



NEVADA STATE
COLLEGE

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Nevada State College

***Fall 2020 Campus
Operations &
Instruction Plan***



GUIDING PRINCIPLES

Nevada State College recognizes the crucial need to balance the health and safety of our faculty, staff, and students with the desire to continue the institution's vital work of providing high quality educational opportunities to those we serve.

In that effort, the College has developed comprehensive plans to address campus operations and return to work, student health and safety, and instruction for Fall 2020.

NSC's plans are aligned and consistent with local orders and ordinances of NSHE, the City of Henderson, Clark County, and the State of Nevada's phased reopening guidelines. Our plans will also follow recommendations from the federal government (opening guidelines), Centers for Disease Control and Prevention, Southern Nevada Health District, and the Nevada Department of Health (SNHD) and Human Services (DHHS).

In addition to the College's formal plans and protocols, all faculty, staff, and students are asked to play an active role in protecting the health and safety of the campus community by maintaining appropriate social distancing, and personal hygiene practices.

As our knowledge and understanding of the COVID-19 virus continues to evolve and our policies and plans are updated, we ask for continued collaboration and flexibility from all our faculty, staff, and students. Together we can ensure a healthy and safe return to campus operations and in-person teaching.



Nevada State's Fall 2020 Campus Operations and Instruction Plan has been developed to provide a comprehensive approach for ensuring a safe and healthy return to campus for all faculty, staff, students, and the public.

To oversee the development and implementation of the Fall 2020 plan, NSC has established a Campus Crisis Management Team. This team continues to finalize the gradual reopening of campus for faculty, staff, students, and the public.

Eric Gilliland, HR Director, has also been designed as Nevada State's ombudsman for addressing/ coordinating COVID-19 reopening issues. He has information readily available for faculty, staff, students, and the public. He can be reached at eric.gilliland@nsc.edu

Under the College's plan, a phased-in return for employees has been implemented based on the following procedures:

- Executive-level employees with titles of Dean and above, and administrative staff as needed phased in June 15, 2020
- Director-level positions and necessary administrative support phased in on June 15, 2020.
- All other 12-month employees started a phase-in return on July 1, 2020

Generally, campus buildings were opened for public business purposes in a limited way on July 1, 2020.



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Guidelines for

Returning to the

Workplace



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Revised 5/26/2020



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GUIDING PRINCIPLES

Nevada State College's policies and protocols for responding to the COVID-19 pandemic will be rooted in safety for our faculty, staff, students, and for the public we interact with.

The primary goals for Nevada State College's response to the COVID-19 pandemic are to protect the health and safety of all members of our campus community, and continue the institution's vital work of providing high quality educational opportunities to our incredible students.

Nevada State College's plans are aligned and consistent with local orders and ordinances of NSHE, the City of Henderson, Clark County, and the State of Nevada's phased reopening guidelines. Our plans will also follow recommendations from the federal government (opening guidelines), Centers for Disease Control and Prevention, Southern Nevada Health District, and the Nevada Department of Health (SNHD) and Human Services (DHHS).

In addition to the College's formal plans and protocols, all faculty, staff, and students are asked to play an active role in protecting the health and safety of the campus community by maintaining appropriate social distancing, and personal hygiene practices.

As our knowledge and understanding of the COVID-19 virus continues to evolve and our policies and plans are updated, we ask for continued collaboration and flexibility from all our faculty, staff, and students. Together we can ensure a healthy and safe return to campus operations and in-person teaching.

Workplace Expectations & Guidelines

All employees are expected to fully comply with the policies, protocols, and guidelines outlined in this document as well as any other institutional document related to providing a safe, secure, and healthy workplace. Failure to do so may result in corrective action.

Questions related to these guidelines or other re-opening issues should be directed to NSC's HR Director, Eric Gilliland, who is NSC's designated ombudsman for COVID-19 re-opening issues.



RETURN TO THE WORKPLACE

COVID-19 Prevention Training Requirement

All employees must complete the NSC COVID-19 Prevention Training prior to returning to campus. Training will be assigned via Canvas & instructions for accessing the course will be communicated to employees via email.

Symptom Monitoring Requirement:

All employees who have been instructed to return to the workplace must conduct symptom monitoring every day before arriving to work. You must be free of ANY symptoms potentially related to COVID-19 before entering your assigned on-campus workspace.

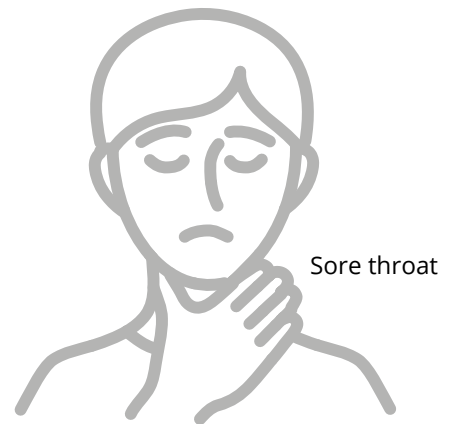
Employees should use the following self-screen questionnaire for daily symptom monitoring:

[SELF-SCREEN QUESTIONNAIRE.](#)

Supervisors who observe an employee exhibiting COVID-19 symptoms should direct the employee to go home and follow the return work process listed below.

At this time, symptoms include one or more of the following:

- Consistent Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Repeated shaking with chills
- Runny nose or new/unknown sinus congestion
- Muscle pain
- Headache
- Fatigue
- New GI symptoms
- New loss of taste or smell



Return to Work Requirements

Employees who have tested positive for COVID-19, have come in contact with someone who tested positive for COVID-19 or are exhibiting COVID-19 symptoms must either (1) self-quarantine for the a minimum of 14 days, and be free of ALL symptoms or (2) provide to Human Resources a return to work certification from a medical professional. Where available, employees will be permitted to work remotely under the above conditions.

Self-quarantine or a return to work certification must be completed/provided before an employee can be authorized to return to campus.

Reporting Positive Tests

Employees who have tested positive for COVID-19 are encouraged to notify Eric Gilliland, NSC's Human Resources Director at Eric.Gilliland@nsc.edu and/or complete the self-reporting form which can be found at [NSC COVID-19 Self-Report Form.](#)

Positive COVID-19 test reports will be kept in the strictest confidence and will only be shared with individuals with a need know (i.e. Human Resources, General Counsel) as well as County health officials. Human Resources will provide support and guidance to employees who test positive for COVID-19.

In cases directly impacting campus space(s), Facilities staff will adhere to CDC cleaning and disinfecting guidelines. Those guidelines can be found [here.](#)

Families First Coronavirus Response Act (FFCRA) & Paid Leave

The FFCRA and State of Nevada Paid Administrative Leave provides paid sick leave, administrative leave, and expanded family and medical leave for specified reasons related to COVID-19, to include loss of childcare.

FFCRA requests can made using the FFCRA request form which can be found here: [FFCRA Requests.](#)

Employees and supervisors should review the FFCRA Notice found on the next page for details and contact Human Resources with questions.



NSHE

EMPLOYEE RIGHTS

PAID SICK LEAVE AND EXPANDED FAMILY AND MEDICAL LEAVE UNDER THE FAMILIES FIRST CORONAVIRUS RESPONSE ACT

The **Families First Coronavirus Response Act (FFCRA or Act)** requires certain employers to provide their employees with paid sick leave and expanded family and medical leave for specified reasons related to COVID-19. These provisions will apply from April 1, 2020 through December 31, 2020.

At this time, NSHE has implemented the provisions of this act in the manner detailed below.

Under the FFCRA, an employee qualifies for paid sick time if the employee is unable to work (or unable to telework) due to a need for leave because the employee:

- | | |
|---|---|
| <ol style="list-style-type: none"> 1. is subject to a Federal, State, or local quarantine or isolation order related to COVID-19; 2. has been advised by a health care provider to self-quarantine related to COVID-19; 3. is experiencing COVID-19 symptoms and is seeking a medical diagnosis; | <ol style="list-style-type: none"> 4. is caring for an individual subject to an order described in (1) or self-quarantine as described in (2); or 5. is caring for his or her child whose school or place of care is closed (or child care provider is unavailable) due to COVID-19 related reasons. 6. is experiencing any other substantively-similar condition specified by the U.S. Department of Health and Human Services. <p style="text-align: right;"><i>(U.S. Department of Labor, Wage and Hour Division (WHD))</i></p> |
|---|---|

● PAID LEAVE ENTITLEMENTS FOR ACADEMIC FACULTY, ADMINISTRATIVE FACULTY, AND CLASSIFIED STAFF

In the memo dated March 20, 2020, to all Department Directors from the Office of the Governor, Subject: COVID-19 Risk Mitigation Guidance, it was stated that no employee should be required to use sick, annual or unpaid leave for COVID-19-related absences. Rather, authorized paid administrative leave pursuant to NAC 284.589 or the Department of Administration's March 15, 2020, emergency regulation should be used instead for COVID-19-related absences. Therefore, the following information relating to the FFCRA is being provided only for informational purposes at this time.

● PAID LEAVE ENTITLEMENTS FOR STUDENT EMPLOYEES, LETTERS OF APPOINTMENT, AND TEMPORARY HOURLY EMPLOYEES

If an employee meets one of the six conditions listed above, they should contact Human Resources. Salaried employees (salaried letter of appointment) will be kept in paid status for the duration of the events listed above if they received communication that they were expected to work for the academic semester when the conditions arise.

Student employees, hourly letter of appointment and temporary hourly employees should have time entered by the employee, manager or Timekeeper for: Up to two weeks (80 hours, or a part-time employee's two-week equivalent) of paid time (sick leave) based upon the average work performed for that semester. AND Employees who have been employed for at least 30 days prior to their leave request may be eligible for up to an additional 10 weeks of paid expanded family and medical leave for reason #5 above. A part-time employee is eligible for leave for the number of hours that the employee is normally scheduled to work over that period.

Please note that leave event number 4 (see above) provides paid leave when an employee is caring for an individual, not just a family member, subject to a quarantine or isolation order or self-quarantine. The WHD has defined an individual as an immediate family member, roommate, or a similar person with whom the employee has a relationship that creates an expectation that the employee would care for the person.

● FAMILY MEDICAL LEAVE ACT (FMLA)

The WHD also states that where an employee has already taken some FMLA leave in the current twelvemonth leave year as defined by 29 C.F.R. § 825.200(b), the maximum twelve weeks of EFMLEA (FFCRA's Emergency Family and Medical Leave Expansion Act) leave is reduced by the amount of the FMLA leave entitlement taken in that year.

Additionally, during the COVID-19 pandemic, NSHE may request documentation for expanded FMLA medical certifications. The FFCRA regulations do not require employers to respond to employees who request or use EFMLEA leave with notices of eligibility, rights and responsibilities, or written designations that leave use counts against employees' FMLA leave allowances. (i.e. NPD-62, NPD-63)

● EXCLUSIONS

FFCRA excludes employees who are health care providers and emergency responders. The WHD provides clarification on what groups of employees fall within these exceptions. NSHE may exclude these employees.

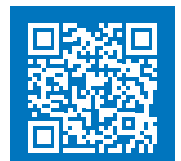
● ENFORCEMENT

The U.S. Department of Labor's Wage and Hour Division (WHD) has the authority to investigate and enforce compliance with the FFCRA. Employers may not discharge, discipline, or otherwise discriminate against any employee who lawfully takes paid sick leave or expanded family and medical leave under the FFCRA, files a complaint, or institutes a proceeding under or related to this Act. Employers in violation of the provisions of the FFCRA will be subject to penalties and enforcement by WHD.



