicultural Engagement, and Dr. Kristina Blyer, Interim Director of the University Health Center (UHC) for Medical Services. It includes university-wide representation as well as community partners from the Central Shenandoah Health District and Sentara-RMH Medical Center.

2. *Contact Information and Procedures for Reaching the Local Health Department*

JMU maintains regular and direct contact with the local health department and has an established procedure for reaching the Virginia Department of Health (VDH). The UHC Patient Care Coordinator, Rose Horner, R.N., oversees contact with the Central Shenandoah Health District of the VDH. JMU's primary contact for VDH is Meg Tiernan, R.N., who can be reached at (540) 290-6776. The VDH Local Health Director is Dr. Laura Kornegay, available at (540) 332-7830, ext. 341. The VDH after hours emergency number is (866) 531-3068. We also have three VDH staff members on our weekly COVID-19 Response Team meetings. Students who test positive for COVID-19 at the University Health Center will be reported to the VDH through the electronic [Confidential Morbidity Report](#).

3. *Students' Initial Return to Campus*

Initial Screening

Prior to returning to campus, students are expected to complete health screening questions on the LiveSafe Mobile App. This software application pushes a screening survey to users when they enter campus through geo-fencing or through a computer logon. The user responds to questions related to body temperature, COVID-19 symptoms and any instructions they have received to self-isolate by another agency or medical professional. If students receive a response that indicates they have no symptoms, they are permitted to proceed to campus.

If students do not successfully pass the health screening on the LiveSafe App, they will see a red "X" and receive a message on their phone directing them to the UHC website for further instructions. Students will be directed to schedule a telehealth appointment with a healthcare provider who will discuss their symptoms and required actions.

JMU officials have the right to ask students for proof of screening completion when they are entering spaces, i.e. classrooms, offices, libraries, etc. It is expected that, when asked,

students will provide proof of successful completion of the daily health screening. Students who refuse to show proof of successful screening completion when asked will be asked to leave campus. This requirement is being communicated to students through mandatory trainings. If students refuse to leave after being asked to do so, JMU public safety officers may be called to remove students.

If it becomes evident that specific students do not complete the health screening or other safety expectations as required, users can provide a “tip” through the LiveSafe app describing the students’ failure to follow protocol. Tips will be sent to the [Judicial Office](#) in Student Affairs, who will follow-up with those students, address their behavior and ensure they are aware of the protocols and community expectations.

Ongoing Screenings

Until further notice, students are expected to complete the LiveSafe app self-monitoring each day before they leave their residence halls or otherwise come to campus.

Move-In

To allow for physical distancing and smaller numbers of people on campus throughout the move-in process, first-year students will now move in over the course of four days: Friday, August 21 through Monday, August 24. Each student will be assigned a day and a time for their move-in appointment, which will be linked to their housing assignment.

New transfer students will be assigned a move-in time on Sunday, August 23. Continuing students will move in over the course of three days: Sunday, August 23 through Tuesday, August 25. A move-in day and time will be assigned and emailed to each resident in July.

Additional details about the move-in process and the planned on-campus orientation program will be shared later throughout the summer via the [Residence Life](#) and [Orientation](#) websites.

Personal Protective Equipment

All students, guests and staff assisting with move-in are required to wear a face-covering mask for the duration of the move-in process.

Non-Student Guests

Students may bring no more than two people to assist them during the move-in process. These two individuals are limited to those who can assist with the moving of items; unfortunately, “spectators” such as younger siblings or other relatives/friends are not permitted.

Returning to Campus During the School Year

To support students who are not able to travel or would prefer not to do so during times when the university is closed, the Office of Residence Life (ORL) has designated its six largest residence halls as locations for Thanksgiving and Spring Break housing. These include Paul Jennings, Shenandoah, Chesapeake, Chandler and Eagle Halls and the Apartments on Grace Street. These buildings are a mix of both new and returning student housing. Students needing to stay for the Thanksgiving break should select a room in one of these halls for fall 2020. ORL will conduct a break housing sign-up process in October/November to confirm who will remain on-campus for Thanksgiving and another sign-up prior to Spring Break.

4. *Education and Training of Students*

A variety of educational resources and trainings designed to keep the JMU community safe are planned for students. These trainings, developed by a team including members from Student Affairs, the UHC, Talent Development and Communications, include online opportunities for learning that students can access prior to campus reopening, in-person education that will be peer-delivered during orientation and an ongoing marketing campaign reminding the JMU community to practice behaviors that ensure our safety as much as possible and mitigate the spread of COVID-19.

Education that is currently available online includes:

- [Mask Usage](#): This training video addresses the appropriate use of masks, with content informed by the Centers for Disease Control (CDC). Also available is a [handout](#) that can be posted in residence halls and other campus buildings.
- [Anti-stigma Training](#): This eLearning module focuses on avoiding stigma associated with COVID-19, with content informed by the World Health Organization (WHO), UNICEF and the International Federation of Red Cross and Red Crescent Societies (IFRC). Also available is a [handout](#) that can be distributed or posted.
- Additional trainings, in online and in-person format, are in development for areas where students will need supplemental education. This will include maintaining physical distancing, handwashing, holding others mutually accountable for following health guidelines, and caring for others.

5. *Physical Distancing*

After consulting with multiple sources and reviewing the latest guidance, JMU employed a wide variety of methods to establish and ensure physical distancing on campus. The university followed guidelines issued by the CDC, specifically [CDC guidelines for IHEs](#), and the [Virginia Department of Health](#).

The [Contingency Planning Task Force](#) (CPTF), which was co-chaired by the vice presidents for Finance & Administration and Academic Affairs and included university-wide representation, was charged to assess and address all aspects of campus life in order to initiate change and/or develop new procedures with the goal to maximize safety for students, faculty and staff.

a. **Physical Distancing in Classrooms and Learning Environments**

Planning for a safe return to classrooms, labs, studios and other learning environments was led by the Classroom Configurations and Scheduling Working Group, a subset of the CPTF, which developed “plans, strategies and guidance for managing on-campus (in-person and/or in-person & online [hybrid]) classroom configurations and scheduling in preparation for COVID-19 and related safety precautions.” The group established the following procedures:

- Require face masks at all times in classrooms and other academic spaces. If academic activities cannot occur with a face mask, a face shield is a reasonable exception. Note: The Office of Disability Services was involved in these conversations to address necessary accommodations for students and faculty.
- Equip all classrooms with two boxes of extra disposable face masks.

- Install a Plexiglass shield in front of each podium in all classrooms. Faculty who remain behind a Plexiglass barrier when teaching are not required to wear a face mask.
- Allow individual departments to determine their own meeting schedules for labs and specialty classes, like art and music studios, and allow them to set their spaces up appropriately, using the provided guidance.
- Provide each building coordinator with a distance thermometer for use if an individual feels ill and wants to take their temperature.

Additional significant changes related to classrooms, labs, studios and other learning environments included the following.

Class Schedule

JMU analyzed classroom capacity, then created a course schedule that adjusted meeting times to allow for increased cleaning during the day. This design helped ensure access to in-person courses for faculty and students, while protecting those with health concerns. The modifications maintain the traditional MWF/TT structure but shift time periods to insert two 60-minute cleaning blocks during the day. Courses scheduled outside of the regular time periods on MW, WF or MF were also shifted to account for the 60-minute cleaning block, and its timing will vary based on classroom usage.

MWF		MW, WF, MF		TTh	
Current	New	Current	New	Current	New
8:00-8:50	8:00-8:50	8:15-9:30	8:15-9:30	8:00-9:15	8:00-9:15
9:05-9:55	9:05-9:55	8:40-9:55	8:40-9:55	9:30-10:45	9:30-10:45
10:10-11:00	10:10-11:00	9:45-11:00	9:45-11:00	11:00-12:15	11:00-12:15
	60 minutes				60 minutes
11:15-12:05	12:00-12:50		60 minutes	12:30-1:45	1:15-2:30
12:20-1:10	1:05-1:55			2:00-3:15	2:45-4:00
1:25-2:15	2:10-3:00		60 minutes		60 minutes
	60 minutes			3:30-4:45	5:00-6:15
2:30-3:20	4:00-4:50	2:30-3:45	4:00-5:15	5:00-6:15	6:30-7:45
3:35-4:25	5:05-5:55	4:00-5:15	5:30-6:45	6:30-7:45	8:00-9:15
4:40-5:30	6:10-7:00	5:30-6:45	7:00-8:15		
5:45-6:35	7:15-8:05	7:00-8:15	8:30-9:45		
6:50-7:40	8:20-9:10				

Classroom Capacity Meeting

In order to provide increased safety and well-being, we shifted some campus spaces, including campus ballrooms, large auditoriums, and other spaces, to be used as classrooms and support physical distancing for class meetings. We then moved classes to larger spaces, maintaining the current class enrollment while increasing the physical distance between students. As a result, courses with fewer students were moved into the now-vacated larger classrooms. This system allows us to maximize campus spaces while maintaining the appropriate physical distance.

