

Safe to Return: CU Denver Housing and Dining

Purpose	This document guides the actions of the CU Denver’s Housing and Dining as part of CU Denver’s Safe Return plan and operations during the COVID-19 pandemic.
Scope	This document applies to Lynx Crossing Residence Hall on the CU Denver Campus.
Objectives	<p>The objectives for CU Denver Residential Life during the period of Safe Return are:</p> <ul style="list-style-type: none">• Create a safe environment that promotes a healthy community for those students wishing to take part in an on-campus experience, regardless if Fall 2020 instruction is remote, in-person, or hybrid.• Support Academic Partners in process of Fall 2020 Instruction• Provide a path to programming and “normal” residential experiences
Chancellor’s Charge to Housing and Wellness Safe Return Team	<p>To continue to evaluate summer 2020 operations and prepare for Fall 2020 with scenario planning to include not opening, limited opening, and a full opening. The plan and scenarios should include all remote, limited on campus groups <10, larger on campus groups <50, and largest on campus groups>50 and how they may be able to continue to provide services.</p> <p><i>REPORT SUMMARY: In any of the possibilities outlined by the Chancellor: “not opening” “limited opening” and “full opening,” we believe that we can safely continue to operate as a residence hall during Fall 2020. Assuming that Fall 2020 will be somehow different than normal, we have modified our occupancy to accommodate our residents to one person per bedroom, which makes our maximum occupancy number 509 as opposed to 722 when we are in full operation. At this level of occupancy, the ratio of resident to bathroom fixture is at most 2:1. We will schedule regular cleanings of the suite restrooms and will have cleaning supplies available to students as well as extra rooms set aside to quarantine students who do not already have their own restroom.</i></p>
Assumptions	<p>The following assumptions informed this document:</p> <ul style="list-style-type: none">• Public Health guidance will continue to evolve between now and the Fall 2020 semester. Housing and Dining operations will continue to be responsive to the latest guidance as we have been up to this point.• Occupancy numbers and room inventory will remain at 509 (in which each resident has a single room) to provide appropriate safety

measures and remain in compliance with local, state and federal guidelines.

- This reduction in room occupancy is from our maximum occupancy of 722 needed for financial modeling.
- Various academic scenarios being considered for Fall 2020:
 - Remote learning continues
 - Hybrid remote learning with some in person class interaction
 - Support of critical in-person student populations and learning communities
- Residential priority will be given to current residents of Lynx Crossing and students identified by the determined CU Denver campus academic approach/in-person instruction.
- All students, faculty, and staff will abide by the requirements of this document while in Lynx Crossing. These behavioral guidelines will be established with a consent form such that the residents understand the extra precautions necessary based on COVID-19. Holiday building access controls remain in place.
- All approved staff, faculty and key administrators involved with the operation and approved residential programming are designated as critical personnel.
- Administrative functions that support Lynx Crossing operations and residents will primarily continue from remote locations. All work that can be done remotely will continue to be done remotely.
- CU Denver will provide disposable or reusable facemasks to all staff (professional or student)
 - Face masks are meant to protect the larger population by reducing the amount of potentially infectious respiratory droplets in the air from asymptomatic people who may be carrying the virus. They are not intended to specifically protect the individuals wearing them from becoming ill, nor are they intended to protect students, faculty, or staff from hazardous materials.
- Students, faculty, and staff will be invited to return to work by the Assistant Vice Chancellor of Residential Education and Student Support in consultation with the Associate Vice Chancellor of Student Community and Engagement and administration.
- Students, faculty, and staff concerned about returning to campus will contact their advisor, supervisor, and/or the Assistant Vice Chancellor of Residential Life and Student Support Services
- Any students, residents, faculty or staff needing any special accommodations need to request such from the AVC or Assistant Director of Residential Life, who in turn will contact HR for faculty/staff issues and the Office of Disability Resources and Services for student concerns.
- We assume that there will be significant mental health issues with both students as well as faculty and staff and we will provide

information regarding mental health support services on campus as well as in the wider community.

