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Operational Guidelines & Protocols

As COVID-19 continues to impact post-secondary, Campus Living Centres has been collaborating with our college and university partners to proactively protect our residents and staff.

In March, our initial response began with protecting, relocating and refunding in-house students. With the majority of students having moved out, we have now pivoted our focus on the upcoming Fall semester by preparing for a new normal.

Our methodology is developed around a ‘Plan, Prepare, Respond’ approach, while still remaining nimble to ensure we’re adhering to the constantly changing federal and provincial recommendations.

This second version of COVID-19: Operational Guidelines & Protocols addresses changes in federal and provincial recommendations, in addition to delving further into some operational areas. This guide includes the following key areas:

- Human Resources
- Front Desk & Housing Administration
- Residence Life
- Housekeeping
- Physical Resources
- Quality Assessment
The health & safety of our residents and staff is our highest priority, and we will continue to follow the operational best practices and recommendations from the varying provinces that we operate in. Each property is required to adapt our corporate policies to fit the needs of their students, staff and institutional partners.

The information in this guide is based off of current provincial regulations, and will need to be updated as the government and institutional approaches evolve.

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About COVID-19 (Novel Coronavirus)

Coronaviruses are a large family of viruses found mostly in animals, and COVID-19 is a disease caused by a strain of Coronavirus that is affecting humans. Those who are infected may have little or no symptoms. The most common symptoms of COVID-19 are similar to a cold or flu and include fever, fatigue, cough and difficulty breathing. While the majority of carriers have been reported to display minor or no symptoms, in severe cases, COVID-19 may cause pneumonia, kidney failure or death. In March 2020, the World Health Organization declared the COVID-19 outbreak a pandemic.

According to guidance published by Health Canada, and the World Health Organization, symptoms may take up to 14-days to appear after exposure to COVID-19. Most people recover from COVID-19 without needing special medical treatment, however the elderly and/or those with weakened immune systems are more likely to require hospitalization.

How the virus spreads

The Coronavirus is most commonly spread from persons with infection via:

- Respiratory droplets generated when you cough or sneeze
- Close, prolonged personal contact, such as touching or shaking hands
- Touching something with the virus on it, then touching your mouth, nose or eyes before washing your hands

Government Resources

There are a variety of resources available, and the Canadian response varies from the federal, provincial and local public health units. For the most up-to-date information, visit the varying government websites COVID-19 page, such as:

- Government of Canada
- Province of Alberta
- Province of British Columbia
- Province of Manitoba
- Province of Ontario
Please be aware that guidelines may change as new information becomes available. We ask that you keep up-to-date with the most recent resources. Refer to Employee Resources for more information.

Conducting Risk Assessments

Implementing effective risk assessment and control measures across the property is crucial to minimize potential sources of exposure. The internal responsibility system for occupational health & safety is based on a system of inter-connected roles and responsibilities that result in all workplace parties carrying responsibilities for health & safety in the workplace. As such, employees and managers play key roles in the recognition, assessment and control of specific hazards.

As a risk assessment process, the steps of Recognize, Assess, Control, Evaluate (RACE) are applied to establish effective controls in the workplace. The COVID-19 hazard is unlike traditional hazards due to the pervasive nature of risk of infection. The primary transmission mode for the virus is through respiratory droplets and subsequently through surface contacts results in a need to assess hazardous processes such as personal interaction and physical elements of the workplace that may not typically be considered hazardous.

Creating broad awareness of these hazard sources for the residence is important to assure that all employees are familiar with and able to take precautions at a personal level that can reduce the risk of infection considerably. To assure your property is mitigating all associated risks, we ask that Managers conduct a workplace risk assessment to identify potential hazards. See appendix 1.0 for a copy of a risk assessment.

Suspected or Confirmed Case of COVID-19 in the Workplace

If a worker develops COVID-19 symptoms, they should immediately notify management and return home and self-isolate. If they cannot leave immediately, the worker should be isolated in a specific space until they are able to leave. If the worker is very ill, call 911 and let the operator know that the person may have COVID-19. If the worker does not have severe symptoms, they should use a self assessment tool, and seek assessment and testing (e.g., at an assessment centre) if indicated to do so. They can also contact their health care provider or Telehealth.

Any worker who tests positive for COVID-19 may be contacted by the local public health unit. The province or public health unit may perform case management and contact tracing that may require additional infection prevention and control measures to be put in place in the workplace.

Workers who have tested positive for COVID-19 must self-isolate at home for 14 days. Any surfaces that were touched by worker that was ill should be disinfected as soon as possible in accordance with enhanced cleaning procedures and protocols. Refer to Employee Responsibilities & Guidelines for more information.
Additional Human Resources Guidelines

This guide outlines a variety of ways that Campus Living Centres properties are implementing a COVID-19 response and how Property Support is available to assist. From a Human Resources perspective, it’s important that the following be taken into consideration:

### PPE
All employees will be provided appropriate PPE. Refer to ‘Health & Safety Measures to reduce risk’ for further information. An employee may be obligated to carry PPE on their person, if there is a possibility that it may be required. All PPE should be disposed of properly (i.e., in a lined garbage can).

### Modified Cleaning Protocols
Continue with a modified frequency of cleaning and disinfecting, focusing on high-touch areas (i.e., door handles, buttons, etc.).

### Training
It is the Manager’s responsibility to ensure their team has completed all related training, and that the appropriate cross-training occurs (i.e., Front Desk staff that occasionally complete Housekeeping shifts are trained in both roles).

### Contractor Logs
It is essential that we maintain a visitor log to track who is entering the building and access is limited to an as needed basis. Refer to ‘Contractor Log’, in Appendix 1.1 for an updated contractor log sheet.

### Scheduling Work
We ask that all managers stagger start-times and breaks for employees to avoid large group settings and limit interactions during shift changes. Staff should continue to work from home if practical.

### Scheduling Vacation
Vacation entitlements will not be carried forward into the next calendar year. Employees will be required to take any remaining vacation balances prior to December 31st.

### Signage & Wayfinding
Ensure all mandatory signage is visible throughout the property, which includes the front entrance, lobby, common areas, stairwells and elevators.

### Work Clothes
Staff are recommended to consider changing from work clothes to street clothes to reduce potential exposure.

Contact the Human Resources Department to discuss either layoff/recall options, as proper communication must be provided to properties and employees. In addition, create a tracking sheet for employees that are either on leave, or have been laid off due to COVID-19.

In times of stress and uncertainty, communication is necessary. Don’t be afraid to communicate because of the changing nature of this pandemic or assume your team doesn’t need assurances. Show true leadership by providing open conversations and compassionate communications.
Health & Safety Measures to Reduce Risk

With Health and Safety being the top priority for everyone during this pandemic, we must ensure that our workplace is safe for staff, students and contractors, as this is crucial in our ability to sustain operations.

Physical Distancing

Limiting personal contact through physical distancing is a highly effective way to reduce the spread of COVID-19 and is advised by government agencies as a practice that should be promoted at all times. This includes avoiding crowded places and non-essential gatherings, avoiding common greetings such as handshakes and limiting contact with people at higher risk (e.g. older adults and those in poor health). The physical distancing guideline that has been promoted for COVID-19 is 2m (6ft.) between individuals. This reduces the likelihood of transmission through contact and through droplets expelled during person-to-person interactions.

Further tools and resources on how to manage pedestrian traffic, and facilitate physical distancing can be found in Physical Resources: Movement of People. Campus Living Centres properties are obligated to ensure that the following physical distancing requirements are practiced in the workplace:

- Adjust workspaces to provide minimum 2 metres/6 feet between workers
- If possible, assign an employee to a single work station to minimize the potential for cross-contamination
- Use floor markings to promote distancing and encourage one-way traffic
- Mark distances around work stations, (i.e., tape on the floor) as a visual cue to others who may need to enter
- Install physical barriers (Plexi-glass or similar) between employees and students where physical distancing cannot be maintained
- Reduce or eliminate the use of shared tools or equipment. If this is not possible, require employee to disinfect the tool or equipment before and after each use
- Eliminate non-essential and in-person meetings. Schedule “team huddles” via telephone or using Microsoft Teams. If an in-person meeting is required, make sure to hold them in large spaces
- Establish designated pick-up and drop-off locations for deliveries to minimize face to face interaction
- Eliminate the use of common dishes, and if required ask employees to bring their own
- Ensure any designated staff rooms are set-up to create physical distancing between occupants
Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) should be considered the last resort in mitigating the spread of COVID-19; as physical distancing is the most effective control. We must remember that PPE is only effective if people wear it correctly. All employees will receive mandatory training on the use of PPE.

Anticipating supply chain issues, Campus Living Centres Physical Resources department has compiled a resource for our properties with multiple vendors for PPE. See COVID-19 Purchasing Plan in appendix 1.2 for further information.

Types of PPE:
• Gloves: single-use gloves will be provided to employees as required
• Masks: single-use masks will be provided to employees as required. If an employee requests a mask, they must be provided with one. Use of personal masks is also acceptable, as long as the mask meets all government mandated guidelines. If an employee reuses their own mask, proper cleaning etiquette must be maintained
• Face Shields: our properties will provide face shields, if requested by a medical practitioner, or the employee
• Gowns: our properties will provide gowns, if requested by a medical practitioner, or the employee

Situations where PPE is mandatory:
• All contractors who enter the residence must wear a mask and gloves of their own supply. Refer to Physical Resources: Contractors & Trades for further information
• All employees are required to wear a non-medical mask/face-covering at any point while not in a private office, working behind a physical barrier (i.e., plexiglass barrier), or if outdoors while practicing physical distancing.
• All employees who enter an occupied unit (i.e., someone currently resides there), must wear a mask and gloves
  o Exceptions to masks include people who cannot wear a mask for medical reasons or those who require accommodation in accordance with provincial human rights codes. Proof of a medical condition or need for an accommodation is not required.

All PPE must be:
• Selected based on the specific hazard to the worker
• Properly fitted and periodically refitted, as applicable
• Consistently and properly worn when required
• Regularly inspected, maintained, and replaced, as necessary
• Properly removed, cleaned, stored and/or disposed of, as applicable, to avoid contamination of self, others, or the environment
Hand Hygiene

Effective hand-hygiene is a significant control measure that can be effectively applied to minimize the spread of COVID-19.

Proper hand washing helps prevent the transfer of infectious material from the hands to other parts of the body, particularly the eyes, nose, and mouth; or to other surfaces that are touched. At all times, individuals should avoid touching their eyes, nose or mouth with contaminated gloves or unwashed hands.

Campus Living Centres employees should be washing or sanitizing their hands at a minimum:

- Before leaving the work area
- Before eating or drinking
- When returning to your work area from other areas
- After handling materials that may be contaminated
- After visiting the washroom
- When you get home from work

Hand sanitizer stations should be installed throughout the residence, with a focus on areas such as common areas, gathering places, corridors, and high traffic work areas. Hand sanitizing solution should be made readily available in all work spaces across the residence.

The ready availability of hand-hygiene facilities (soap and water or alcohol-based hand sanitizers) also helps to reduce anxiety surrounding infection risk that residence staff and students may experience.

Cough and Sneeze Etiquette

Germs such as influenza, cold viruses, and even whooping cough are spread by coughing or sneezing. When you cough or sneeze on your hands, your hands carry and spread these germs. When you touch an object such as a door handle, telephone or computer keyboard with unclean hands, you are spreading germs. The next person who touches these objects may pick up germs and get sick if they do not clean their hands before touching their eyes, nose or mouth. Stop the spread of germs that can make you and others sick by:

- Covering your mouth and nose with a tissue when you cough or sneeze. Put your used tissue in the waste basket
- If you don’t have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands
- You may be asked to put on a facemask to protect others
- Wash your hands often with soap and warm water for 20 seconds. If soap and water is not available, use an alcohol-based hand sanitizer.

A variety of educational materials are to be posted throughout the Residence, including how to hand-wash and how to minimize the transmission of COVID-19. Refer to Educational Resources, Posters & Signage at the end of this guide for more information.
Cleaning & Disinfecting

The Housekeeping Section of this guide outlines varying ways to clean and sanitize our Residence buildings. From a Health & Safety perspective, it is imperative that our properties evaluate the touchpoints in their workplace, and how to best ensure cleanliness and/or mitigate their use. Some areas to consider:

<table>
<thead>
<tr>
<th>High Touch Count Item</th>
<th>Mitigation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door Handles</td>
<td>Where possible, ask for internal doors to be propped open (ensure all fire doors are kept closed). Place hand sanitizer station next to external doors to allow for hand cleaning after touching door handles.</td>
</tr>
<tr>
<td>Lunchroom Tables</td>
<td>Stagger breaks and ensure all personnel understand how to disinfect. Supply disinfectant product and disposable cloths in the lunch room.</td>
</tr>
<tr>
<td>Shared Printer/Fax Machines</td>
<td>Ensure staff are aware on how to safely use and disinfect the machine.</td>
</tr>
<tr>
<td>Desks/Countertops</td>
<td>Where possible, designate single person use desks and/or supply disinfectant.</td>
</tr>
<tr>
<td>Toilet Seats/Bathroom Stall Handles</td>
<td>Increase cleaning frequency.</td>
</tr>
<tr>
<td>Shared devices (i.e., computer mice, telephones, keyboards)</td>
<td>Where possible designate single use devices as often as possible and single person workstations. Disinfect between each operator. Always spray liquid disinfectant onto a cloth and never directly onto electronic devices.</td>
</tr>
<tr>
<td>Time Clock/Punch Clock</td>
<td>Stagger arrival times where possible and relax your attendance policy to allow for physical distancing between the workers during sign-in. Consider other ways to track employee attendance, and refrain from using the punch clock.</td>
</tr>
<tr>
<td>Light Switches</td>
<td>Turn the lights on once per day and disinfect switch at the start and end of shift. Never spray liquid disinfectant directly onto a light switch.</td>
</tr>
<tr>
<td>Alarm Panels</td>
<td>Where possible designate for single use. Disinfect between each operator. Always spray liquid disinfectant onto a cloth, never directly onto electronic devices.</td>
</tr>
<tr>
<td>Vending Machines</td>
<td>Inform workers of the risk. Use personal &quot;dialing wands&quot; that can be washed (metal or plastic) with soap and water after use or install hand sanitizer stations next to the vending machines.</td>
</tr>
<tr>
<td>Huddle &amp; White board markers</td>
<td>Each person that needs to write information on huddle boards should be provided with their own marker.</td>
</tr>
</tbody>
</table>

Screening Protocols

Passive screening will be in place at all properties. This requires individuals to self-identify when they may have been exposed to the virus, travelled outside of Canada, are experiencing symptoms or have been diagnosed as having COVID-19. Please refer to Educational Resources, Posters & Signage at the end of this guide for more information.

Further measures for screening may be instituted as appropriate or required. This may include health questionnaires, data collection and/or active temperature monitoring of all individuals accessing the premises.
Employee Responsibilities and Guidelines

We ask that all Campus Living Centres employees review the below responsibilities & guidelines and adhere to them. It is imperative that we work together to ensure health and safety measures are being adhered to, so we can continue to delivery quality service in the safest way possible. If you have any questions or concerns, please reach out to your Manager, or contact the Human Resources Department.

Campus Living Centres commits to monitoring all incoming COVID-19 updates from Health Canada and will amend and adjust these guidelines as required.

Safety Precautions

Taking the appropriate self-protection steps, such as:

- Wash your hands often with soap and water for at least 20 seconds
- Avoid touching your eyes, nose or mouth with unwashed hands
- Avoid close contact with people who are sick
- Cough and sneeze into your sleeve and not your hands
- Notify your supervisor and stay home if you are sick to avoid spreading illness to others
- Maintain physical distancing
- Use any required PPE as instructed
- Report any unsafe acts or conditions to the supervisor

Symptoms of Illness while at Work

If you experience an immediate onset of symptoms while at work you must:

- Advise your supervisor/manager immediately that you are unwell
- Leave work immediately to go directly home, while respecting physical distancing protocols
- Complete the self-assessment if, there are any concerns that the symptoms coincide with COVID-19
- Consult a Public Health Authority or Telehealth
- Complete an accident/incident report
- Follow the directions you receive from the above sources and advise your supervisor/manager of the outcome

Duty to Self-Report

Employees shall disclose to their supervisor/manager if they have:

- Been diagnosed with COVID-19, or are waiting to hear the results of a lab test for COVID-19
- Any symptom of COVID-19, even if mild, and have:
  - Been in contact with a suspected, probable or confirmed case of COVID-19;
  - Been told by public health (directly, through public communications or through a self-assessment tool) that they may have been exposed to COVID-19

In such cases, employees will be required to monitor symptoms as directed by your healthcare provider or Public Health Authority until they advise that you are no longer at risk of spreading the virus to others.

If you are experiencing symptoms, you should:

- Leave work immediately to go directly home, while respecting physical distancing protocols
- Consult a Public Health Authority or Telehealth
- Complete the self-assessment if, there are any concerns that the symptoms coincide with COVID-19
- Complete an accident/incident report
- Follow the directions you receive from the above sources and advise your supervisor/manager of the outcome
Return to Work Requirements

You currently need to quarantine (self-isolate) for 14 days if, you:

- Are returning from travel outside of Canada (mandatory quarantine)
- Have had close contact with someone who has or is suspected to have COVID-19
- Have been told by public health that you may have been exposed and need to quarantine (self-isolate)

Quarantine (self-isolate) means that, for 14 days you need to:

- Stay at home and monitor yourself for symptoms, even just one mild symptom
- Avoid contact with other people to help prevent transmission of the virus prior to developing symptoms or at the earliest stage of illness
- Do your part to prevent the spread of disease by practicing physical distancing in your home

If you do not display symptoms after 14 days, you will be able to return to work.

If you exhibited symptoms or have been confirmed to have COVID-19, you will only be able to return to work once the appropriate Health Authority provides confirmation you are no longer infected. In all cases, constant communication between the employee and management will be required, and the employee will need to be cleared to return to work by their immediate Supervisor/Manager.

Requirements for Reporting Travel

Any federally mandated restrictions on isolation may need to be factored into the employee’s vacation time. Any employee that is travelling outside of Canada will be required to advise their Supervisor/Manager and/or the Human Resources Department of their travel destination. Per Federal guidelines, employees are required to self-monitor their symptoms, and may be required to self-isolate or quarantine for a period of fourteen (14) days, or a time period deemed effective by relevant health authorities.

Training

You are requested to follow established safe work practices and procedures as directed by the employer. In addition, you must ensure you have completed any mandatory ShareKnowledge training and material acknowledgements in a timely manner.

Mental Health & Wellbeing

In these difficult times, it is normal to feel a high degree of uncertainty, worry, anxiety and stress about all that is going on in the world. It is important for all of us to acknowledge these feelings and find ways to support our mental health.

On SharePoint, you will be able to access the COVID-19 – Resource & Information Centre which provides employees with additional tools and resources, as well as information on our Employee Assistance Program (EAP).
If there were to be a confirmed case of COVID-19 in the workplace, it could cause feelings of anxiety amongst co-workers. It is important that we provide clear communication and direct employees to reliable sources of information. You can refer to COVID-19 – Resource & Information Centre on SharePoint, and also consider:

**Employee Assistance Program (EAP)**

As part of your employee benefits, you receive access to EAP services offered by Homewood Health. These services provide:

- 24/7 confidential professional support via phone, video or chat, to help employees manage personal items such as stress, anxiety, grief, financial concerns, and more
- A vast library of online resources for coping with resiliency, self-care, managing change, and more

You can contact them online, or by phone at 1-866-644-0326.

**Mental Health Resources**

Employees may be experiencing a high degree of uncertainty, worry, anxiety and stress about the health and safety of their loved ones, and how COVID-19 may disrupt their work and personal lives. It is important for all of us to acknowledge these impacts and to engage in an open dialogue about them, including ways to maintain and support our mental health. It is particularly important to recognize and support those who have been instructed to self-isolate or who are suffering from symptoms of COVID-19. Here are some further online resources to help support your mental health:

**Canada-Wide**

- [Taking care of your mental health](#)
- [Wellness Together Canada](#)
- [Public Health Authorities](#)

**Alberta**

- [Text4Hope](#)
- [Healthy Together](#)
- [Mental Health Hotline: 1-877-303-2642](#)

**British Columbia**

- [Virtual Mental Health Supports](#)
- [Crisis Line: 310-310-6789](#)

**Manitoba**

- [Mental Health Virtual Therapy](#)
- [Klinic Crisis Line: 1-888-322-3019](#)

**Ontario**

- [Free Mental Health Support – Mind Beacon](#)
- [Connex Ontario: 1-866-531-2600](#)
The effect COVID-19 has had on our workplace is significant. We have altered some of our operations and even physical workspaces to adhere to government guidelines to provide a safe and functional workplace. With these changes, the need for training has arisen to ensure all employees are aware of their responsibilities in the workplace.