Movement within Academic Buildings

With fewer students attending classes at once due to the new schedule, there are fewer people in hallways and stairwells, allowing for greater distancing. Individual responsibility will be needed, as well as the mandatory use of masks while in the presence of others, to assist in maintaining health and safety standards. Students who are physically able to do so will be encouraged to use the stairwells, as opposed to elevators, when moving among floors. Building coordinators have established single lane traffic, or other patterns, in the way that is most appropriate for their buildings; consistent signage was provided.

b. Social Distancing Outside the Classroom

Another subset of the CPTF, the Facilities Configurations and Scheduling Working Group, was charged to “develop plans, strategies and guidance, with a focus on sanitation and security, for managing all configuration and scheduling issues for facilities outside of the classroom, including residence halls, unions, public spaces, office buildings, buses and athletic events, in preparation for COVID-19 and related safety precautions.” This group worked closely with Student Affairs administration to establish procedures for social distancing outside of the classroom.

Training

All students will receive fundamental training on COVID-19 and required behaviors prior to reopening. An ongoing marketing campaign will keep reminding our community members to practice behaviors that will ensure our safety as much as possible and mitigate the spread of COVID-19.

In addition, training will be provided by peers during 1787 Orientation and by the RAs and FROGS (First Year Orientation Guides), as these students will model the expected behavior.

Expectations of Students

Students are expected to eliminate physical contact with others, such as handshakes and embraces. Students should avoid anyone who appears to be sick, is coughing or is sneezing. In addition, students should avoid touching surfaces that are touched by others as much as possible.

Extracurricular Activities

JMU offers multiple annual events for students that will proceed with modified formats in the interest of health and safety. For example, the UPB Crazy Commons will not be serving food in order to maximize mask usage and has switched to digital handbills instead of print ones that are passed out.

A popular event every fall is Student Organization Night, the traditional involvement fair where recognized organizations, campus departments and Harrisonburg community partners are available to talk with JMU students wanting to be involved in their community. Because of the importance and popularity of this occasion, we have developed four potential options based on the phase of the commonwealth. These options range from a traditional in-person format with required masks, appropriate physical distancing, and temperature checks at entry points to a virtual option in which organizations and students interact through an online platform like Campus Labs or Flipgrid.

Movies shown at Grafton Stovall Theater will be reduced to one showing per night to allow time for disinfecting. Face masks are required, and popcorn will not be served in order to maximize mask usage. Alternating rows of seating will be blocked off, and individuals must maintain two vacant seats between them to ensure social distancing.

Fraternity & Sorority Activities

Recruitment

To avoid violating health and safety protocols, we will use a hybrid process for fraternity and sorority recruitment. Virtual meetings will be in place for larger, early rounds and move to shorter rounds with increased number of rounds to reduce the number of people present at any given time. No food or drink will be served, and there will be extended breaks between each round to sanitize high-touch surfaces. Any in-person recruitment events must be held on campus to confirm proper safety protocols are being followed. Bid Day will also use a virtual format.

Social Events

JMU will not hold in-person full chapter and new member events due to physical distancing requirements. University administration will work with chapters and national headquarters to establish guidelines for any social events, which will meet all requirements.

Panhellenic & Interfraternity Council Executive Council Meetings

These in-person meetings require masks for all participants, and hand sanitizer will be used prior to beginning each meeting. No food or drinks will be available during meetings, and rooms will be set-up to encourage physical distancing requirements.

Off-Campus Gatherings

We believe that these types of activities pose the greatest risk to our students' health and well-being, and we need our students to make good decisions about hosting and attending events off-campus. The university will provide significant guidance and direction to students in regard to gathering off-campus through online training and videos to engage with the students. In addition, we will use the student voice to model expected behavior and help encourage students to limit their large gatherings off-campus.

c. Restricted Occupancy and Staggered Use of Communal Spaces

Employee Spaces

JMU's online [Return to the Workplace guidelines](#) reflect the existing Governor's Executive Order and will continuously be updated as needed.

Student Spaces

All students and employees are required to wear a face mask per state and university policies while on campus. Signage will promote the continual use of masks, which are required at all times while indoors and outdoors when in the presence of others.

Facilities Management issued departmental suite door stops to prop doors open to reduce the chances of contamination. If a door opens into hallway and impedes egress, then it cannot be propped open. Also, no fire-rated doorways, i.e. stairwells, may be propped open.

Festival

In the Cave at the Festival, bean bags will be removed, and seating will be arranged so that chairs are back to back with six feet of clearance in front. In the Festival Lounges, seating will also be arranged back to back with six feet of clearance in front. The Festival Study Lounges are being temporarily loaned to Alumni Relations for use as offices to facilitate physical distancing.

Madison Union

General reminders about physical distancing will be posted throughout Madison Union.

In Taylor Down Under, lounge seating will be arranged with seating back to back and six feet clearance in front; every other chair will be removed for table seating. The Recliner Lounge will be usable as is by maintaining even spacing; billiards play is acceptable while students are wearing masks as required while indoors.

In the 3rd Floor Lounge, seating at study carrels is usable by adding height to the existing faceguards. Recliners are usable by maintaining even spacing. Upholstered seating will be arranged back to back with six feet physical distance in front. In the 2nd Floor Lounge, chairs will be arranged back to back with six feet of clearance in front.

The Post Office queuing will be set up for proper spacing using signage.

Outdoor Spaces

Sponsors of activities will be reminded to emphasize physical distancing and the requirement to wear masks in outdoor spaces while in the presence of others in areas such as the Warner Commons, Festival Lawn and UREC Fields.

Student Success Center (SSC)

As of now, building hours for Fall 2020 are scheduled to remain in place; however, we are prepared to re-evaluate. If the number of cases in Harrisonburg spike, we will shorten building hours on the weekend and close the facility at 9 p.m. during the week. All faculty and staff assigned to the building have card swipe access and may enter and leave as needed. Other personnel who do not have card swipe access can enter through unlocked doors during normal building hours.

Seating throughout SSC has been modified to allow for and encourage physical distancing. Within the Atrium, the Dunkin Donuts area has been reconfigured to allow two chairs per table and the purple atrium chairs have been reconfigured allow two chairs per coffee table. High-top tables now allow one chair per table. Only every other seat is available on the serpentine couches and at zig-zag tables. Benches and tables have been reconfigured to allow fewer seats in booths.

University Recreation Center (UREC)

UREC staff began training student employees on reopening procedures the week of July 6. Throughout the rest of July, we will evaluate three different operating models to determine the best option for JMU for our planned August 29 opening.

Regardless of the final operating model, masks will be required for entry and in all corridor spaces. Masks may be removed prior exercising. Signage will warn students against entry if they are experiencing any symptoms of COVID-19. Students will swipe their own JMU ID cards, using a new reader station at the welcome center.

New pathways have been created and marked to show traffic patterns that minimize congestion at doors and corridors. All student and UREC staff will wear masks at all times while supervising spaces and performing services. Only those actively engaged in exercise will be permitted to remove their masks during the activity.

All service desks in the building where staff is stationed will have sneeze guards installed to protect staff and participants. A touchless, wall mounted temperature station is provided for students who do not have their own thermometer to use to voluntarily monitor their own body temperature prior to exercise.

All spaces will have hand sanitizer at the entrance, to be used at entry and exit of all activity spaces. We also will encourage hand washing at certain activity areas where this is prudent. Physical distancing will be monitored in spaces where there may be a line. Maximum capacities, adjusted for COVID-19, have been created for all areas.

New traffic patterns will minimize interactions between people entering and exiting, as well as in social spaces that interact with walkways and corridors.