- Any students, residents, faculty or staff with concerns about their ability return to campus should contact via this link:

https://ucdenverdata.formstack.com/forms/sodm_in_person_learning_data_collection

Lynx Crossing Safe Return Reconstitution Group

- The Lynx Crossing Safe Return Group is composed of and is in communication with representatives of University administration, and leadership, faculty, and staff of Lynx Crossing. This group coordinated its planning efforts with Facilities, the Office of Information Technology, Environmental Health and Safety, the Police Department, Student Services and Academic Safe Return Advisors and University Finance to ensure support services are in place for restart activities.

Return to Campus Requirements

- Essential professional staff, contractors and vendors will be/have been informed by the university leadership and AVC of Residential Education and Student Support that they may return to campus for specific operations related to Lynx Crossing.
- Student residents and access to Lynx Crossing will be determined by:
 - Existing residents
 - Returning or new residents that meet academic or other criteria
 - Potential Residents
- Before returning to campus, students, residents, faculty and staff must complete the online training entitled “Return to Campus” which can be accessed via Skillsoft in the University portal:
<https://universityofcolorado.skillport.com/skillportfe/main.action#whatshappening>
- Sign the COVID-19 Acknowledgement – Sent via Docusign
- All who return to work regardless of function must wear a facemask covering while performing duties.
- Timeline needed to ensure return to campus requirements are met
 - Working backwards from the start of semester
 - 1 week prior – students move in
 - 3 weeks prior to move-in – Student staff (Resident Assistants/Desk Assistants) move in to begin work, and training for the upcoming year.
 - 6 weeks prior to move-in: essential professional staff return for training and building preparation.
 - This includes building walks, final cleanings, staging of rooms, and placement of welcome gifts and passive programming.

Continuing to evaluate Summer 2020 operations:

At this time, the summer operations will be limited to interns and current CU Denver students. Current occupants include (as of 05/06/2020):

- 27 CU Denver Students
- 28 Interns

We will continue the current operations but with the following changes:

1. The desk will be open 8 am to 5 pm Monday–Friday and Noon – 4 pm on Saturday and Sunday.

Fall 2020 possibilities:

- In Fall 2020, we will return at single occupancy which means each resident will have their own bedroom. This occupancy will allow for adequate social distancing during normal operations and if a student were to be symptomatic, they could quarantine in their own space. We are told the HVAC system is isolated within each room, so the virus would not spread throughout the building through this system. We would also have custodians regularly disinfect bathrooms inside suites on a bi-weekly basis. No bathroom would be used by more than 2 people.

Consent Forms

Students who will be living in Lynx Crossing will need to sign a consent form agreeing to our requirements for symptom tracking, welfare checks (Appendix 1), and other requirements to be developed, to help limit the spread of COVID-19.

Examples of operational changes at different social distance levels

- **All remote activity** – if students are learning in a fully remote format, we can still house them one to each bedroom while they learn remotely. Dining would be “grab and go” options, encouraging students to eat in their rooms. There would be no in-person programming but there would be online programs and interactions. RAs would be on-call but would not do physical rounds through the building.
- **Limited on-campus groups less than 10** – if social distancing standards are relaxed to gather up to 10 people, we would continue all functions from the “all remote activity” above, with the addition of in-person programming (less than 10 people) and potentially provide small public areas where students could eat their meals together if they choose (though food would still be “grab and go.”) Other programming may resume as well such as the Writing Center services in Lynx Crossing or tutoring from the Learning Resource Center.

- **Larger groups less than 50-** If we were able to allow groups up to 50 to gather, our operations could be much closer to normal, we could do small social programs opened to the entire hall, and limit participation to 49 and we could open up the dining hall for “dining in” with continued modifications. We could set up a handful of tables which are appropriately distance to allow students to dine together in the dining hall.
- **Groups greater than 50** – full and “normal” operations. With continued focus on cleaning and sterilization.

If a student contracts COVID-19

- Medical Consultation and tests are available at Health Center at Auraria.
- Student can quarantine in their single room or they can go home *if they choose*. We will also set aside 6 units in which students can isolate/quarantine if they are in a unit where they are sharing a bathroom. Those who are already in a unit with their own bathroom can quarantine in that space without having to move. Appendix 5
- Housing staff will check in on student by phone.
- We can deliver food their room as a dining service.
- We will follow university and public health guidelines for cleaning rooms and public spaces when a case is confirmed.