Most COVID-19 training is mandatory for all employees to take. Employees may be required to answer a brief quiz at the end of each training to confirm they are retaining the information.

All training will occur on CLC’s Learning Management System – ShareKnowledge, and Managers will be required to confirm that their staff have completed the mandatory training within the specified timeframe.

Training will include, but not be limited to:
- Introduction to COVID-19, Facts Signs & Symptoms
  - What is COVID-19
  - Signs & Symptoms
  - How its contracted and spread
- Physical Distancing
  - What is Physical Distancing
  - Measures to reduce risk
- PPE & Preparedness
  - What is Personal Protective Equipment
  - How to wear/remove PPE
- Hygiene & Cleanliness
  - Sneezing & Cough Etiquette
  - How to wash your hands
  - How to sanitize your hands
  - Increased cleaning measures

Our goal is for you to understand your role in keeping our workplace safe, and you will be asked to sign an acknowledgement form stating you have been shown:
- How to properly wash your hands
- How to maintain physical distancing
- The signs & symptoms of COVID-19
- Your responsibilities as an employee
Delivering a clear COVID-19 response begins with our front-line employees, and acceptance processes. Each property is required to adapt our corporate policies to fit the needs of their students, staff and institutional partners.

This section of the guide will outline the steps we’re implementing for our front desk operations, in addition to considerations regarding how we manage our acceptance processes, potential occupancy restrictions and how we’re attracting potential students.

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The front desk is the face of our operations, and as such, it is imperative that we display a high level of accountability of our COVID-19 response and maintain safe practices. The front desk will always play a pivotal role in the residence experience, and some standardized key functions, such as those outlined throughout this section will need to be adapted.

### Lockouts/Key Reprogramming
When students are locked-out, either due to demagnetization or damage to the card, or loss of physical brass key, changes will need to be made, such as;
- Lockout keys are disinfected after each use, or
- Lockout keys are disposed after each use

### Mail & Parcel Delivery
Residence will continue to accept mail and parcels from Canada Post and all other courier companies. The process will need to be adapted so;
- Physical Distancing can be maintained between residence staff and delivery people, and
- Residence staff can process and store mail while maintaining PPE guidelines, and
- Students may be notified by email or phone that they have received mail, and
- Physical Distancing can be maintained when students are retrieving their mail.

Residence will temporarily cease accepting drop-offs from family or friends of a Resident’s belongings. If a student requires a personal delivery, it will occur without the reliance on Residence Staff.

### Payments
Residence will promote efforts to receive all student payments via online banking (e.g., bill payments), and currently cash and cheque payments are being minimized. If debit/credit transactions are required to be processed at the front desk;
- The Point of Sale (POS) will be sanitized before use, and
- Staff will ensure physical distancing is maintained when passing the POS to the payee, and
- The POS will be sanitized after use, and
- Staff will ensure their hands are sanitized after use, and
- The POS will be made inaccessible to students and guests when not in use.
**Guest Sign-In**

The ability to host guests in residence could be suspended or reinstated numerous times during the semester. We will work with our institutional partners, guided by the risk assessment teams, as well as provincial and federal governments to determine the best time(s) to allow guests in residence. If additional PPE measures, i.e., use of hand sanitizer, face masks/coverings are required to enter the building, additional education and communication will also be provided, including any exceptions to the requirements.

Typically, students are able to sign-in up to two guests at a time within the Envoy visitor sign-in system.

If/when guests are allowed in Residence, the following model is being evaluated:

- **Easing guest restrictions gradually**
  Taking a phased approach to the reintroduction of guests, including restrictions on number of guests per host, length of stay and total number of guests in the building.

- **Removal of tablet sign-in**
  Cut down on touch-points by removal of guest sign-in tablet, and having Front Desk staff manually entering guest information into Envoy.

- **Sighting Photo Identification**
  Sight and verify photo identification through sneeze guard vs collecting and storing identification.

- **Pre-Screening Questions**
  Pre-screening questions may need to be asked prior to guests entering the building, and properties will post passive signage stating that anyone with symptoms may not enter the building.
Other Considerations

All non-essential front desk services, such as printing and scanning will be suspended until further notice. Essential front desk services, should be done in such a way where physical distancing is maintained, and touch-points are minimized as much as possible. For example, form collection could be operated by:

1. Student stapling their completed forms and placing them in a designated box by the front desk
2. Each week, staff closing the box, dating it and placing it in a designated area where it can be kept for a minimum of 72-hours
3. After time has passed, staff can place all forms in the appropriate student folders
4. Educate that staff wash or sanitize hands after handling all forms or student folders

Summer Accommodation Front Desk

We commit to resuming Residence & Conference Centre operations only when approved by our institutional partners and Campus Living Centres Senior Management. This may involve collaborating on a way that provides the right operational barriers between our students, guests and staff, both on-campus and within the residence. Our procedures are adapting to the ‘new normal’, and will take into account the following:

- Minimizing contact at the front desk via digital signature of registration cards, or if paper-based copies are signed, letting the guest keep or dispose of the pen
- Minimizing cash payments, and following earlier point of sale guidelines
- Wherever possible spacing out room assignments so blocks of empty suites exist between guests and students, and rooms may maintain a minimum of three hours before housekeeping services
- Offering reduced services, such as suspension of coffee counter, access to cardio rooms and other lounges
As our partner institutions determine the best and safest way to provide access to campus during COVID-19, many prospective students are unable to physically tour the building prior to applying for residence. Websites are a great resource for content, pictures, or virtual tours; however, digital media alone does not offer the engagement a face-to-face interaction does.

Some of the ways we’re adapting our efforts to digitally promote to potential students are:

- **‘Going live’ on Social Media**
  Including virtual open houses on Instagram or Facebook

- **One-on-one virtual tours/Q&A sessions**
  Complement traditional in-person tours with virtual sessions

- **Digital Advertising Campaigns**
  Within budgetary constraints, running Pay-Per-Click and Affinity campaigns

The Campus Living Centres’ Sales & Marketing department has created a ‘Guide to Going Live’, (please refer to appendix 2.0) which further elaborates on going live and hosting virtual events.
Occupyancy Considerations & Student Acceptance

Occupyancy Considerations

As college and university campuses develop their September education plans, bringing students back to residence for the fall semester creates some unique challenges. In light of COVID-19 and the associated health risks, we have been working diligently to ensure these risks will be mitigated, with the goal of providing a safe and secure living environment for all of our students.

One topic that has warranted significant discussion has been potentially reducing occupancy to support the current stringent physical distancing measures. We acknowledge the need to find a balance between safe operating procedures and building density, while not creating an unnecessary obstacle to potential students. Any decisions made with respect to occupancy levels will be made in collaboration with our campus partners, while following guidelines and recommendations of the institutions risk assessment team, Ontario Colleges, federal, provincial, and local health authorities.

There are a multitude of student housing layouts that exist in Canada, and as such, some institutions have felt it necessary to reduce the number of students in residence, while other colleges and universities have taken a different approach. As we navigate our way through the decision-making process with our clients, a variety of factors need to be considered.

Campus Living Centres believes that the foundation of the decision-making process should be that each occupied room functions like a household, with two key questions that need to be answered. Can the members of that household effectively control the sanitization of their personal space (bedroom, bathroom & kitchenette), and can the members of that household effectively isolate within the suite when necessary?
Suite Configuration Considerations

Every student residence building has its nuances, below outlines some examples of suite types.

**Figure A: Open Concept Suite Example**

At this stage, Campus Living Centres does not recommend using these suites for more than one occupant for the 2020 Fall Semester. Further evaluation is required if full occupancy can be achieved in the Winter Semester.

**Figure B: Private Two Bedroom Suite Example**

Pending risk assessment review, layout can likely be used for double occupancy due to existing barriers while sleeping, and the ratio of students to bathroom can be kept to 2:1.

**Figure C: Private Four Bedroom Suite Example**

Occupancy density should be reviewed based off of living space, bathroom and cooking facility ratios.

**Figure D: Townhouse/Apartment Example**

Similar to Four Bedroom Suites, occupancy density should be reviewed based off of living space, bathroom and cooking facility ratios.

*Any suite that has been altered from original design to support increased density (i.e., from double occupancy to quadruple occupancy) should hold no more than the original density of students.*
Other Considerations

In addition to the density of the suites themselves, consideration will also need to be given to other areas of the residence experience, such as:

- Ensuring safe access to cooking and laundry facilities
- Educating students on appropriate cleaning & sanitization measures
- Increased feelings of isolation students may experience in single occupancy situations
- Considering closing floors or wings of buildings due to low occupancy levels

Student Acceptance

As we get closer to our scheduled move-in dates, we will work with our institutional partners to ensure that we maintain a level of flexibility to the application process in order to mitigate COVID-19 related cancellations. We’re committed to frequent communication with our new and returning residents.

Our ‘Plan, Prepare, Respond’ approach to acceptance, involves maintaining status-quo, until a clear, single decision can be made as it relates to Fall Occupancy, while still preparing for lower occupancy levels and varying occupancy configurations. We will then respond to our students with the final process/strategy.

If current acceptance levels outweigh our ability to accommodate due to COVID-19 limitations, the Student Residence Agreement allows for the delay of the delivery of services until such a time that our students are able to move-in. Campus Living Centres will act at the direction of the institution in terms of how cancellation penalties and refunds are addressed.
Residence Life continues to be critical to student success, and in an environment where feelings of anxiety and isolation are magnified, we are adapting our Residence Life program. Each property is required to adapt our corporate policies to fit the needs of their students, staff and institutional partners.

Campus Living Centres commits to remaining nimble in the delivery of the residence experience. This will allow us to adapt to our community model as restrictions continue to be changed to support and encourage our students academic and social success.

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As we move through varying re-opening phases, and the ‘new normal’ Campus Living Centres is anticipating a lasting impact on the student experience – highlighted by the need for a new delivery of mental health supports. To prepare our student staff and their leaders for success within their roles, CLC has completed a review of our staff training program.

Review & Respond

After a thorough review, the following three opportunities were identified to further enhance our approach to staff training in response to COVID-19.

1. Further integration with the institution to increase student access when pursuing mental health support and resources
2. Intentional enhancements to both staff training content and delivery models
3. Revised training timelines to reflect current and projected needs

Based on our findings, the following action items have been completed:

- New mandatory suicide intervention training for all residence life staff
- Expanded summer training plans to include more student health and wellness content
- Revised professional development plan to include incremental training throughout fall term
- Integrated support plans with institution for streamlined student support plans
Enhancements

As a result of restructuring training delivery models, future needs will continue to be met with skill, efficiency, and in a timely manner.

Skill

CLC has leveraged its relationships with key content experts from The Mental Health Commission of Canada, LivingWorks, and the Centre for Innovation in Campus Mental Health, to provide fundamental education and information surrounding mental health support work.

Efficiency

CLC has streamlined training delivery models to reflect both physical distancing requirements and content access needs. A portion of training will take place using our internal Learning Management System, allowing ubiquitous access and flexibility for tailoring individual training plans.

Timing

CLC has revised training plans, implementing an incremental approach to when and what content is delivered to staff. The new approach takes into account necessary training needs while considering skill development opportunities throughout the academic year to ensure a more proactive training plan is delivered.

Training

We’re evaluating training for our residence life team, including student-staff. This includes the delivery and timing of key topics as many items will need to move to an online vs in-person platform.

As a reflection of our continuous improvement approach, CLC will continue to evaluate government and institutional responses. Our objective remains to enhance the student experience and as COVID-19 implications continue to unfold, we commit to continuing to anticipate and meet student needs.
Campus Living Centres has always taken great pride in our move-in events with these events historically taking months of planning and coordination with a variety of vendors. Our Fall 2020 Move-In will look vastly different in order to align with physical distancing requirements.

Our properties will be working with our institutional partners to adapt our student move-in to align with the on-campus experience, while considering the following procedural changes.

- **Providing storage options**
  Where practical, giving students access to their suite in the time leading up to move-in to allow the student to deliver their belongings to their new suite, prior to moving in.

- **Limiting number of people on-site**
  This includes staggering the number of people moving in per day, and limiting the number of support people that can accompany a student moving in.

- **Restricting movement of people**
  Referring to the ‘Movement of People’ section of this guide, ensure that appropriate directional signage, and physical distancing markers are installed to assist with the flow of pedestrian traffic in and out of the building.

- **Facilitate reduced contact check-in**
  Evaluate historically ‘face-to-face’ elements of move-in and prepare for contactless, or reduced contact delivery with appropriate barriers.

- **Adhering to federal & provincial self-isolation guidelines**
  While travel recommendations are anticipated to continue, some provinces require periods of self-isolation, similar to new arrivals to Canada. It is the student’s responsibility to identify when or if they need to self-isolate due to travel, in addition to any other federal or provincial requirements that may exist. Options to assist facilitation of self-isolation include but are not limited to, within an individual suite in residence, at a hotel with residence facilitation, or requiring students to make their own self-isolation arrangements prior to arrival on campus. Refer to section on self-isolation for additional information on how to support students.

- **Acknowledgement form**
  Students will be required to sign a COVID-19 Protocol Acknowledgement form prior to moving into residence, which outlines their responsibilities as a member of the residence community.

Frequent, concise communication with our students is a cornerstone of the success of our move-in. Our properties will ensure that students who have been accepted and student who have applied and been waitlisted are kept updated via email and social media updates.
Room Preparation

Traditionally residence prepares student suites with pieces of swag, information about a variety of campus resources in addition to important educational information like fire safety. The Housekeeping Section of this guide outlines the appropriate cleaning & sanitization steps, and the properties are responsible for ensuring that the appropriate education pieces are distributed (electronically or physical copies) to ensure students are educated on their role in protecting our residence communities. Any physical items that are given to the student should be placed in the suites a minimum 72-hours prior to them being occupied. Refer to Educational Resources, Posters & Signage at the end of this guide for more information.

Orientation

New and returning resident orientation will need to adapt to a virtual environment, to set the precedent on physical-distancing requirements and ensure students are educated on their role within the residence community, and the supports available to them. Orientation should incorporate:

- Changes to residence processes due to COVID-19
- Digital delivery of key informational topics (i.e., bystander training)
- Strive to build a sense of community via digital means
To ensure that our Residence Life Program is adapted to this pandemic environment, we are evaluating a variety of factors, such as minimizing in-person contact for conduct, adapting our programming model and how we respond to students in crisis.

**On-Duty Expectations**

Any in-person interactions between staff and students requires staff to follow PPE and physical distancing measures. This includes, but is not limited to a Resident Advisor investigating community concerns like noise complaints, or a Residence Life Coordinator responding to a student in crisis.

**Conduct Management**

The conduct process requires that students receive fair and unbiased procedure, with an opportunity to contribute to the process. As such conduct and its processes will not change, however delivery methods will need to be adapted, so the majority of conduct conversations can take place virtually or over the phone.

Options for hosting conduct meetings include remote virtual rooms with AV setup for students to access; using a lounge or other large space where physical distancing measures can be met; or sharing virtual meeting links, such as Microsoft Teams. When hosting a conduct meeting residence staff must balance both the need for confidentiality and health and safety concerns. At no point should a residence life staff member conduct a meeting if they do not feel safe or student confidentiality cannot be guaranteed.

In some situations, an in-person meeting may be warranted. To determine this, staff should consider the following:

i. Has the student has exhibited a pattern of behaviour (2 or more separate conduct cases) that breaches the RCLS and/or;
ii. Has the student accumulated enough points to merit a review of their student residence agreement and/or;
iii. Will the student be placed on a behaviour contract and/or;
iv. There is a concern for the health and safety of the student.

In the event an in-person conduct conversation is deemed necessary, the staff member should consult with their supervisor immediately. In-person meetings should only be held if it is possible to do so in a safe manner for the employee.
Programming

We’ve expanded the Community Development model to include new content and delivery methods to ensure engagement strategies are aligned with physical distancing needs. The expansion, ‘Revising Residence Life Programming’ can be found as Appendix 3.0, and includes:

i. A list of recommended online platforms for residence engagement
ii. Adapted programs to reflect both online programming needs as well as revised in-person programming
iii. Additional programs and implementation strategies
iv. A collaborative digital space for residence staff to access resources and connect with each other for the purposes of implementing the revised residence life program

The revised Residence Life program is designed to adapt throughout the semester as physical distancing restrictions are changed – beginning with a focus on virtual programming, before ideally moving towards small in-person events. The ability to offer in-person programs, and to what extent, will depend on specific instructions from both Regional Public Health Agencies and the Institution.

Students in Crisis

Although policies and procedures surrounding responding to students in crisis will not change. All attempts to support a student with mental health concerns, including wellness checks and suicide intervention procedures should be done on a case-by-case basis with staff adhering to PPE and physical distancing measures as outlined by Human Resources in the ‘Health & Safety Measures to Reduce Risk’ portion of this guide.

Wherever possible, wellness checks should be conducted virtually. In the event that an in-person response is required, responding staff members should either relocate to a large space, such as a lounge, with staff following all proper PPE and physical distancing measures.

In the event an immediate concern for the health and safety of a resident is determined, an in-person response is required, responding staff should adhere to PPE and physical distancing measures (outlined by HR) and follow existing procedures. If the student in question is self-isolating due to COVID-19 staff should ensure EMS are informed of resident’s status when call for assistance is made.
COVID-19 related violations

At this time, no changes will be made to the Residence Community Living Standards (RCLS). Conduct related to COVID-19 can be managed using the following sections:

- Sec. 11: Illegal Substances and Activities
  - Level 3
- Sec. 14: Respect & Cooperation
- Sec. 16: Safety & Security
  - Level 3
- Sec. 20: Unauthorized activities
  - Level 2

It’s anticipated that the notion of Physical Distancing, and mandatory masks are likely to cause the most learning opportunities. Any of the following behaviours could be considered as a failure to adhere to COVID-19 related requirements:

- Not wearing a facemask, without a stated inability to do so
- Hosting non-residents or guests in unit
- Intentionally failing to adhere to physical distancing, including:
  - Group gathering, or intentionally failing to maintain a physical distance of 6ft/2m
  - Improper use of common areas (e.g., causing a space to be over capacity, ignoring booking process, using an offline space, etc.)
- Ignoring direction and instructions (Public Health, Institution or Residence)

COVID-19 reporting

In order to identify the IR’s both visually and from our standard shared reports visually and from our standard shared reports, you will need to make two additions and adjustments when inputting and editing your reports.

Incident Reports (IR’s)

1. IRs that a result of COVID-19 related behaviors (i.e., failure to comply with physical distancing requirements) will be titled “C-19 – RCLS Violation Category”, instead of “IR – RCLS Violation Category”
2. Add the COVID-19 violation type to your IR. This is not to take the place of the violation type that you should be attaching, but in addition to. For example, your IR will now have two violations, “COVID” and “failure to respond to written/verbal direction”

Person of Concern Reports (POCs)

1. POCs related to COVID-19 should be titled “C-19 LAST NAME, First Name” in the Description field of your POC report as opposed to the standard “LAST NAME, First Name”
2. Select the Concern Type – “Health” and the subtype – “COVID” to categorize all POCs related to or resulting from COVID-19.
Supporting Students in Self-Isolation

If a residence staff member is informed that there is a confirmed or suspected case of COVID-19 in Residence, it is important that proper steps are taken to support the needs of the impacted individual, their roommate(s) if applicable, and the greater residence & campus community.

