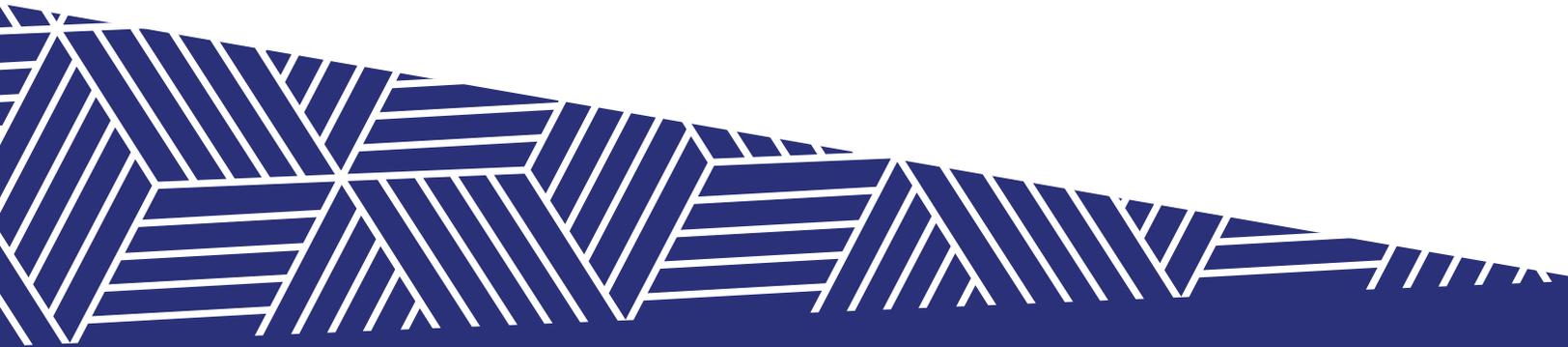


DYOUVILLE



FAQ

STUDENTS & PARENTS | DRAFT

Introduction

At D'Youville, we understand students and their parents throughout the country are experiencing significant concern regarding COVID-19, their communities reopening, and the return to on-campus college life. We at D'Youville have remained ahead of the higher education curve in our response efforts. We formed work groups and strategies early, dating back to the beginning of February, before many were even considering the full impact. We were the first among our peers to move to remote learning, move labs online, train and equip faculty, and transition student services and activities to digital formats. We also continued to care for approximately 80 students in our residence halls throughout the completion of the Spring 2020 semester, without incident.

Our top priority – the health and safety of our campus community – guided every choice we made, while continuing the best-in-class education and student experiences D'Youville is known for. It has not been easy nor without bumps along the way; however, we are proud of the efforts our faculty, staff, students, and D'Youville families have exerted over many months of uncertainty.

Now, we begin looking forward to the time we can come back together. Institutions of higher education in New York State will reopen in Phase Four of “New York Forward” – Governor Andrew Cuomo’s region-by-region state reopening plan. We encourage you to learn all you can about “New York Forward,” Phase Four reopening, and regional success metrics at <https://forward.ny.gov/>.

D'Youville is responsible to develop, submit, and garner approval for an extensive plan we are calling “D'Youville: Ready to Restart” – a reimagined health and safety plan developed through an internal, collaborative self-study of services and

programs. Our plan is based on extensive questions from the Council for Independent Colleges and Universities and is in alignment with state and health organizations’ public health guidelines. We are also consulting closely with the Erie County Commissioner of Health, local experts, our elected officials at all levels of government, and the Western New York Consortium of Higher Education.

Herein, you will find a wealth of information extracted from that plan regarding requirements for returning to campus, what D'Youville is doing to create a safe environment, as well as your role in protecting yourself and contributing to the maintenance of a healthy community. You will also learn the steps that will be taken should issues arise. Should you want more information, I encourage you to funnel your questions regarding restarting D'Youville to Dr. Jason MacLeod, Associate Vice President of Operations and Administration (macleodj@dyc.edu).

As D'Youville’s President, the mother of a recently graduated college student, and a person on a college campus with concern for her own health and safety and those around her – I assure you, my team and I have turned over every stone and considered every scenario to ensure a safe and seamless process. Should any issues arise, we pledge to communicate with you and to protect the lives of those in our care. Thank you for putting your trust in us as we tend to your education and future as a D'Youville student and one day, a proud graduate.