Cleaning will be done three times a day on high-touch areas, and disinfection using an electrostatic sprayer will be performed every two hours in fitness and climbing areas.

Cardio equipment that does not require electricity will be moved to the large gym space and set up at appropriate social distance. Remaining equipment will be spaced out to maintain physical distancing during exercise. Some plate-loaded weight equipment will be moved to the pavilion at University Park.

The large fitness area will be divided into zones, and physical distancing and capacities will be handled by zone to maintain the mandated capacity.

Most group fitness classes will remain online, utilizing recorded classes and some new virtual classes. Some classes intended for new users will be operated live in the large gym space or outdoors in the east courtyard, weather permitting, that allows for physical distancing.

In the Adventure and Climbing Center, top rope climbing will be suspended. Bouldering will be permitted within marked spaces to minimize interaction between climbers. Rental and checkout of equipment for adventures will be available, but trips will largely be limited due to transportation concerns. Equipment checkout will occur at the exterior access only. The bike shop will continue to operate by appointment only.

Locker rooms will be open for swimmers to change and shower at a reduced capacity to maintain physical distancing. Signage will inform swimmers of appropriate use of showers and lockers. The sauna and spa will be closed in keeping with the Governor's guidelines. Fitness channels and open areas will be separated and capacities adjusted. Lap swimmers will be limited to two per lane with alternate-side lane loading

American Red Cross classes will resume with the ARC safety guidelines utilized. This includes one person per manikin and use of masks.

Sports utilizing a net (volleyball, pickleball, table tennis, etc.) that separates teams will be permitted, and equipment will be checked out for these sports and disinfected between each use. Team sports, such as basketball and soccer, will be permitted in a reduced

format by sign-up only, between known groups. No open pickup games will be permitted, and equipment will be checked out and disinfected between uses.

Racquetball courts may be used by no more than two persons at a time, by reservation only. Boxing bags and battle ropes will be removed. Intramural sports will be suspended indefinitely. Tournaments may still be held in individual sports. There will be no Sport Club travel or competitions this fall.

University Park will offer use of outdoor spaces for drop-in use only. Free weights will be available under the pavilion to people who prefer to workout outdoors in the fall semester. Other fitness equipment will be available to use on the event lawn in good weather to promote individual functional fitness. The synthetic turf fields will be available for skill practice and small team use by reservation. The archery range may be used with proper physical distancing, and coaches will be required to wear masks unless they are shooting and/or distanced from all athletes.

Tennis, basketball and volleyball courts can be utilized with no more than 2 on 2 for tennis, 3 on 3 for basketball and 4 on 4 for volleyball. Equipment will be checked out and disinfected after each use. The disc golf course will be open for drop-in use, and equipment may be checked out at the gatehouse.

Walking and jogging trails may also be used with proper social distancing, but all races and group events will be suspended. The TEAM course will be open by reservation only.

Restrooms

Signage in and around all restrooms will remind individuals to:

- Wash their hands thoroughly using proper hand washing techniques to reduce the potential transmission of the virus.
- Occupy alternate urinals and restroom stalls to maintain physical separation.
- Avoid congregating in the restroom.
- Avoid touching doorknobs, faucets, paper towel dispensers, etc. with clean, bare hands to the extent possible.

Public restrooms will be cleaned twice a day.

d. Gathering Sizes and Physical Distancing

The university will follow and work to enforce limitations on size of gatherings based on current and updated guidance from CDC and VDH officials. All on-campus events will strictly follow the Governor's Executive Orders and will be in line with the current phase within the Commonwealth of Virginia. At the time of this writing, the Commonwealth is in Phase 3 which will allow 250 people to gather in a space. Within these guidelines of a 250 person gathering, we will still ensure appropriate spacing and other safety measures including masks for indoor gatherings and hand sanitizer. We will adjust our plans to the specific phase the Commonwealth is in at the time and remain focused on the overall health and safety of the community.

The vast majority of large student life events (Student Organization Night, Sorority Recruitment and Fraternity Rush, etc.) will be hosted mostly in a virtual manner to support

social distancing while also allowing students to engage and connect with their community. We will work with our student organizations in the planning of their events, meetings, and all gatherings to ensure they stay in line with current guidelines and expectations. There will also be shifts in how we manage and provide interactions in recreation, intramurals, club sports and other recreational activities. This is identified and explained further under UREC in section A.5.b. of this document.

Meetings

Convening in groups increases the risk of viral transmission. Where feasible, meetings will be held in whole or in part using the extensive range of available virtual collaboration tools (e.g. Zoom, Webex, Microsoft Teams, telephone, etc.).

In-person meetings shall be limited to the restrictions of the Governor's Executive Order. The order states that meetings should not exceed 50% of a room's capacity, assuming individuals can still maintain appropriate physical distancing requirements. Departments should remove or rearrange chairs and tables or add visual cue marks in meeting rooms to support physical distancing practices between attendees.

Furniture in lounges, waiting rooms, break rooms and other indoor communal spaces will be moved or blocked to ensure that users maintain physical distancing. Masks will still be required in these communal indoor spaces.

While at work, staff and faculty are encouraged to communicate with colleagues and supervisors as needed by email, instant message, telephone or other available technology rather than face-to-face. JMU will also use a range of available collaboration tools (e.g. Zoom, Webex, Microsoft Teams, Jabber, Slack, etc.).

e. Food and Dining Services

Food Service: Administrative

Each operating location or unit, including catering and concessions, will have an approved opening and operating plan based on these principles:

- Catering will look to improving individualized options (i.e., hot and cold box meals) in addition to other refinements
- Concessions will operate under staff guidelines whether workers are regular staff, temp workers or NPOs

Each operating location or unit will ensure continuous stocking of masks, PPE and single-use sanitizer wipes for guest use. We will work with Aramark and VDH on specific PPE requirements for staff including the appropriate type of face mask, potential eye protection, etc.

Dining Services will conduct detailed training of all staff regarding proper use of PPE and social distancing, as well as refresh training for everyone on the importance of hand washing and frequency. All Dining staff will complete return-to-work training including COVID-19-specific safety training prior to returning to work for Fall 2020 semester

Dining Services will be prepared to accommodate any outside groups or guests that arrive on campus that might not be prepared for the requirement of masks or PPE.

As needed, Dining Services will follow the approved quarantine and isolation plans as appropriate for exposed students.

Dining Services will drive the adoption and use of technology to create less physical contact, including promotion of the Starship robot delivery program at all available retail operations to provide contactless food delivery; increased use of Mobile IDs; encouragement of cashless, card-less transactions and investigation of kiosk order placement.

Staff and location redundancy will be built into operating plans to allow for staff illness or potential short-term location closure. Operating locations and hours will be based on enrollment and use figures, and they will be subject to revision throughout the semester as these numbers change.

Dining Services will ensure that all promotions and special events adhere to these principles and individual location plans as appropriate.

All use of guest-provided reusable beverage containers has been suspended and will continue to be suspended until further notice. The use of reusable food containers (green clam shells) is currently suspended but will be reintroduced in the fall, where it can be done so safely.

In terms of student communication, Dining Services will implement a peace-of-mind social media campaign, provided by Aramark. All communication channels will be updated with appropriate safety messaging to reinforce new behaviors, to be completed by the JMU Dining Marketing Team. The JMU dining website will be updated with consumer facing messaging regarding COVID-19 preparation and safety measures in dining to reflect JMU's focus on understanding safety measures

Food Service: Entrances

All processes, staffing and policies focus on achieving objectives without holding guests in lines any more than necessary for both safety and convenience. Dining Services will provide face shields for cashiers and other entrance employees where plexiglass shields are not practical or available.

We have also designated entrances separate from designated exits to increase physical separation of entrances and exits to the largest extent possible. Designated entrance areas such as vestibules are prepared to accommodate weather/temperature variations.

Prior to entrance, guests will be checked for an appropriate mask. If guest does not have a mask, we will be prepared to provide one at cost. In addition, there will be sanitizer stations in the entrance area, with added portable guest-facing hand-washing stations where possible. Doors will be propped if possible to lessen amount of surfaces to be repeatedly touched

Guest will have access to sanitizer wipes throughout the facility to allow for additional cleaning of the dining table and chair. No reusable mugs or cups will be allowed in any dining facility

Food Service: Cashier Areas

When possible, we will require the use of the mobile JACard app to lessen amount of hand-

to-hand interaction. If cash must be used, there will be a small tray for customers to place tender in the tray and pass the tray to cashier; the cashier will sanitize the tray after each use. Customers will be able to use side cars to complete credit card transactions, which will be sanitized after each use.