While the immediate priority is on supporting everyone impacted, it is important that all confirmed and suspected cases are reported through appropriate channels, this may include:

- Property staff notifying their immediate supervisor, and completing a Persons of Concern report
- The Director, Residence Operations, General Manager, or designate notifying institutional contact
- Additional reporting measures as directed by institutional partner

**Supporting the Individual**

As self-isolation/quarantine is a requirement for confirmed cases, the student may wish to do this at a friend or family members home. However, if this is not possible, Residence may be the only option. In order to effectively support the needs of the individual, it is important that the following areas of need are addressed prior to, and during the quarantine period:

- Education for the student on how to self-isolate/quarantine
- Location of quarantine suites
- Financial resources
- Food supply
- Laundry facilities
- Garbage removal
- Medication arrangements and delivery
- Academic supports
- Mental health supports and services
- Physical health supports and services

If a student decides to stay in residence for their period of self-isolation/quarantine, a Residence Manager or designate will conduct a Wellness call to ensure the aforementioned areas of need have been effectively reviewed, and follow-up with email confirmation of the student’s requirements. Upon completion of this call, the Residence Manager will email copies of any support materials that are relevant for the students’ wellbeing.

For the following 13 days, a staff member with the appropriate mental health and first aid training, typically a Residence Manager, will follow up with the impacted student on an ongoing basis to ensure all areas of need are still being met.
Supporting the Roommate(s)

If the student is living with a roommate, or roommates, the close contact is reason enough to presume they may have been exposed to COVID-19. Following Public Health’s directives will always take precedence but where this is not possible, the following actions should be taken.

In the case where an infected student has one roommate, we would first ask that the student to take a provincial test to determine if they contracted COVID-19. If the infected student is able to quarantine outside of residence, the roommate does not need to be moved and will be able to start their self-isolation the day after the infected student vacates residence. Once they have vacated, the roommate should now be treated as an infected student and the necessary steps taken to support this student’s areas of needs should be followed. This will result in two infected students and two wellness plans to manage.

In the case where an infected student has more than one roommate, we would still ask that all roommates get tested for COVID-19, and regardless if the infected student is able to quarantine outside of residence or not, all roommates will need to be moved to start a period of isolation. This will result in wellness plans for all students living in this suite which will all need to be managed accordingly.
Responding to a concern for Health & Safety

In the event there is a concern for the health and safety of a resident that is in self-isolation that is not mental health related, the following steps should be taken:

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Step 2</th>
<th>Step 3</th>
<th>Step 4</th>
<th>Step 5</th>
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<tr>
<td>Initiate the duty chain to inform the manager on call of situation.</td>
<td>Attempt another call or text message to the resident of concern. If contact is made with resident in question determine whether additional support or resources are required. If an immediate response is not received proceed to step 3.</td>
<td>A staff member (RLM, RLC, or CA) should refer to PPE and physical distancing guidelines (outlined by HR) and proceed to the resident’s unit. If the designated staff member does not feel safe to proceed to the unit another staff member can be asked and may take the place of the reslife designate so long as the designate feels safe to do so and follows PPE and physical distancing guidelines as outlined by HR.</td>
<td>Once a staff member or designate has arrived at the unit of the resident in question the staff member should knock three times on the front door and step back into the hallway to adhere to physical distancing requirements. The responding staff member or designate should repeat the knock for three and step back 3 times. After 3 attempts and no response the staff member or designate should stop and call emergency services.</td>
<td>Once emergency services are on site, the reslife staff member or designate should meet EMS and lead them to the unit of the resident in question and provide access to the unit when requested.</td>
</tr>
</tbody>
</table>

Further steps will depend on the outcome of the check however it is important to recognize false alarms may happen. In the event the student is found with no immediate concern for health and safety then conduct proceedings should be initiated as the resident failed to adhere to sections 6 and 14 of the Residence Community Living Standards.

In the event medical intervention is required, existing emergency procedures surrounding the removal of a student should be followed.
Our delivery of housekeeping services, is a vital component to our overall COVID-19 response, this portion of the guide will outline service standards. Each property is required to adapt our corporate policies to fit the needs of their students, staff and institutional partners.

Housekeeping Staff are at a higher risk of a workplace injury than many of our employees – please review the Human Resources portion of this guide carefully, and contact Human Resources if you have any questions.

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Campus Living Centres initial COVID-19 response included our properties engaging in a modified level of cleaning and sanitization. This portion of the guide breaks down some varying cleaning considerations that are applicable to all service types, such as:

**Equipment**
- Refer to [Disinfecting – Electrostatic Sprayers](#) for more information
- Use vacuums with exhaust filters, preferably HEPA filters for carpeted areas
- If using steam cleaners, ensure temperature reaches 71°C, unless the floor coverings are not heat tolerant
- Shared equipment (i.e. vacuums, mops, housekeeping carts) pose a risk, and should be sanitized before and after each use
  - The loaning of equipment to students (i.e., vacuums, mops, etc.) is currently suspended
- Always use clean cloths and paper towel to clean and disinfect surfaces
  - Put cleaning & disinfectant solutions into clean buckets for use
  - To avoid contaminating your cleaning solution, do NOT re-dip dirty cloths back into the cleaning solution, use clean cloths each time.
  - Immediately discard paper towels and disposable wipes after each use

**Chemicals**
- Approved chemicals should be used – for example, Ecolab’s Peroxide Multi-Surface cleaner, and all applicable WHMIS/Health & Safety requirements followed
- See ‘[Cleaning & Sanitizing Product Guide](#)’ (appendix 4.0) for additional information on chemicals

**Procedural**
- Special attention should be made to frequently touched items such as door handles, remote controls, toilets, sinks, faucets, light switches, etc.
- Wherever possible, garbage removal should be handled by a designated person, or small designated team, and all waste should be taken directly to the dumpster and/or garbage room

**Cleaning Areas of Confirmed Cases**
- Refer to Physical Resources: COVID-19 Emergency Planning for information on how to disinfect a suite before returning it to service
- Any time a suite is accessed where there’s a confirmed or suspected case of COVID-19 all PPE and self-protection measures like handwashing need to be taken
Sanitizing – Disinfectant Cleaners

Before using any cleaning chemical, ensure that you have received training on its use, and reviewed the Product Specification Documents and Safety Data Sheets in addition to ensuring all appropriate PPE is used. The process for using disinfectant cleaners is:

1. **Secure Area**
   Before disinfecting, secure the area with caution signage and pre-clean heavily soiled areas.

2. **Apply Product**
   Apply disinfectant cleaner using a trigger sprayer to hard, non-porous surfaces, making sure to wet surfaces thoroughly. Ensure surface remains wet for the duration outlined in the chemical specifications (e.g., five minutes for some Ecolab disinfectants).

3. **Remove Product**
   Wipe surfaces with a clean cloth.
Disinfecting – Electrostatic Sprayers

Campus Living Centres properties are implementing the use of electrostatic sprayers for an enhanced level of cleaning for our students, staff and guests. Either a handheld or backpack unit may be used, in conjunction with an approved disinfectant. We are recommending that a Victory Solutions handheld or backpack is the purchase of choice. Training on handling and use is available on ShareKnowledge, and is mandatory for any staff who may use the unit.

Electrostatic disinfection involves spraying an electrostatically charged mist onto surfaces and objects. The particles contained in the mist is positively charged, meaning they adhere to and cover any targeted surface. This method greatly simplifies the process of disinfecting any irregularly shaped object or hard-to-reach area, as cleaning staff only need to direct and spray.

The chemical approved to be used in the electrostatic sprayers is Bioesque Botanical Disinfectant Solution. It is on the Government of Canada approved disinfectant list and is readily available for purchase. The process does not require the user or guests/occupant to vacate the area during operations, and using the approved chemicals negates the need for PPE for the user. Bioesque does not require wipe-off once applied. Only the approved disinfectant should be used, and all applicable WHMIS/Health & Safety requirements followed. These sprayers are not intended to be used with general disinfectant cleaners, and only may be used with the approved chemical as per Physical Resources.

Only approved disinfectant should be used, and all applicable WHMIS/Health & Safety requirements followed. These sprayers are not intended to be used with general disinfectant cleaners, and only may be used with approved chemicals for the machine type.
Equipment

- Use an electrostatic sprayer to disinfect all hard-surface areas in common areas and in suites once vacated
- Only use electrostatic sprayers with the approved-for-use chemical
- Shared equipment poses a risk, and should be sanitized before and after each use
- Using the electrostatic sprayer in conjunction with Bioesque Botanical Disinfectant negates the need for PPE or vacating the area
  - The approved chemical should not be removed once applied

Chemicals

- The approved chemical for use in the electrostatic sprayer is Bioesque Botanical Disinfectant Solution
- Only the approved chemical should be used and all applicable WHMIS/Health & Safety requirements followed
- See ‘Cleaning & Sanitizing Product Guide’ for additional information on chemicals

Procedural

- Electrostatic spraying should be utilized for hard surfaces only
- PPE is not required for use with the product, but goggles can be used if so chosen
- Follow all manufacturer instruction with regards to charging, loading, and using the sprayer and chemical. Refer to Victory Electrostatic Sprayer training materials on ShareKnowledge as well as policy 2.03 “Housekeeping – Victory Electrostatic Sprayers for additional information and resources
- Special attention should be made to frequently touched items such as door handles, desk tops, toilets, sinks, faucets, light switches, etc.
- Although not required, it is good practice to disinfect common areas when traffic is lightest to ensure full access to what is being disinfected
- While Bioesque does not need to be wiped off whatever surface it is sprayed on, you can safely clean streaky areas once it is dried without negating the benefits of the electrostatic spray
- If using the electrostatic sprayer in suite, make sure to still follow all suite entry guidelines with regards to face covering, length of time suite empty, etc.
- Be careful in suite to avoid spraying electronics, bedding, etc.

Cleaning Areas of Confirmed Cases

- Refer to Physical Resources: COVID-19 Emergency Planning for information on how to disinfect a suite before returning it to service
- Any time a suite is accessed where there’s a confirmed or suspected case of COVID-19 all PPE and self-protection measures like handwashing need to be taken
Academic Season Cleaning & Sanitization

Per our varying residence service standards, recurring cleaning of suites may have traditionally been a part of the overall service offering. I.e., cleaning counters, showers and toilets in student occupied suites on a bi-weekly basis. This service is currently suspended, and Campus Living Centres will monitor provincial recovery plans and work with our institutional partners to determine an appropriate time to reinstate this service.

While our buildings have any level of student or guest occupancy, common space and high traffic areas should have a high frequency level of cleaning, focusing on touch-points such as door handles and elevator buttons.

Our properties will implement a cleaning and sanitization schedule that achieves minimum frequencies. Refer to appendix 4.1 for an example Cleaning and Sanitization Schedule.
Ensuring clean, sanitized suites for our students, and implementing safe work practices for our employees is a key component to the success of our student move-in, and move-out events. When preparing for changes in student occupancy, Campus Living Centres properties are evaluating:

**Move-In Standards**

- Where practical, rooms should be serviced a minimum of 72-hours prior to the student moving in
- Ensure chemical sanitization of all hard surfaces prior to student occupancy
- For soft surfaces, i.e., chairs, mattresses, utilize steam cleaning
- Educational materials and any other student swag should be kept to an absolute minimum – fire safety material, COVID-19 educational material, and only brand-new items placed in the suite (e.g., fridge magnets should not be reused from previous semesters)
- Consider third-party final sanitization once room is prepped and ready for move-in

**Move-Out Standards**

- Wait 72-hours after a student has moved-out prior to entering the suite
- Develop suite access protocol for dual-occupancy suites, in the event that only one student moves-out
  - If all students are scheduled to vacate the suite in a short timeframe, wait for all students to vacate before entering the suite for cleaning
  - If this is not practical, wait a minimum of three-hours after departure, and coordinate access to the suite with the remaining occupant, while ensuring that all relevant PPE is used
- Regular move-out inspections should still occur, and damage charges processed, although including students in-suite in the process should be discontinued. All damages/chargeable items should be photographed and properly documented
- Discard all items left behind in the suite, if the lost and found process is suspended
Summer Accommodation Cleaning & Sanitization

We commit to resuming Residence & Conference Centre operations only when approved to do so by our institutional partners, Campus Living Centres Senior management, and in a way that provides the right operational barriers between our students, guests and staff. Our procedures are adapting to the ‘new normal’, and have taken into account the recommendations of leading industry associations such as the World Travel and Tourism Council.

Prepping a suite for check-in

- All PPE should be used when entering a suite, regardless of when the last check-out occurred
- All points of the existing cleaning standard are to be followed in each suite, with special attention paid to high-touch areas
- Only single-use, disposable amenities should be placed in suites, at a minimal quantity (i.e., soaps, shampoo/conditioner only), normal offering can be delivered to the suite door, at the guests request
- Wherever possible, mop water should be replaced, all tools disinfected, and all rags disposed of, between rooms

In-house service standards

- In-suite cleaning is not available, and only check-in/check-out services are provided
- If a guest requests a change of linens during their stay, these items are to be delivered to the suite door, in a sealed bag
- All non-essential services (e.g., coffee station, cardio rooms) are currently suspended

Check-out service

- To allow adequate air exchange within suites, staff should wait a minimum of three (3) hours after a guest has left the room before entering for housekeeping
- PPE should be used when entering a suite, regardless of when the last check-out occurred
- All amenities, even if unused (i.e., soap, shampoo, etc.), should be disposed of
- Discard all items left behind in the suite, the lost and found process is currently suspended
- All trash should be double-bagged prior to removal
- All points of the cleaning standard are to be followed in each suite, with special attention paid to high-touch areas
- Ensure care is taken when removing dirty laundry, and disposable gloves used. Gloves should be disposed of after each suite
- All linens should be bagged, removed, laundered, and replaced after each check-out
Ensuring that your workstation is cleaned prior, during and at the end of your shift is an important step in minimizing the spread of COVID-19.

As outlined in Human Resources: Health & Safety Measures to Reduce Risk section of this guide, configuring your workstation in such a way that facilitates physical distancing is important, and this includes;

- Avoiding shared workstations, including shared equipment (phones, keyboards, etc).
- All Physical Distancing measures should be adhered to, including ensuring a minimum of 2 metres (6 ft) between workstations
- Creating procedural barriers to ensure that staff members don’t need to enter one another’s work areas (i.e., multiple cash drawers, point of sale machines, etc.)
- As building occupancy increases, and the number of staff needed in the workplace increases, procedures need to be put into place that continue to minimize staff interaction with each other, and the general public

To ensure a clean workplace, the following steps should be considered;

- Daily office and workplace cleaning and sanitization should be incorporated into the overall cleaning program
- Staff are encouraged to clean and disinfect their work area prior to the beginning and finishing work in that area or for the day. Of particular concern are high touch point items like keyboards, computer mice, etc.
- Residence will promote efforts to receive all student payments via online banking (e.g., bill payments), and currently cash and cheque payments are being minimized. If staff are required to handle money, single-use gloves should be worn with gloves changed at the end of each transaction and before handling any other equipment. Regular hand-washing or use of alcohol-based hand sanitizer should also be encouraged
This section outlines the varying Physical Resources measures to evaluate and implement as part of your properties COVID-19 response. Each property is required to adapt our corporate policies to fit the needs of their students, staff and institutional partners.

The physical footprints of our facilities vary significantly, it is the responsibility of the General Manager to ensure that the appropriate measures are taken to supplement this response at their property.

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To assist with physical distancing, and cutting down on the touch-points that exist within our residences, Campus Living Centres has compiled a variety resources for our properties. In addition to the variety of equipment to be considered, overall building operations and automation is also a large consideration of our COVID-19 response.

**Equipment**

Physical Barriers can take a variety of forms, and are an integral step for the safety of our staff, students and guests. Anticipating supply chain issues, the Campus Living Centres Physical Resources team has secured multiple vendors for all key items (appendix 1.2). The equipment that is necessary to install/implement at our properties includes:

- **Stanchions and Retractable Barriers**
  - To be installed in areas where waiting or lines may form. The Residence may also use these items to facilitate single direction foot traffic.

- **Plexi-glass barriers**
  - Acts as a sneeze guard to create a physical barrier between staff, students and guests, and at minimum must be installed at the front desk. The residence may choose to install a permanent, or temporary solution in areas where there’s a high likelihood of person-to-person contact.

- **Touchless Devices**
  - In order to limit the number of touch-points that exist within residence, many items can be considered for retro-fit, this includes items such as toilets, faucets, and door openers.

- **Personal Protective Equipment**
  - As a last resort, PPE should be used at all times when physical distancing can not be maintained. This is dependant on the situation, but may include masks, gloves, and/or gowns.

- **Personal Hygiene**
  - All properties are to provide the supplies for all building occupants, staff and visitors to maintain a high level of personal hygiene. This includes, soap and hand sanitizer to be dispensed via touchless dispensers.
Building Systems

Air Distribution Systems

All residence buildings contain some form of air distribution system. It is important to understand how each system impacts building performance and any risks associated with the recirculating air back within the facility. In general, the following main air distribution system exist:

- **Suite Heating & Cooling Units**: These units only distribute air throughout the suite they are installed. They do recirculate the same air back into all areas of that suite but not elsewhere in the building. As such, there is minimal risk to the building population but certainly any impacted air quality in one area of the suite (i.e.: one bedroom) will be spread throughout the entire suite.

- **Whole Building Ventilation (MUA)**: The majority of our buildings are designed to bring in 100% fresh air from outside. There is no recirculation of the interior air or mixing of the exhaust airflow. Hence there is minimal risk associated with these systems and increased filtration will have little benefit in reducing the risk as it relates to COVID-19.

- **Common Area Heating & Cooling Units**: There are many ways common areas are conditioned and one of the areas we may be most concerned about as it relates to air quality. In some cases, the equipment will be designed to recirculate air much like a furnace in a home while on mixing in a certain amount of fresh air. These systems are most often found in meeting rooms, large common spaces, etc. It is the recirculation of possibly impacted air quality that presents the most risk to the general population. Some aspects that should be considered include:
  
  - Reviewing the shut-down protocol of equipment in the event that systems need to be disengaged (e.g., if an airborne strain of the virus becomes present in the building, air circulation may need to be stopped)
  - Review and consider upgrading air filtration on systems that recirculate indoor air. Not all equipment will function with increased filtration, please contact Physical Resources if this is an avenue you are exploring

- Any specific questions about your building and equipment, please contact Physical Resources directly.

Some further recommendations to keep in mind for air distribution systems and equipment:

- If supply or exhaust fans are on a schedule, it is recommended they run 100% of the time to ensure maximum air exchanges within the facility. This includes make up air units.

- In unoccupied suites, do not shut off thermostats, only setback the temperature setting a maximum of 5 degrees Celsius.
**Water System Flushing**

When a building has low of no occupancy for an extended period, the domestic water system can become stagnated and require flushing to ensure proper water quality.

If the facility has operated at a suite occupancy of less than 50% for a period of at least 7 consecutive days, the following steps should be followed prior to a large intake of residents:

- All domestic water fixtures should be flushed, this includes kitchen faucets, washroom faucets, showers, drinking fountains, eye wash stations, and hose bibs.
- The flushing includes both hot and cold-water systems. First the cold water and then the hot water system.
- Even though hot water demand is lower, do not turn off or lower your DHW temperature. This can create a dangerous situation in respect to bacteria growing in the system.
- The length of time and the order which fixtures are flushed will be entirely dependent on the building size and design. Please contact Physical Resources for building specific guidance.

A separate issue that can occur when a building is unoccupied is the water in plumbing traps tends to evaporate, thereby allowing sewer gas to seep back into the space. All unoccupied rooms and floor drains should be checked and water run to avoid this issue.

**Information Technology**

As seen in our student surveys, the reliability, and performance of our Wi-Fi/Internet connection in our buildings is of the highest priority to our residents. It’s important that properties work closely with institutional partners and vendors to deliver vital Internet services to ensure student success.

Some networks experienced increased bandwidth demands of approximately 10% during the early phases of COVID-19. When building occupancy increases, we anticipate additional network & bandwidth demands, and properties should explore:

**Time shifting of usage**

Properties should ensure that changes in peak times do not impact overall connectivity:

- Peak hours in residence have historically been between 6pm and 4am
- With online delivery of classes, peak hours may move to include between 9am and 5pm

**Internet Support Mechanisms**

Properties should ensure that Internet Support procedures and materials are readily available so that if a student requires assistance, they are familiar with how to obtain.
Movement of People

As the provinces in which we operate begin to move through their recovery phases, our requirements on how we restrict and funnel the movement of people throughout our buildings is a large consideration, and may need to be adapted based off of changing government restrictions.