WAGE AND HOUR DIVISION
UNITED STATES DEPARTMENT OF LABOR

For additional information
or to file a complaint:
1-866-487-9243
TTY: 1-877-889-5627
dol.gov/agencies/whd



WH1422 REV 03/20

Vulnerable/High-Risk Populations

According to the CDC, individuals with certain conditions may have a higher risk for COVID-19 infection. Those conditions may include:

- Older adults (aged 65 years and older)
- People with HIV
- Asthma (moderate-to-severe)
- Chronic lung disease
- Diabetes
- Serious heart conditions
- Chronic kidney disease being treated with dialysis
- Severe obesity
- Being immunocompromised
- Pregnant Women
- Individuals determined to be high risk by a licensed healthcare provider

Employees who have been instructed to return to the workplace and have concerns about doing so due to being a member of vulnerable/high-risk group or those caring for a family member who is a member of a vulnerable/high-risk group may request to work from home via a telecommute work agreement.

Requests for telecommuting must be submitted using the [Summer/Fall 2020 Telecommute Work Agreement Request Form](#). Requests must be submitted and approved prior to commencing a telecommute work arrangement.

Phased Staffing

Nevada State College will phase in the return of all employees over time in a coordinated process to ensure appropriate social distancing, availability of PPE (personal protective equipment), and coverage for essential services.

NSC will assess expanded staffing based on mission-critical operations, ability to control and manage specific work environments, and necessity to access on-site resources. Individual departments, in coordination with campus Leadership and Executives, will identify and develop appropriate reentry plans. Approved plans will be communicated to all employees through the supervisory chain of command.

Expanded staffing will be tightly controlled and coordinated to mitigate potential risks and ensure the safety of all employees, as well as the communities we serve. No department or work unit should increase staffing levels beyond what is outlined in the approved reentry plan. Once decisions to expand campus staffing have been made, staff should follow the policies and protocols detailed in this guide for returning to work on campus.

As staffing on-site increases and operations expand, campus Leadership will closely monitor and assess the potential spread of the virus, as well as existing policies and procedures to mitigate it. If localized outbreaks emerge, tighter restrictions and reduced staffing may need to be implemented again.

Staffing Options & Considerations:

Once employees have been instructed to return to campus, there are several options departments should consider to maintain required social distancing measures and reduce population density within buildings and work spaces.

Alternating Days or Weeks: In order to limit the number of individuals and interactions among those on campus, departments should schedule partial staffing on alternating days or weeks. Departments should consider the location of individual offices/workspaces and where possible, create schedules that maximize distances between workspaces. Such schedules will help enable social distancing and will assist the campus with ensuring adequate cleaning and sanitation of workspaces.

Remote Work: During the initial return to campus process and in order to support an alternating schedule, remote/telecommute work arrangements will continue to be required. All employees must, while working remotely, must adhere to the provisions outlined in the [Emergency Telecommute Work Requirements](#) document.

Staggered Reporting/Departing: The beginning and end of the workday typically brings many people together at common entry/exit points of buildings. Staggering reporting and departure times by at least 30 minutes will reduce traffic in common areas to meet social distancing requirements. (See Enter/Exit Controls for further details).



HEALTH & SAFETY GUIDANCE

Personal Safety Practices

Face Covering Requirement: Appropriate use of face coverings is critical in minimizing risks to others near you. You could spread COVID-19 to others even if you do not feel sick. Face coverings are not a substitute for social distancing.

Face coverings are mandatory for all employees, students, vendors, and visitors while on campus. Face coverings must be worn at all times while in interior common spaces or outside where six-foot social distancing cannot reasonably be maintained. Common spaces include: classrooms, conference rooms, hallways, restrooms, break rooms, or any other space where two or more individuals are present. There are no exceptions for removing face coverings during the speaking portion of an in-person lecture.





Failure to abide by the face covering requirement will result in the immediate removal from campus and may result in corrective action.

Disposable facial coverings will be provided by Nevada State College, if needed. Disposable facial coverings may only be worn for one day and then must be placed in the trash.

You may also wear a cloth facial covering, which will help NSC reduce the need to purchase additional masks, which are in short supply. Cloth facial coverings must only be worn for one day at a time, and must be properly laundered before use again. Having a week supply of cloth facial coverings can help reduce the need for daily laundering.

Requests for exemption or accommodation due to health concerns should be directed to Eric Gilliland, NSC HR Director and ADA Coordinator, via email at Eric.Gilliland@nsc.edu.

See details regarding facial covering use and care below:

	Type and Intended Use of Facial Coverings			
Type	Cloth Face Covering 	Disposable Mask 	Medical-Grade Surgical Mask 	N95 Respirator 
Description	Home-made or commercially manufactured face coverings that are washable and help contain wearer's respiratory emissions	Commercially manufactured masks that help contain wearer's respiratory emissions	FDA-approved masks to protect the wearer from large droplets and splashes; helps contain wearer's respiratory emissions	Provide effective respiratory protection from airborne particles and aerosols; helps contain wearer's respiratory emissions
Intended use	Required for campus community use in non-healthcare settings (office spaces, general research/work settings, shops, community areas where 6' social distancing cannot be consistently maintained. Must be replaced daily. (While likely necessary for ingress and egress, not required when working alone in an office).		These masks are reserved for healthcare workers and other approved areas with task-specific hazards determined by OESO.	

Use and care of facial coverings

Putting on the facial covering:

- Wash hands or use hand sanitizer prior to handling the facial covering.
- Ensure the facial covering fits over the nose and under the chin.
- Situate the facial covering properly with nose wiresnug against the nose (where applicable).
- Tie straps behind the head and neck or loop around the ears.
- Throughout the process: Avoid touching the front of the facial covering



Use hand sanitizer

Taking off the facial covering:

- Do not touch your eyes, nose or mouth when removing the facial covering.
- When taking off the facial covering, loop your finger into the strap and pull the strap away from the ear, or untie the straps.
- Wash hands immediately after removing.

Care, storage and laundering:

- Keep facial coverings stored in a paper bag when not in use.
- Cloth facial coverings may not be used more than one day at a time and must be washed after use.
- Cloth facial coverings should be properly laundered with regular clothing detergent before first use, and after each shift. Cloth facial coverings should be replaced immediately if soiled, damaged (e.g. ripped, punctured) or visibly contaminated.
- Disposable facial coverings must not be used for more than one day and should be placed in the trash after your shift or if it is soiled, damaged (e.g., stretched ear loops, torn or punctured material) or visibly contaminated.

Social Distancing: Keeping space between you and others is one of the best tools we have to avoid being exposed to the COVID-19 virus and slowing its spread. Since people can spread the virus before they know they are sick, it is important to stay away from others when possible, even if you have no symptoms. Social distancing is important for everyone, especially to help protect people who are at higher risk of getting very sick. Staff at work on-site should follow these social distancing practices:

- Stay at least 6 feet (about 2 arms' length) from other people at all times
- Do not gather in groups
- Stay out of crowded places and avoid mass gatherings

Handwashing: Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, sneezing, or touching your face. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry. Avoid touching your eyes, nose, and mouth, and wash your hands after touching your face.

Gloves: Healthcare workers and others in high-risk areas should use gloves as part of PPE (Personal Protective Equipment), but according to the CDC, gloves are not necessary for general use and do not replace good hand hygiene. Washing your hands often is considered the best practice for common everyday tasks.

Goggles/Face Shields: Staff do not need to wear goggles or face shields as part of general activity on campus. Good hand hygiene and avoiding touching your face are generally sufficient for non-healthcare environments.

Personal Disinfection: Facilities will continue to clean office and work spaces based on CDC guidelines, additional care should be taken to wipe down commonly used surfaces. Before starting work and before you leave any room in which you have been working, you must wipe down all work areas with EPA-registered 60% alcohol solution. This includes any shared-space location or equipment (e.g. coffee makers, desks and tables, light switches, door knobs, etc.).

- Employees should wash their hands (or use hand sanitizer with 60% alcohol or greater) before and after using shared electronic equipment. Please do not clean or sanitize electronic equipment.
- EPA approved disinfectant will be provided in all shared-space locations (i.e. conference rooms, break rooms, classrooms).
- Additional details regarding campus cleaning and disinfecting protocols can be found on page 11.



Coughing



Coughing/Sneezing Hygiene: If you are in a public/private setting and do not have on your cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Then throw used tissues in the trash. Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

Campus Cleaning, Disinfecting & Social Distancing

Nevada State College is committed to protecting the health and safety of all members of our campus community. As we look to welcome faculty, staff, students, and visitors back to campus, we want to share with you the protocols that have been put in place to ensure you are provided with clean and sanitized learning and working environments.

- **All cleaning protocols adhere to NV-OSHA guidelines.** NV-OSHA *Guidelines for Roadmap to Recovery* can be found here: [NV-OSHA](#).
- **All campus disinfecting procedures utilize EPA approved Virex II/256 & Purtabs (for kitchen/cafeteria spaces, electronics & other "no-wipe surfaces").** A full listing EPA approved disinfectants can be found here: [EPA List N: Disinfectants for COVID-19](#).

Cleaning and Disinfecting During Campus Closure: While campus has been closed, the Facilities team has been hard at work deep cleaning and disinfecting campus spaces. These efforts include:

- Nightly cleaning and disinfecting of all high touch points, stairwells, elevators, open restrooms, cafe areas and areas accessed by essential employees
- Weekly disinfecting of all cafeteria, serving areas, and back kitchen areas
- Closure of select restrooms to essential employees to reduce exposure
- High temperature bacteria killing on HVAC filters
- Maximizing outdoor air to "flush" building air
- Hourly hand sanitation for all Facilities personnel



Open Campus Cleaning and Disinfecting Protocols:

Beginning June 1:

- Restrooms will be open daily and disinfected at least two times during each workday
- Cafeteria, serving areas, and back kitchen areas will be disinfected nightly with NSF approved electrostatic spray
- High temperature bacteria killing on HVAC filters
- Maximizing outdoor air to "flush" building air
- Hourly hand sanitation for all Facilities personnel

Beginning July 1:

- Restrooms will be open daily and disinfected at least two times during each workday
- All restrooms will be open daily and disinfected at least two times during each workday
- Cafe in RSC may be open on a limited basis once open and in addition to standard cleaning, the cafeteria, serving areas, and cooking spaces will be disinfected nightly with NSF approved electrostatic spray

Campus Changes to Support Social Distancing

- Hand sanitizing stations added to each floor near entrances, stairwells, and elevators
- Restricted access, with signage, to some building entrances requiring electronic card access
- Signage and floor markings identifying path-of-travel, elevator occupancy limits
- Signage at conference rooms, meetings rooms, classrooms, and auditorium designating maximum social distancing occupancy
- Signage reminding employees, students, and visitors of the face covering requirement and general safe and healthy workplace practices.
- Offices and classrooms to be configured to allow appropriate social distancing per NV-OSHA/CDC Guidelines.

Guidance for Specific Workplace Scenarios

Public Transportation/Campus Commuter/NSC Shuttle: If you must take public transportation, Campus Commuter, or use the NSC Shuttle, wear a facial covering before entering the bus and avoid touching surfaces with your hands. Upon disembarking, wash your hands or use hand sanitizer with at least 60% alcohol as soon as possible and before removing your facial covering.