Most sincerely,

Dr. Lorrie Clemo
President

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When and how will students be permitted to return to campus in the Fall 2020?

Students will begin returning to campus in the Fall 2020 semester when the Western New York Region has met the state requirements for Phase Four reopening under Governor Andrew Cuomo's "New York Forward" Plan. Students can expect to engage in a hybrid learning approach that promotes social distancing through a combination of in-class and online instruction.

D'Youville will accommodate student-residents on campus in the Fall 2020 semester. All current students who live on campus will be assigned to the 222 Apartment Complex and Marguerite Hall. New students will be assigned to Marguerite Hall beginning with those students who have housing requirements based on academic programs. Students will be spread out to the greatest extent possible and in many cases will be assigned one student per room. Students who prefer to live with a roommate will be permitted to do so after signing off on a release waiver. However, no more than two students will be allowed to occupy one room. Should there be more new students than available rooms, those students who were required to live on-campus will be offered the option to live off-campus or at home. This may offer space for students placed on the waiting list.

Students may begin dropping items off for their rooms by appointment beginning August 10, 2020. All students will need to coordinate a time with the Director of Student Engagement. Students will not receive keys to their room or apartment, or be permitted to move in, until August 22, 2020; but their items will be permitted to remain.

Students will be required to sign all necessary paperwork electronically in advance. Students will be limited to bringing no more than two family members with them for move-in and drop-off. It will not be possible to make considerations for parking outside of current policies. During this time and on an ongoing basis, lounges, public spaces and restrooms within the residence halls will have posted limitations for use and guidelines for safety and occupancy. Families assisting students with move-in will be required to abide by these protocols as well. Student Engagement Staff, both professional and student, will be trained in social distancing requirements, use of personal protective equipment, cleaning and sanitizing steps, and other expectations. They will be available to support students and their families and to answer questions.

What procedures will be in place to prevent the spread of COVID-19?

TESTING AND TRACING PROTOCOLS

Once back on campus, all students will be provided with a downloadable tracing app that can provide important information if a positive case is identified. If an app is not available by the Fall 2020 Restart, all students will be required to complete a daily tracing log. All residential students will be provided with thermometers to self-assess their temperature each day in a log, and to submit their temperature daily so that Student Engagement Staff can monitor for changes within residential areas and refer for testing if necessary.

PERSONAL PROTECTIVE EQUIPMENT

D'Youville's Office of Operations will maintain sufficient quantities of personal protective equipment (PPE) for the continued health and safety of the D'Youville community. All community members will be required to wear face coverings on campus. All students will be provided one washable, reusable face covering free of charge. Students must wear face coverings properly. Extensive information is available online and throughout the community regarding proper wear, care, and use of face coverings. It is the students' responsibility to be fully informed of these protocols.

SOCIAL DISTANCING

To reduce the spread of COVID-19, D'Youville will require all members of the campus community to practice the following physical distancing protocols, based on CDC and NYS Department of Health recommendations:

- Stay at least 6-feet from other people unless safety or core function of the activity requires a shorter distance. Always wear acceptable face coverings in public
- Do not gather in groups. Tightly confined spaces may only be occupied by one person at a time unless the situation demands otherwise. Keep the occupancy of confined spaces under 50% maximum capacity.
- Stay out of crowded places and avoid mass gatherings. Limit in-person gatherings by using tele- or video-conferencing whenever possible. Essential in-person gatherings need to be held in open, well-ventilated spaces that allow for 6-feet of physical distancing.
- Observe physical distancing markers (such as tape or signs) that denote 6-feet of spacing.

THANKSGIVING BREAK

In order to proactively prevent the spread of COVID-19 following holiday travel plans, D'Youville, like many institutions, will not return to on-site instruction after the Thanksgiving Break. This means that coursework will revert to 100% online instruction following the Thanksgiving Break through the final day of classes. Residential students may remain home following Thanksgiving Break. Accommodations will be made for students who are unable to return home.

What procedures will be in place to prevent the spread of COVID-19?