Face Masks/Coverings

Unless or until deemed unnecessary by local public health, or the institution, it is required that students wear their own masks while travelling throughout all shared areas of the residence.

Students who are unable to wear a mask due to an inability to do so (e.g., those who have difficulty breathing, or people who suffer from an illness or disabilities that make it difficult to put on or take off a mask) do not need to provide documentation or proof, however residence will make efforts to educate all students on the importance of wearing face masks/coverings.

Elevators

In an effort to limit exposure, some properties with the Campus Living Centres portfolio have removed a portion of their elevator cars from service. These out of service cars require steps to ensure the continued operational health of the car while shut down. Impacted properties are recommended to follow-up with their provider so they can come to a collaborative agreement on how to best service your elevators throughout the duration of the pandemic.

Elevator Considerations

- Campus Living Centres is reducing the number of riders per car to either 1, 2, or 3 riders, depending on the recommendation from their local health unit, and the overall size of the car – appropriate signage should be posted
- Properties should utilize floor decals, to assist passengers with standing location
- As building density increases, properties should implement appropriate crowd control in lobbies and elevator landings (e.g., stanchions) if periods of waiting occur
- If the property chooses to provide an additional tool in the elevator or hall to press buttons, consider a dry paper dispenser vs poking tools or large plastic covers
- A frequent question regarding COVID-19 and the safe use of facilities is the circulation of air – the configuration of our elevators combined with the air exchange while the car is in motion, and the opening and closing of the door at landings provides adequate ventilation
Hallways & Stairwells

To assist with smooth travel in and out of the building for our students, it’s important to evaluate how traffic flows throughout the hallways, and where applicable, post appropriate signage.

Hallway & Stairwell Considerations

- Consider creating one-way traffic patterns where applicable to encourage less interaction when passing, for example designating stairwells for ‘up’ traffic only, and stairwells for ‘down’ traffic only
- Consider restricting access to any hallways that are not necessary for use of the public, or any hallways that access un-used parts of the building
  - Be mindful of life safety/fire plans when restricting access or limiting traffic flow. Be sure to communicate that all means of egress are still accessible in the event of emergency

Lobby

Our lobby is traditionally the hub of residence operations and a gathering point for our students. Currently, lobby traffic should be limited to essential traffic only and not considered a “common space” for meeting, socializing, etc.

Lobby Considerations

- Limit the amount of furniture (seating, etc.) in the lobby to support physical distancing
- The number of people allowed in the lobby area (including staff) at any one time should be capped based on lobby size and configuration
- Temporary or permanent barriers that direct traffic flow should be installed. Consider floor signage that encourages physical distancing and helps enforce it
- Plexi-glass or hard plastic barriers should be installed to separate guests from staff while interacting. These can be temporary or permanent based on desk design, but must still follow AODA requirements and allow for the pass through of debit machines
- If possible, try to keep in-flow traffic separate from out-flow. Consider using alternative exit points to help limit the number of people needing to access the lobby
- Separate ‘lanes’ for deliveries (food, parcels, etc.) to help limit the number of people accessing lobby area

Common Areas

While it is our goal to provide all of our residents with a robust living, social and learning environment, we acknowledge that some restrictions need to be placed on our building’s areas. Scheduling software could be used to help facilitate access to key areas and help maintain occupancy limits.

Common Area Considerations

- Kitchens: consider restricting available cooking stoves/ovens, or capping number of students allowed in the space to facilitate physical distancing. If putting ovens out of order, install signage explaining the reason that the oven is not in service
- Laundries: Consider restricting available number of machines, or capping number of students allowed in the space to facilitate physical distancing. If putting machines out of order, install signage explaining the reason that the machine is not in service
- Common Washrooms: measures to facilitate physical distancing, i.e., marking stalls as out of order, and capping number of occupants should be considered
- All other areas (i.e., themed lounges or fitness rooms) should be assessed for the ability to create physical distancing, and evaluated if, when and how it can be opened
Completing maintenance request on behalf of our students is a large part of the residence experience. To facilitate physical distancing and protect our students and staff, our ability to enter suites has been reduced to a ‘only when essential’ basis.

**Work Orders - Processes**

As was the case pre-COVID-19, all student work order requests should be recorded via the housing portal.

Suite access should be limited to major work orders, however at any point where suite access is required, employees should use PPE and wear a face mask. Outside of the exception of an emergency work order (e.g., major leak), students are to always be given advanced notice, and the option to vacate the space prior to staff entry.

Outside of an emergency, items/belongings/furniture should not be touched or moved in the process of performing maintenance. If items need to be moved, students directly affected should be given the opportunity to move them.

**Major Work Orders**

Any emergency maintenance relating to major work orders will require suite entrance. Although we may not be able to provide prior notice, wherever possible provide guidance to students when maintenance will occur.

Major work orders include:

- Work to Life Safety Equipment
- Heating/Cooling issues
- Major furniture (i.e., broken bed)
- Electrical issues (i.e., power to suite)
- Leaks/disruption to water service
- Major Pest Control (i.e., bed bugs)

Regular life safety inspections continue to be a priority, and must continue per the schedule outlined in the property fire plan.

**Minor Work Orders**

Minor in-suite maintenance should be limited, or postponed until a scheduled break, or after move-out. Minor work orders include:

- Thermostat concerns
- Minor plumbing (e.g., slow drains)
- Cosmetic (i.e., paint chips)
- Minor pests (e.g., fruit flies)
- Minor furniture (i.e., wobbly chair)

In some instances, it may be possible for a student to rectify the concern by providing them with the item (i.e., like providing a lightbulb for replacement), be cautious about putting any onus on the student to maintain the suite.
Outside contractors are an integral part of the residence operations. By the nature of our operation, contractors will need to be allowed onsite and at times in a suite to perform the required work. Provisions must be taken to limit the risk and exposure to staff and students.

**Contractor Requirements**

- **Contractor Logbook**
  - The same pre-COVID processes should be applied, and no contractor should be granted access to the site without first checking-in. Contractor logbooks should include name, company, sign in and out times, and what areas of the building are accessed.

- **PPE Requirements**
  - All contractors onsite are required to wear a facemask or face covering, ideally of their own provide, unless they are unable to do so due to:
    - Difficulty breathing
    - An illness or disability that makes it difficult to put on or take off a mask

- **Protocol Documentation**
  - When scheduling work with any contractor, our properties will ensure the contractor is aware of COVID-19 access requirements, like facemasks.
  - When requested, properties should provide contractors with the Residence and/or Institution COVID-19/Pandemic Protocols.

**Suite Access for Contractors**

Although it is preferable to limit in-suite work, properties should prepare for the scenario that contractors will be required to enter a student suite for major work orders at some point in the semester. When coordinating access to a student occupied suite:

- Preference would be that work is completed when the resident is not in the suite.
- Contractors should be escorted by residence staff to ensure security and adherence to established policies - residence staff should wear relevant PPE and aim to maintain physical distancing.
- When work requires access to multiple suites by a single contractor (e.g., fire alarm testing), the contractor and residence staff shall take efforts to ensure that cross-contamination does not occur, this includes:
  - Disinfecting entry door handles after leaving the suite
  - Not setting down tools within the suite
  - Not touching personal items within the suites

**Project Work**

If project work (i.e., work requiring multiple days on site), is being performed, contact the Physical Resources Department for further information.
While day-to-day operations in this environment are our primary focus, it is equally important to address emergency planning measures, and how new pandemic protocols can affect them.

**Life Safety Equipment Testing**

All code mandated testing must continue, including but not limited to in-suite smoke alarms & fire extinguishers. As part of ensuring life safety devices are tested, properties should:

- Ensure all employees & contractors follow applicable suite access protocols. Refer to Physical Resources: Contractors & Trades for more information
- Consider scheduling in-suite services on the same day every month
- It is suggested to provide increased notice to students to ensure they have ample time to vacate the suite if they so desire
- When conducting life safety systems testing, only check and test the required equipment when entering. No additional work or maintenance requests should be completed at that time

**Fire Drills & Emergency Planning**

Fire drills are still required by law to be conducted annually. It is recommended to continue fire drills each semester, particularly if you have a change or increased intake in students (i.e., new or changing semesters).

Properties should consider additional communication to students and/or parents regarding life safety equipment and fire drills to demonstrate the role these tasks play in safety in residence. Our general evacuation protocols and property specific emergency response plan need to be evaluated, and the following should be taken in consideration:

- Review your muster/assembly points and how you may ensure separation of students once they have evacuated the building
- Review your re-entry plan, and how you can support physical distancing during student return to the building
- Increase communication methods, such as utilizing a loud speaker to assist with staff keeping physical distancing
- Evaluate the impact physical distancing and PPE requirements have on training and response protocols, and include PPE for responders, e.g., facemasks and keep stored with emergency response equipment
- Plan for extended loss of power and/or loss of heat during the winter months
Suite Disinfection – Post Confirmed Case of COVID-19

If there is a confirmed case of COVID-19 in residence, the property should refer to Residence Life: Supporting Students in Self-Isolation.

In the event that a student has quarantined in residence, the following steps should be implemented to disinfect the suite once the student has been cared for:

- Close, and secure any common spaces that the student has recently used (i.e., Kitchens, Laundry) until safe to reopen
- Notify the Campus Living Centres Physical Resources Department – professional disinfection of spaces should be considered, as specific skills, training and equipment may be required. When cleaning a suite:
  1. Wait 72-hours prior to anyone entering the suite
  2. Staff or contractors, would then disinfect the space
  3. After disinfection, housekeeping staff or contractors would clean the suite, following current cleaning standards
  4. After cleaning, housekeeping staff or contractors would sanitize the space prior to new occupants moving in
This guide has provided a variety of guidelines, and the framework for how our individual properties will need to respond to COVID-19. To ensure an appropriate action plan has been implemented, Campus Living Centres will be running a Quality Assessment of the varying COVID-19 responses.

In the spirit of physical distancing, this will be a self-assessment. Quality Assessment forms are to be completed at the request of Campus Living Centres Human Resources. This request will come periodically via email to the property Director, Operations, General Manager and/or Operations Manager. Some items requiring photos to be submitted to HR along with the completed form.
Refer to [SharePoint](#) for a downloadable copy of this assessment.

### Quality Assessment Report

**Departmental Property Audit**  
**General Operations**

**Quality Assessment Report**

<table>
<thead>
<tr>
<th>Name of Property:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of Visit:</th>
<th>Time of Visit:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. **Human Resources**

<table>
<thead>
<tr>
<th>1. Workplace risk assessment completed using the framework document</th>
<th>Yes</th>
<th>No</th>
<th>MAX POINTS</th>
<th>SCORE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Staff are aware of their responsibilities should they become ill</td>
<td>Yes</td>
<td>No</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>3. Staff are aware of their responsibilities should an employee become ill</td>
<td>Yes</td>
<td>No</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>4. PPE on hand and available for use per framework document</td>
<td>Yes</td>
<td>No</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>5. Staff Workplace supports physical distancing per framework document</td>
<td>Yes</td>
<td>No</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>6. Staff observed to be following physical distancing</td>
<td>Yes</td>
<td>No</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>7. Staff have completed all mandatory training on LMS</td>
<td>Yes</td>
<td>No</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>8. Staff observed to be wearing masks where appropriate</td>
<td>Yes</td>
<td>No</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>9. Work schedules and breaks promote physical distancing</td>
<td>Yes</td>
<td>No</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>10. Lined garbage bins are readily available to dispose of PPE</td>
<td>Yes</td>
<td>No</td>
<td>3</td>
<td>0</td>
</tr>
</tbody>
</table>

**TOTAL (out of 34):** 0

2. **Signage & Wayfinding**

<table>
<thead>
<tr>
<th>1. All posters relating to COVID-19 meet brand or institution standard</th>
<th>Yes</th>
<th>No</th>
<th>MAX POINTS</th>
<th>SCORE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. &quot;About Coronavirus Disease&quot; poster posted in key areas and on SM.</td>
<td>Yes</td>
<td>No</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>3. &quot;How to Hand Wash&quot; sign posted near every sanitizer station.</td>
<td>Yes</td>
<td>No</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>4. &quot;How to Handwash&quot; sign posted near every handwash sink.</td>
<td>Yes</td>
<td>No</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>5. Front Desk Banner in place adjacent to front desk.</td>
<td>Yes</td>
<td>No</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>6. Hand Sanitizer sign posted on front door of the residence.</td>
<td>Yes</td>
<td>No</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>7. Mask Do's and Don'ts sign posted in prominent spaces in building.</td>
<td>Yes</td>
<td>No</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>8. &quot;If you are feeling unwell sign posted on front door of the residence.&quot;</td>
<td>Yes</td>
<td>No</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>9. Directional Arrows in place and used effectively.</td>
<td>Yes</td>
<td>No</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>10. Elevator signs posted at each elevator car.</td>
<td>Yes</td>
<td>No</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>11. &quot;Physical Distancing floor markers in use, properly situated and installed.</td>
<td>Yes</td>
<td>No</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>12. Appropriate Laundry Signs in place outside of all laundry rooms.</td>
<td>Yes</td>
<td>No</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>13. Appropriate Kitchen Signs outside of all common kitchens.</td>
<td>Yes</td>
<td>No</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>14. Student education information distributed appropriately</td>
<td>Yes</td>
<td>No</td>
<td>1</td>
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</tbody>
</table>

**TOTAL (out of 32):** 0

3. **Front Desk & Housing Admin**

<table>
<thead>
<tr>
<th>1. Plastic barrier installed per framework document.</th>
<th>Yes</th>
<th>No</th>
<th>MAX POINTS</th>
<th>SCORE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Lockout keys processed per framework document.</td>
<td>Yes</td>
<td>No</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>3. Mail &amp; Parcels processed per framework document.</td>
<td>Yes</td>
<td>No</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>4. Payments processed per framework document.</td>
<td>Yes</td>
<td>No</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>5. Appropriate measures in place for guest sign in.</td>
<td>Yes</td>
<td>No</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>6. Initial screening questions in use.</td>
<td>Yes</td>
<td>No</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>7. Visitor log in use and properly archived.</td>
<td>Yes</td>
<td>No</td>
<td>5</td>
<td>0</td>
</tr>
</tbody>
</table>

**TOTAL (out of 35):** 0
### Quality Assessment Report

#### 4 Residence Life

<table>
<thead>
<tr>
<th>Item</th>
<th>Yes</th>
<th>No</th>
<th>MAX Points</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. RA training completed per framework</td>
<td></td>
<td></td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>2. Residence Life Plan in place that aligns with framework criteria</td>
<td></td>
<td></td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>3. Process in place to support student meetings virtually</td>
<td></td>
<td></td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>4. Students in isolation process reviewed with staff, and being used if applicable</td>
<td></td>
<td></td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>5. Students observed wearing masks where appropriate</td>
<td></td>
<td></td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTAL (out of 17):</strong></td>
<td></td>
<td></td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

#### 5 Housekeeping

<table>
<thead>
<tr>
<th>Item</th>
<th>Yes</th>
<th>No</th>
<th>MAX Points</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. In-suite cleaning suspended</td>
<td></td>
<td></td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>2. Equipment in use is consistent with framework standard</td>
<td></td>
<td></td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>3. Equipment cleaned and sanitized per framework</td>
<td></td>
<td></td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>4. No observations of cross contamination</td>
<td></td>
<td></td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>5. Approved chemicals in use, which are properly stored and labeled</td>
<td></td>
<td></td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTAL (out of 15):</strong></td>
<td></td>
<td></td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

#### 6 Physical Resources

<table>
<thead>
<tr>
<th>Item</th>
<th>Yes</th>
<th>No</th>
<th>MAX Points</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Building air intake reviewed per framework</td>
<td></td>
<td></td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>2. Shutdown process on HVAC reviewed and able to execute if needed</td>
<td></td>
<td></td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>3. Elevators being managed effectively to reduce contact</td>
<td></td>
<td></td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>4. Stairwells, where possible, are converted to one way traffic</td>
<td></td>
<td></td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>5. Corridors, where possible, are converted to one way traffic</td>
<td></td>
<td></td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>6. *Lobby furniture is configured in a way that supports physical distancing</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. *Process in place for laundry areas that supports physical distancing</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. *Process in place for common kitchen that supports physical distancing</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. All non-essential common banquet are closed</td>
<td></td>
<td></td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>10. Maintenance staff using proper PPE when entering student suite</td>
<td></td>
<td></td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>11. Contractor using proper PPE when entering the facility</td>
<td></td>
<td></td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>12. Ongoing testing of lift safety equipment in place</td>
<td></td>
<td></td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>13. Fire Drills still conducted in accordance with fire plan</td>
<td></td>
<td></td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTAL (out of 41):</strong></td>
<td></td>
<td></td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

### Percentile Legend:

<table>
<thead>
<tr>
<th>Percentile</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>90</td>
<td>Very Good</td>
</tr>
<tr>
<td>80-89</td>
<td>Good</td>
</tr>
<tr>
<td>70-79</td>
<td>Fair</td>
</tr>
<tr>
<td>&lt;70</td>
<td>Follow-up required</td>
</tr>
</tbody>
</table>

### Property Audit Sections

<table>
<thead>
<tr>
<th>Section</th>
<th>Score</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Resources</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Signage &amp; Wayfinding</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Front Desk &amp; Housing Admin</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Residence Life</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Housekeeping</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>
## Quality Assessment Report

<table>
<thead>
<tr>
<th>Physical Resources</th>
<th>0</th>
<th>0%</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROPERTY TOTAL:</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>PROPERTY RANKING:</td>
<td>FOLLOW-UP REQUIRED</td>
<td></td>
</tr>
<tr>
<td>REASON:</td>
<td>BELOW 70%</td>
<td></td>
</tr>
</tbody>
</table>

### SUMMARY COMMENTS:

|  |  |  |
Educational Resources, Posters & Signage

Campus Living Centres has created a COVID-19 set of branding guidelines. Unless our Institutional partners have specific branding guidelines, our properties will implement our brand standards. This signage covers three key areas; Movement of People, Education & Front Desk.

All, high-resolution approved signs for Residence use can be found on SharePoint, and are designed to stand-out from other Residence or Campus signage. The property is responsible for ensuring that the appropriate messaging is displayed throughout the building.

The hashtag #ProtectOurResidenceCommunity has been created for use on these posters. This hashtag is not anticipated to see much, if any, student use on social media platforms. It’s included as a marketing tool to capture the eye of our student populations.

Please note: When installing any kind of floor marker, ensure it does not overlap grout lines on tile, in addition to making all efforts to keep dry. Ensure wet floor signs are always posted appropriately when any floors are being mopped, cleaned or are at all wet.
Front Desk – ‘We’re all in this Together’ banner posted at entrance

WE’RE ALL IN THIS TOGETHER

STOP

- If you are feeling unwell, or have recently travelled, you may not enter the building.

- Residents who are symptomatic should self-isolate and notify residence staff via email or phone call.

Maintain 2 metres or 6 feet between yourself, and others

Everyone is required to wear a mask when in all common areas of the building*

Practice good personal hygiene like frequent handwashing and coughing into your elbow

#ProtectOurResidenceCommunity

*Does not apply to those with an illness or disability that make it difficult to put on or take off a mask, or those who have difficulty washing
Front Desk – ‘Passive Screening’ posted at building entrance

Please advise Kristen Harripersad if you require other provincial health information.

STOP

If you are feeling unwell with any of the following symptoms:

• Fever, new cough or difficulty breathing (or a combination of these symptoms)?
• Muscle aches, fatigue, headache, sore throat, runny nose or diarrhea?

And have experienced any of the following:

• Have you travelled outside of Canada in the last 14 days?
• Does someone you are in close contact with have COVID-19 (for example, someone in your household or workplace)?
• Are you in close contact with a person who is sick with respiratory symptoms (for example, fever, cough or difficulty breathing) who recently travelled outside of Canada?

