

RE-ENTRY AND RESILIENCY PLAN UPDATE: OUTCOMES & MONITORING

INTRODUCTION

Carlow University's Re-Entry and Resiliency Plan continues to ensure all students, employees and our community are healthy, safe, and engaged during the reopening process, including following required health and sanitation mitigation procedures from the Centers for Disease Control and Prevention (CDC). Throughout the pandemic, there has been an active COVID-19 Reentry Team that has evaluated and implemented ways for our University to continue to operate in a safe and productive environment to maintain a successful learning environment and workplace for our Carlow Community.

Since our Re-Entry and Resiliency Plan was published in June 2020, the University has continued to engage our employees and students on a consistent basis through University Communications to increase communication on our safety protocols and provide support during these ever-changing times for our campus. Our plan is to continue to work towards ensuring that our students are receiving the academic support that they need to reach their academic goals. It is important to note that the health, safety, and well-being of students, faculty staff, and their families are critical.

The Reentry and Resiliency Plan and implemented pivots will continue to be supported with a robust communication plan, campus signage, the health and safety protocols as well as the Common Good. The Re-Entry and Resiliency Plan Update Outcomes and Monitoring reflects the currently available best practices to safely provide for all instructional and workplace activities, while protecting the health and safety of our community. The recommendations and protocols will be continuously adapted as guidance, changes and new science emerge.

This addendum outlines the work and recommendations that our key working groups identified below have been working on throughout academic year as well as recommendations for the 2021 Spring Semester. The working subgroups include:

- + **Communications & Signage**
- + **Screening Reentry**
- + **Campus Events and Visitors Entry Plans**
- + **Classroom Management (Technology Capabilities, Capacity, and Cleaning)**
- + **Employee Work Schedules for Reentry**
- + **Reasonable Accommodations and Travel Protocols (Employees/ Students)**
- + **Safety, PPE Equipment, and Dining Services**
- + **Reentry Training & Learning**
- + **The Common Good**

SUMMARY OF RECOMMENDATIONS AND APPROVED REVISIONS (2020)

COMMUNICATIONS & SIGNAGE

+ 2020 Plan Subgroup Recommendations and Approved Revisions

- Carlow will continue to have the Re-Entry and Resiliency landing page on the external website.

+ 2020 Monitoring Activities and Pivots

- Carlow Subgroup Chairs are asked to review their specific landing page that pertains to their areas. All requests to update/edit content will need to be communicated to Marketing.

+ 2021 Plan Subgroup Recommended Pivots

- COVID team will continue to meet on a biweekly basis and each chair should provide subgroup updates for edits that will be made on the website.

- Each subgroup chair should review monthly any signage requests and submit a marketing project request to have designed/printed. The request should be submitted to: <https://www.carlow.edu/ProjectRequest>

SCREENING REENTRY

+ 2020 Plan Subgroup Recommendations and Approved Revisions

- The University began our Reentry plan with daily on-site testing for anyone who entered campus through our partnership with IH21. From Resident move-in that took place on 8/20/20 through 11/24/20 there were 30,602 in-person screenings that were conducted by IH21 with a total of 8 failed screenings (0.0003%). We provided experiential learning opportunities for our Carlow nursing students by scheduling them to assist with the daily screenings.

+ 2020 Monitoring Activities and Pivots

- Due to the extremely low rate of failed screenings and establishment of expectations for daily screenings, the recommendation was made and accepted to shift to a self-screening web-based application through IH21; this was implemented upon return from the Thanksgiving break 11/30/20. The daily self-screenings through the web-based application continues for the spring 2021 semester.
- As we approached Thanksgiving break and recommendations for testing upon return to campus emerged, we developed and implemented a plan to test all residential students upon their return to campus after Thanksgiving in accordance with the strong recommendations from Allegheny County Health Department (ACHD). This testing strategy for students returning to campus has continued into the spring 2021 semester; we added testing twice upon return as per ACHD recommendations.