SANITATION

D'Youville will follow CDC guidelines on "Cleaning and Disinfecting Your Facility" if someone is suspected or confirmed to have COVID-19 infection. D'Youville's Facilities Services team is well trained in cleaning and sanitizing techniques and well prepared to keep our campus' classrooms, offices, furniture, equipment, and thoroughfares safe for use. Facilities Services has adjusted cleaning schedules and tasks to prioritize the cleaning and sanitization of high traffic spaces; however, they cannot be everywhere on campus at the same time; therefore, D'Youville is asking its students and employees to adopt a "whole community" approach to keeping its campus clean. Depending on the traffic, use, and purpose of public spaces, Facilities Services has installed hand sanitizer stations, provided disinfecting wipes, and relocated garbage receptacles to encourage community members to clean their surroundings before and after each use. D'Youville will also be positioning dedicated trash receptacles through out various building entrances/exits for the purpose of PPE disposal.

COMPLIANCE

Students in programs that have clinical components or whose academic programs include requirements outside of the D'Youville classroom or in the community, should refer to their faculty, program chairs and deans for program-specific protocols. For example, a nursing student completing clinicals in a healthcare facility must abide by the guidelines and requirements of that facility in addition to and not in place of the protocols of D'Youville as outlined here.

Campus Safety Officers and Student Affairs Administrators are continuously being trained to understand and enforce social-distancing and other safety protocols. According to the Code of Conduct under Request of College Officials, "A person is guilty of violating a reasonable request of an official if that person fails to comply with a request of an identified official. An official shall include, but is not limited to, administrators, staff, faculty, campus safety, student engagement staff, and team coaches."

COMMUNITY PLACEMENTS

All students will be required to comply with the outlined policies in this section for testing, tracing, PPE, and social distancing. Individuals who refuse to comply with protocols will be in violation of the Code of the Conduct and required to leave campus.

Reimagined Public Spaces and Signage

To remind people to practice physical distancing, Facilities Services has strategically re-imagined the setup of D’Youville’s classrooms, offices, and public spaces. Many areas across campus have been rearranged to encourage physical distancing—furniture may have been separated, removed, or blocked off. To avoid congestion, traffic flow patterns in entrances, hallways, and stairwells have been clearly labelled and markers indicate 6-foot increments for waiting in lines. To protect students and employees, Plexiglas partitions have been installed at highly used service desks. Chartwell’s Food Services has revised its menu and established new routines to continue to provide healthy, tasty meals. Its chefs and servers follow strict guidelines when handling, preparing, and serving food and when cleaning kitchen surfaces, appliances, utensils, dishes, and ovens. Lounges, restrooms, and other public spaces will have signage indicating acceptable occupancy. Cleaning supplies in key areas will include signage reminding residents to clean before and after use, in addition to our own extensive cleaning protocols. Student Affairs staff will share COVID-19 etiquette requirements at orientation, in videos, and on posted signage in residence halls. Trainings will include when wearing face coverings is required and how to wear and care for face coverings. These various training videos and signs will also be posted online for the campus community.

Facilities Services sanitizes as needed based on evidence of space usage. Facilities Services has been and will continue to use the lock-out/tag-out signage system, along with direct emails from individuals across campus, to alert the custodial team to target areas in need of cleaning and sanitizing.

What will happen if there is a positive case of COVID-19 at D'Youville?

D'Youville must notify the Erie County Health Department and New York State Department of Health immediately upon being informed of any positive COVID-19 test result on its campus. In the case of an employee, student, visitor, or customer who interacted at the college testing positive, D'Youville will cooperate with the local health department to trace all contacts in the workplace. D'Youville will notify the health department of all employees logged and all visitors and/or customers (as applicable) who entered the college location dating back to 48 hours before the individual began experiencing COVID-19 symptoms or tested positive, whichever is earlier. This will be done while maintaining confidentiality as required by federal and state law and regulations. Local health departments will implement monitoring and movement restrictions of infected or exposed persons including home isolation or quarantine.

If a person receives confirmation of infection while on campus, the individual will be comfortably and immediately removed from other individuals. They will be required to quarantine for 14-days at home or in a designated space. D'Youville will follow Center for Disease Control (CDC) guidelines on "Cleaning and Disinfecting Your Facility" if someone is suspected or confirmed to have COVID-19 infection.

