

RECOVERY READINESS

REOPENING STUDENT HOUSING GUIDELINES

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APPROACH TO STUDENT HOUSING REOPENING

As the United States begins to recover from the SARS-CoV-2 (COVID-19) pandemic, and as stay-at-home restrictions across the country are lifted, colleges and universities must prepare and plan for the fall 2020 semester. At the time of writing, most intend to open in some capacity in the fall, often with significant modifications to their standard operational procedures to address the pandemic. While the thousands of college and university campuses differ in terms of size, geography, and structure, many commonalities still exist in the ways in which they operate and therefore must adapt to prevent the spread of COVID-19 among their campus communities.

Addressing and adjusting operational procedures related to on-campus student housing facilities is an essential area of focus for colleges and universities that plan to reopen in the fall. In developing plans to prepare student housing for student move-in and beyond, all colleges and universities should give thoughtful consideration of the following areas:

- Review of and compliance with any federal, state, and county government guidelines and restrictions
- Possible COVID-19 testing of on-campus housing residents and staff
- Possible mandated flu shots of on-campus housing and staff
- Availability of personal protective equipment (PPE) and cleaning/disinfecting supplies
- Review of any current student housing policies (i.e., live-on requirements, roommate matching, etc.)
- Review of appropriate housing to quarantine and isolate affected students
- Review of off-campus housing options



We recognize the urgency and desire to return to normal operations; however, it is critical that the transition is safe, efficient, effective, and aligned to the needs of each organization and its students. First, the college or university should seek approval from the proper state/county/local jurisdiction. Additionally, institutional approval of a readiness plan and/or checklist should be required before advancing into the scenario deemed most appropriate for the school's specific circumstances.



SCENARIO 1 MAXIMUM SOCIAL DISTANCING

Standard on-campus housing procedures must be significantly adjusted to eliminate physical interaction between residents, staff, and any visitors to on-campus housing. All spaces within on-campus housing must be reconfigured to accommodate and enforce social distancing between occupants.

- Limited staff members on-site
- Emergency work orders only
- De-densification of all housing units (all single rooms)
- Limited communal bathrooms
- Amenities / common area spaces closed or de-densified
- PPE & social distancing policies active
- Master leasing of off-campus beds to accommodate displaced residents
- Campus and housing tours closed to public



SCENARIO 2 MODERATE SOCIAL DISTANCING

Housing procedures aim to minimize physical interaction between residents, staff, and visitors. Spaces within on-campus housing are reconfigured to accommodate and enforce social distancing where appropriate.

- Residential offices open to limited capacity with additional staff on-site
- Roommates allowed where appropriate
- Some communal bathrooms available with minor modifications to reduce occupancy
- Amenities / common area de-densified with some furniture removed
- Depending on state orders, all maintenance work orders fulfilled
- Some amenities / common spaces open with limited capacity
- PPE & social distancing policies active
- Virtual housing tours; campus tours self-guided or by appointment only



SCENARIO 3 FULLY OPERATIONAL (NO STATE RESTRICTIONS)

Housing is fully operational but accommodates social distancing best practices.

- Full team on-site and offices open to residents and prospects
- Roommates allowed where appropriate
- Maintenance work orders fully functioning
- Preventative maintenance in units resumes
- All amenities / common spaces open
- Consider resuming in-person resident functions and programs with capacity limitations
- PPE & social distancing policies active
- Housing tours by appointment

STUDENT HOUSING RECOVERY READINESS ESSENTIALS

As colleges and universities prepare to reopen in any of the above scenarios, a handful of focus areas, or Student Housing Recovery Readiness Essentials, will be important for each residential life operation to tackle prior to move-in:



Prepare Staff

Provide staff with PPE and train them on COVID-19 prevention best practices. Train staff on institutional COVID-19 policy. Encourage telework and implement social distancing best practices within staff offices. Encourage frequent cleaning and disinfecting of offices. Develop move-in and emergency response procedures.



Prepare the Property

Create six-foot social distancing plan using capacity calculation. Determine de-densification plans. Review pre-checks for reopening including supplies and PPE. Post signage and determine traffic flow. Follow maintenance checklist and cleaning protocol. Communicate plan to residents and team members.