If you answered yes to these questions, please do not enter the building. You should seek a clinical assessment for COVID-19 over the phone by calling Telehealth Ontario at 1.866.797.0000

#ProtectOurResidenceCommunity
Front Desk – ‘Sanitize Hands’ posted at building entrance

STOP
ON ENTRANCE TO THE BUILDING, YOU MUST SANITIZE YOUR HANDS

- Apply the product on your palms
- Rub hands together
- Apply on all surfaces until dry

#ProtectOurResidenceCommunity
Education – ‘How to Handrub’ posted by hand sanitizing stations

**HOW TO HANDRUB**

- Apply 1 to 2 pumps of product to palms of dry hands.
- Rub hands together, palm to palm.
- Rub in between and around fingers.

**Rub hands for 20 seconds**

- Rub back of each hand with palm of other hand.
- Rub fingertips of each hand in opposite palm.
- Rub each thumb clasped in opposite hand.

- Rub hands until product is dry. Do not use paper towels.
- Once dry your hands are safe.

#ProtectOurResidenceCommunity
Education – ‘How to Handwash’ – posted in public washroom

HOW TO HANDWASH

1. Wet hands with warm water
2. Apply soap
3. Lather soap and rub hands palm to palm
4. Lather hands for 20 seconds
5. Rub in between and around fingers
6. Rub back of each hand with palm of other hand
7. Rub fingertips of each hand in opposite palm
8. Rinse thoroughly under running water
9. Dry hands with air blower or paper towel
10. If applicable: Turn off water using paper towel

#ProtectOurResidenceCommunity
Education – ‘About COVID-19’ posted throughout building

**ABOUT CORONAVIRUS DISEASE (COVID-19)**

**WHAT IS IT?**
COVID-19 is an illness caused by a coronavirus. Human coronaviruses are common and are typically associated with mild illnesses, similar to the common cold.

**HOW IS IT SPREAD?**
Coronaviruses are spread from an infected person through:
- Respiratory droplets when you cough or sneeze
- Close personal contact, such as touching or shaking hands
- Touching something with the virus on it, then touching your eyes, nose or mouth before washing your hands

These viruses are not known to spread through ventilation systems or through water.

**SYMPTOMS**
Symptoms may be very mild or more serious. They may take up to 14 days to appear after exposure to the virus.

**PREVENTION**
The best way to prevent the spread of infections is to:
- Wash your hands often with soap and water for at least 20 seconds
- Avoid touching your eyes, nose or mouth, especially with unwashed hands
- Avoid contact with people who are sick
- When coughing or sneezing, cover your mouth and nose with your arm or tissues to reduce the spread of germs
- Immediately dispose of any tissues you have used into the garbage as soon as possible and wash your hands afterwards
- Clean and disinfect frequently touched objects and surfaces, such as electronic devices and doorknobs
- Stay in your suite if you are sick to avoid spreading illness to others, and notify residence staff

#ProtectOurResidenceCommunity
Education – ‘How to do Laundry’ posted in laundries

**USING SHARED LAUNDRY**

**DO’S & DON’TS**

**DO’S**

- Wash your hands before and after.
- Wash with soap and the warmest water possible. Do not overload the machine.
- Wipe down controls and handles before and after use.
- Keep a 2 m distance from others.
- Dry items at highest temperature possible and dry them completely.
- Disinfect your hamper before filling it with clean clothes.

**DON’TS**

- DON’T shake dirty laundry before putting it in the machine.
- DON’T leave dryer door open when not in use.
- DON’T leave soiled clothing or baskets on top of machines or tables.
- DON’T leave cleaning residues (like bleach) that could damage other people’s clothing.

#ProtectOurResidenceCommunity
Education – ‘How to wear a mask’ posted in common areas and at entrance(s)

**HOW TO SAFELY USE A NON-MEDICAL MASK OR FACE COVERING**

**DO’S**
- Wear a non-medical mask or face covering to protect others when in common areas of the building.
- Wash your hands on an alcohol-based hand sanitiser before putting on and removing the mask.
- Wash your mask with hot, soapy water and set it aside until you are ready to put it on and remove it.
- Do your part.

**DON’T’S**
- Don’t share your mask.
- Don’t touch the mask from your mouth or nose.
- Don’t remove the mask to talk to someone.

**DO YOUR PART**
- Wear a non-medical mask or face covering to protect others when in common areas of the building.

**NON-MEDICAL MASKS ARE NOT RECOMMENDED FOR**
- People who suffer from an illness or disability that make it difficult to put on or take off a mask.
- Those who have difficulty breathing.
- Children under the age of 2.

**REMEMBER,** wearing a non-medical mask or face covering alone will not prevent the spread of COVID-19. You must also wash your hands often, practice physical distancing and stay home if you are sick.

#ProtectOurResidenceCommunity
KEEP IT CLEAN IN QUARANTINE
How to keep your suite clean during the COVID-19 pandemic

EVERY DAY
• Wash dishes with detergent
• Wipe appliances with a disinfectant spray or wipes
• Store food appropriately when not cooking or eating
• Put trash and food wrappers in the garbage bin.
• Use a disinfectant wipe on: counters, tables, sinks, faucets, switches, and door knobs.
• Disinfect electronics, including keyboards, cellphones, headphones, TV and remotes

EVERY WEEK
• Give a hard scrub with cleaner and disinfectant to sinks, showers, counters, and table tops.
• Remove garbage and recycling form your suite and dispose of properly
• Replace dirty sponges
• Throw away expired food
• Clean and disinfect the toilet with single use wipes (bowl and rims).
• Sweep or vacuum your floors
• Pick your stuff up off the floor – keeping your suite tidy makes it easier to clean!

Top Tips!
Use protective gloves with cleaning products to protect your skin. Always wash your hands for at least 20 seconds after cleaning.

Don’t forget to wear your mask when in all common areas of the building, and wash or sanitize your hands frequently

#ProtectOurResidenceCommunity
Education – ‘How to Isolate’ (Distributed electronically if a student goes into isolation)

HOW TO ISOLATE IN RESIDENCE

Isolation in Residence means staying in your suite when you have symptoms of COVID-19, or if you may have been exposed to the virus. By avoiding contact with other people, you help prevent the spread of COVID-19 to our Residence Community.

When to isolate
- If you have been diagnosed with COVID-19
- If you are waiting for test results for COVID-19
- If you are experiencing any symptoms of COVID-19, even mild ones
- If you are told by a Public Health Authority or Health Care provider to isolate

If you must have contact with others
- Stay at least 2 meters (6 feet) away and avoid older adults.
- Keep interactions brief
- Wear a medical mask, or if not available, wear a non-medical mask.
- If you create a facial covering, make sure you cover the nose and mouth without gaping, and secure it to your head by ties or ear loops.
- Avoid touching your face or mask.

How to isolate
- Only leave your suite to seek medical care. Dial 911 for emergencies.
- Do not allow other people into your suite.
- Do not take walks outside.
- Contact Residence Staff for support with food drop off or garbage collection. Do not use any shared facilities or areas of the building.
- Only use the bathroom in your suite.
- Use both cleaner and disinfectant on all commonly touched surfaces, including your phone.
- Regularly wash your hands for at least 20 seconds with soap.
- Sneeze and cough into your elbow.

After your 14 days of self-isolation are over
- Ensure your room and suite are thoroughly cleaned.
- Wash and dry your bed linens, including pillows.
- Wash your dirty clothes.
- Wash used towels and wash cloths.
- Vacuum or sweep the floors.
- Make sure your gloves/masks are thrown away with the garbage.

If you have COVID-19 symptoms, please stay in place and contact Residence Staff.

#ProtectOurResidenceCommunity
Movement of People – ‘Machine Unavailable’ posted kitchens and laundries

Movement of People – ‘Physical Distancing Marker’ used in areas where lines form
Movement of People – ‘Directional Arrows’ used to direct pedestrian traffic
Movement of People – ‘One Way’ used to direct pedestrian traffic.
Movement of People – ‘Elevator Traffic’ posted in elevator landings

Based on elevator car size, the number of passengers may vary.

- There should not be more than three people per elevator
- Maintain a distance of 2 metres from others at all times
- Consider taking the stairs
Movement of People – ‘Stairwell Traffic’ posted on stairwells

OUTSIDE OF AN EMERGENCY, THIS STAIRWELL HAS BEEN DESIGNATED FOR DOWN USE ONLY.

OUTSIDE OF AN EMERGENCY, THIS STAIRWELL HAS BEEN DESIGNATED FOR UP USE ONLY.

Movement of People – ‘Bedroom Unavailable’ posted on unoccupied bedrooms

BEDROOM UNAVAILABLE

Currently you do not have a roommate, however you may receive one later in the academic year.

This room must be kept vacant and unused for any purpose, including storage.

#ProtectOurResidenceCommunity
Movement of People – ‘Closed’ posted on any other closed areas

CLOSED

To help facilitate physical distancing, this area is currently unavailable

#ProtectOurResidenceCommunity
This section of the guide includes varying documents as referenced earlier.

COVID-19 is a rapidly evolving event, please refer to SharePoint for the most up-to-date version of documents.

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Appendix 1.0: COVID-19 Risk Assessment

Please refer to SharePoint for a printable version of this form.

Inspection completed by: ___________________________  Property Inspected: ___________________________
Date of inspection: ___________________________  Date of completion: ___________________________

Every Campus Living Centres Property must complete a COVID-19 Risk Assessment. Each position must be reviewed and thus this template requires customization dependant on property and practices. Use the Hierarchy of Control for reference to populate each section accordingly. We will be using the RACE process for dealing with hazards. RACE stands for Recognize, Assess, Control and Evaluate. These steps, when done in order, help the workplace identify and control hazards. Supervisors are encouraged to communicate with workers, the employer, and the joint health and safety committee/health and safety representative throughout this type of process.

Instructions
1. Complete the risk assessment by reviewing the property’s physical space and protocols.
2. Once the workplace is assessed, complete the Corrective Actions portion of the assessment.
3. The person completing the inspection is to sign off as the inspector and send to the health and safety committee for review.
4. The committee chair is to sign off as the committee representative and send to management for review.
5. A management representative is to sign off for management and must review the assessment to provide approval or a reason for denial and corrective actions to be implemented.

<table>
<thead>
<tr>
<th>Hierarchy of Control for COVID-19 Hazards</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ELIMINATE: the hazard of risk</strong></td>
</tr>
<tr>
<td>- Postpone non-essential projects for the time being</td>
</tr>
<tr>
<td>- Eliminate all non-essential tasks, the goal is to eliminate coming in contact with the virus when that’s feasible</td>
</tr>
<tr>
<td>- Work from Home to avoid risks</td>
</tr>
<tr>
<td>- Conduct virtual meetings as oppose to in-person meetings when possible</td>
</tr>
<tr>
<td><strong>SUBSTITUTE/MITIGATE: the hazard of the risk</strong></td>
</tr>
<tr>
<td>- Substitution would require substituting the hazard itself with a less hazardous exposure. This is not possible or relevant in the context of this type of hazard</td>
</tr>
<tr>
<td>- Sanitizer stations</td>
</tr>
<tr>
<td>- Physical barriers/screens wherever physical distancing isn’t possible</td>
</tr>
<tr>
<td><strong>ENGINEERING CONTROLS: re-design/separate</strong></td>
</tr>
<tr>
<td>- The goal is to ensure we are changing the processes that might generate more of the virus. We know the virus can travel through contact and droplets. As a result, we should use wet method cleaning to avoid spreading it further.</td>
</tr>
<tr>
<td>- Change layouts of workstations, front entrance that promotes physical distancing</td>
</tr>
</tbody>
</table>
| ADMINISTRATIVE CONTROLS: policy and procedures | ▪ Use promotional posters to promote best practices to employees and anyone entering properties  
▪ Increase fresh air intake when possible  
▪ Educate the workforce and ensure everyone completes COVID-19 ShareKnowledge training.  
▪ Post promotional posters reminding everyone about hand sanitation, hand washing and information pertaining to COVID-19  
▪ Promote cleaning and not using shared common equipment/tools  
▪ Minimize worker contact in high traffic aisles/hallways with one-way floor markings  
▪ Limit the number of people (workers, contractors, public) in one space so that they can distance themselves from each other  
▪ Ensure all staff take covid-19 training modules on ShareKnowledge and acknowledge procedures  
▪ Update HR team as per policies and ensure confidentiality for those who are ill (students and staff) |
| --- | --- |
| PROVIDE: Personal Protective Equipment | ▪ Non-medical masks/face masks are mandatory for all employees, unless in a private office, or working on their own behind a plexi-glass barrier.  
▪ Gloves, where appropriate  
▪ Safety Goggles/Face shields, Gown where appropriate |

### GENERAL REQUIREMENTS

<table>
<thead>
<tr>
<th>Recognize</th>
<th>Assess</th>
<th>Control</th>
<th>Evaluate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where there are potential hazards in the workplace</td>
<td>You need to understand how likely it is that a worker will get hurt or made sick by the hazard. To assess the hazard</td>
<td>Review the hazards by looking for ways to get rid of the hazard or to make the job safer</td>
<td>Is the hazard being controlled efficiently or does it need to be revisited?</td>
</tr>
</tbody>
</table>

#### 1A: Interaction with other employees

- Do employees need to work in proximity with other employees (that is, closer than two metres)?
- Do employees have to cooperate with others to complete their duties and responsibilities?
- Would employees have regular contact with others in common spaces (like break rooms) shared with other employees?
| Do any employees work or volunteer at another workspace that might be considered high risk? |   |   |
| Are any employees identified high-risk category for COVID-19 (elderly, chronic conditions, or pregnant)? |   |   |

Additional Comments:

<table>
<thead>
<tr>
<th>Recognize</th>
<th>Assess</th>
<th>Control</th>
<th>Evaluate</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1B: Interaction with students</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are employees required to work in proximity with students (that is closer than two metres) to complete their duties?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are the students considered high risk for COVID-19?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is physical interaction and touching required with the student to complete their duties?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is the employee required to physically touch items or spaces that students have touched?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Additional Comments:

<table>
<thead>
<tr>
<th>Recognize</th>
<th>Assess</th>
<th>Control</th>
<th>Evaluate</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1C: Interaction with other individuals</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is the employee required to work in proximity with third parties (that is, closer than two metres) to complete their duties?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is the employee required to physically touch items or spaces that third parties have touched?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Additional Comments:
## Recognize

### 2A. General Workspace Assessment

<table>
<thead>
<tr>
<th>Recognize</th>
<th>Assess</th>
<th>Control</th>
<th>Evaluate</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Does the workspace layout allow for physical distancing guidelines (at least two metres between employees)?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Are there any common areas where employees would be expected to move near one another, such as break rooms, and so on?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Are there areas where bottlenecks are likely, such as lobbies, entrances, elevators?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Are there any high-touch areas, such as door handles, turnstiles, clock-in machines, and so on?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Are any areas of the workspace controlled by or shared with third parties?</td>
<td>Assess who the specific individuals are that will be entering the space. (a) Why must they enter? (b) Is this needed in-person?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Contractors:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Campus Partnership Clients:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ How are we controlling compliance with third parties?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Proof of COVID-19 protocols being followed?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ How is physical access controlled for each?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Are physical barriers present where physical distancing isn’t possible?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Assess

### 2B. Sanitizing the Workspace

<table>
<thead>
<tr>
<th>Recognize</th>
<th>Assess</th>
<th>Control</th>
<th>Evaluate</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Are there enough hand-washing stations available?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Are there sanitizing stations installed in areas where frequent physical contact is likely?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Is there regular cleaning and sanitation scheduled for identified high-risk areas?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Do tools get shared? Who cleans tools between usage?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note the increased cleaning measures:
## 2C. Personal Protective Equipment & Hygiene

<table>
<thead>
<tr>
<th>Recognize</th>
<th>Assess</th>
<th>Control</th>
<th>Evaluate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is there enough equipment available to help protect employees?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Face masks/coverings</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gloves</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Face shields</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gowns</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

PPE is managed by (title, name):

Additional Comments:

## MAINTENANCE DEPARTMENT

<table>
<thead>
<tr>
<th>Recognize</th>
<th>Assess</th>
<th>Control</th>
<th>Evaluate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Practice thorough hand hygiene before and after leaving each guest room</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Using new Disposable Gloves</td>
<td>Single use gloves can help limit skin contact with surfaces, product</td>
<td>Be sure to set up practices for proper removal of gloves and suitable disposal or changing when they are soiled</td>
<td></td>
</tr>
<tr>
<td>Fitting Face Shields</td>
<td>Can help with barriers and separation too. They should be assigned to people and not shared and can be used regularly if kept clean.</td>
<td>Essential to ensure employees be careful of heat stress with these new PPE add-ons</td>
<td></td>
</tr>
<tr>
<td>Reschedule any unnecessary visits to the workplace by supply chain partners, vendors, service technicians or others who don’t need to be there now.</td>
<td>Required preventative maintenance only</td>
<td>Limit to one contractor at a time</td>
<td>Communicate CLC COVID-19 protocol</td>
</tr>
<tr>
<td>HOUSEKEEPING DEPARTMENT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------</td>
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>Recognize</strong></td>
<td><strong>Assess</strong></td>
<td><strong>Control</strong></td>
<td><strong>Evaluate</strong></td>
</tr>
<tr>
<td>Housekeeping employees will be entering personal suites which brings to light new hazards that staff needed to take into account</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| - Practice thorough hand hygiene before and after leaving each guest room | - Germs don’t travel in or out from each suite  
  - Use disposable easy to clean tools and supplies | - PPE usage  
  - Hand hygiene before and after | |
| - Eliminate non-essential tasks | - Close common spaces  
  - Increase cleaning protocol in all other areas within the building | - Use signs to communicate closure  
  - Notify staff/students and clients over email | - Reassess the updates from the public health authority to see when things will be opening up |
| - Extensive Cleaning Protocols | - Sanitize the workplace thoroughly and often, especially frequently touched surfaces.  
  - Pay particular attention to debit machines, screens, cash registers, and equipment, as well as common areas, such as entrances, counters, washrooms and kitchens. | - Cleaning more frequently based on level of usage | - Reassess if the current frequency of cleaning is sufficient for the property based on occupancy |
| - Staffing in Housekeeping | - Limit the number of people working in one space (Example: reception, kitchen, service counter) so that they can distance themselves | - Practicing physical distancing during breaks  
  - Closing off areas to prevent large gatherings  
  - Not entering work areas where 2-meter distance cannot be maintained  
  - Staggering shifts and break times | |
| - Cleaning Supplies | - Use disposable cleaning supplies (i.e. paper towels and wipes) | | |
| - Steam Cleaning instead of Vacuuming | - Do not vacuum. Vacuuming can produce aerosols. If possible, use a steam cleaner to clean carpets, chairs and drapes | - Are there tasks you can minimize or eliminate? (i.e. vacuum instead of sweep, and wet wipe instead of dry dust) | |
| Managing Confirmed COVID-19 Residents | Record their location. Advise the individual not to leave the room. Complete thorough cleaning and disinfecting once the guest has left the room. Designate a person or team for removing waste. | Do not offer cleaning services. Leave fresh linens, toiletries and cleaning supplies outside the door. |

**RESIDENCE SERVICE, SALES AND RESIDENCE LIFE DEPARTMENT**

<table>
<thead>
<tr>
<th>Recognize</th>
<th>Assess</th>
<th>Control</th>
<th>Evaluate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residence Service, Sales and Residence Life employees will be interacting with community and students as needed</td>
<td></td>
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</tr>
<tr>
<td>▪ Controlling the quantity of people in a workspace</td>
<td>▪ Limiting the number of access doors and people allowed inside.</td>
<td>▪ Consider floor markings to show distance to be kept apart and the desired direction of people flow</td>
<td></td>
</tr>
<tr>
<td>▪ Provide hand sanitizer for visitors to use upon entry</td>
<td>▪ Promote and encourage everyone to practice clean hygiene</td>
<td>▪ Reduce spreading germs. Communicate through posters and reiterate the importance of physical distancing when people enter</td>
<td>▪ See how we can communicate this better</td>
</tr>
<tr>
<td>▪ Install barrier between employees and customers</td>
<td>▪ This can include plexi-glass or markings on the floor to ensure at least 2 meters between people</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Community Development</td>
<td>▪ Encourage virtual programs. Stop group activities, such as game nights.</td>
<td>▪ Avoid in person meetings</td>
<td></td>
</tr>
<tr>
<td>▪ Clean the counters, PIN pads, cash drawers, door handles and switches in your area after use</td>
<td>▪ Be sure to follow safe practices and use an appropriate cleaning agent. Disinfecting wipes maybe a good option</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
- Can employees work in a space alone without their physical distancing being affected? If not, what are we doing?