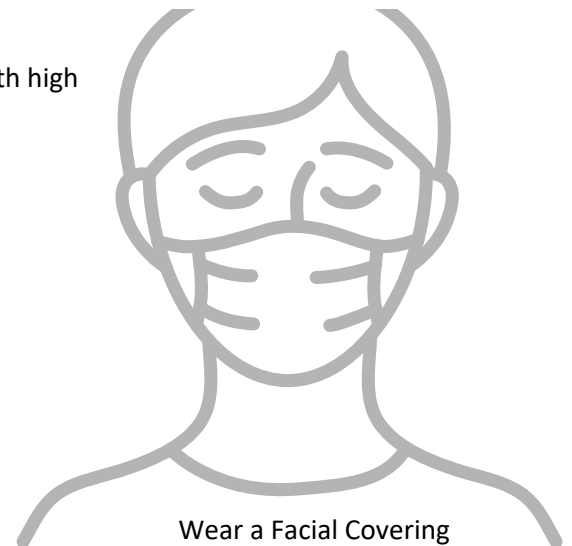
Working in Office Environments: If you work in an open environment, be sure to maintain at least 6 feet distance from co-workers. If possible have at least one workspace separating you from another co-worker. You should wear a facial covering at all times while in a shared work space/room.

Departments should assess open work environments and meeting rooms to institute measures to physically separate and increase distance between employees, other coworkers, and customers, such as:

- Place visual cues such as floor decals, colored tape, or signs to indicate to customers where they should stand while waiting in line.
- Place one-way directional signage for large open work spaces with multiple through-ways to increase distance between employees moving through the space .
- Consider designating specific stairways for up or down traffic if building space allows.
- Install temporary plexiglass partitions, particularly in areas with high public or customer interactions.

If you work in an office, no more than one person should be in the same room unless the required 6 feet of distancing can be consistently maintained. If more than one person is in a room, facial coverings should be worn at all times.

Facial coverings should be worn by any staff in a reception/receiving area. Facial coverings should be used when inside any NSC facility where others are present, including walking in narrow hallways where others travel and in break rooms, conference rooms and other meeting locations.



Using Restrooms: Use of restrooms should be limited based on size to ensure at least 6 feet distance between individuals. Wash your hands thoroughly afterward to reduce the potential transmission of the virus.

Using Elevators: No more than one person may enter an elevator at a time, so please use the stairs whenever possible. If you are using the elevator, wear your facial covering and avoid touching the elevator buttons with your exposed hand/fingers, if possible. Wash your hands or use hand sanitizer with at least 60% alcohol upon departing the elevator.

Package/Mail Delivery: Package and mail delivery will be handled centrally by the NSC Facilities team.

- Facilities staff will sanitize packages as they arrive on campus. Employees should not try to chemically disinfect packages upon receiving them.
- Employees should wash their hands immediately after handling delivered items.
- Facilities will make deliveries to a single location for each department; employees and department should not make any special delivery requests. Laboratory deliveries will continue in addition to standard deliveries.

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

In person meetings are limited to the restrictions of local, state, and federal orders and should not exceed the maximum allowable percent of a room's capacity, assuming individuals can still maintain 6 feet of separation for social distancing requirements. Departments should remove or rearrange chairs and tables or add visual cue marks in meeting rooms to support social distancing practices between attendees.

During your time on campus, you are encouraged to communicate with your colleagues and supervisors as needed by email, instant message, telephone or other available technology rather than face-to-face. You can also use a range of available collaboration tools (e.g. Zoom, Blue Jeans, Microsoft Teams, etc.)

Meals: Before and after eating, you should wash your hands thoroughly to reduce the potential transmission of the virus.

If dining on campus, you should wear your facial covering until you are ready to eat and then replace it afterward. Eating establishments must meet requirements to allow at least 6 feet of distance between each customer, including lines and seating arrangements. Individuals should not sit facing one another. Staff are encouraged to place orders remotely and take food back to their office area or eat outside, if this is reasonable for your situation.

If you are eating in your work environment (break room, office, etc.), maintain 6 feet distance between you and others. Individuals should not sit facing one another. Only remove your facial covering in order to eat, then put it back on. Departments should remove or rearrange chairs and tables or add visual cue marks in employee break rooms to support social distancing practices between employees. Wipe all surfaces, including table, refrigerator handle, coffee machine, etc. after using in common areas.

Limited Employee Travel:

Until further notice, any employee travel requires the authorization of the respective unit head with the President's consultation. Travel to high-risk COVID-19 locations will not be approved, absent compelling circumstances. No foreign travel will be approved at this time.

Additional Support for Faculty:

In an effort to provide faculty with professional development opportunities to bolster skills and confidence with online technology and pedagogy, the College is providing additional support.

With a goal to help faculty incorporate best practices into their online teaching and online course design, the College's Center for Teaching and Learning Excellence has developed a Best Practices in Online Teaching Certification Course. This training focuses on key aspects of online teaching, including organization, learning design, accessibility and technology tools, instructor presence, and assessment.

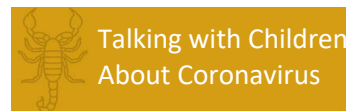
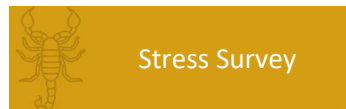
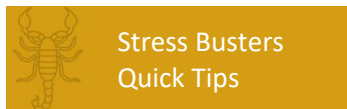
Thirty faculty members will have an opportunity to participate in a two-semester course on effective online teaching. This course is designed and led by the Association of College & University Educators (ACUE), a non-profit organization that "prepares, credentials, and supports faculty to teach with the practices that improve student achievement and close equity gaps." ACUE is supported by organizations such as the American Council on Education (ACE) and Quality Matters.

Mental and Emotional Well-being

Whether working from home or on campus, the COVID-19 pandemic has changed the way we work and the way we view the world. Uncertainty about this new disease can create fear, anxiety and other strong emotions, which can be overwhelming and create stress in your personal life as well as within the workplace. How you respond to these emotions and stress can greatly impact your well-being, the well-being of those you care about, your workplace, and your community.

During this pandemic, it is critical for our employees to recognize what stress looks like, take steps to build resiliency, manage job stress, and know where to go if help is needed. As our most valuable asset, your health and safety serves as our guiding principle.

To support the well-being of our campus community and in an effort to create a culture of wellness, we encourage all employees to click on the resources below. These resources include tips and recommendations for identifying and coping with stress and anxiety, building resiliency, and supporting children during a pandemic.



If you find that stress and anxiety become persistent or interfere with your daily functions, you are strongly encouraged to utilize the services provided by the College's Employee Assistant Program. Details for the EAP are provided below:

Employee Assistance Program (EAP): EAP is available to all employees of the College and is provided through our vendor, LifeWorks. EAP benefits are free and confidential and include a variety of services related to: life, work, family, money, stress, and health. Employee can utilize these services via the following methods:

- **Online** at [Lifeworks.com](https://lifeworks.com)
 - **User ID:** nshe
 - **Password:** eap

Note: User ID and password must be all lowercase
- **Phone:** 877.234.5151

Student Guidelines

All students are expected to fully comply with the protocols and guidelines outlined in this document and any other institutional document related to providing a safe, secure, and healthy return to campus for members of the NSC community.

For additional and regularly updated information regarding NSC's response to COVID-19, please visit www.nsc.edu/coronavirus.

Face Coverings and Social Distancing

Your safety is our top priority. We are following the mandates from the Governor's Office and the CDC guidelines to help keep everyone on campus safe and healthy. We ask all students to play an active role in protecting the campus community's health and safety. Face coverings are mandatory on campus, including all NSC buildings, classrooms, the plaza area, and all student services areas. All NSC students on campus must be wearing a face covering. Failure to do so may result in removal from campus for the semester or until the face-covering mandate has been lifted.

Properly wearing a face-covering includes covering the nose and mouth. If you have to remove your face covering briefly, please try and do so outside and while still practicing social distancing by staying at least 6 feet away from others.

If you have a medical condition that will not allow you to wear a face-covering safely, please work with your academic advisor to request an online class schedule for the Fall semester.

Face coverings are not a substitute for social distancing. To adhere to social distancing guidelines, we have limited class sizes and changed class formats to reduce the overall number of students who can be present in a classroom at any given time. You should have received a letter from Provost and Executive Vice President, Dr. Vickie Shields, explaining the class formats' changes. Class sizes will be no more than 50% of a classroom's capacity and subject to six-foot social distancing requirements.

Outside of the classroom, expect to see signage, floor decals, and fewer chairs (to discourage large gatherings) to designate proper social distancing. Since people can spread the virus before they know they are sick, it is essential to stay away from others even if you have no symptoms.

Generally, students are advised to:

- Stay at least 6 feet (about two arms' length) from other people at all times.
- Do not gather in groups.
- Stay apart from any gathering of students on campus.

Student services areas with a counter may have a plexiglass barrier, and hand sanitizing stations have been added to each floor near entrances, stairwells, and elevators. Some areas, such as the library and computer labs, may have a new maximum capacity to ensure proper social distancing.

Safety Station Locations

If you forget your face covering at home or in your car, disposable face coverings will be available in Safety Stations. Safety Stations are located in all NSC buildings, including the Rogers Student Center, the Raker Student Success Center, the Liberal Arts & Sciences Building, Dawson, and the Kasner Academic Building. Disposable facial coverings may only be worn for one day and then must be placed in the trash.

Elevators

We cannot maintain social distancing in an elevator; therefore, we have limited the number of occupants in the elevators to one-person per cabin. If you have an underlying health issue that requires you to take the elevator or if you need an individual with you for physical assistance or an ADA accommodation, that is appropriate and understandable. If you can take the stairs, please take the stairs.

Campus Cleaning & Disinfecting

Nevada State College is committed to protecting the health and safety of all members of our campus community. As we look to welcome faculty, staff, students, and visitors back to campus, we want to share the protocols that have been put in place to ensure you are provided with clean and sanitized learning and studying environments.

- All cleaning protocols adhere to NV-OSHA guidelines. NV-OSHA *Guidelines for Roadmap to Recovery*.
- All campus disinfecting procedures utilize EPA approved Virex II/256 & PurTabs (cleaning materials that have been shown to neutralize the COVID-19 virus) for kitchen/cafeteria spaces, electronics & other "no-wipe" surfaces.
- All high touchpoints, including stairwells, elevators, open restrooms, and café areas, will be disinfected each weeknight.
- All high touchpoints in occupied public areas will be disinfected every four hours.
- All public restrooms will be disinfected at least twice per day, mid-day and at night. Higher use restrooms will be sanitized more often during the day.
- Hand sanitizing stations have been added to each floor near entrances, stairwells, and elevators.

Symptom Monitoring

If you do not feel well, do not come to campus. Students should conduct a personal symptom monitoring check every day before leaving for school. At this time, symptoms include one or more of the following:

- Consistent Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Repeated shaking with chills
- Diarrhea
- Runny nose/sniffles/new or unknown sinus congestion
- Muscle pain
- Headache
- Fatigue
- New loss of taste or smell

3 W's of Safety

Wash your hands frequently
Wear a face covering
Watch your social distancing

Scorpion Pledge

As a Nevada State College student wanting to return to campus, I pledge the following:

- I pledge to wear a face-covering when I am in my classes, in the plaza area, and in all NSC buildings.
- I pledge to practice social distancing at all times. I will stand at least 6 ft away from another individual while wearing a face covering.
- I pledge to wash my hands frequently.
- I pledge to stay home if I exhibit any of the COVID-19 symptoms or any other flu-like symptoms.