Develop Property Access Protocol

Determine protocols for resident package pickups and deliveries. Create social distancing recommendations for elevators. Communicate site access guidelines to vendor partners.



Maintain Resident Experience

Communicate visitor guidelines. Implement virtual resident engagement events and consistent communication with residents.



Prepare Maintenance

Transition from expanded emergency work orders to all work orders. Encourage mobile maintenance for reduced touchpoints. Continue property checklist tasks.



Consider Technology

Ensure new technology is employed for assignments, operations, and resident management.

FINAL THINGS TO NOTE

This document is intended to be educational and informative. Some of the content is very high-level to provide an understanding of our approach, while other portions of this guide outline actual protocols or procedures.

Information relating to novel coronavirus is extremely limited or in some cases, non-existent with new and sometimes conflicting information emerging. The Centers for Disease Control and Prevention (CDC) and government bodies within the country are the primary sources for guidance on COVID-19 and other health-related issues. Scenario changes will be triggered by the executive order of state governors or by changing state or local health department guidance. In the event of conflict between this Recovery Readiness Document and any governmental order, the more restrictive policy should be followed. The author does not warrant or represent that any particular health outcomes will be achieved on the basis of this document. We believe the foundation of the ideas and recommendations within this resource will be useful as college and universities prepare to reopen.



PREPARING FOR MOVE-IN

*University of South Florida -
The Village, photo courtesy of
USF Housing & Residential Education*

I. Preparing Staff

As colleges and universities prepare to reopen for the fall 2020 semester, campus staff should expect significant changes in the campus environment. Per the American College Health Association's *Considerations for Reopening Institutions of Higher Education in the COVID-19 Era*, colleges and universities should aim for:

“ Meticulous adherence to public health practices including hand hygiene, physical distancing, proper cough/sneeze etiquette, frequent disinfection of common and high traffic areas, symptom assessment, temperature checks, and face covering in public [as] the campus' new normal. ”

Both professional and student staff associated with on-campus housing will need time and training to adjust to new policies and procedures. This section will provide considerations for working with staff to develop and implement student housing operations and procedures related to mitigating the spread of COVID-19 in student housing.

REOPENING THE CAMPUS TO PROFESSIONAL STAFF

The reopening of campuses to staff will depend upon federal, state, local, and institutional public health guidelines. To support staff and reinforce a commitment to their safety, campus leadership should provide consistent communication and guidance regarding reopening timelines, phasing, and required social distancing measures.

- **COVID-19 education:** Provide staff with an overview of COVID-19, including symptoms and methods of transmission. Communicate best practices for monitoring symptoms, quarantining / staying home if symptoms develop, and workplace notification procedures.
- **Telework and virtual meetings:** As appropriate, encourage staff to work from home, and substitute in-person meetings with virtual options, when possible.
- **PPE:** Provide staff with sufficient PPE (face masks, gloves, hand sanitizer, sanitizing wipes, disinfecting spray, anti-bacterial hand soap, etc.) and training on proper fitting, wearing, safe removal, sanitization, and disposal. Obtain and store enough supply of all required PPE at the time of opening.
- **Social distancing:** Adhere to social distancing best practices, including the separation of offices and work stations by at least six feet. Consider physical barriers for high-interaction work stations. Follow separate and varied work schedules, if deemed appropriate, to limit capacity and maintain social distancing.
- **Workplace hygiene:** Refrain from sharing or borrowing desks, offices, and equipment where possible. Frequently clean and disinfect high-touch surfaces and equipment.

TRAINING HOUSING STAFF

Appropriate training is necessary to prepare professional and student staff (RAs, etc.) for move-in day and beyond. Training should include an overview of COVID-19, relevant public health practices, and school-specific policies and procedures. Schools should consider conducting as much training as possible in a virtual environment.