+ 2021 Plan Subgroup Recommended Pivots

- Carlow has implemented surveillance testing using random samples of approximately 10-20% of on-campus students.
- Through collaboration with IH21, on 1/15/21 we began vaccinations on Carlow's campus for our population and will continue according to the PA Department of Health phases.

CAMPUS EVENTS AND VISITORS ENTRY PLANS

+ 2020 Plan Subgroup Recommendations and Approved Revisions

- Shift to as many events as possible to a virtual format.
- There are no events on campus open to the general public except for admissions and the President's Office.
- All in-person events now require advanced registration and must observe applicable capacities (maximum socially distanced capacities for a given room, 25 people for indoor, or state/county/CDC guidelines, whichever is the most restrictive at any given time).
- All in-person events must be vetted and approved by the Campus Events and Visitor Subgroup.
- Visitors must sign a waiver and are required to abide by the same guidelines as all other members of the community (face masks, screenings, etc.).
- Utilize unused/unscheduled classrooms that could double as student workspaces, especially where students with on-ground classes could go to attend a synchronous online class immediately after their on-ground class.
- Continuing all these Fall semester protocols into the Spring 2021 semester.
- No residential experiences over the summer (interns, summer workshops/camps, NLA, etc.).

+ 2020 Monitoring Activities and Pivots

- There was a transition period for event organizers to understand and learn the new requirements. This subgroup provides continued support for questions and guidance to ensure that our safety on campus remains and that we remain complaint. This group continues to follow up to ensure that attendance sheets are being submitted and protocols are being followed.

- By order of the county health department, the University had made a very quick pivot right before Thanksgiving to curtail almost all in-person events. As a result, almost all events were cancelled (or moved virtually).

+ 2021 Plan Subgroup Recommended Pivots

- In-person events can resume, following the same protocols as the fall semester, but must observe the new capacity limit of 10 people per event. This is based on county guidance and can be revisited upon new county guidance.
- Visitor Screening Update:
 - ◆ Admissions will still conduct in-person, carside screening as it took place in the fall semester.
 - ◆ The employee/host is responsible for screening their guests upon arrival. We will provide questions that must be asked, and responses must be recorded and submitted along with a copy of the signed visitor waiver form. The only piece of screening that will not be required is a physical temperature check (unless the host has access to a thermometer).
 - ◆ This subgroup will continue to recommend this semester and through summer workshops in particular should be conducted in a virtual format if at all possible. Those inquiring about rentals/events for summer will be told to wait for a response until we make a final determination between March 15-April 1.

CLASSROOM MANAGEMENT (TECHNOLOGY CAPABILITIES, CAPACITY, AND CLEANING)

+ 2020 Plan Subgroup Recommendations and Approved Revisions

- This subgroup reviewed and updated all the Fall FAQ's that are posted on the Intranet located: www.carlow.edu/covid-19/

+ 2020 Monitoring Activities and Pivots

- This group continues to provide edits and the FAQ document reflects relevant spring updates. Please refer to www.carlow.edu/covid-19/
- This subgroup worked with the Facilities department to ensure classrooms were prepared for our student's return.
- The Registrar department provided faculty classroom assignments with a listing of what type of technology is available in each room.

+ 2021 Plan Subgroup Recommended Pivots

- IT, CDLI and Registrar emailed strategic announcements to campus to ensure people are clear on training and technology available for the Spring semester.
- Monitoring of classrooms and visits to classrooms by Assistant Provost will be conducted to gauge student and faculty satisfaction.
- Updates and Edits will continue to be reviewed and updated on the FAQ document located on the website.

EMPLOYEE WORK SCHEDULES FOR REENTRY

+ 2020 Plan Subgroup Recommendations and Approved Revisions

- The University continue to support and encourage remote work wherever feasible, including providing continued support to staff and faculty who are not used to working remotely, and advising on best practices regarding setting up a workspace at home, securing child care (whenever possible, in light of pandemic-related closures) and having realistic expectations of oneself when working remotely. Electronic/IT items will be provided to staff and faculty as needed.