Cashiers will also sanitize cashier stands and surrounding area/components at set intervals of the shift. Plexiglass will be added as needed to minimize the unavoidable interpersonal interaction during the payment process

Food Service: Stations

All staff will put on masks prior to entry to the building and during service. Where possible, stations will use stanchions and floor markings to provide in-line guidance for queuing following physical distancing protocol. All stations will be served by staff; there will be no self-serve food other than prepackaged items:

Some locations with plexiglass already in place that might have a gap in sneeze guard will be reinforced. Stations will also have reminder markings regarding CDC recommended physical distancing.

Beverage and other machines where no guest-to-food contact is possible (condiment pumps, soft-serve ice cream, etc.) will be reviewed regularly for safe and sensible operation. All other self-service items such as silverware, napkins, etc. will be housed at stations around the dining area, with staff attending closely to prevent cross contamination from self-service.

Any food contaminated or thought to be contaminated through guest touching, sneezing or coughing will be pulled from service immediately. Food shall be weighed and recorded as COVID-19 waste and disposed

Food Service: Dining Areas/Seating

We have reduce the amount of indoor seating by 30% in each facility to allow for compliance with recommended distancing between tables. Extraneous seating was sent to D-Hub to create an expanded study area. The space for remaining tables and chairs is marked appropriately using a floor plan that is easily reset to ensure proper spacing

Dining Services has increased sanitization staff and added deep sanitation times to ensure tables are sanitized between guests. Sanitation wipes will be provided throughout the facility to wipe down tables and chairs prior to sitting as well. Reminders (napkin inserts, buttons, signage) have been placed throughout dining area as reminder to physically distance and replace masks as soon as possible when in the dining halls.

Food Service: Preparation Areas

Dining Services will continue to follow current standards for food preparation as required by ServSafe certification including:

- Focusing on hand washing and social distancing
- Increasing sanitation times and procedures in all food storage and preparation areas (already in place)
- Reviewing, by Aramark supply chain, supplier processes to ensure the food arriving at facilities is safe

- Using CDC-approved sanitation chemicals. All staff will be trained on any new chemicals

The Receiving team will continue to follow the rigorous receiving policies and procedures that are already in place. All delivery personnel will follow same entry requirements and wear masks on entry to any dining facility. Sanitizer station will be set up in all receiving areas that are separate from general operating areas, especially where there is no hand sink immediately available

Food Service: Staffing

Dining services is planning a strong focus on recruiting staff 45 days prior to opening, as well as launching a peace-of-mind campaign to reinforce that the workplace is safe. We will also continue our policy of granting up to 21 additional sick days for any active associate diagnosed with COVID-19 after exhausting current sick leave

Dining Services role regarding guest PPE is to inform and educate, not to police. Staff will be trained to not intervene in guest safety measures unless they are posing a direct risk to staff or other guests. In the case where a guest is posing a direct risk to staff and other guests, Public Safety will respond to requests for assistance.

Washable masks and any other necessary PPE will be issued to each associate in the appropriate quantity. Associates will be responsible keeping track of and laundering their own masks. Leadership will be flexible regarding non-uniform masks driven by employee preference if they can be shown to be effective and non-offensive. All staff will enter at one designated entrance. Following clocking in but prior to assuming any duties, dining service employees will be checked for an appropriate mask, have their temperature taken with infrared thermometer and asked appropriate health questions related to exposure exchanged. If staff temperature indicates a fever (100.4F or higher), we will follow JMU recommendations and UHC protocols. Staff who leave the building on break will use the required entrance but will be screened only for required PPE when reentering the building on the same shift.

Appropriate measures will be deployed to ensure physical distancing of employees is achieved as much as possible, such as staggered scheduling of employees to avoid crowding at the time clock, additional time clocks, marked zones in shops as reminder of distance to co-worker stations, etc.

Staff exposed to COVID-19 will be removed from campus and asked to self-isolate for 14 days. If they are symptom free after 14 days, they should contact their HR Manager to be cleared. If they are showing symptoms, they will require testing to be cleared before contacting HR Manager. Staff diagnosed with COVID-19 will be removed from campus for seven days post-infection and cleared by their medical professional before contacting HR Manager to be cleared for schedule. JMU/Aramark/VDH notification processes and policies will be followed precisely to protect the individual as well as the community

6. Hygiene Practices

In keeping with JMU's focus on health and safety for our community, the Contingency Planning Task Force worked with Facilities Management to establish the following cleaning practices and protocols for all areas of campus.

a. Cleaning and Disinfecting Protocols

- Housekeepers will not be assigned to individual buildings as they have in the past; going forward, they will work in teams. Their priority will be the disinfecting of public spaces, restrooms and classrooms.
- Classrooms and labs will be cleaned three times each day. Cleaning will be completed twice during the day and once after classes have ended, prior to the next day.
- A cleaning schedule verification sheet will be maintained on the back of each classroom and lab door. Housekeepers will sign the cleaning schedule and include the time and date of last cleaning.
- Twice daily, housekeepers will clean and sanitize all high-touch surfaces such as stairwell handrails, water fountains, door entrance and exit handles, elevators, vending machines, and all other general high-touch surfaces.
- Public restrooms will be cleaned twice a day.
- Cleaning supplies will be available in each classroom for individuals to clean their work/study area between formal housekeeping services.
- Housekeeping will clean individual offices and assigned spaces designated for personal/professional use twice a week instead of daily to allow for more time spent cleaning high-use, public areas. Cleaning supplies will be available for each office so individuals can clean their work/study area between formal housekeeping services.
- Outdoor benches, tables and bus stops will be cleaned twice daily.

The Harrisonburg Department of Public Transportation (HDPT) has implemented the multiple elements to their service given current events in order to protect the health and safety of both operators and passengers onboard our vehicles, including:

- Masks will be required to ride HDPT Transit routes.
- An 18-passenger limit will be in effect for HDPT transit buses. Designated seating will encourage physical distancing.
- Hand sanitizer stations and dispensers were installed onboard HDPT transit vehicles, and two sanitation breaks per day for all buses have been established.

b. Hand Sanitizer/Hand-Washing Stations

- Hand sanitizer is available at the entrance to each building and in every classroom and lab.
- Quart bottles of hand sanitizer are available for order from Facilities Management for employees to use at their workstations.

c. Shared Objects and Adequate Supplies

- Cleaning supplies will be available in each computer lab for individuals to clean their workstations between formal housekeeping services.

7. Housing

Students living on campus are responsible for complying with university policies regarding public health in all areas of campus. Students who do not comply with these requirements will not be given access to spaces and will be asked to leave. If a student refuses to comply,

campus police will be contacted for support, as needed, and the case will be referred to the [Office of Student Accountability and Restorative Practices](#).

Student Expectations

Students who live on-campus are expected to be active participants in maintaining the health of the JMU community. Their responsibilities related to on-campus housing includes, but is not limited to:

- Use of personal protective equipment, including face masks, whenever students are not in their assigned bedroom. This includes community bathrooms unless showering, shaving or brushing their teeth.
- Physical distancing whenever possible. This includes around sinks and urinal areas in community bathrooms.
- Compliance with quarantine and isolation protocols, if necessary, as prescribed by the University Health Center and Residence Life and detailed in section C.2. of this document.

All students should bring the following items with them this fall:

- Several washable and reusable face coverings
- A thermometer
- Hand sanitizer
- Disinfectant wipes
- Shower caddy

Building Access

All residence halls have card-accessible exterior entrance doors. Students have 24-hour card access into their residence hall when school is in session. Residence hall access is limited to those who live in the building.

Each student living in a residence hall will be issued a room key; some will be issued a suite combination. A student may not lend room keys or suite combinations to any other person.

Common Areas

Within residence halls, furniture in common spaces will be reconfigured or removed to ensure appropriate physical distancing is possible. Signage has been placed to indicate maximum occupancy, which keeps a 50% maximum occupancy in these spaces. Cleaning efforts will be increased throughout all common spaces in the residence halls.