- **COVID-19 education:** Provide all staff with an overview of COVID-19, including symptoms and methods of transmission. Communicate best practices for monitoring symptoms, quarantining / staying home if symptoms develop, and workplace notification procedures.
- **COVID-19 policy and procedure:** Develop and conduct training on school-specific policy and procedure related to mitigating the transmission of COVID-19 within the residence halls.
- **Virtual training:** Develop virtual training plans and schedules that eliminate in-person training activities where possible.
- **Move-in procedures:** Develop and conduct training on a plan for moving residents into student housing while maintaining social distancing practices.
- **Emergency response:** Develop and conduct training on new emergency response procedures to promote resident and staff safety.
- **Confirmed case response:** Develop plan for addressing confirmed cases of COVID-19 within residence halls, including isolation plans and coordination with other appropriate campus departments (Dining, Health Services, etc.) and notification of appropriate public health officials.

TRAINING MAINTENANCE AND CUSTODIAL STAFF

Maintenance and custodial staff are essential frontline workers in residence halls, and will need sufficient training and time to adjust to heightened maintenance, cleaning, and disinfection policies and routines. Training topics should include a general COVID-19 overview, the preparation of housing facilities for reopening, and new policies and procedures related to the maintenance and cleaning of housing throughout the semester. In addition, custodial and maintenance staff should refer to the CDC's guidelines for Cleaning and Disinfecting Your Facility.

- **COVID-19 education:** Provide all staff with an overview of COVID-19, including symptoms and methods of transmission. Communicate best practices for monitoring symptoms, quarantining / staying home if symptoms develop, and workplace notification procedures.
- **COVID-19 policy and procedure:** Develop and conduct training on school-specific policy and procedure related to mitigating the transmission of COVID-19 within the residence halls.
- **Residence reopening schedule:** Create a plan and schedule for addressing preventative maintenance, deep cleaning, and sanitization of on-campus housing prior to move-in, including allowing sufficient time for various tasks and inspections while maintaining social distancing practices.
- **Ongoing maintenance policies:** Develop guidelines for addressing maintenance work orders (i.e., schedule work orders when resident is not in the unit), routine facility upkeep, and additional COVID-19 maintenance checklists while minimizing interaction and maintaining social distance practices.
- **Ongoing custodial policies:** Develop guidelines for increased routine cleaning and disinfection of residence halls, including at least daily cleaning of high-touch surfaces and spaces. Obtain and store appropriate and sufficient cleaning supplies and PPE.
- **Confirmed case response:** Develop plan for addressing confirmed cases of COVID-19 within residence halls, including enhanced cleaning and disinfection routines.

II. Preparing Residents and Parents

Coordinating the logistics of resident move-in during the pandemic will require additional training and preparation. Housing staff should develop move-in plans that allow for a pleasant and efficient move-in process while maintaining social distancing best practices. Move-in plan considerations include:

- **Testing/move-in requirements:** Consider implementing a testing requirement for all residents, which would require a negative test for COVID-19 within a particular time period prior to move-in. Ongoing testing / temperature screening of residents and staff may also be considered. Consult with legal advisors as necessary to ensure proposed testing requirements are in accordance with applicable laws.
- **Move-in procedures:** Communicate in advance with residents and parents about the approach to move-in, including parking locations, social distancing guidelines, and individual move-in timing. Encourage residents and parents to finalize any administrative needs online in advance of move-in day.
- **COVID-19 policies:** Provide residents with clear rules and regulations related to preventing the transmission of COVID-19 within the residence hall prior to move-in, including those related to: space occupancy, visitation, quarantine/isolation, PPE, social distancing, etc.



III. Preparing the Facilities

In preparation for the reopening of residential facilities, colleges and universities should consider how the current conditions of each residence hall will promote a healthy and safe environment for residents. A variety of checklists, tasks, and assessments from maintenance and cleanliness to spatial planning and design should be completed to ensure the resident experience is not negatively impacted during this time. Opening timeframes will vary by school, but the physical conditions of various residence halls may also impact the ability to successfully reopen on-campus housing. As a result, the following considerations were developed for the planning and maintenance of physical assets with the understanding that each school will require specific customization to adequately plan for on-campus housing during the 2020-2021 academic year and beyond.