I have been made aware of the guidelines and expectations to return to NSC safely.

Failure to follow the stated guidelines and expectations may result in my immediate removal from campus.

Although the format of many classes will change for the Fall 2020 semester, the quality educational experience students have come to expect from Nevada State will remain the same. Our primary goal is to help students continue their path to graduation while maintaining a safe and healthy environment. As we have in the past, the Nevada State College community will adapt to these changes and overcome whatever challenges come our way.

All communications to faculty and staff have and will emphasize the need for cooperation and flexibility during this transition back to in-person teaching. Eric Gilliland eric.gilliland@nsc.edu, HR Director and ADA Coordinator, is Nevada State's designated ombudsman to address/coordinate COVID-19 re-opening issues. He will have information readily available for students, faculty, and the public.

Course Delivery: Classes this fall will be offered in several formats, including online (labeled "Web Course" on the schedule) and hybrid. The faculty were offered five models for delivering hybrid courses. In the event that Governor increases COVID-19 restrictions once again, any of these courses could move easily online.

Online classes will be offered asynchronously or synchronously.

- **Asynchronous classes** do not require students to use software to meet with the instructor/class at a specific time. Assignments are completed entirely online. These classes will not have any times or dates listed on the schedule.
- **Synchronous classes** are also online but require students to meet with the instructor/class at specific times and dates using video conference software such as Zoom. When students look at the class schedule online, they will see that these classes have dates and times listed (e.g., MoWe 12:30 pm - 1:50 pm). To participate in this class, students will need to meet with the instructor/class virtually during these times.
- **Hybrid courses** will require students to meet in-person on campus, but less frequently than a traditional in-person course. A significant portion of the course will be completed online. Students will recognize these courses because "Hybrid" is listed under the instruction method column of the online class schedule. Students should plan on coming to campus on the dates and times listed, although the instructor may choose to modify the schedule for safety concerns. For example, for a hybrid course that meets Tuesdays and Thursdays from 11 am -12:20 pm, students may be asked only to attend one day a week. Students can contact the instructor of the class for specific details.

Resources for Students: Many students find that navigating online courses can be a challenge initially. If students have never taken an online course before, they can take our Student Online Preparedness course available to students through Canvas. Also, our tutors at the [Academic Success Center](#) (ASC) are available to help students navigate these courses and give students advice to help students learn more and succeed in online classes.

Number of Students in In-person Classes: We are limiting class sizes and changing class formats to reduce the overall number of students who can be present in a classroom at any given time. While we do not have a specific ratio of students-to-classroom determined, we will follow the guidelines and best practices established by the state and the Nevada System of Higher

Education. Generally, we expect class sizes to be no more than 50% of a classroom's capacity and subject to six-foot social distancing requirements.

Students with a Condition that Puts Them at an Elevated Risk: If students are at elevated risk for COVID-19 (as defined by the CDC), or have a family member at home who has an elevated risk, they should enroll in an all online course schedule for fall 2020. However, if students absolutely need a hybrid course to progress through their major or graduation, students can [complete a form](#) by August 1 to request a fully online exception for their hybrid classes. Where possible, we will try to offer students alternatives to courses with an in-person component. However, we will not be able to offer this option for all classes.

Face Coverings for Faculty & Students: Face coverings will be mandatory in all interior common spaces and classrooms, as well as outside where six-foot social distancing cannot be reasonably maintained. There are no exceptions for removing face coverings during the speaking portion of an in-person lecture.

All course syllabus will specifically state, that face coverings are mandatory for all faculty and students in the classroom. There is no exception for removing a face covering during the speaking portion of an in-person lecture. Professors should utilize microphones, if necessary, to help with their voice and students should utilize transcription services, if necessary, to assist if they have difficulty hearing.

In Person Instruction: Each classroom will have no more than 50% of the maximum occupancy at any given time.

Service Availability: All support services, such as the Marydean Martin Library, the Academic Success Center, and Career Services, will be open. However, in-person staffing and the hours for each building will be reduced. We encourage all students to use our services remotely when possible, as this is the safest option. The cafe will limit some options to ensure food can be served safely (for instance, it will have packaged salads instead of a salad bar).

Study Areas, Access to Computers, and Internet Connection: We are developing spaces for students to study and work safely. We will have special guidelines for these spaces to encourage social distancing.

Fees for Online and Hybrid Courses: Typically, students pay a \$25 fee for online and hybrid classes. However, if a class was changed from an in-person course to an online or hybrid course due to the health crisis, we have waived the fee. Students can click on any course in the online schedule to determine if there is a fee associated with it.

Additional Student Training: In addition to our existing resources and efforts to respond to direct student inquiries, the Dean of Students is working with a team to create a single-page set of guidelines and expectations for safely returning to campus, which will be distributed via multiple modalities (e.g., email, social media). We also are collaborating with the Nevada State Student Alliance and Student Life to create videos that address the myths and facts of different safety precautions, including wearing face coverings. Finally, the college will be hosting its second virtual student town hall to discuss expectations for returning to campus.

Strategies on Handling Social Interactions: The college President has commissioned a steering committee that will specifically address how to navigate social interactions, including circumstances where a campus constituent is refusing to comply with a safety precaution. We

are also in conversations with Student Affairs leaders at other NSHE institutions regarding their efforts to handle student interactions effectively. Our general strategy will be to de-escalate situations involving non-compliance but will enforce strict repercussions to ensure that we are protecting the health and well-being of everyone on campus.

For questions regarding the fall semester, students are encouraged to contact Advising at 702-992-2160 or email AAC@nsc.edu.

Student Housing



Student Housing is operated by American Campus Communities (ACC), one of the nation's largest operators of campus housing. ACC has developed a comprehensive COVID-19 Reopening Plan applicable to all of the properties under their operation. This plan can be found on the following pages of NSC's Fall 2020 Campus Operations & Instruction Plan.

Student housing at Nevada State College is apartment-style with varying floorplans. The majority of the floorplans are single occupancy bedrooms. The highest rate of occupancy is a maximum of two students per bedroom.

In the case of single-occupancy bedrooms, a student testing positive for COVID-19 can quarantine in their own bedroom. For double-occupancy, ACC will hold vacant apartments for potential quarantine purposes.



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COVID-19 REOPENING PLAN

Operations Program



**You're
going to
love
it here.®**



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Introduction

Purpose

The purpose of this plan is to outline the steps that will be taken to operate our communities in the best possible manner during the COVID-19 pandemic. Individual properties may supplement these protocols with more specific property-specific processes to achieve this objective. At all times our emphasis will be on mitigation protocols including social distancing, sanitization and practicing good hygiene.

Summary

ACC has developed this plan to guide employees through the process of normalizing the operations of our properties through a phased approach over time. These guidelines will mitigate the risk of COVID-19 and other infectious illnesses to our employees and customers. In order to develop a thoughtful and safe transition plan, we evaluated federal guidance on reopening the economy, state laws on the matter, apartment industry recommendations, and the reopening plans of other businesses. Our three-phased plan to normalizing property operations is similar to the reopening plans released by the federal and state governments. Transitions from one phase to the next will occur on a property-by-property basis, as situations vary dramatically from market to market with respect to government ordinances and the COVID-19 situation in that area.

This plan is subject to change at any time. Exceptions or modifications to the protocols herein may be implemented on a case-by-case basis with Regional Manager approval.

Appendices

Please see the Appendices section of this plan for sample forms and documents.



Workplace Guidelines

Throughout all phases of our transition to normal operations certain standard precautionary measures should be observed by all employees. Every employee must take personal responsibility to demonstrate these measures in order to mitigate the risk of infection to themselves and others.

Social distancing

The overarching principle that should be applied to all operations during the pandemic is social distancing. This applies to both employees and customers – all individuals should remain at least six feet apart. In situations where this may be difficult, employees must wear a face covering. (Face coverings must also be worn whenever required by state/local law.) In order to achieve social distancing, some workspaces may need to be rearranged/reconfigured. In addition, any shared workspaces should be disinfected between shifts.

Staffing

In the earlier phases of the pandemic, managers were required to develop temporary staffing plans to promote social distancing, which could include such elements as staggered schedules or working from home. As of May 19th, properties should have by and large normalized their staffing plans, while maintaining social distancing. However, managers should be sensitive to any employees that need to continue working from home due to childcare challenges or if they are in a high-risk group. Managers should contact Human Resources if they have any questions about this. Employees who are sick or experiencing any flu-like symptoms **must** stay home from work. Employees must also follow quarantine guidelines from the CDC and/or local health department upon potential exposure to COVID-19.

Practice good hygiene

It is every employee's responsibility to practice good hygiene. Please observe the following guidelines in the workplace:

- Avoid close contact with people who are sick. If you are sick or demonstrating any symptoms of illness, stay home from work.
- Wash your hands often with soap and warm water. If soap and water are not available, use an alcohol-based hand sanitizer.
- As much as possible, try to limit directly touching common surface areas with your hands.
- Avoid touching your eyes, nose and mouth.
- Cough or sneeze into your elbow or sleeve or cover coughs or sneezes with a tissue and throw the tissue directly into the trash.



Summary of Phases

Below is a summary of ACC's 3-phase plan for reopening properties. See Appendix A for a summary in table format.

Phase 0

Phase 0 was our initial response to the pandemic and government stay-at-home orders, and was implemented company-wide in March 2020. Only the most essential operations continued; most amenities were shut down, in-person tours were discontinued, simultaneous on-site staffing was minimized, resident events were suspended, non-priority work orders were postponed, social distancing was implemented, and CDC guidelines were regularly communicated to employees and residents.

Phase 1

Phase 1 of the reopening process was implemented companywide on April 30th, 2020. During this phase, each property began to normalize their staffing hours and schedules, and began addressing the backlog of work orders. All other restrictions and policies put into place during Phase 0 remained in place.

Phase 2

During Phase 2, in-person tours will be available with social distancing, and amenities will be available with restrictions. Phase 2 will be implemented on a property-by-property basis.

Phase 3

During Phase 3, normal property operations will resume as they were pre-COVID-19 (although some best practices implemented during the pandemic may be continued). Phase 3 will be implemented on a property-by-property basis.

	PHASE 1	PHASE 2	PHASE 3
	(default for all properties as of 5/11/20)	Timing market-specific, requires SVP approval	Timing market-specific, requires SVP approval
Social distancing	Maintain 6' or use mask	Maintain 6' or use mask	Normal operations
Staffing	Work with RM to start normalizing hrs/schedules	Normalized staffing (with social distancing - workspaces may require rearrangement/modification.)	
Amenities	Closed except laundry, academic success centers, food service (where applicable)	Open with restrictions and enhanced cleaning protocols (defined by property, approved by SVP)	
Tours	Virtual tours only	Virtual tours recommended. In-person tours available (max 2 prospects, maintain social distancing, face coverings suggested for prospects and required for leasing agent if within 6 ft of prospect)	
Work orders	Work with RM to determine approach to backlog (with social distancing, face coverings required when inside resident units)	Normalized work order operations (with social distancing, face coverings required when inside resident units)	
Resident events	No group resident events	No group resident events	

Appendix A: Reopening Plan Phases



Phase Transitions – Approval Process

As of May 19th, 2020, all properties were in Phase 1 of the reopening process. At that time, the process for requesting to transition a property to Phase 2 and Phase 3 was announced.