Enhanced Cleaning of Residence Halls

All areas within residence halls will undergo additional cleaning protocols this fall. They include:

- High-touch point areas such as door handles will be cleaned at an increased frequency.
- Community bathrooms will be cleaned twice per weekday and once per weekend day.
- Students with private and semi-private bathrooms will be provided with appropriate cleaning supplies and guidance for proper maintenance of their space.

- Hand sanitizing stations will be placed near the entrance of each residence hall.
- A full decontamination protocol will be enacted should a student become ill with COVID-19.

Residence Hall Programming Opportunities

While providing opportunities for students to create community and build relationships is a priority, only adjusted in-person and virtual programming will be offered in the residence halls this fall. Programming will be adjusted as CDC recommendations change.

Restrictions on Social Events

Activities within residence halls will be restricted in accordance with Executive Orders regarding meetings. While many events will be virtual, in-person meetings will not exceed 50% of a room's capacity, with individuals maintaining appropriate physical distancing requirements and wearing masks as required when indoors. The set-up of chairs and tables within rooms will also be modified to support physical distancing.

Training for RAs

The over 200 Resident Advisers that live and work in the JMU residence halls undergo training annually. Education this year includes training specifically related to COVID-19.

8. Consideration of Vulnerable Individuals

JMU's policies and protocols for responding to COVID-19 are predicated by our desire to protect the safety and the well-being of our staff, faculty, students, and the community members with whom we interact. We are committed to making the campus environment as safe as possible for all audiences.

a. Mitigating Exposure Risk

JMU has developed or expanded multiple policy options to support those who are at a higher risk for severe illness to mitigate their exposure to COVID-19.

In the Workplace

Through the publicly available [Return to the Workplace Guidelines](#), members of at-risk groups, as defined by the CDC, are encouraged to self-identify with their supervisor. Employees are encouraged to disclose to their supervisor that they are over 65 or have an underlying health condition; however, it is not necessary for the employee to share their specific age or health condition unless they choose to do so. Disclosure allows any employee's work unit to take particular care to reduce the risk of exposure while making sure important work continues.

At-risk faculty and staff who have been instructed to return to work on site and have concerns about doing so due to a medical condition that places them in a higher risk group or those who wish to seek ADA reasonable accommodations should contact their HR Benefits Specialist. Specific information about health conditions might be required when speaking to a benefits specialist. All health-related information is kept strictly confidential. JMU complies with all relevant laws such as the Americans with Disabilities Act (ADA) and the Age Discrimination Employment Act.

Supervisors of vulnerable or at-risk faculty and staff who wish to return to work will implement increased safety measures as needed to protect them when working on site. These additions may include isolated workstations, additional personal protective equipment, Plexiglass-style shields, modified schedules, alternate working arrangements including telework, etc.

Academic unit heads for each program, in collaboration with faculty, determine if any given course can be successfully taught remotely. The supervisors of instructional faculty were given additional flexibility in determining which faculty members could teach online with the following guidance:

- If faculty choose to reveal they are 65 or older, try to find a solution that will allow them to feel safer or work remotely, if possible. If no solution can be found, refer those faculty to HR.
- If faculty choose to reveal an underlying medical condition, work to find a solution that will allow them to feel safer or work remotely, if possible. If no solution can be found, refer those faculty to HR.
- If faculty choose to reveal an underlying medical condition of someone they care for and/or live with, work to find a solution that will allow them to feel safer or work remotely, if possible. If no solution can be found, refer those faculty to HR.
- If faculty have childcare issues due to day care and school closings, AUHs are asked to consider these requests carefully and be as flexible as possible in considering alternate/flexible work arrangements that could include working remotely for part or all of the time.

In the Classroom

In preparation for the fall 2020 semester, the Classroom Technology Services department of JMU Libraries is working to provide synchronous web conferencing and asynchronous lecture recording capability in every [Technology Classroom](#), as well as other teaching and learning spaces on campus.

JMU Libraries is pursuing a digital-first strategy for content, using e-books where possible over print purchases and digitized content over physical course reserves, as well as participating in a VIVA OER textbook pilot that will support free digital editions of a large number of high-use textbooks for our students.

In addition to the 100+ Technology Classrooms already equipped, we are installing over 100 new HoverCams, which allow the filming and streaming of both lectures and things like instructors writing equations or showing passages from books while at the podium in other classrooms. We have also purchased more than 50 wide-angle Panasonic cameras to outfit classrooms that can benefit from more sophisticated live-streaming and recording of instruction. Faculty also have the use of new ceiling-array microphones for classrooms and other types of mobile mics.

All hardware and software investments are designed to support both asynchronous (recorded for later playback) delivery and synchronous (live-streaming via web conferencing) delivery of classroom instruction, to support situations where the instructor may want to

split the class for social distancing reasons or if we have students self-quarantining, etc. The Libraries is supporting software for storing and accessing recordings, integrated with our basic Canvas LMS.

The Office of Disability Services (ODS) is reviewing requests for accommodations from students with reasons as to why they should not be in the classroom. ODS will handle these issues as they do all other accommodation requests and work with each student to ensure equal access to course content. In addition, ODS was involved in discussions regarding classroom scheduling and meetings to address necessary accommodations for students and faculty.

b. Flexible Sick Leave Policies and Practices

Work Attendance

JMU urges supervisors to maintain flexibility as the state of emergency continues. Telework and alternative/flexible work arrangement policies are in place and have been shared with faculty and staff through the Return to the Workplace guidelines, which are updated as needed.

When faculty or staff have been exposed to COVID-19 or have been diagnosed, they become eligible for Public Health Emergency Leave (PHEL) and may also be eligible for the Federal Government's Emergency Sick Leave (ESL).

Class Attendance

JMU does not have a university-wide policy on attendance, as presence is tied so closely to a faculty member's teaching methods and the discipline. At the same time, all faculty are required to develop their own policies for their courses and share those policies with their students. In the Fall 2020 semester specifically, faculty are encouraged to be flexible with their expectations and should urge students who are ill to not attend face-to-face classes.

c. Return to Class or Work after COVID-19 Illness

Faculty, Staff and Students

Any JMU community member who tests positive for COVID-19 must stay in isolation for at least 10 days from the onset of illness. In addition, their fever must be gone for at least three days (72 hours) without the use of fever-reducing medications and until any other symptoms are improving or resolved.

Community members exposed to COVID-19 must quarantine for 14 days from the date of the interaction of concern with a COVID-19 positive patient.

Upon return to work or class, faculty, staff and students must follow all COVID-19 related guidelines.

9. International Student Considerations

JMU's Center for Global Engagement is tracking new international students (F and J visa holders) coming to Harrisonburg from abroad and working with them to make arrival plans and comply with any quarantine requirements.

If, upon entry to the U.S., the federal and/or state government requires quarantine, international students are expected to follow those requirements. Currently, the Center for Disease Control and Prevention (CDC) recommends that international travelers self-quarantine for 14 days after arrival in a new country, and students are encouraged to arrive in the U.S. 14 days before school begins in order to self-quarantine. For international students living in residence halls, International Student and Scholar Services (ISSS) is collaborating with the Office of Residence Life regarding arrangements. ISSS recommends self-quarantine to any international travelers upon their arrival in the Harrisonburg area and prior to engaging the JMU community.

All new and returning international student-athletes participating in fall sports are required to quarantine according to CDC travel recommendations prior to participating in athletics. In the absence of any CDC travel restrictions or guidance, any student-athletes using air travel will be deemed high risk and require a minimum three-day quarantine.

In March 2020, the Student and Exchange Visitor Program (SEVP) removed the limit on the number of online courses F-1 and J-1 visa holders were allowed to take toward their full course of study due to COVID-19. This allowed F-1 and J-1 visa holders to take all courses online for the spring and summer. SEVP has not yet provided additional guidance for Fall 2020. Currently, all F-1 and J-1 visa holders in the U.S. are expected to participate in in-person classes this fall. F and J visa holders can take one (3 credit hour) online course toward their full course of study (9 credit hours for graduates and 12 credit hours for undergraduates).

10. Partnerships and Information Sharing with Local Stakeholders

Local stakeholders related to the COVID-19 pandemic and the JMU community include the Central Shenandoah Health District and Sentara-Rockingham Memorial Hospital. Both of these entities have at least one member on the JMU COVID-19 Campus Team to provide insight and information exchange.