SOCIAL DISTANCING THROUGH SPACE PLANNING

Updating a school's space planning to properly respond to recommended social distancing policies will help create a safe and welcoming environment for students to return to for the fall 2020 semester. On-campus housing encompasses several layers, each with its own considerations. Overall, however, residents will need to continue to abide by social distancing rules to ensure these space-planning objectives are effective.

FIVE LEVELS OF COMMUNITY



UNITS/BEDROOMS

Each unit will need careful consideration depending on the typology and usual occupancy. Many schools are currently considering reducing the designed capacity of on-campus residence halls, and this should be considered on a per-unit basis in an effort to limit impacts to the school's operating budget. The following considerations highlight the differences between each unit-type and the various impacts each typology could have on the continued cleanliness of residence halls.

Traditional (or pod-style) units (community bathrooms)

These units are designed around the concept of community-style living and rely on communal bathrooms outside of the units. These units typically include only a sleeping space within the unit and can be designed to house multiple occupancy types and can include single-, double-, and triple-occupancy bedrooms.

- **Unit-occupancy planning:** Based on a school's preferences, reducing these units to single-occupancy would reduce the concern of students living in very close proximity to each other as well as reduce usage in the communal restrooms.
- **Bathroom usage and maintenance:** These units rely on communal bathrooms outside of the unit with routine maintenance and janitorial services provided by the institution.
 - Similar to other public restrooms on campus, institutions should consider reduced capacity/usage of showers, toilets, and sinks or consider enhanced partitions between each fixture.
 - Enhanced cleaning efforts from the janitorial staff should be considered to ensure a worry-free environment for residents.
- **Kitchen/dining concerns:** Residents in these units typically rely on campus dining facilities as no kitchen space within the unit is provided.
- **Living space concerns:** These units do not typically include in-unit living space. However, sufficient signage should be provided within units and outside of units to remind residents to not overcrowd rooms with guests.
- **Other considerations:** Communal bathrooms would provide opportunity for daily cleaning, but it would require expanded sharing of facilities.



Figure 1: Double-Occupancy traditional-style bedroom with occupancy limitations (left) and communal bathrooms with occupancy limitations (right).

Semi-suite units

These units are designed around the concept of community-style living and include en-suite bathrooms. These units typically include only a sleeping space and no living space within the unit and can be designed to house multiple occupancy types and can include single-, double-, and triple-occupancy bedrooms.

- **Unit-occupancy planning:** Based on a school's preferences, reducing these units to single-occupancy bedrooms would reduce the concern over students living in very close proximity and reduce the number of residents sharing an en-suite bathroom.
- **Bathroom usage and maintenance:** Shared bathrooms among residents within a unit will require a team approach by residents to maintain cleanliness.
- **Kitchen/dining concerns:** Residents in these units typically rely on campus dining facilities as no kitchen space within the unit is provided.
- **Living space concerns:** These units do not typically include in-unit living space. However, sufficient signage should be provided within units and outside of units to remind residents to not overcrowd rooms with guests.
- **Other considerations:** Since these units typically house younger students, schools may consider enhancing their cleaning approach within the en-suite baths with scheduled janitorial cleaning.



Figure 2: Double-occupancy semi-suite unit (left) and hotel-style suite unit (right) with occupancy limitations.

Full-suite units

These units are designed around the concept of more independent living and typically include en-suite bathrooms, an in-unit living space, and even a kitchenette space. These can be designed to house multiple occupancy types and can include single- and double-occupancy bedrooms.

- **Unit-occupancy planning:** Based on a school’s preferences, reducing these units to single-occupancy bedrooms would reduce the number of students living within very close proximity and reduce the number of residents sharing an en-suite bathroom.
- **Bathroom usage and maintenance:** Shared bathrooms among residents within a unit will require a team approach by residents to maintain cleanliness.
 - Depending on unit layouts, assigning bathrooms to each resident within the unit may enhance cleanliness.
- **Kitchen/dining concerns:** If a kitchen/kitchenette is provided within the unit, institutions should consider developing regulations on how residents interact with suitemates in these areas.
- **Living space concerns:** Similar to the kitchen space, residents should consider establishing rules for interaction in this shared space. Additionally, institutions should consider strongly enforcing restrictions on overcrowding in living spaces within units.
- **Other considerations:** The age and class-level of students living in these units may require additional restrictions to ensure proper compliance.