If a residential student tests positive for COVID-19 and chooses to remain on campus, a Student Affairs representative will escort them to a quarantine room, taking the most direct and hygienic route that ensures social distancing. D'Youville has identified two separate residential-type living spaces with private bathrooms on an otherwise unused floor where the student may reside while in quarantine. D'Youville's food service provider Chartwell's has established a food delivery plan so students receive meals, snacks and beverages. Food service will leave meals, snacks, and beverages outside the door. Quarantined students will have to wait to collect food or other supplies until staff is 10-feet away. Once the student has closed the door, staff will immediately spray the doorframe, handle, and floor with disinfectant. D'Youville staff will never enter a quarantine room. A residential student in quarantine can move back into main housing after completing the state-mandated 14-day quarantine period with continued self-monitoring and symptom tracking.

D'Youville's Office of Campus Safety utilizes an Emergency Network Service (ENS) software communication system for disseminating emergency notifications or timely warnings. Should a positive case be detected, the Director of Campus Safety will consult with administration to decide whether and what type of communication is necessitated, which at their discretion may be distributed to

the entire campus population or to a targeted population, depending on tracer's findings. The message would include need-to-know information, such as times and locations of when and where contact with others may have occurred and the actions that have been taken to protect spread of the virus, such as the last times those locations were cleaned and sanitized. Messages will not include any information that may lead to personally identifying the affected individual. If the affected student is a minor, then an administrator will contact the student's parent(s) or guardian(s) listed in their student files. If the affected student is 18 years or older, then the student will be encouraged and given opportunities to contact family members or friends of their choosing.

D'Youville uses multiple communication channels to keep the campus community informed about COVID-19. Communications are posted at go.dyc.edu/coronavirus, on its social media platforms, and internally using the "My D'Youville" intranet and (direct@dyc.edu) email.

What should a student do if exposure is suspected or symptoms appear to be present?

Students who are alerted that they have come into close or proximate contact with a person with COVID-19, and have been alerted via tracing, tracking or another mechanism, will be required to self-report to the division of student affairs at (studentcovid19info@dyc.edu) at the time of alert and shall follow all required protocols as if they had been exposed, including self-quarantine at home or in their residence hall for 14 days. If a student is exhibiting symptoms, they should immediately seek medical attention and testing. See the section below.

Additional testing information from Erie County may be obtained at:

<https://www2.erie.gov/health/index.php?q=frequently-asked-questions-and-answers-about-covid-19-coronavirus#COVID19testing>.

How can a student obtain medical attention if necessary?

D'Youville has a relationship with local healthcare systems for treating students and university community members. For example, WellNow Urgent Care is a walk-in healthcare provider that offers quick, convenient and quality care for non-life-threatening injuries and illnesses. WellNow Urgent Care accepts the College's health insurance and has the capacity to manage the provision of healthcare services for D'Youville's student population. D'Youville has also secured the services of a Nurse Practitioner who will be available daily throughout the Fall 2020 semester to provide telehealth counseling to all students and write prescriptions for medications, as needed. Beginning in the Fall 2020 semester, the Nurse Practitioner will also maintain office hours on campus once-a-week to see student-patients. Students may also utilize their own healthcare provider and/ or healthcare services and facilities within their own communities.

If a student and/or member of the household feels sick, stay home and seek testing!

If a student is sick or symptomatic, they should stay home and seek testing. Residential students should alert their Residential Advisor (RA) via text message or email immediately. If you have a roommate, they must also stay in the room or apartment pending testing results. All students should report to the division of student affairs at (studentcovid19info@dyc.edu), who will help you inform your instructors of your absence and the resources D'Youville has available to you. If you feel well enough, you may continue to attend classes via Zoom or Microsoft Teams. Arrangements will be made to accommodate your needs.

D'Youville suggests the following safety measures whether you are symptomatic or not:

- Wear a face covering when around other people.
- Cover your coughs and sneezes and wash your hands immediately.
- Wash your hands often and thoroughly with warm soapy water for at least 20 seconds; if soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Do not share personal items such as dishes, drinking glasses, towels, and bedding.
- Disinfect all high-touch objects and surfaces every day (such as bathroom counters, cellphones, keyboards, and bedside tables) with an effective cleanser; for examples, a bleach solution of 1/3 cup bleach per gallon of water, an alcohol preparation with at least 70% alcohol, or an EPA approved product for killing viral pathogens.