Operations and Marketing

- Depending on how Fall 2020 will be structured academically, we would work with Deans who oversee areas that have been identified as needing an in-person format for learning: examples include Architecture, Bio/Chem, CAM and structural engineering whose students need to be on campus for learning and make contact with all of their out-of-state students to encourage them to live in Lynx Crossing. By creating these cohorts of students, we would then focus on in-state students outside of the city area.
- We would continue to house any international students who have been unable to travel to their home countries through COVID-19. We can discuss quarantine time for international students if they are returning to the University in August, which will take ongoing information- sharing in regard to their visas and travel arrangements.
- With remaining single vacancies, we would market a program of Students in Residence Learning Remotely. We will provide an ongoing living community for students who want to live in Lynx Crossing while maintaining safe social distancing practices.
- Students choosing to live with us would sign consent forms agreeing to practice social distancing as well as ongoing check-ins with us regarding possible symptoms of COVID-19. We may develop a QR code survey or a similar system that requires them to check in about their symptoms. If they do not respond regularly, residence life staff will follow up with a welfare check which is done remotely.
Appendix 2

Safe Return Team – CU Denver Housing and Dining

- Professional staff would rotate their in-office time with working from home for the fall with two professional staff members being onsite on any given day. They would also consider changing the work week to cover all days.
- If/When using the classroom for programming, we will use appropriate social distancing practices– Appendix 3
- Other student affairs offices continue remote programming and we utilize that partnership to cut expense costs.
 - In this scenario, the RA role duties become wellness checks, desk duty, and administrative support. Keeping the RAs employed at the current level will allow us to provide a greater number of checks without burn-out and increase presence at the front desk without negatively impacting a strained budget.
 - Desk coverage would be 7am to 3am as we did this year
 - On-call structure would change but still be needed. We would move to a weekly on-call rather than the “normal” model of nightly changeover. This schedule would provide continuity for students, and greater stability for the staff involved.

Move-in Fall 2020

- Move-in would not be a one-day event; we would stagger move in over multiple days to maintain healthy social distancing practices. This schedule is especially possible if there will be no in-person orientation or convocation.
 - During move-in days (likely 7) we would require masks for students and their guest.
 - We will also require temperature checks
 - We will also have hallway one-way guidance as well as elevator guidelines
- Will start one week prior to the first day of classes and go until the Sunday before classes start.
- We will limit check-ins to just 7 per hour from 8 am to 6pm each day, to accommodate 70 check-ins per day.
- Sanitizing will continue throughout each of these days.
- Students and families will be required to wear masks at all times..

Dining Operations

- Cafeteria: We will build a model that allows for social-distant seating and take-out options simultaneously. This includes stations in the dining hall where there would be no self-service options, only Sodexo staff would handle the food or the utensils in handling the food. Appendix 4
- Change the entry and exit in the Cyber Café to allow for one-way traffic.

Safe Return Team – CU Denver Housing and Dining

- Install plastic shields on desks, café, front desk, and Cyber Cafe checkout.

Mental Health considerations We will continue to provide support to students who need to access mental health services. We will also work on supporting professional staff with resources available to them as well. Resources on campus as well as within the community will be shared widely with residents and staff.

Other operational considerations **Masks:** Students should plan on returning with cloth face coverings. Should a student not have access and be in need of a face covering either cloth or disposable masks will be provided.

Elevators: after move-in, we will continue to limit our elevators to 2 people, in opposite corners which we will mark clearly on the floor of the cab.

Gym: when we open it (probably at the level of when groups of up to 10 are clear to gather)

- We would open to one person at a time based on sign up.
- Keys would be checked out from the front desk.
- Sign-ups would be online and managed at the front desk.
- We would look to our Wellness Center colleagues for guidance on cleaning equipment in addition to regular meetings.

Visitors: We would continue the current visitor ban (outside of move-in) throughout fall semester and longer if necessary.

Mail and Packages: We would move to a model of delivering packages to students' doors in the evenings. This service would limit their need to come to the desk.

Media Room: Will be closed.

Laundry Room: Will remain open but will limit the total of each machine that is on at any given time to allow distancing.