Figure 3: Double-occupancy full-suite unit (top) and full-suite unit with kitchenette (bottom) with occupancy limitations.

Apartment units

These units are designed around the concept of independent living and typically include en-suite bathrooms, an in-unit living space, and an in-unit kitchen space. These units are usually designed for single- or double-occupancy bedrooms.

- **Unit-occupancy planning:** Based on institutional preferences, reducing these units to single-occupancy bedrooms would reduce the number of students living within very close proximity.
- **Bathroom usage and maintenance:** Shared bathrooms among residents within a unit will require a team approach by residents to maintain cleanliness, as illustrated below.
 - Depending on unit layouts, assigning a bathroom to each resident within the unit may enhance cleanliness.
- **Kitchen/dining concerns:** Institutions should consider developing regulations on how residents interact with unit-mates in these areas, including the proper cleaning of utensils and countertops.
- **Living space concerns:** Similar to the kitchen space, residents should consider establishing rules for interaction in this shared space. Additionally, institutions should consider strongly enforcing restrictions on overcrowding in living spaces within units.
- **Other considerations:** The age and class-level of students living in these units may require additional restrictions to ensure proper compliance.

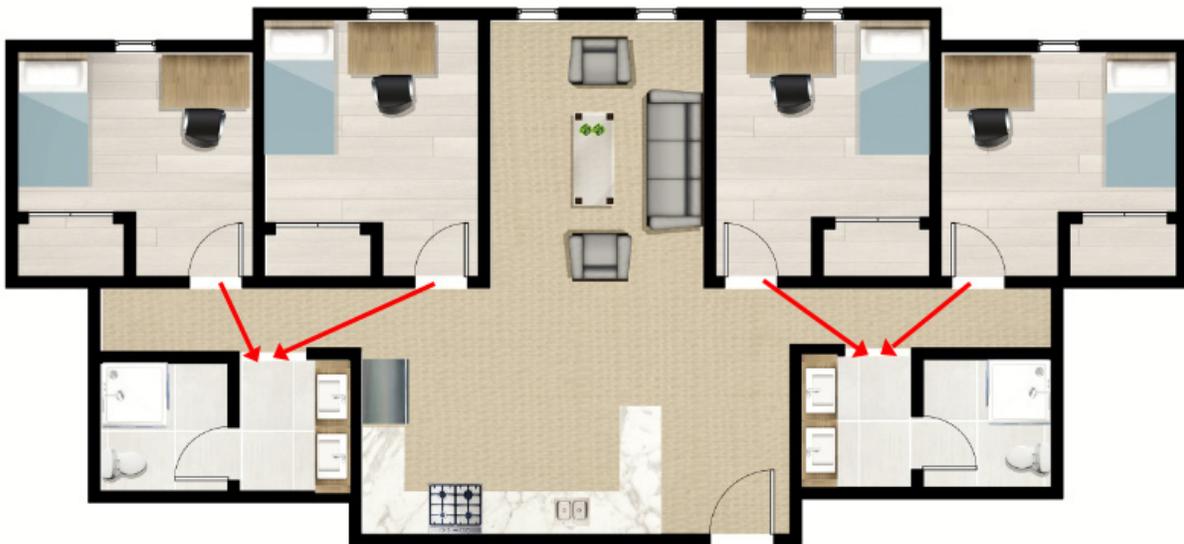


Figure 4: Single-occupancy, 4-bedroom / 2-bathroom apartment with assigned bathrooms to specific bedrooms to limit number of users per space.