- Avoid public areas and maintain a physical distance of 6-feet from other people.

During self-quarantine, monitor and log your symptoms daily using the tracing app or daily log. Note the day and time any new symptoms began. Check and record your temperature at least two times a day. Seek immediate evaluation from your healthcare provider or via telemedicine if your symptoms worsen, especially if you have difficulty breathing, bluish lips or face, constant pain or pressure in your chest, severe dizziness, confusion, difficulty waking up, slurred speech, new or uncontrolled seizures, or other concerns.

It is also important to stay home if someone in your household tests positive or is exhibiting symptoms. Keep your entire household home. Do not go to work or classes. Continue to practice physical distancing, proper hygienic routines, and monitor symptoms. You may end your quarantine when you meet all three of the following criteria:

- A. Three days in a row without a fever, without using fever-reducing medication.
- B. Other symptoms have improved.
- C. At least 20 days have passed since your symptoms first appeared.

What if I am in a vulnerable population?

D'Youville follows all CDC guidelines for vulnerable populations as outlined here:

<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>

COVID-19 is a new disease and there is limited information regarding risk factors for severe disease. Based on currently available information and clinical expertise, older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19. Based on available information, people who are at high-risk for developing severe illness from COVID-19 are individuals who:

- Are 65 years and older.
- Live in a nursing home or long-term care facility.
- Have underlying medical conditions, particularly if not well controlled, regardless of age.

Underlying medical conditions may include:

- Chronic lung disease or moderate to severe asthma
- Serious heart conditions

- Immunocompromised conditions which may be caused by cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids or other immune weakening medications.
- Severe obesity (body mass index or BMI or 40 or higher)
- Diabetes
- Chronic kidney disease undergoing dialysis
- Liver disease

D'Youville will work with vulnerable individuals that self-identify to make necessary accommodations. To request these accommodations, contact D'Youville's Office of Accessibility Services at (vecchio@dyc.edu).

What if there is a second wave of COVID-19 or an outbreak at D'Youville? How will campus closure be handled?

D'Youville will, first and foremost, follow the recommendations of the State of New York, Erie County, and the City of Buffalo. The college will remain in constant communication with elected and public officials and will move swiftly if the State or Region reverts reopening plans, or if the campus becomes unsafe. By implementing a hybrid learning approach that promotes social distancing through a combination of in-class and online instruction, the university will be able to more easily pivot back to fully online courses if the situation dictates. Any campus closures will be communicated fully with students in advance. Students who are unable to return home will be accommodated.

How will learning experiences and courses be delivered?

Determining how best to deliver the high-quality academic experiences D'Youville is known for, while also safeguarding the health of our students, faculty, staff, and administrators, is a critical task. We know that even small changes in the academic experience can be difficult to navigate, especially for new college students. The following outlines what students can expect in their academic experience for Fall 2020. Some details of this plan will continue evolving, however, please understand that above all else it is our intention to ensure the safety of our entire campus community and keep students on track in their academic programs.

To meet the appropriate social distancing requirements, D'Youville is preparing a hybrid learning approach that will allow students to participate in a combination of both in-class and online instruction. Faculty, deans, and program chairs worked hard through the Summer to determine which delivery format best fits each of the hundreds of courses D'Youville offers. Primary considerations included social distancing, the faculty member's health risk factors, course content, and the degree to which the course is essential to meet program requirements. In some cases, academic departments will adjust which semester a course or section is offered, to maintain social distancing protocols. For example, the didactic section of a course may move to summer or online so that a lab can be offered on site in the Fall or Spring.

In order to promote social distancing, D'Youville has designed two overarching requirements to guide instruction: (1) we are striving to achieve classroom density reductions that do not permit less than 60 square feet of dedicated space per person (roughly 3 times the normal average); (2) we are striving to ensure that no more than 50% of classrooms in a given classroom zone that share hallways and bathrooms are being utilized at a given time. These requirements are intended to ensure that congestion is avoided during class transitions, in hallways, and in shared spaces such as bathrooms.