Transitioning to Phase 2

Transitions to Phase 2 will occur on a property-by-property basis, as situations vary dramatically from market to market with respect to government ordinances and the COVID-19 situation in that area. The Regional Manager or RVP will determine when it is appropriate for a property in their portfolio to transition to Phase 2, and will request approval.

SVP approval is required for a property to transition to Phase 2. When deciding when to request a transition to Phase 2, the Regional Manager/RVP should evaluate local ordinances, the COVID-19 situation in that region, university policies, and business norms in the area (esp. gyms). Also consider the federal guidance on when a state should proceed from one phase to the next: 1) a downward trend in new COVID-19 cases over a 14-day period, and 2) ample hospital capacity.

To request approval, the Regional Manager/RVP will submit the *Property Reopening Request* form (see Appendix B) to the appropriate SVP. Provided on this form should be a detailed, property-specific plan for opening common areas, including any restrictions, mitigation protocols, or cleaning procedures beyond the ACC standards for Phase 2. Refer to the National Apartment Association's *Best Practices for Reopening Office and Amenity Spaces* resource at www.naahq.org.

Phase 2 Implementation

The following steps should be taken immediately after receiving SVP approval to transition to Phase 2:

1. RM/RVP must update the *Property Reopening Status* spreadsheet on the *Coronavirus Response Teams* site. A copy of these instructions will also be posted to the site in case they need to be forwarded to the GM.
2. GM should procure and post the appropriate signage for property common areas. A catalog of sign templates is available in SMS; properties are encouraged to customize if necessary and print locally. Any signage needs that cannot be satisfied locally with these templates can be requested in SMS.
3. GM should submit 2 SMS requests to update office hours: 1) to update the office hours promo box on the property website; 2) to update LAMS follow-up to remove the office closed message.
4. GM must send approved resident email (see Appendix C) announcing the limited reopening of amenities and any property-specific details regarding policies. Residents will be informed that they are using the common areas at their own risk, and must take responsibility for their own hygiene/sanitizing.
5. GM should implement their Phase 2 plan as detailed in the request form.



Transitioning to Phase 3

The approval process for transitioning to Phase 3 (normal operations) is exactly the same: the Regional Manager or RVP will submit the *Property Reopening Request* form to the SVP for approval. To determine the timing for this transition, evaluate the same evolving criteria that were considered in the transition to Phase 2.

Phase 3 Implementation

The following steps should be taken immediately after receiving SVP approval to transition to Phase 3:

1. RM/RVP must update the *Property Reopening Status* spreadsheet on the *Coronavirus Response Teams* site.
2. RM/RVP should work with the GM to evaluate the temporary policies and procedures that were put into place in response to the pandemic and determine if any should be continued (e.g. sanitizer stations).
3. GM should review the posted amenity signage and remove or modify as appropriate.
4. GM should implement their Phase 3 plan as detailed in the request form.



Phase 1 Details

Phase 1 of the reopening process was implemented companywide on April 30th, 2020. During this phase, each property began to normalize their staffing hours and schedules, and began addressing the backlog of work orders. All other restrictions and policies put into place during Phase 0 remained in place. Below are the COVID-19-related operations policies in effect during Phase 1.

Social Distancing

Employees should maintain a distance of at least 6 feet from other employees, customers, or any other individuals. In situations where this may be difficult, employees must wear a face covering. (Face coverings must also be worn whenever required by state/local law.)

Staffing (change from Phase 0)

During Phase 0, properties were instructed to minimize the number of employees working on-site simultaneously. During Phase 1, the property should begin normalizing staffing hours and schedules (while maintaining social distancing). Some employees may need to continue working from home if they are experiencing childcare challenges, are in a high-risk group, etc.

Work Orders (change from Phase 0)

During Phase 0, properties were instructed to only respond to priority work orders. During Phase 1, the property should begin addressing the backlog of work orders. Social distancing should be maintained, and face coverings are required when working in resident units.

Amenities

Most common area amenities are closed, with the exception of Academic Success Centers, laundry rooms, and food service cafés (where applicable).

Tours and Marketing

In-person tours are suspended. All tours should be conducted virtually—via phone, Facetime, or Zoom. Guerrilla marketing, in-person marketing events, and door-to-door marketing campaigns are also suspended. Follow-up marketing activities should continue as normal.

Resident Events

All in-person resident events are suspended.



Cleaning & Disinfecting

Daily cleaning and disinfecting in the office and any open common areas should occur in accordance with current CDC guidelines and approved BOSS checklists, with an increased frequency of disinfecting high touch surfaces. Refer to ACC's *Cleaning & Disinfecting Guide* (see Appendix D) for detailed cleaning instructions, and use the "Enhanced Pandemic Procedures" that are outlined therein.

Collections

In-person collections activities are suspended, including posting collections notices on resident bedroom doors. Carefully follow the COVID-19 collections procedures as instructed by the corporate Collections Dept.



Phase 2 Details

During Phase 2, in-person tours will be available with social distancing, and amenities will be available with restrictions. Below are the COVID-19-related operations policies in effect during Phase 2.

Social Distancing

Employees should maintain a distance of at least 6 feet from other employees, customers, or any other individuals. In situations where this may be difficult, employees must wear a face covering. (Face coverings must also be worn whenever required by state/local law.)

Staffing (change from Phase 1)

By Phase 2, the property should be implementing normal staffing hours and schedules (while maintaining social distancing). Some employees may need to continue working from home if they are experiencing childcare challenges, are in a high-risk group, etc.

Work Orders (change from Phase 1)

By Phase 2, the property should be implementing normal work order operations. Social distancing should be maintained, and face coverings are required when working in resident units.

Amenities (change from Phase 1)

During Phase 2, amenities will be reopened with restrictions. The RM/RVP will provide details in their *Property Reopening Request* (see Appendix B) on how they propose to reopen amenities in a manner that promotes social distancing and good hygiene. Provided on this form should be a detailed, property-specific plan for opening common areas, including any restrictions, mitigation protocols, or cleaning procedures beyond the ACC standards for Phase 2. Refer to the National Apartment Association's *Best Practices for Reopening Office and Amenity Spaces* resource at www.naahq.org.

A catalog of approved mitigation fixtures and equipment will be available for properties to order from (e.g. sanitizer stations, door foot-pulls, etc.). For more details, see the section in this guide titled "Materiality – Fixtures & Equipment."

Below are the ACC standards for operating amenities during Phase 2. However, every property is different; Regional Managers may request to modify some of these standards for a property based on such factors as daily traffic and the physical setup of the facility. All amenities should be thoroughly cleaned and disinfected prior to reopening.

See Appendix E for a quick reference table of cleaning frequency for each amenity during Phase 2.

CLEANING FREQUENCY QUICK REFERENCE

AMENITY	FULL CLEAN FREQUENCY (MINIMUM)	SUPPLEMENTARY HIGH TOUCH SURFACE CLEANING (MINIMUM)
Fitness Center	2x a day	2x a day
Clubhouse & Common Areas	1x a day	As needed
Swimming Pool	1x a day	1x a day
Academic Success Center	1x a day	2x a day
Public Restrooms	1x a day	2x a day
Community Bathrooms	1x a day	3x a day
Laundry Room	1x a day	2x a day
Leasing Office	1x a day	As needed and between shift changes

Appendix E: Phase 2 Cleaning Frequency

Fitness Centers

- **Observe state and local laws.** Do not open the fitness center until gyms have been authorized to do so in the area. If face coverings are required in public areas or commercial gyms, inform residents of this requirement, monitor and enforce the policy, and post the appropriate signage at the entrance (“Per local law, face coverings required in common areas”).
- **Social Distancing.** Fitness centers must be configured in such a way that residents using the facility are at least 6 feet apart. This may require rearranging, removing, or disabling some equipment. Signage should be posted reminding residents of this policy.
- **Maximum Capacity.** Establish a conservative maximum capacity for the fitness room based on its reconfigured layout and social distancing guidelines. Be aware of and comply with any state or local capacity restrictions. Post maximum capacity signage at the entrance.
- **Hours of Operation.** During Phase 2, the hours of operation should be limited in order to limit and monitor resident traffic, and to facilitate cleaning and disinfecting. As a company standard, the fitness center hours of operation should generally be the same as the hours of the leasing office. The fitness center should also be closed during daily cleaning and disinfecting.
- **High Touch Surfaces.** To the greatest extent possible, we should limit the number of common surfaces that residents might touch. This can be accomplished by removing unnecessary items, propping open doors, installing hands-free fixtures, etc.
- **Hand Sanitizer.** Hand sanitizer stations should be placed at entrances/exits. Post the appropriate signage at the station (“Sanitize Your Hands Here”).
- **Disinfecting Wipes.** Residents are required to use disinfecting wipes to disinfect the fitness equipment and any common surfaces before and after each use. Wipes stations should be placed near the fitness equipment and any other common surface areas in the fitness room. The number of stations will vary based on the size and layout of the facility, but should be visible and accessible from any location within

the fitness center. The stations should also be positioned in such a way that they can be accessed while maintaining a distance of at least 6 feet from other individuals using the fitness center.

- **Cleaning Procedures.** During Phase 2, enhanced cleaning and disinfecting procedures should be implemented in the fitness center. See ACC's *Cleaning & Disinfecting Guide* for detailed instructions, and use the "Enhanced Pandemic Procedures" that are outlined in the "Exercise Workout Areas" section of the manual. **As a company standard, fitness centers should receive a full cleaning and disinfecting twice a day, including disinfecting all equipment and common surface areas, plus 2 additional disinfecting wipe-downs of high touch surfaces.** The fitness center should be closed during these cleanings. Depending on resident traffic, a supplementary schedule of high touch surface disinfecting may be needed. Consider reducing/removing any common touch surfaces that are difficult to disinfect (e.g. porous materials).
- **Signage.** Review the reopening signage catalog to order and post the appropriate signage for the fitness center. At a minimum, the following signs should be posted:
 - "Keep 6 Feet Distance." This should be posted at the entrance of the fitness room, and throughout the room in such a way that the message is visible from any spot in the facility. Where applicable, also install the floor decal version of this sign.
 - "Sanitize Your Hands Here." This should be posted at the hand sanitizer stations.
 - "Please sanitize surfaces before and after each use." This should be posted at the disinfecting wipes stations. Additional signs should also be posted on or near all equipment and common surfaces so the message is clearly visible from any spot in the facility.
 - "Maximum capacity for social distancing: ___." Post at the entrance to the fitness room.
 - "Amenity Hours: ___." Post at the entrance to the fitness room.