FLOOR AMENITY AND COMMON SPACES

Managing expectations outside the unit on residential floors for both residents and visitors will enhance compliance with social distancing objectives. In addition to following capacity limitations provided in the next section, the following guidelines (non-exhaustive) should be considered for each of, but not limited to, the spaces below:

<p>STUDY ROOMS</p> 	<ul style="list-style-type: none"> • Remove or rearrange furniture to promote social distancing and capacity limitations. • Remove any non-essential items that may promote frequent touching by guests. Consider removal of any shared whiteboard / SMART board elements. • Clearly post sanitation guidelines to be followed. • Provide disinfecting stations, as feasible. • Enhance regularly scheduled cleaning efforts.
<p>COMMUNITY LOUNGES / SPACES</p> 	<ul style="list-style-type: none"> • Remove or rearrange furniture to promote social distancing and capacity limitations. • Remove any non-essential items that may promote frequent touching by guests, including remote controls for televisions, games, gaming equipment, etc. • Clearly post sanitation guidelines to be followed. • Provide disinfecting stations, as feasible. • Enhance regularly scheduled cleaning efforts.
<p>FLOOR KITCHENS</p> 	<ul style="list-style-type: none"> • Consider closing these spaces if other dining opportunities are easily available for students. • Remove or rearrange furniture to promote social distancing and capacity limitations. • Remove any non-essential items that may promote frequent touching by guests. • Clearly post sanitation guidelines to be followed, including the necessary cleaning of utensils and countertops. • Provide disinfecting stations, as feasible. • Enhance regularly scheduled cleaning efforts.
<p>CASUAL GATHERING SPACE AND ELEVATOR LOBBY SPACE</p> 	<ul style="list-style-type: none"> • Remove or rearrange furniture to promote social distancing and capacity limitations. • Remove any non-essential items that may promote frequent touching by guests. • Clearly post sanitation guidelines to be followed. • Provide disinfecting stations, as feasible.

BUILDING AMENITY AND COMMUNITY SPACES

Limiting large gatherings in building-wide community spaces will be critical in maintaining social distancing efforts, but these restrictions may be harder as the typical function of these spaces will be directly impacted. In addition to following capacity limitations provided in the next section, the following guidelines (non-exhaustive) should be considered for each of, but not limited to, the spaces below:

<p>LARGE COMMUNITY GATHERING SPACE AND GAME ROOMS</p> 	<ul style="list-style-type: none"> • Remove or rearrange furniture to promote social distancing and capacity limitations. • Remove any non-essential items that may promote frequent touching by guests, including any AV or game equipment. • Clearly post sanitation guidelines to be followed. • Provide disinfecting stations, as feasible. • Enhance regularly scheduled cleaning efforts.
<p>COMMUNAL LAUNDRY ROOMS</p> 	<ul style="list-style-type: none"> • Remove or rearrange any furniture to promote social distancing and capacity limitations. • Remove any non-essential items that may promote frequent touching by guests. • Clearly post sanitation guidelines to be followed. • Provide disinfecting stations, as feasible. • Enhance regularly scheduled cleaning efforts, including thorough daily cleaning of heavily touched surfaces (machine controls, change stations, etc.)
<p>BUSINESS CENTERS</p> 	<ul style="list-style-type: none"> • Remove or rearrange any furniture to promote social distancing and capacity limitations. Consider removing seating to discourage long-term use. • Consider scheduling appointments for use. • Remove any non-essential items that may promote frequent touching by guests. • Clearly post sanitation guidelines to be followed. • Provide disinfecting stations, as feasible. • Enhance regularly scheduled cleaning efforts, including thorough daily cleaning of heavily touched surfaces (computers, printers, countertops, etc.).
<p>CONFERENCE ROOMS</p> 	<ul style="list-style-type: none"> • Remove or rearrange any furniture to promote social distancing and capacity limitations. Consider removing seating to discourage long-term use. • Consider scheduling appointments for use. • Remove any non-essential items that may promote frequent touching by guests. • Clearly post sanitation guidelines to be followed. • Provide disinfecting stations, as feasible. • Enhance regularly scheduled cleaning efforts, including thorough daily cleaning of heavily touched surfaces (machine controls, change stations, etc.).