Other key stakeholders in the community are local school systems. JMU has been in close contact with superintendents from area schools and a representative from the President's Office is serving on the task force with city and county schools discussing reopening and schedules.

11. Face Coverings

a. Teaching and Reinforcing the Use of Face Coverings

Faculty, staff and students are required to wear face masks which cover the nose and mouth at all times when in indoors in classrooms, labs and other public settings and outdoors when in the presence of others. JMU has provided five masks per employee; students are required to provide their own masks, though there will be disposable masks available in classrooms and cloth masks for sale in the bookstore.

Students, faculty and staff who have a religious belief or medical condition that prevents them from wearing a face covering will be exempt from this requirement. There might be other physical distancing strategies that can be put in place. Faculty and staff should confer with their supervisor, then, if necessary, contact their departmental [Human Resources Consultant](#) to handle any needed exceptions.

JMU has obtained N95 masks for faculty and staff over the age of 65 or those with certain conditions who might have a higher risk for COVID-19 infection. These masks are available by request from Academic Affairs or Facilities Management.

[Online training](#) regarding the use and requirement of masks is available for students, staff and faculty.

Employees who do not wear masks should be reported to their supervisors. Penalties will depend on the infraction.

Students who do not wear masks in the classroom will be dealt in accordance with [Academic Affairs Policy #12, Disruption of Class](#), which outlines the progressive discipline for student misbehavior and has been updated to include responses to COVID-19.

b. Face Coverings in the Classroom

Faculty are required to wear a cloth face mask covering while in any learning space, unless the faculty member has a religious or health exception or remains completely behind a Plexiglass barrier. In the case of an exception, a faculty member may use an alternate face covering (i.e., shield). While an instructor remaining behind a Plexiglass barrier is not required to wear a face covering, wearing one will maximize their protection. Each faculty member was provided with five cloth face masks. Faculty teaching students who are hearing impaired will be provided with face shields.

To provide increased room for physical distancing, we shifted some campus spaces, including campus ballrooms and large auditoriums, to be used as classrooms. We then moved classes to larger spaces, maintaining the current class enrollment while increasing the physical distance among students and between students and faculty members. Courses with fewer students were then moved into the now-vacated larger classrooms. This system allows us to maximize campus spaces while maintaining the appropriate physical distance.

In addition, plexiglass shields have been installed in front of all classroom podiums. Disposable masks will be available in classrooms in case they are needed.

c. Face Coverings for Students

Students, as well as faculty and staff, are required to wear face masks which cover the nose and mouth at all times when in indoors in classrooms, labs and other public settings and outdoors when in the presence of others. In the case of a religious or medical exception, students may use an alternate face covering. If a student refuses to comply with this requirement, campus police may be contacted for support, as needed, and the case will be referred to the [Office of Student Accountability and Restorative Practices](#).

d. Face Coverings in Public Areas

All JMU community members are required to wear a face mask indoors and outdoors in the presence of others or, if an accommodation is needed, another approved face covering. While in their private offices, not in the presence of others, employees may remove their face masks.

Where feasible, visitors should be provided a face covering when they do not have their own. JMU will provide one box of disposable masks for each office suite. If a customer refuses to wear a face covering, departments should ask the customer to return at another time or determine if assistance can be provided while maintaining physical distancing.

Contractors are also required to wear face coverings. Staff, faculty, student and visitor safety should be the first priority in considering how to handle the situation.

12. Student Health Services (SHS)

a. Provision of Medical-Grade PPE for Health Services Staff

The University Health Center is currently well stocked with both disposable and reusable PPE. We calculate that we have supplies to last for at least six months. We are monitoring the supplies regularly and have advance orders in place.

The most difficult PPE to obtain are gowns, masks and face shields. We have purchased reusable gowns, which will be laundered here at the UHC, and we have reusable face shields. Our mask and glove supply should last through the semester. We will reorder earlier than usual and anticipate being able to restock as needed.

b. Maintenance of Typical (non-COVID-19) Health Services

Typical non-COVID-19 health care will operate as it did prior to COVID-19. However, we have added a telehealth option and online self-scheduling by students will be limited.

We are also modifying services amenable to virtual visits or brief encounters so that we may continue to provide services while limiting physical interactions within the Health Center.

c. Mental Health services

JMU's Counseling Center is committed to prioritizing rapid access to mental health services and meet the growing mental health needs of students. As a result of COVID-19, with the exception of circumstances in which an individual student's needs might require an accommodation (e.g., significant levels of risk), the CC will be exclusively providing services via telehealth after initial intake.

The Counseling Center (CC) will maintain its daily walk-in hours for initial appointments while taking appropriate safety measures. For example, to eliminate contact with surfaces, the main door will be propped open and the majority of waiting room seating will be removed, with the remaining furniture being arranged to support physical distancing. The CC's front desk will be ensconced in plexiglass to ensure the safety of the staff fulfilling reception responsibilities, and floor markings will be employed to encourage physical distancing for those waiting in line.

Students will be screened by reception staff for COVID-19 symptoms, and if they report being asymptomatic, they will be directed to one of five rooms that have been arranged specifically for intake processes. Students will then complete their initial paperwork on the intake room computer, and the student will remain in that room during their telehealth appointment with a clinician. Each of the five intake rooms is large enough to allow for appropriate physical distancing in the event that the clinician needs to be in the room with the client, most commonly in a crisis situation.

In most cases, the client will not be present at the CC during their telehealth sessions, but exceptions can be made for students who have difficulty finding a private place to meet with their clinician. Similarly, group counseling and treatment program services will be provided through a telehealth modality, and outreach programming will also be virtual. The CC's two self-care spaces will be closed until further notice.

d. SHS Facility Considerations

UHC medical providers have identified medical complaints and reasons for visits that are amenable to electronic interactions and those requiring a face-to-face interaction. Telehealth or telemedicine interactions will be offered to students if applicable. Face-to-face visits will be used when medically required or requested by the patient. A specific clinical waiting and evaluation area for respiratory illnesses has been established. Phone triage protocols as well as patient screening protocols are in place.

IT changes include the addition of Telehealth to minimize the need to come to the health center. Mobile check-in has been added to avoid the use of public computers and to decrease overall time in the waiting area and in the clinic itself. UHC staff will minimize the time patients spend in any waiting area by quickly moving patients to private exam rooms. History shows that, in general, our patients spend less than five minutes in the waiting rooms.

Due to the addition of new in-house laboratory testing for COVID-19, the UHC will initiate insurance billing for specific lab tests in order to minimize out-of-pocket expense to the student. Fee schedules have been set to make tests affordable for the uninsured and underinsured. No other changes to our fees have been made.

UHC undergoes regular environmental cleaning of all clinical areas, with a focus on appropriate sanitation of areas with higher risk of COVID-19 patients. Signs relating to face mask use and hand hygiene are in place, and fabric face masks will be available and required for every visit to the UHC.

e. SHS Administrative and Staff Considerations

The UHC is able to provide all needed PPE and other materials needed by UHC staff as detailed in section A.12.E. In addition, UHC routinely provides yearly training; this year's training will focus on COVID-19. Ongoing training will also be provided regarding the clinical, personal health, public health and financial aspects of COVID-19.

To ensure their health and safety, all UHC employees engaged in clinical care will receive daily health screenings.

13. Large Events

All events will comply with current guidance from public health and commonwealth officials on allowable event size, required social distancing and PPE.

All large university events are managed by RMC Events using their comprehensive *Resource Guide to Safely Re-Opening Virginia's Venues and Events*, which they have shared with University Events.

14. Communications Strategy

The office of University Communications and JMU Public Safety have an established protocol for emergency communications that employs a constellation of platforms. This includes the website-wide emergency notification space (currently activated as the home for all COVID-19-related communications from the university about operations and public health), emergency push notifications via text and mass emails. JMU will also implement use of the third-party mobile app LiveSafe.

In addition, annual training programs from the UHC will be elevated to university-level communication channels.

15. Orientation and Education/Training

A variety of educational resources and trainings designed to keep the JMU community safe are planned for students. These trainings, developed by a team including members from Student Affairs, the UHC, Talent Development and Communications, include online opportunities for learning that students can access prior to campus reopening, in-person education that will be peer-delivered during orientation and an ongoing marketing campaign reminding the JMU community to practice behaviors that ensure our safety as much as possible and mitigate the spread of COVID-19.