Clubhouses and Common Areas

- **Observe state and local laws.** If face coverings are required in public areas, inform residents of this requirement, monitor and enforce the policy, and post the appropriate signage at the entrance ("Per local law, face coverings required in common areas").
- **Social Distancing.** Clubhouses and common areas should be configured in such a way that residents using the facility are at least 6 feet apart. This may require rearranging or removing seating, furniture, games, etc. Signage should be posted reminding residents of this policy.
- **Maximum Capacity.** Establish a conservative maximum capacity for the clubhouse or other common areas based on its layout and social distancing guidelines. Post maximum capacity signage at the entrance.
- **Hours of Operation.** During Phase 2, the hours of operation should be limited in order to limit and monitor resident traffic. As a company standard, clubhouse hours of operation should generally be the same as the hours of the leasing office.
- **High Touch Surfaces.** To the greatest extent possible, we should limit the number of common surfaces that residents might touch. This can be accomplished by removing unnecessary items, propping open doors, installing hands-free fixtures, etc.
- **Hand Sanitizer.** Hand sanitizer stations should be placed at entrances/exits. Post the appropriate signage at the station ("Sanitize Your Hands Here").
- **Disinfecting Wipes.** Residents are required to use disinfecting wipes to disinfect any shared equipment or common surfaces before and after each use (pool cues, remote controls, etc.). Wipes stations should be placed near any shared equipment or other common surface areas in the clubhouse. The number of stations will vary based on the size and layout of the facility. The stations should also be positioned in

such a way that they can be accessed while maintaining a distance of at least 6 feet from other individuals using the clubhouse.

- **Cleaning Procedures.** During Phase 2, enhanced cleaning and disinfecting procedures should be implemented in the clubhouse and common areas. See ACC's *Cleaning & Disinfecting Guide* for detailed instructions, and use the "Enhanced Pandemic Procedures" that are outlined in the "Common Areas, Game Rooms and Movie Theaters" section of the manual. **As a company standard, clubhouses and other common areas should receive a full cleaning and disinfecting once a day, including disinfecting all equipment and common surface areas.** Depending on resident traffic, a supplementary schedule of high touch surface disinfecting may be needed. Consider reducing/removing any common touch surfaces that are difficult to disinfect (e.g. porous materials).
- **Elevators.** Social distancing signage should be posted inside and outside elevators. Elevator buttons should be covered with an anti-microbial cover.
- **Stairways.** If practical, consider designating certain stairwells as up and down thruways to minimize intersecting traffic.
- **Signage.** Review the reopening signage catalog to order and post the appropriate signage for the clubhouse and other common areas. At a minimum, the following signs should be posted:
 - "Keep 6 Feet Distance." This should be posted at the entrances of the clubhouse and other common areas, inside and outside elevators, and throughout the common areas of the community in such a way that the message is consistently visible. Where applicable, also install the floor decal version of this sign.
 - "Sanitize Your Hands Here." This should be posted at the hand sanitizer stations.
 - "Please sanitize surfaces before and after each use." This should be posted at the disinfecting wipes stations. Additional signs should also be posted on or near shared equipment as needed.
 - "Maximum capacity for social distancing: ___." Post at the entrance to the clubhouse.
 - "Amenity Hours: ___." Post at the entrance to the clubhouse.

Swimming Pools

- **Observe state and local laws.** Do not open the pool if prohibited to do so in the area. If face coverings are required in public areas, inform residents of this requirement, monitor and enforce the policy, and post the appropriate signage at the entrance ("Per local law, face coverings required in common areas").
- **Social Distancing.** Pool furniture should be configured in such a way that residents using the facility are at least 6 feet apart. This may require rearranging or removing pool furniture.
- **Maximum Capacity.** Establish a conservative maximum capacity for the pool area based on its layout and social distancing guidelines. Be aware of and comply with any state or local capacity restrictions. Post maximum capacity signage at the entrance.
- **Close Hot Tubs.** Maintaining social distancing is difficult or impossible in most hot tubs. As such, hot tubs should remain closed during Phase 2.
- **Hours of Operation.** During Phase 2, the hours of operation should be limited in order to limit and monitor resident traffic. As a company standard, the pool area hours of operation should generally be the same as the hours of the leasing office.
- **High Touch Surfaces.** To the greatest extent possible, we should limit the number of common surfaces that residents might touch. This can be accomplished by removing unnecessary items, propping open doors, installing hands-free fixtures, etc.
- **Hand Sanitizer.** Hand sanitizer stations should be placed at entrances/exits. Post the appropriate signage at the station ("Sanitize Your Hands Here").

- **Disinfecting Wipes.** Residents are required to use disinfecting wipes to disinfect pool furniture and any other common surfaces before and after each use. Wipes stations should be placed near the pool furniture. The number of stations will vary based on the size and layout of the facility. The stations should also be positioned in such a way that they can be accessed while maintaining a distance of at least 6 feet from other individuals in the pool area.
- **Cleaning Procedures.** During Phase 2, enhanced cleaning and disinfecting procedures should be implemented in the pool area. See ACC's *Cleaning & Disinfecting Guide* for detailed instructions, and use the "Enhanced Pandemic Procedures" that are outlined in the "Common Areas, Game Rooms and Movie Theaters" section of the manual. **As a company standard, the pool area should be cleaned and disinfected daily, plus one additional daily disinfecting wipe-down of high touch surfaces.** Depending on resident traffic and layout of the pool area, a supplementary schedule of high touch surface disinfecting may be needed. Consider reducing/removing any common touch surfaces that are difficult to disinfect (e.g. porous materials).
- **Signage.** Review the reopening signage catalog to order and post the appropriate signage for the pool area. At a minimum, the following signs should be posted:
 - "Keep 6 Feet Distance." This should be posted at the entrance to the pool area, and throughout the area in such a way that the message is visible from any spot. Where applicable, also install the floor decal version of this sign.
 - "Maximum capacity for social distancing: ___." Post at the entrance to the pool area.
 - "Amenity Hours: ___." Post at the entrance to the pool area.

Academic Success Centers and Study Rooms

- **Observe state and local laws.** If face coverings are required in public areas, inform residents of this requirement, monitor and enforce the policy, and post the appropriate signage at the entrance ("Per local law, face coverings required in common areas").
- **Social Distancing.** Academic Success Centers should be configured in such a way that residents using the facility are at least 6 feet apart. This may require rearranging or removing seating/equipment, or installing physical barriers if social distancing is challenging. Signage should be posted reminding residents of the social distancing policy.
- **Maximum Capacity.** Establish a conservative maximum capacity for the Academic Success Center based on its layout and social distancing guidelines. Post maximum capacity signage at the entrance.
- **Hours of Operation.** Since these facilities are critically important to the academic success of many residents, normal hours of operation should be observed.
- **High Touch Surfaces.** To the greatest extent possible, we should limit the number of common surfaces that residents might touch. This can be accomplished by removing unnecessary items, propping open doors, installing hands-free fixtures, etc.
- **Hand Sanitizer.** Hand sanitizer stations should be placed at entrances/exits. Post the appropriate signage at the station ("Sanitize Your Hands Here").
- **Disinfecting Wipes.** Residents are required to use disinfecting wipes to disinfect any shared equipment or common surfaces before and after each use (keyboards, mice, etc.). Wipes stations should be placed near any shared equipment or other common surface areas in the Academic Success Center. The number of stations will vary based on the size and layout of the facility. The stations should also be positioned in such a way that they can be accessed while maintaining a distance of at least 6 feet from other individuals using the facility.

- **Cleaning Procedures.** During Phase 2, enhanced cleaning and disinfecting procedures should be implemented in the clubhouse and common areas. See ACC's *Cleaning & Disinfecting Guide* for detailed instructions, and use the "Enhanced Pandemic Procedures" that are outlined in the "Common Areas, Game Rooms and Movie Theaters" section of the manual. **As a company standard, Academic Success Centers should receive a full cleaning and disinfecting once a day, including disinfecting all equipment and common surface areas, plus 2 additional disinfecting wipe-downs of high touch surfaces.** Depending on resident traffic, a supplementary schedule of high touch surface disinfecting may be needed. Consider reducing/removing any common touch surfaces that are difficult to disinfect (e.g. porous materials).
- **Signage.** Review the reopening signage catalog to order and post the appropriate signage for the Academic Success Center. At a minimum, the following signs should be posted:
 - "Keep 6 Feet Distance." This should be posted at the entrance, and within the facility in such a way that the message is consistently visible. Where applicable, also install the floor decal version of this sign.
 - "Sanitize Your Hands Here." This should be posted at the hand sanitizer stations.
 - "Please sanitize surfaces before and after each use." This should be posted at the disinfecting wipes stations. Additional signs should also be posted near shared equipment as needed (e.g. on the wall above computer monitors).
 - "Maximum capacity for social distancing: ___." Post at the entrance.
 - "Amenity Hours: ___." Post at the entrance.

Public Restrooms

- **Observe state and local laws.** If face coverings are required in public areas, inform residents of this requirement, monitor and enforce the policy, and post the appropriate signage at the entrance ("Per local law, face coverings required in common areas").
- **Social Distancing.** Residents using the facility should stay at least 6 feet apart. Signage should be posted reminding residents of this policy.
- **Maximum Capacity.** Establish a conservative maximum based on the layout and social distancing guidelines. Post maximum capacity signage at the entrance.
- **High Touch Surfaces.** To the greatest extent possible, we should limit the number of common surfaces that residents might touch. This can be accomplished by removing unnecessary items, propping open doors, installing hands-free fixtures, etc.
- **Hand Sanitizer.** Hand sanitizer stations should be placed at entrances/exits. Post the appropriate signage at the station ("Sanitize Your Hands Here").
- **Disinfecting Wipes.** Wipes stations should be placed near common surface areas in the restroom (e.g. fixtures that are not hands-free). The number of stations will vary based on the size and layout of the facility.
- **Cleaning Procedures.** During Phase 2, enhanced cleaning and disinfecting procedures should be implemented in any public restrooms. See ACC's *Cleaning & Disinfecting Guide* for detailed instructions, and use the "Enhanced Pandemic Procedures" that are outlined in the "Public Restrooms" section of the manual. **As a company standard, public restrooms should receive a full cleaning and disinfecting daily, including disinfecting all common surface areas, plus 2 additional disinfecting wipe-downs of high touch surfaces.** Depending on resident traffic, a supplementary schedule of high touch surface disinfecting may be needed. Consider reducing/removing any common touch surfaces that are difficult to disinfect (e.g. porous materials).

- **Signage.** Review the reopening signage catalog to order and post the appropriate signage for the public restrooms. At a minimum, the following signs should be posted:
 - “Keep 6 Feet Distance.” This should be posted at the entrance and inside the restroom. Where applicable, also install the floor decal version of this sign.
 - “Sanitize Your Hands Here.” This should be posted at the hand sanitizer stations.
 - “Please sanitize surfaces before and after each use.” This should be posted at the disinfecting wipes stations.
 - “Maximum capacity for social distancing: ___.” Post at the entrance.
 - “Please wash your hands after touching common surfaces.” Post near the sinks.
 - CDC Handwashing Poster. Post near the sinks.
 - “Please flush with toilet seat down.” Post on inside of stall doors.