Courses will be taught in three main modes of instructional delivery:

1. 100% online: Large courses which are impossible to comply with social distancing will be taught online. We have done our best to ensure that online courses will be teaching the learning objectives which are most conducive to the remote learning modality.
2. 100% face-to-face: Small courses which can meet social distancing requirements will be taught in-person on campus in traditional face-to-face instructional formats. Courses that require in-person experiences such as labs and other subjects that are more difficult to be taught remotely will be prioritized for on campus instruction.
3. Rotational Synchronous Learning: Medium to large student courses which require in-person instruction that cannot meet social distancing requirements will rotate groups of students attendance between physical and digital participation. In these settings, faculty will teach a sub-group of the course in the classroom while using Zoom (or another technology) to teach remote learners at the same time. For example, if a Monday, Wednesday, Friday class is divided into three groups, each group of students would have 1 day of in-person and 2 days of digital attendance each week.

Professors will exercise some autonomy in how online courses are delivered. For example, a course may be delivered through Zoom in a live, remote attendance format in which all students attend class online together, at the same time. Some professors may record Zoom lectures that students may view at a later time. Still other professors may utilize "flipped classrooms" through Panopto in which they build online courses with embedded, pre-recorded lectures and videos. D'Youville believes offering this hybrid hi-flex opportunity will allow students more choice about course delivery based on their needs, level of vulnerability, readiness to return to campus, and the possibility of experiencing periods of quarantine that would traditionally disrupt academic progress. Students should work with their advisor to best understand their options and determine the courses best suited to their needs and degree tracks. Students may also reach out to their individual faculty members for clarification on what they might expect in the various instructional delivery modes.

How will course requirements and grading be handled?

Instructors will share course requirements, including attendance requirements, in the syllabus. Attendance may be taken regardless of the instructional delivery mode. Self-quarantined students who can still participate in class will continue to be held accountable for attendance requirements when courses will be available online in either synchronous or asynchronous formats.

If illness or another issue prevents a student from attending class or completing an assignment, students may notify and work with their faculty. D'Youville faculty will consider requests and create alternative assignments for students to complete that is otherwise equivalent in depth and breadth to the original assignment, as well as having the same learning objectives and assessment value as the original assignment.

D'Youville faculty will utilize Proctorio when necessary, which provides remote online proctoring so that students may test remotely without coming to campus. Proctorio, a software which senses disturbances in a testing environment that may suggest cheating, provides flexibility on testing location. If a student is inhibited from using Proctorio because of their remote environment is not conducive, then the student should communicate with their faculty to develop alternative accommodations, as needed.

Will visitors be permitted on campus?

Visitors will not be permitted on campus without administrative invitation or approval, including in residence halls. Those who are permitted on campus must abide by all D'Youville policies including those for personal protective equipment, social distancing, and screening. To determine if a visitor is eligible to come on campus, contact the Chief Student Affairs Officer at (grantb@dyc.edu). Please note that all external building entrances will be locked at all times to protect campus health and safety. Access to campus facilities will require swiping your respective D'Youville ID card, therefore, we are strongly encouraging everyone to keep their ID card with them at all times to avoid unnecessary delays. Please contact Campus Safety if you have lost your ID card, or if you are experiencing difficulty with you ID card at any time.

Athletics and Athletic Facilities

When state guidelines allow, D'Youville will allow spectators to attend events in accordance with all mandated requirements for proper social distancing and PPE. In the event that someone does not feel comfortable attending in-person or if capacity limits prohibit in-person attendance, all athletics events will be live-streamed for remote viewing. Face coverings will be required to be worn by spectators for both indoor and outdoor events. The policies and procedures for attending athletic events at D'Youville will be posted on the Athletics website and clearly posted outside all athletic facilities.

D'Youville's Director of Athletics coordinates with conference peers on a weekly basis. All athletic departments are committed to following the guidelines provided by the NCAA. Additionally, departments have agreed to hold temperature screenings for both home and away teams prior to entering a facility for a competition. This testing will include game officials and staff.