- Physical barrier is mandatory if physical distancing cannot be guaranteed

- Increase Virtual Meetings. Can meetings with customers/students/coworkers take place remotely over the computer or telephone, using Teams or Go-to Meeting

- Promote virtual meetings
- In-person meetings will require Personal protective equipment dependant on location and physical distancing capabilities
Appendix 1.1: Contractor Log Sheet
Please refer to [SharePoint](#) for a printable version of this form.

### Contractor Sign-In

<table>
<thead>
<tr>
<th>Date</th>
<th>Staff (First and Last Name Printed)</th>
<th>Company Name</th>
<th>Work Start Time</th>
<th>Key # Given (staff initial)</th>
<th>Work End Time</th>
<th>Key # Returned (staff initial)</th>
<th>Staff Initial AT END OF DAY ONLY</th>
<th>CLC Staff Initial</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
</tbody>
</table>
Appendix 1.2 COVID-19 Purchasing Plan

Please refer to SharePoint for the most updated version of this purchasing plan.

<table>
<thead>
<tr>
<th>Image</th>
<th>Item</th>
<th>Purpose</th>
<th>App. Price</th>
<th>Vendor Option</th>
<th>Vendor Option</th>
<th>Vendor Option</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Sentry Stanchion" /></td>
<td>Sentry Stanchion</td>
<td>Encourages physical distancing in waiting and queue areas (like the lobby/front desk), and helps direct foot traffic while waiting.</td>
<td>$129.00 Per Unit</td>
<td>HD Supply Call Rep</td>
<td>Rona SKU: SGR078</td>
<td>Hubert SKU: 98982</td>
</tr>
<tr>
<td><img src="image2.png" alt="Mobile Safety Barrier" /></td>
<td>Mobile Safety Barrier</td>
<td>Larger portable safety barrier that closes/restricts access points and directs the flow of traffic (foot and car). Interior or exterior</td>
<td>$500.00 Per Unit</td>
<td>HD Supply Call Rep</td>
<td>Rona SKU: SG0660</td>
<td>Hubert SKU: 71157</td>
</tr>
<tr>
<td><img src="image3.png" alt="Magnetic Retractable Barrier" /></td>
<td>Magnetic Retractable Barrier</td>
<td>Similar to the mobile safety barrier, closes/restricts access points. Meant for interior use.</td>
<td>$135.00 Per Unit</td>
<td>HD Supply Call Rep</td>
<td>Rona SKU: SG1819</td>
<td>Hubert SKU: 42123</td>
</tr>
<tr>
<td><img src="image4.png" alt="Sneeze Guard" /></td>
<td>Sneeze Guard</td>
<td>Acrylic shield with aluminum frame that provides a barrier between staff and the general public</td>
<td>Contact Physical Resources</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><img src="image5.png" alt="HEPA Filters" /></td>
<td>HEPA Filters</td>
<td>HEPA filters are recommended for all vacuums. This option is for Henry/Edward/George models.</td>
<td>$40.00 Per Case</td>
<td>True North Call Rep</td>
<td>Vacuum Warehouse SKU: 22767F</td>
<td></td>
</tr>
<tr>
<td><img src="image6.png" alt="Keyboard Protective Covers" /></td>
<td>Keyboard Protective Covers</td>
<td>Protective keyboard covers designed to fit over computer keyboard and allow for easy cleaning/disinfection.</td>
<td>$10.00 Per Unit</td>
<td>PC-Canada SKU: KBCV4100W</td>
<td>Wal-Mart SKU: 5J3YOCGD1PFS</td>
<td></td>
</tr>
<tr>
<td><img src="image7.png" alt="Heavy Duty Vinyl Safety Tape" /></td>
<td>Heavy Duty Vinyl Safety Tape</td>
<td>Heavy duty tape designed for floor application that will help direct traffic in conjunction with physical barriers in high-traffic areas (lobby, front desk, etc.).</td>
<td>$17.00 Per Roll</td>
<td>Hubert SKU: 98584</td>
<td>HD Supply SKU: 817969</td>
<td>Rona SKU: SEN554</td>
</tr>
<tr>
<td>Image</td>
<td>Item</td>
<td>Purpose</td>
<td>App. Price</td>
<td>Vendor Option</td>
<td>Vendor Option</td>
<td>Vendor Option</td>
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</tr>
<tr>
<td><img src="InfraredThermometer.png" alt="Image" /></td>
<td>Infrared Thermometer</td>
<td>Infrared thermometer that can easily take temperature of staff/visitors. No touch necessary.</td>
<td>$185.00/Per Unit</td>
<td>Swish</td>
<td>HD Supply</td>
<td>Sysco</td>
</tr>
<tr>
<td><img src="HandheldElectrostaticSprayer.png" alt="Image" /></td>
<td>Handheld Electrostatic Sprayer</td>
<td>Professional cordless electrostatic handheld sprayer ideal for disinfecting, sanitizing, odor removal, decontamination, etc.</td>
<td>$1,110.00/HD Supply</td>
<td>Romco</td>
<td>Call Rep</td>
<td>Rona</td>
</tr>
<tr>
<td><img src="BackpackElectrostaticSprayer.png" alt="Image" /></td>
<td>Backpack Electrostatic Sprayer</td>
<td>Professional backpack electrostatic handheld sprayer ideal for disinfecting, sanitizing, odor removal, decontamination, etc.</td>
<td>$2,775.00/HD Supply</td>
<td>Romco</td>
<td>Call Rep</td>
<td>Rona</td>
</tr>
<tr>
<td><img src="DisinfectingWipes.png" alt="Image" /></td>
<td>Disinfecting Wipes</td>
<td>Wet wipes pre-covered in solution that kill bacteria and viruses when used on hard surfaces.</td>
<td>$30.00/Per Unit</td>
<td>Swish</td>
<td>Ecolab</td>
<td>HD Supply</td>
</tr>
<tr>
<td><img src="FoamHandSanitizer-WallMountDispenser.png" alt="Image" /></td>
<td>Foam Hand Sanitizer - Wall-Mount Dispenser</td>
<td>No-touch wall-mounted foam hand sanitizer dispenser (includes dispenser only).</td>
<td>$65.00/Per Unit</td>
<td>Ecolab</td>
<td>Swish</td>
<td>HD Supply</td>
</tr>
<tr>
<td><img src="FoamHandSanitizer-StandDispenser.png" alt="Image" /></td>
<td>Foam Hand Sanitizer - Stand Dispenser</td>
<td>No-touch stand-mounted foam hand sanitizer dispenser (includes dispenser and stand).</td>
<td>$170.00/Per Combined Unit</td>
<td>Ecolab</td>
<td>Swish</td>
<td>HD Supply</td>
</tr>
<tr>
<td><img src="FoamHandSanitizer-DispenserRefill.png" alt="Image" /></td>
<td>Foam Hand Sanitizer - Dispenser Refill</td>
<td>Foam sanitizer re-fills for wall-mounted dispensers.</td>
<td>$100.00/Per Case</td>
<td>Swish</td>
<td>Ecolab</td>
<td>Sysco</td>
</tr>
<tr>
<td><img src="HandSanitizerGel.png" alt="Image" /></td>
<td>Hand Sanitizer Gel</td>
<td>Pump sanitizer bottles filled with gel sanitizer. Used when soap and water are not available for hand washing.</td>
<td>$40.00/Per Liter</td>
<td>Swish</td>
<td>Ecolab</td>
<td>HD Supply</td>
</tr>
<tr>
<td>Image</td>
<td>Item</td>
<td>Purpose</td>
<td>App. Price</td>
<td>Vendor Option</td>
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</tr>
<tr>
<td><img src="image1.jpg" alt="Image" /></td>
<td>N95 Mask</td>
<td>Masks designed to protect wearer from airborne particles and from liquid contamination.</td>
<td>$4.20 Per Unit</td>
<td>HD Supply SKU: 350223</td>
<td></td>
<td></td>
</tr>
<tr>
<td><img src="image2.jpg" alt="Image" /></td>
<td>KN95 Mask</td>
<td>Masks designed to give some protection to wearer, but also to deter spread of airborne particles.</td>
<td>$6.00 Per Unit</td>
<td>Swish SKU: SGU307-5pk</td>
<td></td>
<td></td>
</tr>
<tr>
<td><img src="image3.jpg" alt="Image" /></td>
<td>Disposable 3-Ply Face Mask</td>
<td>Masks designed to give some protection to wearer, but also to deter spread of airborne particles.</td>
<td>$1.25 Per Unit</td>
<td>Swish SKU: 5614</td>
<td>HD Supply SKU: 350296</td>
<td>Hubert SKU: 60815</td>
</tr>
<tr>
<td><img src="image4.jpg" alt="Image" /></td>
<td>Washable / Re-Usable Face Mask</td>
<td>Masks designed to give some protection to wearer, but also to deter spread of airborne particles.</td>
<td>$5.00 Per Unit</td>
<td>True North SKU: 3GM-DM9660105X7</td>
<td>Hubert SKU: 23177</td>
<td>Rona SKU: SGU477</td>
</tr>
<tr>
<td><img src="image5.jpg" alt="Image" /></td>
<td>Medical Face Shield</td>
<td>Face shields aim to protect the wearer’s face from airborne particles, bacteria, etc.</td>
<td>$20.00 Per Unit</td>
<td>Swish SKU: SP65469</td>
<td>Ecolab SKU: 10041941/10041942</td>
<td>True North Call Rep</td>
</tr>
<tr>
<td><img src="image6.jpg" alt="Image" /></td>
<td>Nitrile Disposable Gloves</td>
<td>Regular use protective gloves designed to protect skin from exposure to contaminants.</td>
<td>$100.00 Per Case</td>
<td>Swish SKU: 963 974 983 993</td>
<td>Ecolab SKU: 92682292/92682293/92682294/92682295</td>
<td>Sysco SKU: 3384709/3384675/3384680/3384697</td>
</tr>
<tr>
<td><img src="image7.jpg" alt="Image" /></td>
<td>Heavy Duty Re-Usable Gloves</td>
<td>Heavy-duty re-usable gloves designed to protect skin from exposure to contaminants, particularly harsher disinfectants.</td>
<td>$9.00 Per Unit</td>
<td>Swish SKU: 37-185-7 37-185-8 37-185-9 37-185-10</td>
<td>Ecolab SKU: 92682272/92682273/10042283/10042284</td>
<td>Sysco SKU: 3451806/3451798/3451771</td>
</tr>
<tr>
<td><img src="image8.jpg" alt="Image" /></td>
<td>Protective Gowns/Coveralls</td>
<td>Protective gowns/coveralls are to help protect skin and clothing from contamination/exposure.</td>
<td>$5.00 Per Unit</td>
<td>HD Supply SKU: 301300</td>
<td>Swish SKU: 44302/03/04/05</td>
<td></td>
</tr>
</tbody>
</table>
Appendix 2.0: Guide to Going Live

Please refer to SharePoint for a full, high-res copy of this guide.
03 / STEPS TO HOSTING A LIVE VIRTUAL OPEN HOUSE

Providing an interactive, virtual experience of your property by going ‘LIVE’ on Instagram/Facebook lets a large group of prospective residents see your property at one time. This also allows the viewer to participate in real-time, from the comfort of their own home, and ask any questions they may have.

How to:

Advertise Notice of the Virtual Tour/Open House prior to going ‘LIVE’

Create Post – One to two weeks before the Live Event date. Create a post for each Social Media Channel. We recommend including a picture of the host, including date and time. Be sure to use reference the tour at least twice, leading up to the Live Event.

Instagram/Facebook Story – When posting an Instagram Story, use the “Countdown” Sticker, so prospects can turn on reminders & share the countdown to their story. Be sure to send Instagram Stories to the Property Facebook Page, as well. If your partner institution is also able to post your tour, you’re providing media to a wider audience! A Story will last for 24 hours, but if a prospect saves the Countdown, it will notify them prior to the Live Event.

Instagram/Facebook Story - Question – One day prior to going live, post the “Question” Sticker to Instagram Story asking the audience what they want to know. Example: “Interested in living at [Name]? Ask us your questions below!” – make notes of their questions. You can A) Answer them directly and share to your Stories (GRR) or B) Save the questions to address in your Instagram/Facebook Live at the end of the Tour/Open House.

Tip: you can “plant” frequently asked questions you receive that no one has yet asked on the sticker. That way you can share them directly to your audience all at once.

Giveaway During Instagram/Facebook Live – To draw in a larger audience. It incentivizes them to join the Live Tour/Open House. It’s not necessary, but it’s a fun way to interact with the audience and provides more content during the episode.

Send E-Invite to students with active applications, and leverage institutional communication where possible

Customize an E-Invite or email blast informing students of Virtual Tour/Open House via Instagram Live, including the link to the Property Instagram/Facebook Page.

04 / STEPS TO GOING LIVE

Instagram Campaign Example

IG Post Caption:

“We’re going digital! Join Emily on Friday April 16th at 2pm on Instagram Live for an exclusive property tour. Q&A’s and exciting contests! Have questions about living in residence? This is the perfect opportunity to ask our team and see what our property offers from the comfort of your home! Let us help you find the perfect fit!”

#VirtualOpenHouse #OttCity #O2Ottawa #StudentLiving #OttawaStudents

IG Story:

Using “Countdown” & “Questions” sticker
05 / REAL TIME ONE-ON-ONE TOURS

Getting the word out about this new kind of tour is important – social media posts, banner images on your website, and if possible, coordinating with the institution’s marketing department.

Microsoft Teams is a great resource to provide a one-on-one tour and conversation with someone, and the viewer doesn’t need an app or the software to join. For the residence hall, there is an app available so you’re still able to walk the building while giving a tour.

When scheduling tours, ensure you inquire if the viewer has any accessibility accommodations to consider to access the digital tour.

Real Time Digital Tour

Throughout your real-time digital tour, ask engaging questions, listen for cues, and re-visit the student as to how to tailor your pitch. Please note health and safety may be of greater importance than previously discussed. It is important to be sensitive during these uncertain times and to alleviate concerns as they arise. If you require additional information in regards to cleaning schedule or chemicals used, please connect with your operations team.

Virtual Tours

During COVID-19, you may no longer have access to your residence buildings. In that event, you can still provide one-on-one engagement via virtual, virtual tours. By running virtual tours with a student, you can provide an elevated online and customer service experience.

Send Follow-Up

After your event is over, we recommend sending a follow-up email to each attendee thanking them for joining the tour, along with the next steps on how to apply for residence.

Step 1: In the teams app, either on your phone or desktop, click on the Bell Icon.

Step 2: Make sure you have people in the lobby. Click on “New Lobby.”

Step 3: Click on the bell: Multiple participants may join, a student and a parent may both be in the lobby, but both want to participate in an online tour. Google Chrome.

Within the Teams app, you can “Send” the meeting under the calendar. If the attendee does not have the Teams app, you’ll need to “Send” them into the meeting when they’re waiting in the lobby. Tap “New Lobby,” then “Admit.”
Appendix 3.0: Revised Residence Life Programming

Please refer to SharePoint for the most up-to-date version of this guide.

Introduction

Although COVID-19 has influenced Campus Living Centres’ approach to delivering valuable, transformative, programming; CLC remains committed to the student experience. By taking direction from both Public Health and our Higher Education Partners, CLC has repositioned its approach to delivering Residence Life Programming. The following document outlines how a Residence Life Program can be adapted to suit a myriad of needs while maintaining the Residence Life Community Development Model.

Definitions

“Residence Life Community Development Model” refers to the framework from which all residence community building efforts is based off of. Details of the Residence Community Development Model can be found in the Residence Life Policy & Procedures Vol. 1 Binder – Community Development Resource Manual.

“Residence Life Program Plan” refers to the collective delivery plan for all programming within the residence. This plan captures monthly themes, program types, and any proactive programming intended for the upcoming academic year. This also provides support and guidance when additional programming is created, such as RA programs or other reactive programming.

“Programming” refers to all of the events, initiatives and activities organized or facilitated by residence staff, volunteers, students or college employees aimed at improving the quality of the student experience in residence. Programs can be active or passive, social or developmental, proactive or reactive. They can be big and small, occur on-campus or off-campus, and take place in person, online, or as a bulletin board.

“Program Pillars” refers to the six types of programming used to build community.

- Personal Discovery and Transition
- Wellness
- Academic Success
- Diversity
- Citizenship
- Interpersonal/Social Skills

“Programming Expectations” refers to the unique sets of expectations for programming, advertising, and fund-specific actions at your residence. Examples of different expectations and reminders can be found in the Residence Life Policy & Procedures Vol. 1 Binder – pages 14-16 and on pages 20-21 of the RA Training Manual.
Overview

The Residence Life Community Development Model (CDM) is used to inform methods of engaging and supporting students within a residence. By using the CDM as a framework, a residence is able to tailor their Residence Life Program to meet anticipated programming needs while informing the creation process of supplementary programs.

However, as a result of COVID-19, it is anticipated that Residence Life Program Plans will need to evolve in order to meet new guidelines surrounding in-person programming and general student engagement strategies. Specifically, the following influences on Residence Life Programs are anticipated:

- Increased risk of students feeling isolated
- Increased need for engagement opportunities (programs)
- Increased demand for online engagement strategies
- Decreased demand for in-person engagement strategies
- Increased risk of digital exhaustion
- Increased risk of information overload
- Increased need for mental health and wellness support (both proactive and reactive)

As a result, the Residence Life Management Team (RLMT) should expect a significant need to covert traditional residence programming into an online format. As a result, the RLMT will need to conduct a review of their Residence Life Programming Plan to determine the extent of revisions required. The following should be anticipated:

- Enhancements made to existing programming models to meet new demands;
- Development of new programs to address potential gaps as a result of programming model shifts;
- Alteration of programming delivery methods to align with new health and safety measures

The extent to which a Residence Life Program must change, will depend on the needs identified by the institution and the requirements outlined by Public Health.

The following sections of this document will outline how to revise an existing Residence Life Program Plan, offer new programming ideas, and outline methods for implementing a hybrid Residence Life Program.
Adapting Your Residence Life Program Plan

Purpose

The purpose of reviewing a Residence Life Program is to ensure any in-person programs offered during the upcoming academic term take into account new physical distancing guidelines. In order for a meaningful and accurate review, each property must first determine what their physical distancing guidelines are, which can be found by connecting with Institution contacts and reviewing Regional Public Health Agency directives.

Process

The process of adapting a Residence Life Program begins with the review of individual programs, their delivery method (active or passive), and type (program pillar) to determine suitability with new guidelines. Although most in-person “active” delivery methods will be affected by the new guidelines, it’s important to review the Residence Life Program Plan in its entirety. The reason for a complete review is to ensure the Residence Life Program Plan, and by extension the CDM, remains balanced and accurately reflects the overall residence engagement strategy.

Step 1: Determine Physical Distancing Guidelines

To begin the review, the physical distancing guidelines of both Public Health and the Institution must be known.

Examples of guidelines include:

- Reduced number of attendees permitted at an in-person event
- Designated spaces to be used for in-person events
- A ban of all in-person programming on campus
- 2-meter proximity rule between students
- Mandatory facemasks

Guidelines will determine which program delivery methods can be used and what revisions must be made to ensure all residence programming align with Campus and Public Health guidelines. Once guidelines are known, the review process can begin.

Step 2: Consider Intended Program Plan

In order to determine what events align with the guidelines of both Campus and Public Health, thought must be given to what programs will be offered. The method of review begins with creating a list of programs that will be offered during the upcoming academic year, found in your Residence Life Program Plan. If a programming plan has not been created or a completely new plan is required, draft a list of programs based on the previous academic year. Once the list of intended programs for the upcoming year is generated, the review process can continue. Examples of frequently used programs and themes found in a Residence Life Program Plan include:

- “O” Week
- First 6 Weeks
- Residence council elections
- Community challenges
- Res Rewards events
• Halloween
• Thanksgiving
• Holiday Season
• Exam periods (e.g. stress busters)
• Winter break return (e.g. Frost week)
• St. Patrick’s Day
• Spring break

**Step 3: Review Intended Programming**

The list of programs must now be filtered for suitability. In order for a program to be deemed suitable, it must meet or exceed the health and safety guidelines established in Step 1. The review should take into account whether each program intended for the upcoming year 1) meets current physical distancing guidelines of both Public Health and the Institution; 2) can be revised to align with current physical distancing guidelines; or 3) does not meet current physical distancing guidelines of both Public Health and the Institution. In the event an event does not meet current physical distancing guidelines of both Public Health and the Institution, it should be considered not suitable and be removed from your Residence Life Program Plan. Below is a decision tree to illustrate the review process.