Community Bathrooms

- **Observe state and local laws.** If face coverings are required in public areas, inform residents of this requirement, monitor and enforce the policy, and post the appropriate signage at the entrance (“Per local law, face coverings required in common areas”).
- **Social Distancing.** Residents using the facility should stay at least 6 feet apart. Signage should be posted reminding residents of this policy.
- **Maximum Capacity.** Establish a conservative maximum based on the layout and social distancing guidelines. Post maximum capacity signage at the entrance.
- **High Touch Surfaces.** To the greatest extent possible, we should limit the number of common surfaces that residents might touch. This can be accomplished by removing unnecessary items, propping open doors, installing hands-free fixtures, etc. The property should order and install any needed hands-free fixtures prior to reopening. Appendix F outlines various mitigation options for community bathrooms. Appendix G identifies primary touchpoints.
- **Hand Sanitizer.** Hand sanitizer stations should be placed at entrances/exits. Post the appropriate signage at the station (“Sanitize Your Hands Here”).
- **Disinfecting Wipes.** Wipes stations should be placed near common surface areas in the restroom (e.g. fixtures that are not hands-free). The number of stations will vary based on the size and layout of the facility.
- **Cleaning Procedures.** During Phase 2, enhanced cleaning and disinfecting procedures should be implemented in community bathrooms. See ACC’s *Cleaning & Disinfecting Guide* for detailed instructions, and use the “Enhanced Pandemic Procedures” that are outlined in the “Community Bathrooms” section of the manual. **As a company standard, community bathrooms should receive a full cleaning and disinfecting daily, including disinfecting all common surface areas. In addition to the daily deep clean, high touch surfaces should be disinfected 3 times a day (for a total of 4 daily cleans).** Consider reducing/removing any common touch surfaces that are difficult to disinfect (e.g. porous materials).
- **Signage.** Review the reopening signage catalog to order and post the appropriate signage for the clubhouse and other common areas. At a minimum, the following signs should be posted:
 - “Keep 6 Feet Distance.” This should be posted at the entrance and inside the restroom. Where applicable, also install the floor decal version of this sign.
 - “Sanitize Your Hands Here.” This should be posted at the hand sanitizer stations.
 - “Please sanitize surfaces before and after each use.” This should be posted at the disinfecting wipes stations.

- “Maximum capacity for social distancing: ___.” Post at the entrance.
- “Please wash your hands after touching common surfaces.” Post near the sinks.
- CDC Handwashing Poster. Post near the sinks.
- “Please flush with toilet seat down.” Post on inside of stall doors.
- Post the cleaning schedule near the entrance to demonstrate the cleaning frequency.
- “This restroom is regular disinfected.” Post near the cleaning schedule.
- **Resident Bathroom Assignments.** In order to prevent cross-contamination and limit the number of unique individuals using each bathroom, residents should be assigned to a specific bathroom.
- **Resident Education.** At properties with community bathrooms, resident education is essential to limiting the spread of COVID-19 and other illnesses. In addition to all the guidelines posted throughout the community, it will also be important to communicate our policies as well as hygiene best practices via email campaigns, move-in packets, videos, etc. Preventing infection will primarily be determined by each resident’s own actions and hygiene practices. See the “Resident Education” section of this guide for more information.
- **Quarantine/Isolation Plan.** At properties with community bathrooms, it isn’t possible for a resident to truly quarantine/isolate if they have been infected or exposed to COVID-19. These properties must work with the university in advance to develop a plan for what to do if the health department instructs a resident to quarantine/isolate and the resident is not able to do so at their parent’s house.

Laundry Rooms

- **Observe state and local laws.** If face coverings are required in public areas, inform residents of this requirement, monitor and enforce the policy, and post the appropriate signage at the entrance (“Per local law, face coverings required in common areas”).
- **Social Distancing.** Laundry rooms should be configured in such a way that residents using the facility are at least 6 feet apart. This may require rearranging/removing seating or shutting down equipment. Signage should be posted reminding residents of the social distancing policy.
- **Maximum Capacity.** Establish a conservative maximum capacity for the laundry room based on its layout and social distancing guidelines. Post maximum capacity signage at the entrance.
- **Hours of Operation.** Normal hours of operation should be observed.
- **High Touch Surfaces.** To the greatest extent possible, we should limit the number of common surfaces that residents might touch. This can be accomplished by removing unnecessary items, propping open doors, installing hands-free fixtures, etc.
- **Hand Sanitizer.** Hand sanitizer stations should be placed at entrances/exits. Post the appropriate signage at the station (“Sanitize Your Hands Here”).
- **Disinfecting Wipes.** Residents should use disinfecting wipes to disinfect any common surfaces before and after each use (washer/dryer controls, detergent dispenser, etc.). The number of stations will vary based on the size and layout of the facility, but should be visible and accessible from any location within the laundry room. The stations should also be positioned in such a way that they can be accessed while maintaining a distance of at least 6 feet from other individuals using the facility.
- **Cleaning Procedures.** During Phase 2, enhanced cleaning and disinfecting procedures should be implemented in the laundry room. See ACC’s *Cleaning & Disinfecting Guide* for detailed instructions, and use the “Enhanced Pandemic Procedures” that are outlined in the “Laundry Rooms” section of the manual. **As a company standard, laundry rooms should receive a full cleaning and disinfecting daily, including disinfecting all common surface areas, plus 2 additional disinfecting wipe-downs of high touch surfaces.** Depending on resident traffic, a supplementary schedule of high touch surface

disinfecting may be needed. Consider reducing/removing any common touch surfaces that are difficult to disinfect (e.g. porous materials).

- **Signage.** Review the reopening signage catalog to order and post the appropriate signage for the clubhouse and other common areas. At a minimum, the following signs should be posted:
 - “Keep 6 Feet Distance.” This should be posted at the entrance, and within the facility in such a way that the message is consistently visible. Where applicable, also install the floor decal version of this sign.
 - “Sanitize Your Hands Here.” This should be posted at the hand sanitizer stations.
 - “Please sanitize surfaces before and after each use.” This should be posted at the disinfecting wipes stations, and throughout the room so the message is visible from any spot).
 - “Maximum capacity for social distancing: ___.” Post at the entrance.

Café Services

- **Observe state and local laws.** Do not open the café until restaurants have been authorized to do so in the area. All employees are required to wear face coverings if currently required. If face coverings are required in restaurants, inform residents of this requirement, monitor and enforce the policy, and post the appropriate signage at the entrance (“Per local law, face coverings required in common areas”).
- **Social Distancing.** The café will be open only to residents and staff. The café must be configured in such a way that residents using the facility are no less than 6 feet apart. This may require rearranging, removing, or disabling some equipment. Signage should be posted reminding residents of this policy.
- **Maximum Capacity.** Establish a conservative maximum capacity for the café based on its reconfigured layout and social distancing guidelines. Be aware of and comply with any state or local capacity restrictions. Post maximum capacity signage at the entrance.
- **Hours of Operation.** During Phase 2, the hours of operation should be limited in order to limit and monitor resident traffic, and to facilitate cleaning and disinfecting. Hours of operation may also be extended to accommodate traffic flow while limiting congestion.
- **Hand Sanitizer.** Hand sanitizer stations should be placed at entrance/exit. Post the appropriate signage at the station (“Sanitize Your Hands Here”).
- **Cleaning Procedures.** During Phase 2, enhanced cleaning and disinfecting procedures should be implemented in the café. All tables and chairs will be sanitized after each use and the café restroom (if applicable) will be cleaned hourly. Depending on resident traffic, a supplementary schedule of high touch-point disinfecting may be needed.
- **Utensils/China.** All utensils must be prewrapped and washed after the resident is finished, or disposable utensils/china will be used in the facility in place of washing reusable utensils/china.
- **Meal Time (meal tracking system).** A staff member will either need to enter a resident name into the system each time they enter the café, or a fob or card would need to be used. (Current systems do not accommodate a fob/card.) A staff member will verify the resident’s ID and enter the resident’s name into the system each time the resident enters the café).
- **Condiments.** All condiments should be prepackaged.
- **Serving lines.** Plexiglass should be installed from the countertop to the ceiling at each line (main/grill/pizza/salad bar/etc.). Grab-and-Go options should also be explored. All self-serve options should be converted to employee-served or grab-and-go.
- **Salad Bar.** Salads should either be prepackaged or served made to order by a staff member. If salads are served by an employee, then plexiglass should be installed from the countertop to the ceiling. Salad

dressings must be served by the same employee or be prepackaged. If salads are prepackaged, additional coolers may be needed to keep the salad at appropriate temperatures.

- **Cereals/Milk.** All cereal/milk must be provided in prepackaged containers or served by an employee. If cereals/milk are served by an employee, then plexiglass should be installed from the countertop to the ceiling.
- **Desserts.** All desserts must be prepackaged or individually wrapped. If yogurt or ice cream is an option, it must be served by an employee. If yogurt or ice cream is served by an employee, then plexiglass should be installed from the countertop to the ceiling.
- **Soft Drink/Coffee/Tea Machines.** Ice machines will need to be installed on each of the drink machines to minimize contact. Additional signage is needed (see signage list below).
- **Back of the House/Preparation.** All employees must wear face coverings if required. Gloves must also be worn. Social distancing between workstations is required.
- **Signage.** Review the reopening signage catalog to order and post the appropriate signage for the Cafe. At a minimum, the following signs should be posted:
 - “Keep 6 Feet Distance.” This should be posted at the entrance of the cafe, and throughout in such a way that the message is visible from any spot in the facility. Where applicable, also install the floor decal version of this sign.
 - “Sanitize Your Hands Here.” This should be posted at the hand sanitizer stations.
 - Add signage at each drink station. “New glass/mug must be used with each use”.
 - “Maximum capacity for social distancing: ___.” Post at the entrance to the cafe.
 - “Cafe Hours: ___.” Post at the entrance to the cafe.

Leasing Offices / Lobbies

- **The Customer Experience.** When customers enter our offices, we should create the impression that we are taking reasonable precautionary measures to mitigate the spread of COVID-19. Appropriate signage should be posted clearly at the entrance and within the office. Hand sanitizer stations should be available at entrances/exits. Signage on the floor should indicate where customers should stand in accordance with social distancing guidelines. If there is any question regarding the ability to adhere to such guidelines, all parties should wear masks.
- **Observe state and local laws.** If face coverings are required in public areas, inform customers of this requirement, monitor and enforce the policy, and post the appropriate signage at the entrance (“Per local law, face coverings required in common areas”).
- **Social Distancing.** Leasing offices should be configured in such a way that customers and employees are at least 6 feet apart. This may require rearranging or removing seating/furniture, or installing physical barriers if social distancing is challenging. Signage should be posted reminding customers of this policy.
- **Hours of Operation.** During Phase 2, residents and prospects are still encouraged to communicate with us via phone or email rather than visiting the office. However, the office will be open for regular business hours.
- **High Touch Surfaces.** To the greatest extent possible, we should limit the number of common surfaces that residents might touch. This can be accomplished by removing unnecessary items, propping doors, installing hands-free fixtures, etc.
- **Hand Sanitizer.** Hand sanitizer stations should be placed at entrances/exits. Post the appropriate signage at the station (“Sanitize Your Hands Here”).
- **Disinfecting Wipes.** Customers are encouraged to use disinfecting wipes to disinfect any shared equipment or common surfaces before and after each use. Wipes stations should be placed near any



common tables, desks, or other common surfaces in the office. The number of stations will vary based on the size and layout of the facility. The stations should also be positioned in such a way that they can be accessed while maintaining a distance of at least 6 feet from other individuals in the office. Pens should be disinfected after each use.