Currently available training online includes:

- [Mask Usage](#): This training video addresses the appropriate use of masks, with content informed by the Centers for Disease Control (CDC). Also available is a [handout](#) that can be posted in residence halls and other campus buildings.
- [Anti-stigma Training](#): This eLearning module focuses on avoiding stigma associated with COVID-19, with content informed by the World Health Organization (WHO), UNICEF and the International Federation of Red Cross and Red Crescent Societies (IFRC). Also available is a [handout](#) that can be distributed or posted.

B. Monitoring Health Conditions to Detect Infection

1. Daily Health Screenings

Prior to returning to campus, employees are expected to complete health screening questions on the LiveSafe Mobile App. This software application pushes a screening survey to users when they enter campus through geo-fencing or through a computer logon. The user responds to questions related to body temperature, COVID-19 symptoms, and any instructions they have received to self-isolate by another agency or medical professional. If the employee receives a response that indicates they have no symptoms, they are permitted to proceed to campus.

If employees do not successfully pass the health screening on the LiveSafe App, they will see a red “X” and receive a message on their phone that will provide them with further instructions. Employees will be expected to contact their supervisor, stay home and contact their physician. Employees will also be provided with contact information for the occupational health nurse at the University Health Center, who will be available to discuss their symptoms and required actions.

JMU officials may ask faculty and staff for proof of screening completion when they are entering spaces, i.e. classrooms, offices, libraries, etc. It is expected that, when asked, these community members will provide proof of successful completion of the daily health screening.

Employees who refuse to show proof of successful screening completion when asked will be reminded of the requirement and will be refused entry until proof of screening completion can be provided. If it becomes evident that community members, including faculty and staff, did not complete the health screening as required, the user can provide a “tip” through the LiveSafe app describing the failure to follow protocol. Tips will be sent to designated individuals in various university divisions, who will follow-up with those faculty and staff members, where possible, to ensure they are aware of the protocols and community expectations. Employees who do not follow the screening protocol may be subject to disciplinary action.

2. Campus-level Syndromic Surveillance

Data tracked from the LiveSafe app will provide an overall picture of health for the campus. The data will provide an assessment of the prevalence of upper respiratory illness in the JMU population, even that which is not COVID-19 specific.

The UHC will monitor visits and phone calls to provide another source of upper respiratory illness prevalence. We are using Tableau to create a dashboard with information from the electronic health record (EHR) system, the daily symptoms checker and other pertinent data to create a surveillance system for the campus community.

3. Establishment of a Testing Strategy

The JMU University Health Center developed the following testing strategy, based on our current capabilities:

Students

Any student meeting CDC and/or VDH criteria for SARS-CoV-2 testing will have a specimen collected at the UHC. This specimen will be sent to our reference lab (LabCorp) for processing.

Faculty and Staff

The Health Center has added an Occupational Health Nurse position to allow specimen collection for SARS-CoV-2 from faculty and staff through the UHC. These specimens will be sent to the reference lab (LabCorp), which will be responsible for billing insurance for these tests.

In-House Testing

The UHC continues to work with Procurement to secure the ability to provide some in-house diagnostic tests for SARS-CoV-2. We anticipate this capability at some point in the fall, but due to production limitations and high demand, we also expect some constraints. We have ordered SARS-CoV-2 antigen testing capability from Quidel and have ordered rapid PCR capability from Cepheid. In addition, the UHC has developed a testing algorithm depending on the availability of these tests, as outlined in [Appendix A](#).

C. Containment to Prevent Spread of the Disease

1. *Partnership with VDH for Contact Tracing*

JMU collaborates closely with the Central Shenandoah Health District of VDH to discuss how we will interact related to contact tracing. In addition, the UHC is developing a methodology to perform contact tracing related to students seen at and/or reported to the UHC for COVID-19.

2. *Quarantining and Isolating*

JMU has developed the following procedures for patients suspected of having COVID-19 who were seen at the UHC and who do not require hospital evaluation.

Students Living Off Campus

Students living off campus will be expected to quarantine or isolate at their off-campus housing. Students living with others off campus will be treated as “family units” and quarantine or isolate together.

Student Living On Campus – Tested at JMU UHC

If a UHC medical provider determines that someone living on-campus is a person under investigation (PUI) for COVID-19, the following steps will be followed after the test samples have been collected.

1. UHC will contact the Office of Residence Life (ORL).
2. UHC will determine quarantine and isolation needs based on the PUI’s current living arrangements.
 - Students who can safely travel home will be encouraged to do so. This is the best option for students as they can be with family and receive that support for their overall health and well-being. We will work to continue providing academic content while they are out of classes and provide additional support as needed.
 - Students who have private baths or who share bathrooms with five or fewer other students may be considered a “family unit.”
3. Persons with a positive test will be removed from their current living space and moved to on-campus isolation (see # 6).
4. Contacts of these persons will remain in quarantine in their current living space.
 - The residence halls where students will most likely quarantine in their current living space are Chandler, Chesapeake, Converse, Gifford, Grace Street Apartments, Hoffman, Logan, Spotswood, Valley and Wampler.
5. ORL will inform the student and Public Safety which quarantine rooms the student will be assigned. Students will be assigned separate rooms while rooms are available. Depending on demand, students in isolation may be required to share rooms, with a maximum of two per room. Students in quarantine will not be doubled.
 - Willow and Oak will be used as the primary location for quarantine and isolation. Willow has a total capacity for quarantine of 14 (seven female, seven male), while Oak as a total capacity for isolation of 28 (14 female, 14 male).

- Additional rooms in five local hotels have been secured for increased quarantine capacity. An agreement has been made with the hotels to increase this number of rooms as needed. As hotel rooms are ideal for quarantine, it may be necessary to use hotels rooms exclusively for this purpose and increase isolation capacity in Willow and Oak. The isolation capacity for both using double rooms is 56.
6. ORL will provide the PUI with a list of items that should be taken to quarantine for a 24-hour time period.
 - An access card and a room key are on the desks of all quarantine rooms for the student. There are laundry facilities in each location. Students will be responsible for their own laundry and can pay with JACards. Students will be responsible for routine cleaning and trash removal while in quarantine and/or isolation. Students will bag all trash in large plastic trash bags and tie the bags shut, then leave them outside the door for disposal by Facilities Management.
 7. ORL will contact Public Safety when the PUI is ready for transport.
 - Public Safety will perform transportation of the student as their vehicles have a barrier between the front and rear seat. The Public Safety Officer providing transportation will wear an N95 mask and disposable gloves.
 - The affected student will be given a mask to wear before leaving the isolation room at the UHC. The officer will pick up the student of concern at the Urgent Care (UC) entrance to the UHC.
 - The student will be transported to their current dorm room (escorted by the officer) to pick up personal belongings. All of these items should be placed in plastic bags before transport. The plastic bags can be reused for trash in the quarantine location.
 - The officer will then transport the student to the preassigned building and give student access to their assigned room using a master key.
 - The transportation vehicle should be disinfected as soon as transport is complete. The officer should dispose of the mask and gloves by placing them in a plastic bag and sealing the bag before disposing into the trash.
 - Public Safety will provide routine security for quarantine/isolation buildings. Also, Public Safety may need to enforce quarantine and isolation and prevent visitors from entering these locations. Enforcement guidelines will be provided by VDH.
 8. Once the PUI and roommate(s) have been moved to quarantine, ORL will contact Facilities Management (FM) to notify them of the PUI's current room location and assigned quarantine rooms of PUI and roommate(s) so appropriate cleaning of these rooms can be completed.
 - FM will assist Public Safety with disinfection of cruisers as needed.
 - FM will assure that cleaning supplies, trash bags, toilet paper, paper towels, etc. are stocked in quarantine and isolation buildings.
 - FM will place posters on the interior doors of the isolation and quarantine locations identifying them as such and listing items (mask, gloves, gown, etc.) needed for entry.

- If a student is moved out of a quarantine or isolation room, or relocated within the space, FM will clean the room that was vacated.
9. ORL will contact Aramark regarding food options for the PUI.
 - Aramark will be provided with the student's name, location and any allergies that the student may have. Between 8 a.m.-7 p.m., a grocery pack will be delivered to the student within two hours and will be followed with regularly scheduled meals, which will be delivered to the outside door for the student to pick up. After the initial contact, the student will be responsible for communicating with Aramark.
 10. ORL will notify University Communications that a student has been put into quarantine and/or isolation.
 11. ORL will notify the University Health Center.
 - The UHC will follow all clinical protocols and communicate closely with the local health department. The Patient Care Coordinator will contact patients under quarantine and isolation daily for a basic check on the students' well-being. The Patient Care Coordinator will also communicate changes in the student's condition, the results of testing, etc. to the appropriate persons and departments.