On-Call/On-Duty Student Staff:

Rounds would be done twice per night with one round including an exterior round

REFERENCES:

The following resources were referenced during the compilation of these recommendations:

Centers for Disease Control: Interim Guidance for Administrators of US Institutions of Higher Education

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-ihe-response.html>

D 2020 044 - Executive Order, CO Governor Jared Polis, “Safer at Home.” April 26, 2020.

https://drive.google.com/file/d/1w4xfCKF3ELTULfpqLoASRofW_LRb2glz/view

Colorado Department of Public Health and Environment: Safer at Home (Higher Education)

<https://covid19.colorado.gov/safer-at-home/safer-at-home-higher-education>

American College Health Association:

https://www.acha.org/documents/resources/guidelines/ACHA_Considerations_for_Reopening_IHEs_in_the_COVID-19_Era_May2020.pdf

May 8, 2020: Meeting with Housing Leadership from Public Institutions in Colorado regarding Safe to Return strategies at each campus

Appendix 1 – Weekly check-ins to be Completed by Residence Life Staff

COVID-19 Weekly Resident Check-In

In alignment with the University of Colorado Denver’s regulations surrounding COVID-19, Housing & Dining student staff will perform weekly phone-based check in with residents of Lynx Crossing to assess symptomology and resident well-being.

Check-In Protocol:

1. First call to student.
 - a. If student answers, follow the provided script (below)
 - b. If student does not answer, wait 12 hours before calling student again.
 - c. Notes should be recorded in Check-In Rosters, which will be provided to each student staff member.
 - i. Notes will include information on whether or not the student answered the call, the student’s answers to the questions, and information requiring additional follow up.
 - d. Any concerns should be reported via an appropriate report (i.e., Incident Report, CARE Report, Title IX, etc....) as well as an email to Housing & Dining Leadership.
2. If first call was not answered or returned within 12 hours – Second call to student
 - a. If student answers, follow the provided script (below)
 - b. If student does not answer, call the guarantor.
 - c. Notes should be recorded in Check-In Rosters, which will be provided to each student staff member.
 - i. Notes will include information on whether or not the student answered the call, the student’s answers to the questions, and information requiring additional follow up.
 - d. Any concerns should be reported via an appropriate report (i.e., Incident Report, CARE Report, Title IX, etc....) as well as an email to Housing & Dining Leadership.
3. If second phone call was not answered – Call to Guarantor
 - a. If the guarantor answers, follow the provided script (below)
 - b. If the guarantor does not answer, Housing Leadership will make the decision to contact the student’s emergency contact on a case-by-case basis.
 - c. Notes should be recorded in Check-In Rosters, which will be provided to each student staff member.
 - i. Notes will include information on whether or not the student answered the call, the student’s answers to the questions, and information requiring additional follow up.
 - d. Any concerns should be reported via an appropriate report (i.e., Incident Report, CARE Report, Title IX, etc....) as well as an email to Housing & Dining Leadership.

Things to Remember:

1. If the student’s 12-hour deadline falls between 10:00 PM and 8:00 AM, the student should be called back first thing in the morning on the next day.

Safe Return Team – CU Denver Housing and Dining

2. Immediately after the first phone call, staff members should create a calendar reminder to call the student again in 12 hours if the first call was not answered.
3. Immediately after the first phone call, staff members should add notes to their Check-In Roster.
4. Information requiring follow up includes, but is not limited to:
 - a. Student reports they have exhibited symptoms of COVID-19
 - b. Student reports mental health concerns, suicidal ideation, or other information that requires immediate intervention
 - c. Student reports information that requires any emergency first responder intervention (e.g., AHEC Police)
5. If follow-up is required, the staff member should send the email update to Housing & Dining Leadership immediately after the phone call.

Email Guidelines:

- Emails should be sent **immediately after a phone call** to a student or guarantor **if information of concern is reported during the call**. These emails should include the following:
 1. Student's first and last name followed by "Check-In Phone Call" in the subject line (e.g., John Smith – Check-In Phone Call)
 2. Summary of student's questions or concerns
 3. Relevant information if the student has already sought treatment for any illness or symptom of illness.
- Emails should only include information about a single student. Do not lump information in about multiple students into one email.

Emails should be sent to Kade, Tina and Sarah only.