+ 2020 Monitoring Activities and Pivots

- Remote work recommendation was extended in order to reduce capacity on campus given the high rise in cases around Thanksgiving into the rest of the Fall semester.

+ 2021 Plan Subgroup Recommended Pivots

- This subgroup recommended that an extension of remote work continue through April 2021 and will continue to reevaluate. Remote work is highly encouraged for our campus where feasible to minimize risk on campus.

REASONABLE ACCOMMODATIONS AND TRAVEL PROTOCOLS (EMPLOYEES/ STUDENTS)

+ 2020 Plan Subgroup Recommendations and Approved Revisions

- This subgroup routinely met throughout the year to discuss revisions, concerns, and recommendations.
- Business travel was suspended for the Fall semester. Employees were strongly encouraged to notify HR of any personal travel outside of Pennsylvania to ensure we follow Department of Pennsylvania guidelines regarding any remote work options or quarantine upon return.
- In the fall semester, when in-person screening was implemented, HR, DSO, Residence Life, and IT met to determine ways in which Frances Warde Hall could be made accessible for students and employees who needed to use the Fifth Avenue side entrance, which had been locked to funnel campus attendees to the third-floor entrance for screening, for entrance because of mobility, vision, and other disability needs. The parties collaborated to create an ADA list of students and employees who had disability needs for entrance, and their swipe cards were coded to allow them to use the lower side entrance as needed.
- A process for adding newly disclosed ADA students and employees to the list was also developed. Art students were directed to enter only through the driveway entrance and check in with Dispatch for entrance thereby maintaining the funnel to screening while allowing access to the studio for the scheduled classes.
- The DSO purchased two series of professional development modules presented by experts in the field of disability accommodation in higher education that include working with accommodations during the pandemic and shared access to those webinar modules with HR and other stakeholders on campus.

+ 2020 Monitoring Activities and Pivots

- The subgroup leads have met on several occasions to discuss consistency in accommodation and other relevant topics to be certain the proper procedures, regulations, and university commitments were followed.
- Both HR and DSO continue the case-by-case and interactive process approaches to accommodation and have been the bridge between employee and supervisor and student and faculty to provide the reasonable accommodations that university policy and government regulations expect and allow for app.

+ 2021 Plan Subgroup Recommendations

- Business-related travel has continued to be suspended for the Spring Semester. Employees will need to continue to notify HR of any personal travel outside of Pennsylvania to discuss when entry to campus is allowed.
- Athletes and students participating in off-campus clinical sites, internships, field placements, student teaching experiences, or other in-person academic experiences that are mandated by conferences, accrediting bodies, or partnership agreements should work closely with their academic or placement advisors to understand the requirements of quarantining, testing, and disclosure of exposure in addition to Carlow's requirements.
- Both HR and DSO will continue the case-by-case and interactive process approaches to accommodation and have been the bridge between employee and supervisor and student and faculty to provide the reasonable accommodations that university policy and government regulations expect and allow for.

SAFETY, PPE EQUIPMENT, AND DINING SERVICES

+ 2020 Plan Subgroup Recommendations and Approved Revisions

- A University Policy was implemented titled, "Personal Protective Equipment (PPE) that outlines the safety protocols of mask wearing, social distancing, and cleaning throughout the campus.
- Procurement continues to work with University departments to determine the supply needs of masks for distributions and other safety equipment in order to meet our safety requirements.

+ 2020 Monitoring Activities and Pivots

- This subgroup continues to review current practices and implements any safety protocols necessary to keep our campus safety a priority.

+ 2021 Plan Subgroup Recommendations

- This subgroup will be working with University contingencies to determine the additional safety equipment such as masks, cleaning products, etc. are needed for our campus.