- **Cleaning Procedures.** During Phase 2, enhanced cleaning and disinfecting procedures should be implemented in the leasing office and lobby areas. See ACC's *Cleaning & Disinfecting Guide* for detailed instructions, and use the "Enhanced Pandemic Procedures" that are outlined in the "Common Areas, Game Rooms and Movie Theaters" section of the manual. **As a company standard, leasing offices and other lobby areas should receive a full cleaning and disinfecting once a day, including disinfecting all equipment and common surface areas.** In addition, any shared workspaces should be disinfected between shifts. Depending on customer traffic, a supplementary schedule of high touch surface disinfecting may be needed. Consider reducing/removing any common touch surfaces that are difficult to disinfect (e.g. porous materials).
- **Signage.** Review the reopening signage catalog to order and post the appropriate signage for the leasing office. At a minimum, the following signs should be posted:
 - "Keep 6 Feet Distance." This should be posted at the entrances of the leasing office, and inside the office in such a way that the message is consistently visible. Where applicable, also install the floor decal version of this sign (e.g., in front of the leasing desks).
 - "Sanitize Your Hands Here." This should be posted at the hand sanitizer stations.
 - "Please sanitize surfaces before and after each use." This should be posted at the disinfecting wipes stations. Additional signs should also be posted on or near shared equipment as needed.
 - "No Handshakes Please". Post at the leasing desks or any other areas where customers are greeted.

Tours and Marketing (change from Phase 1)

During Phase 2 we will recommend virtual tours to prospects, but will allow in-person tours with restrictions if requested. Tour appointments are preferred, but walk-ins will be accepted. For in-person tours, social distancing of 6 feet should be maintained, no more than 2 prospects should be toured at a time, and face coverings are suggested for prospects (these details should be communicated to the prospect in advance when possible). Face coverings are required for the leasing agent if they will be within 6 feet of the prospect; if not, they are optional (unless required by local law.)

Guerrilla marketing and in-person marketing events are still suspended. Follow-up marketing activities should continue as normal.

Resident Events

In-person group resident events are still suspended during Phase 2.



Cleaning & Disinfecting

Daily cleaning and disinfecting in the office and any open common areas should occur in accordance with current CDC guidelines and approved BOSS checklists, with an increased frequency of disinfecting high touch surfaces. Refer to ACC's *Cleaning & Disinfecting Guide* for detailed cleaning instructions, and use the "Enhanced Pandemic Procedures" that are outlined therein. More information on cleaning procedures for each specific amenity is available in the "Amenities" section above.

Collections

The collections process is an integral component to our property operations. However, collections procedures and messaging are very sensitive due to the financial hardship that many residents and guarantors may be facing during the pandemic. As such, procedures may vary month to month; properties should carefully follow the instructions of the corporate Collections Department.



Phase 3 Details

Phase 3 represents a return to our normal, pre-COVID-19 operations. However, the Regional Manager/RVP should work with the GM to evaluate the temporary policies and procedures that were put into place in response to the pandemic and determine if any should be continued (e.g. sanitizer stations).

Upon Phase 3 approval, the property may lift any temporary restrictions, policies, and procedures that were put into place, with the following exceptions:

Resident Events

Large events (>50 people) require Regional Manager approval. Properties should also be aware of and comply with any state or local regulations regarding gatherings.



Materiality – Fixtures & Equipment

Prior to reopening amenities, properties should order and install mitigation fixtures and equipment appropriate to that community. This equipment is primarily designed to reduce the number of touch points in the community, and to promote good hygiene and sanitization. A catalog of approved equipment will be provided to the properties (see Appendix H).

Some of the key equipment available in the catalog include:

- Hand sanitizer stations
- Disinfecting wipes dispensers
- Door foot-pulls
- Touchless waste disposal
- Touchless paper towel dispensers
- Acrylic panels to be placed between computer stations and sinks
- Touchless soap dispensers
- Plexiglass shields to protect front desks
- Nanoseptic door handle sleeves and elevator button coatings



Resident Education

Resident education is essential to limiting the spread of COVID-19 and other illnesses. Preventing infection will primarily be determined by each resident's own actions and hygiene practices. To facilitate resident awareness and promote good hygiene practices, we will implement a robust resident education program. Lysol, the industry leader in disinfecting products, will partner with us to create and deliver this ongoing education program.

Signage

Signs throughout the community will be a constant reminder of our mitigation policies, good hygiene practices, and social distancing standards. The appropriate signage must be ordered and posted before a property officially transitions to Phase 2 and reopens amenities. A catalog of sign templates is available in SMS (see examples in Appendix I). Properties are encouraged to customize if necessary and print locally. Any signage needs that cannot be satisfied locally with these templates can be requested in SMS. The pre-made signage templates available in SMS include the following:

Office

- Please keep a distance of 6 feet – thank you for practicing social distancing (posters and floor decals)
- Sanitize Your Hands Here
- No handshakes please (with image)
- Per local law, face coverings required in common areas
- Face coverings recommended

Amenities & Common Areas

- Please keep a distance of 6 feet – thank you for practicing social distancing (posters and floor signs)
- Sanitize Your Hands Here
- Please sanitize surfaces before & after each use
- Please wash your hands after touching common surfaces
- Maximum capacity for social distancing: ____
- Per local law, face coverings required in common areas
- Face coverings recommended



- Practice social distancing – please enter here
- Practice social distancing – please exit here
- Amenity Hours: __
- Temporarily Closed – sorry for the inconvenience

Public Restrooms / Community Bathrooms

- Please keep a distance of 6 feet – thank you for practicing social distancing (posters and floor signs)
- [\(CDC handwashing sign\)](#)
- Sanitize Your Hands Here
- Maximum capacity for social distancing: __
- This restroom is regularly disinfected
- Please sanitize surfaces before and after each use
- Please flush with toilet seat down

Move-Out / Move-In Guides

The regular move-out and move-in processes do not adequately support social distancing. As such, this year we will implement modified move-out and move-in procedures in order to promote social distancing, and to reduce face-to-face interactions and resident traffic in the leasing office. Detailed guides will be provided to residents to communicate these new processes. See the “Turn” section in this guide for more information.

Move-In Info Packet

When residents move in, they will receive an informational “Resident Responsibility” packet that provides education on COVID-19 and how they can prevent the spread of infection. Lysol will assist in creating these materials.

“Healthy Living” Email Campaign

ACC will partner with Lysol to create and deliver a “Healthy Living” email campaign for our residents. These periodic messages will keep good hygiene practices and personal responsibility at the forefront of their consciousness throughout the year, and will include flyers as well as video messages.



Employee Training

Standard Training

ACC employees responsible for cleaning our facilities already receive ample training on these responsibilities, including the following:

- **The ACC Cleaning & Disinfecting Guide.** This manual, developed in conjunction with Lysol, provides detailed and specific instructions for cleaning all the different areas of our communities. Employees responsible for cleaning and disinfecting receive this manual upon hire and review the procedures with their supervisor. It is important to note that while we are implementing enhanced cleaning protocols in response to the COVID-19 pandemic, our normal daily cleaning procedures already meet CDC guidelines for cleaning and disinfecting during the pandemic. We have worked with Lysol to document our enhanced pandemic protocols in this manual.
- **BOSS (Basic Operating Standards & Systems).** All property employees receive BOSS training upon hire. ACC's BOSS program and training consists of two primary elements: 1) 25 standards relating to cleanliness and customer service that a resident can expect at every ACC community; and 2) a daily checklist system designed to achieve those standards. Employees receive broad training on the BOSS program via ACC University upon hire, then receive property-specific training on the checklist they are responsible for with their supervisor.
- **Personal Protective Equipment.** Employees responsible for cleaning our facilities receive training on Personal Protective Equipment upon hire, and then once a year thereafter. This training covers the proper use of gloves, face masks, etc.
- **Safety Plan.** ACC's safety program and policies are outlined in the Safety Plan, a manual that is provided to every property and also available electronically. Information in this manual relevant to our COVID-19 response include documentation on Personal Protective Equipment, and Safety Data Sheets (SDS) for our cleaning supplies. The Safety Plan is available for employees to review at any time, and employees also receive training on the Plan upon hire, and then once a year thereafter.

Additional Training

To support COVID-19 mitigation efforts and our pandemic protocols, Lysol will assist us in creating and delivering additional training for our employees, including the following:

- Hygiene best practices
- Enhanced pandemic cleaning protocols (documented in ACC's *Cleaning & Disinfecting Guide*)
- Enhanced turnover cleaning and disinfecting procedures
- PPE refresher training



Turn

The regular move-out and move-in processes do not adequately support social distancing. As such, this year we will implement modified move-out and move-in procedures in order to promote social distancing, and to reduce face-to-face interactions and resident traffic in the leasing office.

Move-Out

The aim for all move-outs is to minimize direct contact and spread move-out activity over time. Properties will use the Move-Out Checklist (see Appendix J) to develop a move-out plan with their Regional Manager. Properties should minimize the amount of traffic in the office by offering a contact-free move-out, or creating a staggered move-out schedule.

Guidelines for move-out procedures:

- Properties should offer a contact-free move-out option, and/or create a staggered move-out schedule.
- Properties are encouraged to use the Office 365 Forms application to send residents online forms/surveys instead of using paper forms. The creator of any online form should share administrator permissions with the Regional Manager and other on-site staff as needed. Consider embedding online forms on an ACC-branded site, or redirecting from an ACC-branded URL (like the Resident Handbook). Sample online forms include:
 - Move-Out Questionnaire/Scheduler (see Appendix K for sample move-out email)
 - Move-Out Form (template available [here](#))
- As a precautionary measure, properties should not offer in-person move-out inspections with residents. Damage inspections should be conducted after the resident has moved out.
- Hygiene stations should be available in key locations
- Residents should be sent detailed instructions regarding move-out:
 - How to turn in keys
 - How to complete Move-Out Form
 - No more than one helper per resident
 - Elevator instructions – maintain social distancing
 - Masks encouraged or required in common areas
 - Cleaning instructions

Turning Units

We have partnered with Lysol to document our enhanced pandemic protocols in the ACC *Cleaning & Disinfecting Guide* (see Appendix D). When cleaning apartments during turn, use the “Enhanced Pandemic Procedures” that are outlined in the “Apartments” section of the manual. When using contracted cleaning services, the contractor must implement our approved procedures and products. This should be documented in the contract’s Scope of Work. Employees and contractors should wear face coverings when working in resident units.

Move-In

As with move-out, our goal for the move-in process is to minimize direct contact and spread out move-in activity over time. Properties will use the Move-In Checklist (see Appendix J) to develop a move-in plan with their Regional Manager. Properties should minimize the amount of traffic in the office by creating a staggered move-in schedule, offering a curbside move-in experience, setting up multiple move-in stations, etc. Move-in will likely take more days than usual.

Guidelines for move-in procedures:

- Minimize the number of people coming into the office at the same time by creating a staggered move-in schedule, offering curbside move-in, setting up multiple and spread-out move-in stations, etc.
- Properties are encouraged to use the Office 365 Forms application to send residents online forms/surveys instead of using paper forms. The creator of any online form should share administrator permissions with the Regional Manager and other on-site staff as needed. Consider embedding online forms on an ACC-branded site, or redirecting from an ACC-branded URL (like the Resident Handbook). Sample online forms include:
 - Move-In Questionnaire/Scheduler (see Appendix L for sample move-in letter)
 - Move-In Form (template available [here](#))
- Hygiene stations should be available in key locations
- Residents should be sent detailed instructions regarding move-in:
 - How to check in and receive keys
 - Parking/unloading instructions
 - No more than one helper per resident
 - Elevator instructions – maintain social distancing
 - Masks encouraged or required in common areas
 - How to complete Move-In Form
 - How to complete Unit Condition Form
 - Work orders and other customer service inquiries should be made via phone/email