Appendix 2 – Student Welfare Checks –

(When student cannot be contacted through weekly check-ins)

COVID-19 Phone Welfare Check Script

My name is [Staff Member] and I am the [Title] for CU Denver Housing & Dining. Our office recently received information that you or your roommate may be experiencing signs of illness. With the recent safety precautions regarding the coronavirus, we would like to ask you a few questions.

- 1) Are you currently experiencing any signs or symptoms as defined by the CDC? (update based on current information)
- 2) Have you traveled internationally in the past 2 weeks?
- 3) In the last month, have you been in contact with someone who was confirmed or suspected to have coronavirus/COVID-19?

If the resident answers yes to any of the questions above

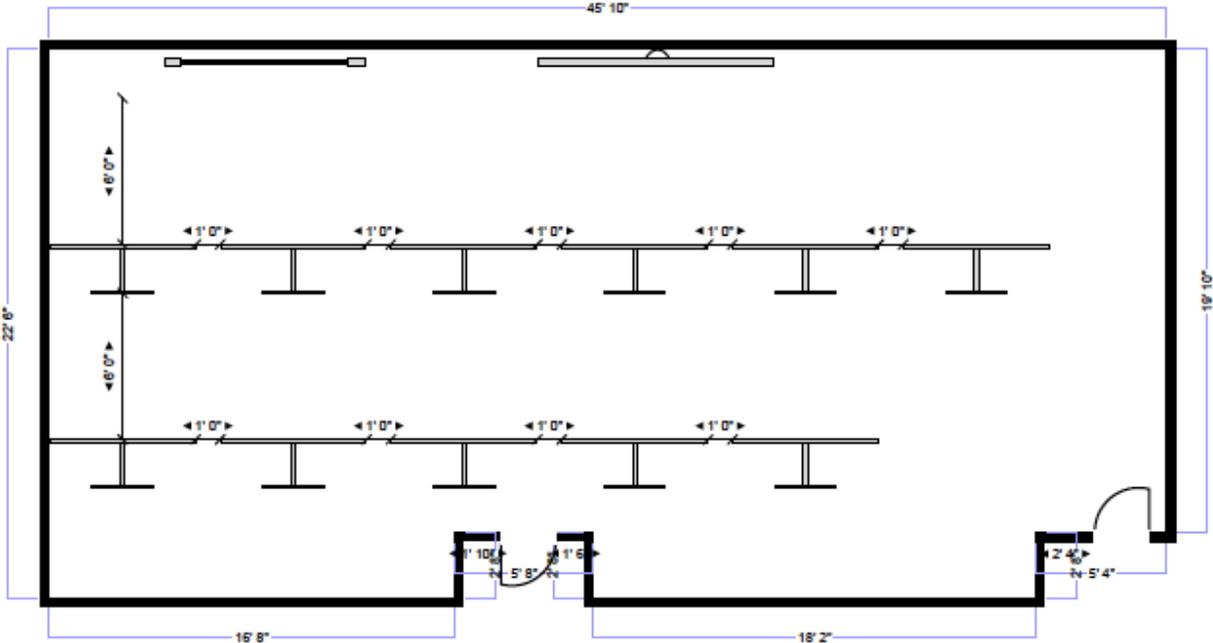
We ask that you contact the Health Center at Auraria at (303) 615-9999 and ask for a return phone call from the Medical Director regarding Coronavirus. You will then receive a return call to establish any appropriate next steps based on your input. **This service is free.**