D'Youville will manage space and cleanliness in fitness and athletic facilities, for both athletic practices and competitions on campus, in accordance with NCAA guidelines. Additionally, D'Youville has committed to following the guidelines provided by the NCAA for cleaning and disinfecting common-use areas (fitness equipment, locker rooms, etc) after usage. Along with daily cleaning by D'Youville's Custodial Team, the athletics and fitness center staff will be equipped with the appropriate cleaning supplies and PPE to conduct spot-cleaning, as needed. In addition, D'Youville will be providing wall-mounted sanitation wipe dispensers throughout our facilities and implementing new hygiene

protocols in order to cultivate a "Whole Community" approach to sanitation. With that in mind, all athletic equipment will be required to be sanitized after every use.

Visiting teams will be able to access and use locker rooms in accordance with state and local regulations. D'Youville has many spaces that can be utilized as private changing areas. Athletics staff will split groups up to ensure that student-athletes are provided with adequate levels of space to safely conduct their business. All personnel and student-athletes will be required to wear face coverings at all times in locker rooms and changing spaces. D'Youville will encourage officials to arrive fully dressed and prepared to officiate a competition. Nonetheless, Athletics staff will be prepared to provide a changing room for an official who shows up needing a place to get ready.



Counseling and Mental Health Services

An essential theme in D'Youville's mission is compassion. Understanding that students are experiencing and will experience heightened anxiety, The Director of Student Engagement will be fully engaged in communicating with students by email, phone and through webinars to share information about the contents of this document, as well student engagement and socialization strategies during, for example, periods of quarantine. The currently available, modified "Talk, Listen, & Encourage" Sharepoint site which all students have access to will contain information such as how to cope with anxiety, how to connect with and support peers, and where to go for counseling.

Additionally, in Academic Affairs, the deans, department chairs and the Institute for Teaching Innovation staff are sharing information and communicating regularly with faculty to sensitize them to scenarios in which students may have experienced or will experience loss of loved ones or loss of stability as a result of COVID-19. Faculty will be prepared to address student situations on an individual basis and to provide an alert if concerns arise so that students may be referred to mental health counseling or other resources.

D'Youville's Personal Counseling Center, in collaboration with Western New York Crisis Services, is well prepared to counsel students in distress.

Library Resources and Materials

D'Youville will follow infection control procedures put forward by the American Library Association.

Since working remotely, all fines and fees associated with library lending have been waived, and all existing library holds have been temporarily lifted -- i.e, no student will be prevented from registering because of a library fee or fine. Any fines or fees that may have accrued during this time will be manually waived once the materials have been returned. D'Youville will extend this policy into the upcoming 2020-21 academic year.

The library is considering and will finalize safety options prior to the start of the Fall 2020 semester. Options include closed stack circulation wherein students and faculty request materials online, materials are retrieved by staff, and held for pick up at a designated location. Other options include self-checkout and expansion of the Fair Use doctrine to allow scanning and emailing of articles and book chapters from D'Youville's collection to patrons. More information will be provided as we approach the Fall 2020 semester.

Libraries are exploring potential sterilization machines, since cleaners and sprays may damage materials. If equipment is not available, circulated materials may be quarantined between uses. The Research Desk will be available and will offer remote contact for point-of-need research assistance. A Zoom channel for Library Research staffed by research librarians during scheduled hours will be offered so anyone can stop in for research help as they need it. For those desiring in-person assistance, research by appointment can be scheduled either in the instruction room or the conference room.

Student Workers

Student work positions will remain available. Position descriptions will be revised to accommodate remote work wherever possible. For more information on federal work study or the student employment program contact the Student Success Center at (successcenter@dyc.edu).

Textbooks and the College Bookstore

The Barnes and Noble Bookstore at D'Youville will follow all social distancing and safety protocols. To accommodate student's textbook needs, D'Youville is implementing contactless pick-up called BOOKREADY. In this program, all books are pre-ordered, pre-packaged, and available for pickup by showing photo ID during the transition back to campus. Additionally, shipping continues to be free and students may have access to online or digital texts as well.

Accessibility and Accommodations

D'Youville complies with the Americans with Disabilities Act (ADA). Students who require an accommodation for coursework, residential needs, or other campus access issues are encouraged to contact the Office of Accessibility Resources. Information is available at <http://www.dyc.edu/academics/student-resources/accessibility-resources/>. Residential students will be accommodated based on existing Residential Accommodations policy. Communications can occur through virtual meetings, email, and phone conferences if necessary; and documents may be submitted digitally. If a student feels their impairment is impacted by the adjusted learning environment they should communicate with the Office of Accessibility Resources. Creation of new categories of accessibility will be based on ADA guidelines.