![Decision Tree](image)

After the review has been completed, the list of programs remaining should reflect programs deemed as suitable or in need of revisions. The next step of the review is to modify existing programs and/or creating new initiatives.

**Step 4: Modifying Existing Programs**

In the event in-person programming is permitted, modifications must be made to ensure programs align with new restrictions. If in-person programming cannot take place, programs should be converted to use an online delivery method.
To modify an existing in-person program, consider how physical distancing guidelines can be incorporated. Specific examples of some corrective measures include the following:

- reducing the number of students allowed to attend an event;
- relocating events to large indoor spaces;
- relocating events to outdoor spaces;
- reducing or eliminating the use of public transportation
- Converting the entire program using an online delivery method

Only when a program meets physical distancing guidelines outlined by both Public Health and the Institution, can it take place. In the event a program still does not meet physical distancing guidelines after revisions have been made, it should be replaced by a program that will meet guidelines.

For examples of converted programs please see Appendix 1.

**Step 5: Creating New Initiatives**

Similar to the modification stage, any new program developed must adhere to Public Health and Campus physical distancing guidelines. When creating new programs, attention should be paid to balancing topics to ensure all aspects of the programming model are represented. For example, if after reviewing the Residence Life Program a disproportionate number of social events exists, additional programs created should focus on other types of programs like academic or wellness.

This stage will also influence the programming created by Resident Advisors and Community Advisors. To ensure any programs created by RAs or CAs meet the needs of the residence, be sure to include Campus and Public Health guidelines as part of your training materials.

For examples of new program ideas with an emphasis on online delivery please see Appendix 2.

**Step 6: Selecting a Delivery Method (Platforms)**

Three types of platforms exist when considering online program delivery; Video Networking Platforms, Social Media Platforms, and Streaming Platforms. Selecting a delivery method will depend on the following factors:

- Residence Budget
- Cost of subscription fees
- Familiarity with platform (for both staff and students)
- Programming engagement needs

Selecting an online platform should also consider what campus engagement entails; whether integration with other campus platforms is possible or required; and how selected platforms will complement general Residence Life Program initiatives and engagement strategies. When selecting your method(s) of delivery, considering using only one platform from each type to limit risk of digital exhaustion and information overload amongst students. Please note, Campus Living Centres' Property Support Marketing Team does not recommend using, and cannot provide support/strategy to social media channels or streaming services outside of Facebook and Instagram due to constraints with access, the ability to moderate, and/or privacy concerns. Should your engagement strategy require the use of platforms unsupported by CLC’s Property Support Marketing Team, please ensure account access and permissions are shared with at least one member of your property’s management team.
Video Networking Platforms

Video networking platforms are the platforms that have been widely used by individuals seeking alternatives to in-person meetings. A video networking platform is a software that allows connection via voice, video and/or text features. This includes platforms such as Zoom or Microsoft Teams. These platforms allow people to connect in real time with the ability to have real time interactions between those on a call. Please note, CLC currently pays for Microsoft Teams and therefore should be considered as the primary video networking platform to use. For examples of other platforms please see Appendix 3.

Social Media Platforms

A social media platform is a website or app that encourages people to connect by sharing photos, videos, texts, images, etc. Social Media Platforms allow people to communicate informally in a range of options such as through groups, locations or directly with another person. Social Media Platforms include Facebook, Instagram, TikTok, Snapchat, etc. For further details please see Appendix 3. Please note, CLC’s Property Support Marketing Team does not recommend using, and cannot provide support/strategy to social media channels or streaming services outside of Facebook and Instagram due to constraints with access, the ability to moderate, and/or privacy concerns.

Streaming Platforms

Streaming platforms are those platforms that are used to produce a video that is not directly interactive. The host produces the video content and people can respond via comments but cannot communicate through direct video or voice response. These differ from video networking platforms as these platforms are used to broadcast a video rather than to directly connect people. Examples of streaming platforms include YouTube, Twitch, Discord, etc. For further details please see Appendix 3.

After reviewing platform options, determine which one(s) will best serve the needs of the Residence. By focusing the use of platforms to a specified few, a Residence Life Program can organize communication and engagement efforts; while reducing the risk of overextending digital presence and the resources required to manage multiple accounts on varying platforms.
### Revised Residence Life Programming: Appendix 1

<table>
<thead>
<tr>
<th>Program name and description:</th>
<th>Virtual adaptations:</th>
<th>Materials needed and additional information:</th>
</tr>
</thead>
</table>
| **Paint Night**: residents follow along with a video (Bob Ross) or an RA’s explanation of steps to painting a picture. Residents paint on canvases or paper together in a lounge space and get to take pictures with them. | Residents pick up a canvas, paintbrush, and small paints from a lobby/ lounge/ other location. Residents can tune into a virtual platform and paint along with an RA or an instructional video. Residents can have their cameras on to show off their work and engage with others present. | • Canvases  
• Paint separated into small amounts  
• Paintbrushes  
• Bob Ross video (if needed)  
• RA access to virtual platform and technology |
| **Game Shows**: RA/ RL creates a themed game show and plays the game show using PowerPoint or the physical board game of the game show. RA/RL splits the participants into teams. Teams play against each other in the game show using buzzers or noises to signal they would like to answer a question. | RAs/RLs create PowerPoint versions of the game show they will be playing. Note that these are editable and can reflect any theme or topic. RAs put on share screen in their virtual platform, divide the participants into teams, and play the game virtually. Prizes can be delivered to the door of the winner. | • Gameshow PowerPoint templates  
• Prize for winner(s)  
• Examples of game shows: Price is Right, Family Feud, Deal or no Deal, Jeopardy, etc. |
| **Speed Friending**: In this event, participants will have a limited time period and preselected questions or topics they can discuss with a partner. Chairs are set up in pairs across from each other (like in a speed dating event) and after approximately 3 minutes of chatting, residents move around the room to speak with another person. | Begin a zoom meeting and create breakout rooms of 2 individuals. Set a time limit of approx. 3 mins per room and create a topic for the individuals to discuss. Switch the participants to allow for everyone to meet everyone present. | • Topics for discussion in the breakout rooms can include: why did you pick your program, favourite movies/ TV shows, would you rather questions, foods, hometown, etc. as creative as possible! |
| **Eat your words**: Have each student with icing write one disrespectful word that they have used in their life on a cookie. Explain why it was disrespectful, how it could really hurt people around them, and what words they can use to replace these words. Participants can pick up an individually packaged cookie from a pick-up location along with one icing writer. Participants tune into a virtual meeting whereby the RA explains the instructions and discusses person-centered language and the importance of language. Participants may choose to share their word and their story with the rest of the group or simply listen and participate by making the pledge to change their language. | Participants can pick up an individually packaged cookie from a pick-up location along with one icing writer. Participants tune into a virtual meeting whereby the RA explains the instructions and discusses person-centered language and the importance of language. Participants may choose to share their word and their story with the rest of the group or simply listen and participate by making the pledge to change their language. | • Cookies  
• Icing writer |
<p>| <strong>Halloween Spirits</strong>: In-person mocktail making and safe drinking trivia done around Halloween. Students can guess how much is in a standard drink by pouring water into red solo cups, answering Drink SMART questions from the website’s myth section, and general alcohol trivia for prizes. | Virtual mocktail mixing workshop in Halloween costumes. Participants can pick up supplies needed or these can be delivered to their door (i.e. can of pop, juice box, etc.) and make the mocktails along with the virtual facilitator. This could also double as a virtual costume contest for prizes or a contest to | • Drink SMART provided cards with a list of fun mocktails to try last Halloween—unsure if they will provide again, but recipes and ideas can be found on platforms such as Pinterest. |</p>
<table>
<thead>
<tr>
<th>Activity</th>
<th>Description</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mocktail Contest</td>
<td>See who can make the most creative mocktail. Photos of the mocktails can also be uploaded to residence social media to be voted on in a contest format.</td>
<td>- Website: <a href="https://justdancenow.com/">https://justdancenow.com/</a>&lt;br&gt;- Phone App: Just Dance Now- available free in the app store.</td>
</tr>
<tr>
<td>Just Dance</td>
<td>Using a TV in the lounge space and a Wii/ PlayStation/ other video game console, participants play against each other in the Just Dance game.</td>
<td>- Website: <a href="https://justdancenow.com/">https://justdancenow.com/</a>&lt;br&gt;- Phone App: Just Dance Now- available free in the app store.</td>
</tr>
<tr>
<td>Virtual Just Dance</td>
<td>Virtual Just Dance can be played by having participants join a “room” on the Just Dance website provided and using a phone synced with the app as a controller. RAs to create the “room” and provide link to students via social media and programming calendar. Points are scored so a leaderboard can be posted to a residence social media channel for tournament style play.</td>
<td>- Website: <a href="https://justdancenow.com/">https://justdancenow.com/</a>&lt;br&gt;- Phone App: Just Dance Now- available free in the app store.</td>
</tr>
<tr>
<td>Any Craft Event</td>
<td>Participants come to a lounge or common space and create a craft/slime using materials provided and follow along with the instructions of the facilitator (varies based on craft). Materials can be picked up by residents by doing a sign-up sheet or delivered to those residents that have signed up. Can be done for any craft or activity. Facilitator shares the link to the meeting and demonstrates how to create the final product of the craft.</td>
<td>- Could be done for crafts such as slime, glitter jars, piggy banks, wall art, macramé, paper mâché, etc.</td>
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<tr>
<td>Escape rooms</td>
<td>Outing to an escape room off-campus.</td>
<td>- Harry Potter Virtual Escape Room: <a href="https://www.escape-room-link.com">Escape Room Link</a>&lt;br&gt;- Podcasts available on Apple Podcasts and Spotify: Canadian True Crime, Crime Junkie, Serial Killers, Supernatural. (these may be triggering and feature graphic stories)</td>
</tr>
<tr>
<td>Board Game Nights</td>
<td>Participants attend the lounge and choose from a variety of board games. Participants create their own teams and play games in groups based on player amounts. Provide the link to the virtual platform in the event calendar or by email to residents. Residents join the virtual platform and can play virtual versions of various games. Games such as BINGO can have a BINGO card station for residents to play along.</td>
<td>- Cards: <a href="http://playingcards.io/">http://playingcards.io/</a>&lt;br&gt;- Virtual Bingo: <a href="http://virtualbingo.io">Virtual Bingo</a>&lt;br&gt;(someone on camera has bingo spinner and calls numbers. Students on call have physical bingo card they pick up and play along)&lt;br&gt;- Scattergories online: <a href="http://scattergoriesonline.io">scattergories online</a>&lt;br&gt;- Pictionary word generator: <a href="http://wordgenerator.io">word generator</a></td>
</tr>
</tbody>
</table>
| Future Me Letters: Residents wrote a letter to their future selves and the RA hung onto them until the end of the year then gave them back | Can be done still in the same format. If RAs are uncomfortable with keeping the paper copy and/or having that interaction, email can be used for messages. | • Paper  
• Writing Utensils |
|---|---|---|
| Open Mic Night or Coffee House: Residents have the chance to bring an instrument or perform a skill/ talent in front of an audience of their peers. | Residents may pre-record their video and send it to an RA. The RA can then set up a link to a virtual viewing platform and share their screen with the group to show everyone the videos sent. Residents are able to comment in the chat function and communicate with each other. | • This could also be done live virtually whereby the RA sets the order from residents that have signed up and residents may un-mute themselves when it is their turn to present.  
| Naloxone Testing and Harm Reduction Fair: residents attend a resources fair from community agencies with the theme of harm reduction. Naloxone training is available for students to partake in as well. | Some agencies are offering virtual Naloxone training and Hospitals offer Naloxone kits free of charge. | • Ensure offering this training is okay with college contacts. |
| Fibbage or JackBox Games: Residents gather in a lounge or common space and play JackBox on a central TV and use their phones to play. Residence must purchase the JackBox game(s) packs to play. | Someone who has Fibbage has to start a live stream. People log into the JackBox website to play along, using the live feed as reference (what the questions/answers are, etc.).  
Con – only 8 people can play at a time.  
Pro – can be done with lots of JackBox Games, so there is a variety of stuff you can play (Murder Trivia, Role Models, Dictionarium, etc.). | • Jackbox or Fibbage  
• Live Stream Platform  
• Phone or laptop |
| Top Chef: Residents are given a few ingredients and are asked to prepare a meal. Judges award prizes based on presentation, taste (if they are okay with tasting the items), etc. This can be done in a common kitchen or by having residents go make the meal in their own kitchen to then come back to a lounge for judging. | Residents make a meal in their suite, take a picture, and post it to their IG. They tag the residence and use a hashtag for the event (i.e. madeatfoundry). They get a gift card for participating. | • Ensure fire safety and cooking precautions are clear with this program. Properties may call these microwave meals to avoid use of ovens etc. or due to availability. |
| Book Club or Podcast Club: Residents come and read together or listen to a podcast together in a lounge and discuss thoughts, follow up, etc. | Share a podcast to listen to for the week or a book/article to read; then hold an open zoom meeting to chat about what you thought; podcast is often shorter than books and can be a valuable citizenship piece | • Podcasts from Spotify, Apple Podcasts, etc. are easily accessible and can be used for the podcast club. For book clubs, you may be able to access your institution’s online database to find open source works to use. |
**Sex in the Dark:** The RA who would run the program would post on the residence snapchat account/ Instagram and ask residents to send in any questions they have related to sex ahead of time. Once those questions are submitted, the RA would write them all down and put them in a bowl to draw the questions at random during the event itself.

Have answers prepared ahead of time and if you have an RA/staff member brave enough to answer the questions on an Instagram live or snapchat or something, to do that. Alternatively, it could be a great opportunity to partner with a campus or local resource and have a trained professional answer the questions too!

**Bell Let’s Talk Poster:** “Who will you be talking for on Bell Let’s Talk day?” which was painted on a big piece of paper. Students paint their hand in whichever of the two colours (blue / white) they wanted and place their handprint on the paper as a visual reminder of their promise/oath for the day. Posters can be hung in the lobby.

Create a virtual poster and have residents email a picture of them with a quotation, picture, etc. The RA will use photoshop or another platform to merge into one picture and share to residents.

- May work best in a community specific program to ensure RA is not overwhelmed with too many pictures. Can collect pictures before Bell Let’s Talk Day to ensure it can be sent out the day of.
## Revised Residence Life Programming: Appendix 2

<table>
<thead>
<tr>
<th>Program name and description:</th>
<th>Materials needed and additional information:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Resident Appreciation Week</strong></td>
<td>Common: Digital gift cards</td>
</tr>
<tr>
<td>· Motivational Monday: Residents post pictures of what keeps them motivated. They post a picture, tag us, and use #motivationalmonday</td>
<td>Material: Random name selection website</td>
</tr>
<tr>
<td>· Takeout Tuesday: Residents comment on our post about their favourite takeout and delivery places in their town</td>
<td>Material: Digital spinning wheel (<a href="https://tools-unite.com/tools/random-picker-wheel">https://tools-unite.com/tools/random-picker-wheel</a>)</td>
</tr>
<tr>
<td>· Win-it Wednesday: Spin the wheel to pick a prize, then pick a name from all residents in the building.</td>
<td>Material: Prepared social media posts</td>
</tr>
</tbody>
</table>
| · Throwback Thursday: Go back to all the entries from Mon & Tues that did not win and pull winners from there.  
  · If not enough Mon/Tues entries, have residents submit baby pictures by posting to Instagram with a fun story, tagging you, and using #throwbackthursday | |
| · Friendly Friday: Residents spend the week submitting posts about people in the building who have helped them or performed a random act of kindness. They post a picture with the story in the caption, tag you and the nominee, and use #friendlyfriday. Pick the best entry on Friday. | |
| **Solo/Virtual Scavenger Hunt** | Material: Scavenger hunt details and instructions  
  · Digital gift cards are recommended as prizes |
| · Residents find the items listed, go there, and snap a selfie (repeat 3 to 10 times). Could be just on campus or on Google Maps where residents can search for things on Google Maps, worldwide. | |
- Residents make a multi-picture post on Instagram to show where they have been, tag you in the post, and use a designated hashtag. Goosechase is another option to host the scavenger hunt.
- Offer tiered prizes

<table>
<thead>
<tr>
<th>I-Spy</th>
<th>List of items to be found (x5 for 5 rounds)</th>
<th>Digital gift cards are recommended as prizes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5 rounds</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Go live, people request to join your live feed</td>
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<tr>
<td></td>
<td>You have 30 seconds to find... (make a list of items easily found at home)</td>
<td></td>
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<tr>
<td></td>
<td>Prizes if they find all 3 items</td>
<td></td>
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</tbody>
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<table>
<thead>
<tr>
<th>1000 Cranes</th>
<th>Origami paper</th>
<th>String</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents would register for the program by indicating interest. A staff member would drop origami paper off for them. The residents would then each, in their own spaces, create as many paper cranes as they can. The cranes would be dropped off at a designated location, and then a staff member would string them together to display in a common space. Traditionally, the 1000 cranes project is completed by a single individual, but the idea behind this modification would be having residents work together towards a common goal, even if they’re not physically together.</td>
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</table>

<table>
<thead>
<tr>
<th>Get to Know your RLC/RA/RL: Ask twenty questions and open up conversation for students.</th>
<th>Prepared questions</th>
</tr>
</thead>
</table>
| **Gaming tournaments:** As Esports continue to evolve, there is an opportunity to host your own gaming tournaments. This includes selecting a video game and then having participants play that game against each other in tournament style | Platform account  
Group that residents can join |
Debates: If you are aware of a current event/topic that may be of interest to your residents and it’s being broadcast online, look to see if you can share that broadcast with your residents to encourage them to tune in. When facilitating this program, you will need to be aware of potential conflict and have a plan as to how you will address that conflict as it arises. Facilitators should have steps to address and manage inappropriate conduct in this situation. As well, topics need to be appropriate and fit within the Community Development Model.