This process is also detailed in [Appendix B](#).

Student Living On Campus – Tested at SRMH

The above protocol will be followed for any student living on-campus and evaluated at Sentara-RMH. The hospital will be responsible for making the initial call to the ORL; after hours, SRMH will call Public Safety. During business hours, the hospital will also call JMU Public Safety requesting transport of the student back to campus. The other transportation steps will occur as detailed above, and all other procedures remain the same.

Quarantine and Isolation Considerations

Two subsets of students will be quarantined. The first are those who have symptoms and are undergoing testing for infection, which was probably initiated in the UHC or at Sentara-RMH. These students will clear quarantine if the test returns negative. If the test is positive, they will relocate to the isolation location. In the case of a patient in quarantine who tests positive, the room in which they were staying, the community bathroom and the common living space will be cleaned by FM following their standard disinfection protocol.

The second set are students who are quarantined due to a close contact with a known positive case. These students will remain in quarantine for 14 days and be released if no symptoms (fever and/or cough) develop. If any symptoms develop during quarantine, students must be tested for COVID-19 and remain in isolation until the results of the test are available and they have been quarantined for at least 14 days. Due to test turnaround time, some students will remain in quarantine longer than 14 days if they require testing due to symptom development.

Students requiring quarantine/isolation who live off campus will be considered a family unit and will follow directions of the local health department. Students will be asked not to ride any public transportation. If a student is at UHC and does not have a personal vehicle for transport, Public Safety will transport students from UHC to off-campus housing.

Students who test positive will be moved to isolation. The UHC will notify ORL of positive test results. ORL will then assign students a room number and a combination for the room door; combination locks have been added to isolation rooms. ORL will work with students to determine which items from the original dorm room will be needed for their isolation stay. Students will be responsible for moving their personal items from the quarantine to isolation rooms. ORL will notify FM when the quarantine room is empty and ready for cleaning.

Quarantine and Isolation Instructions for Students

- Students should remain in their room as much as possible.
- Students will record temperature and symptoms daily and will report these results to the Patient Advocate.
- If students need to seek medical care outside of quarantine/isolation, they must wear masks.
- Students must spray down and wipe bathroom surfaces they touch when using the restroom. Morning mist and paper towels are appropriate supplies.
- Students will be responsible for their own laundry, trash removal and housekeeping (to include the bathroom).

3. *Campus Outbreak Management*

If an outbreak occurs on campus, the University Health Center (UHC) will consult with and depend upon the Virginia Department of Health (VDH) for input and direction.

Based on the input and or direction received from VDH, the Infectious Disease Response Team will identify the specific degree of response required. The degree of response will be based on the level of community transmission: 1. when there is no community transmission (preparedness phase), 2. when there is minimal to moderate community transmission, and 3. when there is substantial community transmission.

Level 1: No Community Transmission

This is our current level of operation, which has included updating of emergency operations plans, deep information sharing with key partners including local officials, reinforcement of hygiene practices, intensification of cleaning and disinfecting efforts, monitoring and planning for absenteeism, assessment of the need for group gatherings, self-directed health screenings with instructions, clinic prep for COVID-19, creation of communications plans and reviews of Centers for Disease Control guidance to inform planning documents.

Level 2: Minimal to Moderate Community Transmission

In this stage, we will continue to coordinate with local public health officials. JMU will implement multiple advanced physical distancing strategies including cancellation of larger group gatherings and adapting class meetings as needed. We will increase distancing between furnishings, further de-densify highly populated areas and consider scaling back dining options. In addition, we will identify additional ways to accommodate the needs of higher risk students, ensure continuity of safe housing and remind community members of their anti-stigma training and personal responsibility to mitigate the spread of COVID-19.

Level 3: Substantial Community Transmission

While continuing to coordinate with local public health officials, during this phase JMU will suspend in-person classes and consider sending residential students home to attend class remotely.

Employees will be encouraged not to report to campus and work remotely where possible. For those who must report to the campus, heightened safety precautions designed to prevent employee-to-employee contact will be enacted, including alternative work shifts and locations, hybrid remote and on-campus work, enhanced frequency of disinfection and the mandatory use of additional layers of protection from the virus.

University Communications, in collaboration with relevant university divisions and the JMU COVID-19 Campus Team, will create and disseminate correspondence to all community member types including students, staff, faculty, affiliates and the surrounding community with updates on JMU plans and responses. At this level, JMU will rely heavily on the decisions made during spring 2020 when courses were moved online and most work was handled remotely.

4. Partnerships to Assure Care

A member of the local Sentara RMH Medical Center staff is a member of the JMU COVID-19 Campus Team, which also includes three representatives from the Virginia Department of Health. As part of the JMU university-wide team, these individuals help us to assure care for symptomatic individuals as needed.

D. Shutdown Considerations

1. *Criteria and Process for Dismissals or Shutdowns*

JMU is prepared for a partial or total campus closure at any point during the semester. If classes can no longer be held safely on campus, we plan to pivot to remote and online instruction, as we did successfully in Spring 2020.

Decisions regarding dismissals and shutdowns will be made in consultation with local and state public health officials. The university will communicate these decisions to the campus community as outlined in the established University Crisis Communications Plan, which was developed in collaboration with the Office of Public Safety and is detailed in Section D.4..

2. *Reduced Campus Activity*

JMU is prepared to tighten or change restrictions as needed to comply with severe conditions and public health guidance. All students and employees will be reminded that we may need to make adaptations quickly during the upcoming academic year in order to address changing circumstances.

3. *Health and Safety on Campus v. Returning Home*

The considerations in determining student health and safety on campus versus going home are complicated and influenced by a variety of factors. In terms of reopening, the CDC developed criteria of risk. Based on these criteria, JMU's plans for reopening fall into the 'more risk' category for the general settings and 'high' risk for on-campus housing. These criteria have informed the JMU reopening plans as we attempt to minimize risk.

If an outbreak occurs, the factors that affect student health and safety by remaining on campus versus returning home are as follows:

- Students needing isolation or quarantine will be strongly encouraged to return home, which we believe will optimize the physical and mental well-being of those students. In addition, it will decrease the risk of these students breaking isolation or quarantine and thereby being a source of infection to others.
- If an outbreak occurs, students with underlying medical conditions making them vulnerable should consider returning home to minimize their risk of becoming ill.
- Some categories of students should remain on campus for quarantine or isolation to maximize either their safety or the safety of others. These include international students or U.S. students who do not have a home in the U.S. to return to; those with a vulnerable individual at home; those who require public transportation to return or those who are unable to physically quarantine or isolate.
- There are external concerns that affect whether the student would be safest on campus versus at home. If there is an outbreak at home with a disease prevalence higher than that at JMU, it will be safest for the student to remain on campus. If there is an individual at home with COVID-19, it will be safer for the student to remain at JMU.

4. *Communications Plan for Dismissals/Shutdowns*

The University Crisis Communications Plan contains detailed guidance in close collaboration with the Office of Public Safety on how emergency messaging is delivered to the campus community in a timely manner. The plan contains three phases:

- Response
- Reassurance
- Recovery

Typically, the first two phases are over in a matter of hours or days. With the COVID-19 pandemic, the university will not shift into the Recovery phase until a vaccine is widely available. Consequently, the crisis communications plan will remain through the summer and into the fall semester and beyond if necessary.

Responses from surveys of parents and students in May revealed that the crisis communications response by the university beginning in March and continuing through the spring semester was widely viewed as effective.

Sources For Plan Information

- [CDC Guidance for Institutions of Higher Education](#)
- [Executive Order 65](#)
- [Forward Virginia Blueprint Phase Guidance](#)
- [Higher Education Reopening Guidance](#)
- [VDH Higher Education Testing Guidance](#)
- [VDH: Role of Public Health and Colleges/Universities in Preparedness and Response Efforts](#)

Case Investigation and Contact Tracing Flow Chart for Students - 6.11.20

James Madison University