International Students

International students who have remained on campus and are permitted to remain in the U.S. may follow the same guidelines for domestic students as outlined herein. All full-time International students living in the U.S. must be registered for at least three credits of face-to-face instruction. If international visitors plan on arriving in Spring 2021 they will have to receive permission from the administration and adhere to any restrictions put in place at that time. International students can likely take coursework online from their home country. Students with additional questions or concerns should communicate with Ann Soares at (soaresa@dyc.edu) in the Office of International Student Services.

The US/Canada border is currently closed for non-essential travel through September 21. Any new information regarding border crossing will be communicated to all Canadian students at that point in time.

Shuttle Bus

D'Youville is not anticipating a need to operate our campus shuttle bus with the anticipated level of reduced campus density. However, in the event that the shuttle bus is needed, the bus will be clearly marked, blocking off seats to reduce density and increase spacing among riders. Staff will be provided with necessary safety and sanitation supplies, and new protocols and procedures will be clearly communicated. Riders must abide by social distancing guidelines and wear personal protective equipment.

Travel Policies

All unnecessary travel, both foreign and domestic, is strongly recommended to be avoided until further notice. To preserve the health and safety of students and employees, D'Youville has suspended all study abroad, exchange programs, and courses with travel components during the Fall 2020 semester.

Information Technology Support

Most students own and utilize their own preferred devices, which meet the minimum specs needed to access Canvas, the D'Youville Learning Management System (LMS) and other academic and social resources used for distance learning and communication. When D'Youville digitized classrooms in February 2020, The IT Pulse Center, a newly renovated technology center located in the center of campus, only received requests and supplied laptops to five students. Nevertheless, The IT Pulse Center is prepared to field any requests that come in. The IT Pulse Center will regularly communicate with all students via email and "Announcements" about its services and offerings. The IT Pulse Center also introduced a 24/7 support model to ensure the technology needs of the campus community are met, no matter when or where. Many requests for technical support can be addressed by accessing the Information Technology Help Desk's online resources or calling the 24/7 live Information Technology Support Specialists. In most cases, the IT Support Specialists are able solve users' problems by guiding them through steps over the phone or by remotely accessing their equipment with permission. Computer labs on campus will ensure appropriate social distancing and sanitation.

D'Youville's Office of Information Services closely monitors the technological infrastructures currently in place, including bandwidth, to ensure students, faculty, and staff can effectively and efficiently attend to their online learning, study, research, and work. All learning spaces are equipped with personal computers with Zoom and Microsoft Teams to allow remote students, who may either be quarantined or otherwise unable to make it to campus, to participate in class discussion. Students who are required to self-quarantine due to possible exposure to or actual contraction of COVID-19 should not need any additional equipment to attend class, attend to studies, perform research, or complete assignments. D'Youville will ensure all students and employees have the technological tools and support needed to succeed.

Do I need any special technology to attend digital classes?

We recommend students use a laptop that is less than 4 years old and is equipped with a webcam and microphone. High speed internet is also needed to ensure connection to live teachings. Based on the amount of time spent in class, tablets are not recommended. Students who do not have an appropriate laptop are encouraged to reach out to NiK Peavy, Director of Student Development & Advocacy, to learn about applying to the TechReady program in order to receive one. Students without high speed internet are encouraged to contact IT to learn more about a possible MiFi device.



How will holidays and breaks be handled?

D'Youville, like many institutions, is proactively planning for a potential spike in COVID-19 as a result of Thanksgiving travel. In order to mitigate this risk, on campus courses will not resume and students will remain home, finishing out the final days of classes online after the Thanksgiving break. If a residential student is unable to return home D'Youville will make accommodations.

The Fall 2020 academic calendar will run as published. While semester start and end dates will not change, we anticipate that all instruction and final exams will shift to fully online following the Thanksgiving holiday (Monday, November 30, 2020). In-person clinical experiences may continue after Thanksgiving.

On other days that classes do not meet (Monday, September 7, Monday, October 12, and Wednesday November 11), students and staff are encouraged to avoid unnecessary travel and exposure to crowds.

Additional information on the winter intersession and spring semester calendar will be provided at a later date.