<table>
<thead>
<tr>
<th>Tours &amp; “How To” Supplement: Do a series of short Instagram stories of RAs showing different parts of the building/how to use things (laundry room, kitchen etc.) or any other similar pieces that are typically addressed in person throughout the first week. You can then save them as story highlights so that future students can see parts of the building as well.</th>
</tr>
</thead>
</table>
| - Platform
- Debate stream |

<table>
<thead>
<tr>
<th>Resource Fair Supplement: To supplement your Resource Fair or attendance at a building wide meeting from your college clubs &amp; contacts, create an alternate plan to ensure that students are still getting those connections. It can be a series on Instagram Live with each day having a new featured department/club, a Zoom meeting with breakout rooms etc.</th>
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<tbody>
<tr>
<td>- Materials with information on partners</td>
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</tbody>
</table>

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<tr>
<th>Collaborative Playlists: Communities could create playlists of music or podcasts through providers such as Apple Music or Spotify. One person would have to take the lead to create the playlist and then invite others to join.</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Music application such as Apple Music or Spotify</td>
</tr>
</tbody>
</table>

| Virtual Office: your RA team may have to move toward a virtual office, and you might as well. Consider creating a set period of time where you have open virtual office hours that students can drop into every day to help build the connection with yourself (and one another) in order to ensure that they are comfortable approaching you with concerns |

<table>
<thead>
<tr>
<th>Volunteering: plenty of online opportunities for volunteering which can provide a sense of purpose &amp; accomplishment.</th>
</tr>
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| Fitness Classes: Physical health contributes to positive mental health, consider some partnerships with your athletics department or leading virtual classes yourself/with an instructor |

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<table>
<thead>
<tr>
<th>Activity</th>
<th>Requirements</th>
</tr>
</thead>
</table>
| **Cooking/Baking Class:** Select a recipe and advertise ahead of time that you will be doing a video on how to cook/bake the selected recipe. This can be done live or posted as a pre-recorded video. | - Ingredients for recipe  
- Recipe  
- Utensils  
- Access to a kitchen |
| **Virtual Karaoke Night:** Host a Karaoke night virtually. Set up a screen with the words/background music and allow residents to sing along from the comfort of their room! | |
| **Cultural Sharing:** Get residents to sign up to lead a discussion about their culture such as cultural practices and their significance, holidays, etc. | |
| **Meet Your Neighbour:** Create virtual rooms with residents in each and then give them an activity to do so that residents can get to know their neighbours/floor mates. An example of an activity could be a show and tell about 1 item from home that each person shares with the group. This activity allows residents to express why that one item reminds them of home and dives into each resident’s background even if just slightly. | |
| **Kahoot:** Host a Kahoot on a virtual platform. A Kahoot is an online “quiz” in which participants select the answer from their phone that corresponds to the questions and answers from the main screen. Points are assigned to players based on selecting the right or wrong answer and the speed in which the player selects an answer. This could be on safe drinking, RCLS, the college, popular topics, etc. | |
| **Plant Night:** Have a discussion on different kinds of plants, plant health, planting tips, etc. Plants are very popular and have been known to help as a self-care activity. | - Information on Plants  
- Example of a site that could be used: [https://www.thespruce.com/garden-plants-a-to-z-3862614](https://www.thespruce.com/garden-plants-a-to-z-3862614) |
| **Worst Painting Contest:** Provide students with painting supplies that can be picked up in a common location or dropped off at participating students doors. Encourage students to create the worst painting. Hold voting via social media to determine the worst painting. | - Painting supplies  
- Paint brushes  
- Canvas  
- Prize |
<p>| <strong>Pictionary/Charades:</strong> Play Pictionary or Charades through a video networking platform of your choice. | |
| <strong>Virtual Talent Show:</strong> You can run this either live or by having residents record and submit videos of their talents that can be compiled and shared. | |</p>
<table>
<thead>
<tr>
<th>TikTok Challenges:</th>
<th>Post your own TikTok challenge and encourage residents to create their own. Give a prize to the best one.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hobby Classes/Webinar:</td>
<td>Students showcase their hobbies and teach others mini how-tos related to it. This could be done live or pre-recorded.</td>
</tr>
<tr>
<td>Res Hacks:</td>
<td>Ask students to showcase their own res hacks and share them on social media such as Instagram or TikTok.</td>
</tr>
<tr>
<td>Make Your Own Holiday Tournament:</td>
<td>Encourage residents to make their own traditions, associated foods, clothing etc. for a holiday they create - the winner gets to run their holiday celebration virtually.</td>
</tr>
</tbody>
</table>
Revised Residence Life Programming: Appendix 3

Video Networking Platform

Google Meet

Google Meet is a video chatting platform that looks very similar to Zoom or Microsoft teams. Google Meet is accessible through Google and does not require an app but does require a supported web browser.

- **Pros**
  - Option to dial in by phone
  - Can share screen
  - Option to chat
  - Has captions that can be turned on or off
  - Allows sharing of documents

- **Cons**
  - Not as user friendly as Zoom
  - Need additional applications to add virtual backgrounds
  - Cannot record sessions

GoToMeeting

This software is a video calling software that is accessible on any device. GoToMeeting is similar to the other platforms although they do not have a free account option.

- **Pros**
  - Participants have the ability to take over other participants screens to help them
  - Documents can be shared in real-time.
  - Permits up to 250 people in a meeting at once
  - Ability to record meeting
  - Ability for integration

- **Cons**
  - Must download the software to be able to join a meeting
  - Need to have good quality technology for it to function
  - Occasionally the call-in process does not work
  - Must purchase an account
  - Chat option is limited - cannot collaborate outside of the meeting
  - It is unlikely that residents will be familiar with this platform as it is not as popular

Houseparty

Houseparty is a video-chatting app that allows users to video-call with up to 8 people at a time. The application is similar to Skype but does not have a chat function.

- **Pros**
  - More casual and could provide a network for students to connect more similarly to in-person
  - Has in-app games that can be played with those in your room
  - You can drift between rooms and join rooms with friends or friends of friends
  - Ability to record sessions
  - Notifies friends when you are in a room
  - Ability to lock rooms for private conversations

- **Cons**
○ Need others contact information in order to connect with them
○ No chat functions
○ Does not have transcripts
○ Could be concerns around what is shared in these rooms

**Microsoft Teams**

Microsoft teams is a platform very similar to Zoom or Skype that can be used for video calls, instant messaging, sharing documents and much more! While Microsoft teams does label saying that it can host up to 250 people, it has been reported once people go above 50 users quality degrades rapidly and technical issues end up rising. All residence life staff members have an account in their name which enables them to host virtual meetings or programs with anyone who has the link. Anyone can join a call with the link whether they have a Microsoft account or not.

- **Pros:**
  - Great for chatting in immediate time in small to medium-sized groups
  - Ability to screen share without much hassle
  - Ability to share attachments
  - All staff have an account

- **Cons:**
  - Can only have a limited number of users before stability suffers
  - Video resolution is not the best
  - Need to share links for people to join

**Zoom**

Zoom is the most popular streaming software and has become very well known across the world. This is the software that most post-secondary institutions are using for online course delivery.

- **Pros**
  - Has break out rooms
  - Do not need an account to join a meeting
  - Very user friendly
  - Residents are likely familiar with the platform as it is used universally for education

- **Cons**
  - 40-minute limit on free account → there is the ability to extend beyond 40 minutes, just have to manually click the button when it comes close to timing out.
  - Up to 100 participants
  - Cannot record without paying for membership

**Social Media Platforms**

**Facebook Live**

Facebook Live is a function on Facebook. This method puts the live stream into followers' news feeds where they can easily join the live stream. This platform only allows the host to be on the video rather than a video call. Facebook Live does have the ability to accept comments in real time that can be viewed by the host and anyone watching.

- **Pros:**
**Pros:**

- A feature of a platform we already use frequently
- Live comments available from viewers
- Can be easily moderated so long as people are actively looking at the content
- Facebook Pages allow you to schedule posts in advance.
- Automatically posts live stream in news feed (while live and remains on page after)

**Cons:**

- Cannot save videos of longer than 90 minutes
- Most students do not use Facebook as their primary source of social media
- Must have the Facebook app or a desktop to watch live video
- Does not record in high resolution
- Difficult to engage with residents as they cannot talk/reply/etc.

**Instagram**

Instagram is a very well-known social media platform used for sharing pictures and videos. Instagram continues to adapt and now has the ability to host live videos, send direct messages, post highlights, tag friends, and post stories. Instagram seems to be one of the more popular social networking sites for our residents.

**Pros**

- The ability to save the Live for 24 hours
- Ability to apply comment filters to Instagram lives that will allow control over the comments that get posted
  - a good way to ensure inappropriate things don’t get posted during Instagram Lives
- You can go Live with another account as well as feature folks throughout the live accounts
- Interactive stories (reactions, comments, polls, quizzes and many other templates available)
- Direct Messaging (could be both a pro and a con): If considering Instagram direct messaging as a reliable platform to interact with residents, ensure someone is regularly checking the messages. Direct messaging can be a great benefit while corresponding with students with info for a program if they have questions about materials, time etc.
- Highlights: The highlight feature allows the account to save stories to their main page. Highlights can be broken up by category (ex. Programs, Food, Fun Facts etc.) This tool could also be used as a promotional strategy for future programs.
- Hashtags are available to encourage engagement

**Cons**

- Cannot hold group “meetings” like you can on zoom/google hangouts/GoToMeeting
- Residents need to follow your account to see posts/stories in their feed
- Need an Instagram account to access features
- Most features are available through the app so could be a challenge if people do not have a smartphone/tablet that can download the app
Snapchat

Snapchat is a popular social networking/messaging app. The main function of Snapchat is to send pictures or videos that disappear after being seen by the recipient. Snapchat is known for having the ability to add filters, lenses, and other effects to videos and pictures which can be shared with friends.

- **Pros**
  - Customizable Snapchat filter
  - Video, photos, text and video chat available
  - Option to create a Creator Profile. Creator Profile: A creator profile is used as a public figure account. Followers will subscribe to your Snapchat account and can be alerted when you post stories. It can be used much like any other Snapchat profile, but the content is public.
  - Can make small groups and have very small (16 people) video calls
  - Can post stories to share with all of your contacts

- **Cons**
  - Messages are deleted after being seen unless you manually save them
  - Pictures delete after being sent as “snaps”
  - Hard to find specific Snapchat accounts (without exact handle): should be promoted on another social media platform
  - Stories expire after 24 hours so it is hard to promote programming

TikTok

TikTok is a social networking platform that is used to share videos. Most videos are of people lip-syncing, dancing, talking, or showing tutorials. This platform is wildly popular with our residents. This would be a great platform for creating how-to videos to share with residents.

- **Pros**
  - Easy to create engagement by making/creating a challenge or song and have residents duet the video or create their own videos with the sounds;
  - Videos can be various different lengths, but this has to be predetermined before recording
  - Can easily post videos to other social media accounts
  - Gives the ability to create and use hashtags as additional engagement

- **Con**
  - Can go live on TikTok which is another great way to create engagement, but the downside to that is you have to have a certain number of followers to do so (1000 followers)
  - Cannot connect through comments on videos
  - Hard to get a lot of content into short videos

Streaming Platforms

Discord

Discord is a unique platform that is normally used for video games. Discord has expanded to provide VoIP services (taking a computer and sending a message or calling a phone). This allows chat channels, easy media sharing, and the ability to stream publicly or privately. Discord does require a lot of set up.

- **Pros:**
  - Chatting service that can be used in real-time with active moderation
○ It can host numerous different types of media (Not just video but pictures and sound files) to a group with no issue.
○ Can organize chat rooms and provide roles to each individual (In our case RLMT/RA) and people can message directly with people with those roles.
○ Can voice chat with upwards of 500 people without issue.

- Cons:
  ○ Requires a lot of set up beforehand.
  ○ Person to person interaction cannot be moderated (Software is able to host DMs and we can’t see those personal messages).
  ○ Requires RAs to register to the platform beforehand.
  ○ No video calls.

Periscope

Periscope is a Twitter integrated streaming platform that is able to be embedded on almost all social media channels, however is known to be unstable to longer videos. This does not allow face to face video calls or live chat outside of Tweets on Twitter.

- Pros:
  ○ Easily able to stream videos and embed in nearly any social media platform.
  ○ People can interact with the videos live (with things like quick blurbs and emojis).
  ○ Twitter comments are live and updated.

- Cons:
  ○ Not for long videos in order to have no issues.
  ○ All chatting must be done using Twitter’s tweeting system with no chats available to be kept by just the people viewing the video.
  ○ With it shareable by nearly all social media, keeping the content private may end up being difficult.

Twitch

Twitch, normally used for video games has branched out and become a general live streaming service for things like art, interactive shows and simply chatting via digital means. Twitch is similar to YouTube in that you cannot video call with others but rather you can only live stream from your camera/screen/etc. There is an interactive chat feature.

- Pros:
  ○ Live editable streaming that can be done on the fly.
  ○ Registered chat system.
  ○ Easy content moderation.
  ○ Embeds well with many interactive sources such as live voting and video games (such as Jackbox).
  ○ Able to save your own videos.

- Cons:
  ○ Must register to interact.
  ○ The public can see it at all times, unable to make things private.
  ○ Difficult setup, but once set up you can do things without worry.
UStream

UStream is another paid service that focuses on a more private/professional side of things. Can be used to do anything from roundtable discussions to staff presentations.

- **Pros:**
  - Professional, high-resolution video streaming
  - Minor peer to peer interaction (May just be for paid users)

- **Cons:**
  - Cost of use
  - Complex user interface

Vimeo

Vimeo is very similar to YouTube in almost all facets however you must pay in order to use its streaming service. The trade-off is that there are no ads when using this service.

- **Pros:**
  - The easiest platform to upload and edit videos
  - Resolution is only limited to the person recording
  - Live chatting available, but requires personal registration
  - Can embed in almost all social media

- **Cons:**
  - Must pay for use - Businesses may not use Basic or Plus accounts to host videos. If you want to upload commercial videos, you must use Vimeo PRO or Business. Commercial content includes:
    - Videos promoting or representing a for-profit business or brand
    - Videos containing any form of advertising
    - Videos hosted on behalf of a business (i.e., uploaded to Vimeo and embedded on your company’s website)
    - Product demos and tutorials
  - Even in private mode, if someone has a link, they can share it with others meaning it isn't the most private of services
  - Folks must register to chat

YouTube Live

YouTube is a well-known video sharing platform. The most famous video hosting site also makes it easy to live stream and interact with others. With features such as live chat and saving videos, this is also a great alternative when using videos. There are however a few drawbacks, the list is as follows:

- **Pros:**
  - The easiest platform to upload and edit videos
  - Resolution is only limited to the person recording
  - Live chatting available, but requires commenters to personally register
  - Can embed in almost all social media
  - Automatically saves your video to live on YouTube

- **Cons:**
  - Even in private mode, if someone has a link, they can share it with others meaning it is not the most private of services
  - Ads can be shown on occasion, sometimes during important parts of the live stream
○ Folks must register to chat
○ Cannot have face to face video conversations

Additional Resources

Virtual Event Resources – These resources are included to provide tips on what others are doing to run virtual events successfully.


https://extension.umaine.edu/plugged-in/technology-marketing-communications/technology/video-conferencing/tips/

https://www.eventbrite.com/blog/11-virtual-event-ideas/

Higher Education Resources – All of these links include information on Higher Education. These resources provide insight into what others in Higher Education Institutions are currently doing and allow for the opportunity to connect with other Student Affairs professionals. Any of these resources can be used to stay up to date on best practices during these times.

Inside Higher Ed: https://www.insidehighered.com/

Academica: https://www.academica.ca/topten

Student Affairs Professionals Facebook Group: https://www.facebook.com/groups/2204795643/

Student Activities Professionals in Higher Ed Group: https://www.facebook.com/groups/394281700668916/
Appendix 4.0: Cleaning & Sanitization Guide

Please refer to SharePoint for the most up-to-date version of this list.

<table>
<thead>
<tr>
<th>Product</th>
<th>Classification</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gel Pro</td>
<td>Cleaning Product</td>
<td>Shower and washroom cleaner which also functions as a mild mildew stain remover. Used specifically when completing washroom cleaning (common areas and in-suite).</td>
</tr>
<tr>
<td>QC 93 Ultra Concentrated Acid Bathroom Cleaner</td>
<td>Cleaning Product</td>
<td>Multi-purpose washroom cleaner that removes dirt, soap scum, and hard water deposits. Safe for use on chrome, porcelain, vinyl, tile and fibreglass. Used specifically in common and in-suite washrooms.</td>
</tr>
<tr>
<td>Greaselift RTU</td>
<td>Degreaser</td>
<td>Kitchen degreaser used for ovens, stove tops, hoods, vents, grilles, and fryers.</td>
</tr>
<tr>
<td>Neutral Disinfectant Cleaner</td>
<td>Surface Cleaner and Disinfectant</td>
<td>Cleaner used to disinfect, clean and deodorize hard nonporous surfaces - floors, walls, metal surfaces, stainless steel surfaces, glazed porcelain, plastic surfaces personal protective safety equipment. Effective on in commercial and industrial institutions, office buildings, schools/colleges, etc. General cleaner that can be used for any task, common area or in-suite.</td>
</tr>
<tr>
<td>Prep Pak</td>
<td>Floor Care Product</td>
<td>Used specifically for floors, particularly to ensure proper adhesion and performance of floor finish by removing stripper residue before re-coating.</td>
</tr>
<tr>
<td>MAXX Dual Action Floor Cleaner - Bright Speed</td>
<td>Floor Cleaner</td>
<td>Cleaner and conditioner used in automatic floor scrubbers.</td>
</tr>
<tr>
<td>Peroxide Multi-Surface Cleaner</td>
<td>Surface Cleaner</td>
<td>Multi-surface cleaner that can be used for any task, common area or in-suite.</td>
</tr>
<tr>
<td>Peroxide Multi-Surface Disinfectant and Cleaner</td>
<td>Surface Cleaner and Disinfectant</td>
<td>Concentrated product three-in-one - surface cleaner, glass cleaner, and disinfectant. Can be used for all cleaning in common areas and in-suite. Disinfectant action in three minutes. Formulated to clean and disinfect non-critical articles, glasses and mirrors, different fixed surfaces (floors, door handles, handrails, tables, benches, windows, etc.), body fluids such as blood, vomit, urine, etc.</td>
</tr>
<tr>
<td>CBC Plus</td>
<td>Toilet Bowl Cleaner</td>
<td>Used specifically for cleaning the inner bowl of toilets in common areas and in-suite.</td>
</tr>
<tr>
<td>Bioesque Botanical Disinfectant Solution</td>
<td>Electrostatic Sprayer Disinfectant Solution</td>
<td>Used specifically in the Victory sprayers (hand-held or backpack). Designed to be most effective in an electrostatic sprayers. Safe for all surfaces.</td>
</tr>
</tbody>
</table>
Appendix 4.1: Common Area Cleaning & Sanitization Schedule
Please refer to SharePoint for the most up-to-date version of this list.

<table>
<thead>
<tr>
<th>SPACE</th>
<th>FREQUENCY</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Washrooms</td>
<td>Twice Daily</td>
<td>Sanitize all door handles, sinks, toilets and countertops for all public washrooms.</td>
</tr>
<tr>
<td>Interior Entrance &amp; Lobby</td>
<td>Twice Daily</td>
<td>Sanitize all door handles, hand railings, furniture, tables and Residence Services Desk.</td>
</tr>
<tr>
<td>Offices</td>
<td>Once Daily</td>
<td>Provide each employee with sanitization resources to sanitize all door handles, hard surfaces and desks.</td>
</tr>
<tr>
<td>Corridors &amp; Stairwells</td>
<td>Once Daily</td>
<td>Sanitize all door handles, hand railings and furniture.</td>
</tr>
<tr>
<td>Lounges</td>
<td>Twice Daily</td>
<td>If open, sanitize all door handles, furniture and tables in public spaces.</td>
</tr>
<tr>
<td>Kitchens</td>
<td>Twice Daily</td>
<td>If open, sanitize all door handles, furniture, tables and appliances in public spaces.</td>
</tr>
<tr>
<td>Laundry Rooms</td>
<td>Twice Daily</td>
<td>If open, sanitize all door handles, furniture, tables and appliances in public spaces.</td>
</tr>
<tr>
<td>Garbage &amp; Recycling</td>
<td>Twice Daily</td>
<td>Sanitize all door handles and hand railings in public spaces.</td>
</tr>
<tr>
<td>Elevators</td>
<td>Twice Daily</td>
<td>Sanitize all interior/exterior elevator buttons and hand railings.</td>
</tr>
<tr>
<td>Vending Machines</td>
<td>Twice Daily</td>
<td>Sanitize exterior surface, buttons and any other touch-points.</td>
</tr>
</tbody>
</table>
References

The following reference documents are amongst those considered in the preparation of this guide:

- American College Health Association
  - Considerations for Reopening Institutions of Higher Education in the COVID-19 Era
- Association of College and University Housing Officers - International
  - Future of Housing Checklist
- BC Centre for Disease Control
  - COVID-19 Guidance to the Hotel Sector
- COCM Student Housing Professionals
  - Fall 2020 Campus Housing Opening Plan
- Government of Canada
  - Coronavirus Disease COVID-19
  - Guidance for post-secondary institutions during the COVID-19 pandemic
  - How to safely use a non-medical mask or face covering
- International Facility Management Association
  - Pandemic Manual: Planning and Responding to a Global Health Crisis for Facility Management Professionals
- Open Smart EDU
  - COVID-19 Planning and Self-Assessment Guide for Higher Education
- Province of Alberta
  - Alberta’s COVID-19 response
  - COVID-19 Information: Guidance for Post-Secondary Institutions
- Province of British Columbia
  - British Columbia’s Response to COVID-19
- Province of Manitoba
  - Manitoba’s Pandemic & Economic Roadmap For Recovery
- Province of Ontario
  - A framework for reopening our province
  - Postsecondary Education Health Measures Framework for reopening