REENTRY TRAINING & LEARNING

+ 2020 Plan Subgroup Recommendations and Approved Revisions

- **The Re-Entry Training & Education Subgroup** focused efforts in Fall 2020 on developing an asynchronous, video-based training for all students and employees on procedures and policies regarding a safe return to campus and training on proper CDC guidelines for preventing the spread of COVID-19. Our subgroup developed these trainings in partnership with the CDLI and Grace Library staff to produce video trainings that were short, punctual, and got the message across in a time-friendly manner.
- Their recommendations are to continue training and education outreach to only new students and new employees for the Spring 2021 term. A more focused, targeted outreach effort that communicates content directly is our recommended approach going forward. They also recommend tracking outcomes through alternative means, such as policy violations and incident reports through Student Affairs.

+ 2020 Monitoring Activities and Pivots

- The final ratio of respondents for Fall 2020 are as follows:
 - ◆ 100% of on-campus employees completed the training.
 - ◆ 95% of all employees completed the training.
 - ◆ 84% of on-campus students completed the training.
 - ◆ As reported by Student Affairs, the Fall semester saw eight (8) COVID-19 policy violations involving 34 students.
- The subgroup manually monitored and reached out to students and employees who did not complete the training periodically throughout the Fall semester, in partnership with Human Resources and Student Affairs. Faculty advisors were also called in to contact their advisees who did not complete the training beyond the deadline.
- The tracking methodology used, through Microsoft Excel, was faulty and caused confusion for students particularly. Some students whose directory information mismatched with what we had on file received multiple urgent messages to complete the training when they already did, while some other students were completely unresponsive.

+ 2021 Plan Subgroup Recommended Pivots

- The subgroup's planned pivot for Spring 2021 is to send communications directly to new employees and students only. In this communication we will link to edited video trainings on CDC guidelines and the same agreement form, but the content we are hoping to be consumed will be direct and concise within the language of the email itself. This way we can ensure that the basic message has been sent to all.

- Our subgroup will not be tracking participation ratios for the purpose of outreach to non-respondents, due to the faulty nature of our Fall 2020 tracking efforts. Our subgroup found this to be more confusing for students than it was worth. Instead, they will focus on alternative methods of outcomes measurement, leveraging our partnerships in Student Affairs and Human Resources. This subgroup will continue to use the Microsoft Form agreement to track respondents.

+ Goals for Spring 2021:

- 100% outreach to all new students and new employees starting in Spring 2021.
 - ♦ Communicating the CDC guidelines and screening protocols; specifically educating on self-screening tool, hygiene, social distancing, mask wearing, and isolation when necessary.

THE COMMON GOOD

- Embracing the 5 Guiding Principles noted below, the University adopted The Common Good.
 1. The health and well-being of our community will remain priority one
 2. Plans will mirror all official public health guidelines (e.g., the CDC, Governor Wolf's Office, State Department of Health)
 3. All decisions will be data driven, based on science and will be flexible and measured
 4. Technology will be used as available to inform initiatives
 5. The University standards of quality and care will not waiver
- This subgroup developed strategies to remind the University to continue our commitment to follow our policies and safety protocols for the common good. They continue to send out reminders to our community to honor our Commitment to the Common Good that includes always wearing a mask other than to eat, maintaining the recommended 6 feet of social distance, washing hands frequently with soap for 20 seconds and then rinsing thoroughly, and cleaning common surfaces before and after use with the disinfectant spray provided in common areas.
- This subgroup has also developed the four tenants adopted, which include:
 - I commit that:
 - ♦ I will be guided by the University values and use my voice to uphold our values and our public image.
 - ♦ I will exhibit, in words and actions, my respect for each member of the community.
 - ♦ I will follow all current CDC guidelines and university protocols as they relate to public health and safety:
 1. Wear a face mask on campus;
 2. Practice social distancing; practice good hygiene, which includes frequent hand washing;
 3. Leave the spaces I have used clean and ready for the next person; and,
 4. I will speak out to those who do not abide by these commitments and invite them to make choices that reflect our responsibility toward one another.

+ Goals for Spring 2021:

- Ongoing focus on social media using the University Instagram accounts to remind the community to continue to follow The Common Good protocols throughout the semester and over the summer.