If the resident does not answer yes to any of the questions above

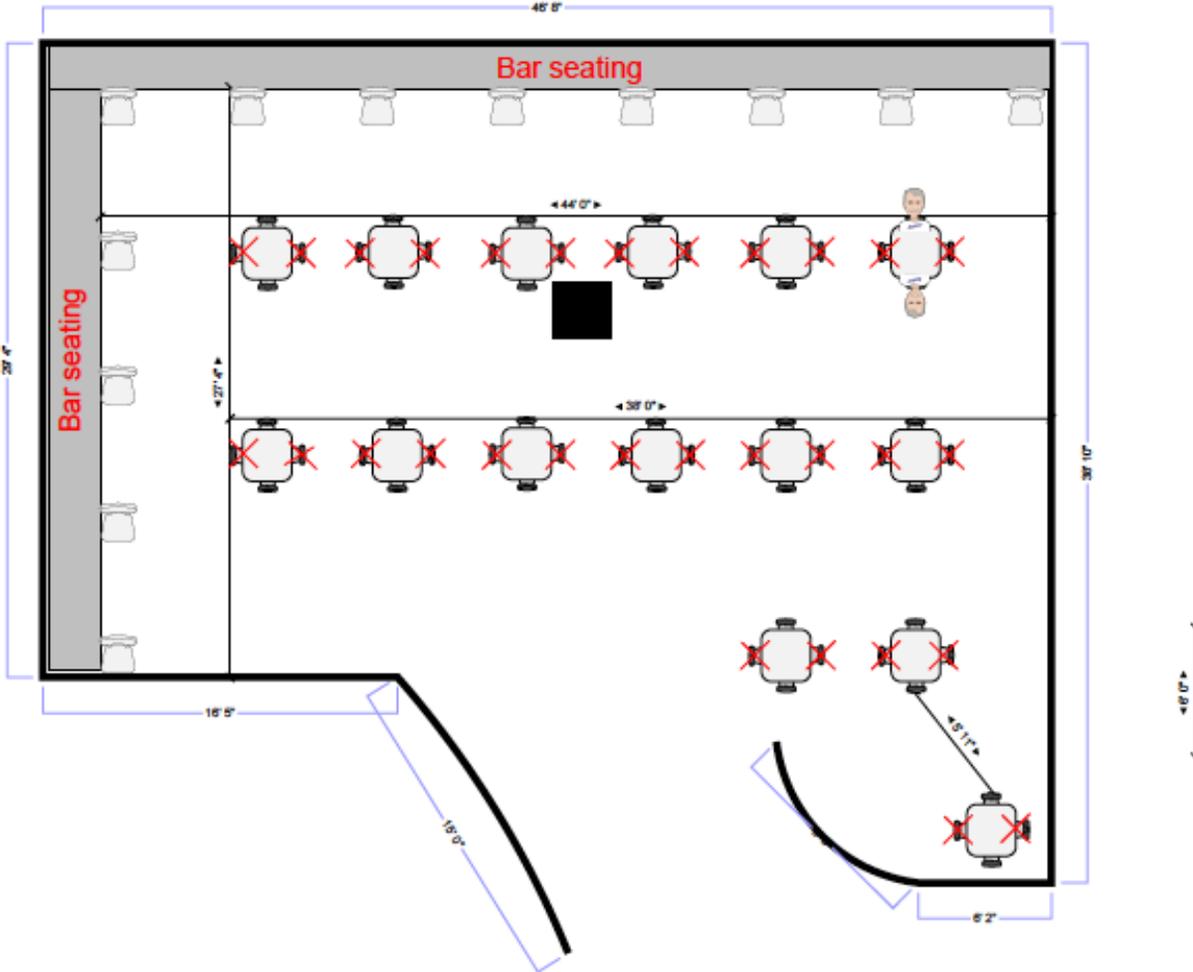
Thank you for speaking with me today. If, at any point, you begin to experience any symptoms or come into contact with someone who may have COVID-19, we ask that you contact the Health Center at Auraria at (303) 615-9999 and ask for a return phone call from the Medical Director regarding Coronavirus. You will then receive a return call to establish any appropriate next steps based on your input. **This service is free.**

Depending on any additional questions, the Residence Life team will refer to students to appropriate campus resources, including the CU Denver website.

Appendix 3 – Lynx Crossing Classroom with Social Distancing



Appendix 4 – Cafeteria with Social Distancing



Appendix 5 – List of Room Types and Bathroom Fixture to Student Ratios

Room Type	Design Count	Weighted Percent
1x1	4	0.79%
2x1	122	23.97%
2x2	136	26.72%
3x1	0	0.00%
3x2	36	7.07%
4x2	176	34.58%
Studio	35	6.88%
TOTAL	509	100.00%
Total the won't require moving for infection	211	
Total that would need move if infected	298	

Rooms highlighted in yellow have a bathroom fixture to student ratio of 1:1

Rooms highlighted in red have a bathroom fixture to student ratio of 1:2

If a student were to contract COVID-19 in one of the red rooms, we can move them to a yellow room which we will set aside