FRONT DESK AND LOBBY AREAS



- Remove or rearrange any furniture to promote social distancing and capacity limitations. Consider removing seating to discourage long-term use.
- Consider installing sneeze guards / plastic shields at all desk areas with designated spaces for interactions between staff and residents/guests.
- Mark increments of acceptable social distances at locations where lines can form.
- Consider creating dedicated spaces within the desk and lobby areas for any outside visitors or non-residents to stand/wait (mail/delivery, food delivery, guests of residents, etc.).
- Remove any non-essential items that may promote frequent touching by guests, including physical forms. Move all forms to electronic documents.
- Clearly post sanitation guidelines to be followed.
- Provide disinfecting stations, as feasible.

ELEVATOR AND ELEVATOR LOBBY



- Remove or rearrange any furniture to promote social distancing and capacity limitations. Consider removing seating to discourage long-term use. Provide signage regarding proper elevator capacities.
- Remove any non-essential items that may promote frequent touching by guests.
- Where social distancing is possible, consider marking the floor of each elevator car into quadrants to indicate proper social distancing for occupants.
- Clearly post sanitation guidelines to be followed.
- Provide disinfecting stations, as feasible.

CIRCULATION SPACES



- To the extent possible, designate and signpost the direction of foot traffic in main circulation paths.
- To the extent possible, consider one-way circulation through the main lobby of residence halls.
- Provide disinfecting stations, as feasible.



NEIGHBORHOOD COMMUNITY SPACES

In addition to following capacity limitations provided in the next section, the following guidelines (non-exhaustive) should be considered for each of, but not limited to, the spaces below:

LARGE MULTIPURPOSE ROOMS OR BALLROOMS



- Remove or rearrange furniture to promote social distancing and capacity limitations.
- Remove any non-essential items that may promote frequent touching by guests, including any AV or game equipment.
- Clearly post sanitation guidelines to be followed.
- Provide disinfecting stations, as feasible.
- Enhance regularly scheduled cleaning efforts.

RESIDENCE HALL AND RESIDENCE LIFE STAFF OFFICES



- Keep office spaces locked to prevent free-flowing foot traffic, but enable staff to access offices for appointments and other necessary reasons.
- Clearly define and regularly clean office workspaces, particularly if the environment is shared. The same is true for electronics.
- Develop new, temporary practices in kitchen and meal preparation areas:
 - Ensure meal breaks are scheduled appropriately and do not overlap with other team members.
 - Encourage team members to bring food and beverage items from home and manage them individually.
 - Minimize touchpoints by removing coffee pots and other commonly shared items.
 - Eliminate open food items.
 - Increase frequency of cleaning break room appliances such as refrigerators and microwaves.
- Consider installing physical barriers, such as clear plastic desk guards, in office and break areas, as applicable.
- Manage team members' personal items:
 - Identify or add places for individuals to store and secure their own items separately from others (e.g., provide individual coat hooks rather than coat closets used by the group, assign open drawers/cabinets to team members, provide personal lockers, etc.).
 - Encourage individuals to bring impervious clothing covers for their own coats or PPE.

CAMPUS AMENITY AND COMMUNITY SPACES

<p>FOOD AND BEVERAGE SERVICES</p> 	<ul style="list-style-type: none"> • Eliminate open food items. • Discontinue hospitality food and beverage from refrigerators until further notice. • Reduce self-service access to foods.
<p>FITNESS CENTERS</p> 	<ul style="list-style-type: none"> • Follow state and local orders to determine the viability of opening. • Coordinate closely with campus recreation on appropriate strategy. • Consider adjusting hours or provide scheduling options to residents. • Reduce capacities to allow for social distancing based on the calculation method in the Social Distancing Section. • Rearrange or temporarily store equipment to achieve social distancing. Equipment includes: <ul style="list-style-type: none"> • Cardio equipment • Strength equipment • Free weights • Yoga mats (Note: yoga mats should be removed entirely) • Create stations where people can occupy a particular zone for their own training experience (e.g., stretching, yoga). • Consider repurposing vacant spaces for lounging or leisure, including no-sweat zones for stretching or recovery. • Consider outdoor spaces as alternatives, including open field or hardscape areas. <ul style="list-style-type: none"> • Residents could bring their own equipment. • Equipment could be rented. • Spaces could be utilized for community events with third-party instructors. • Consider the importance of air quality. <ul style="list-style-type: none"> • Promote cross-flow air circulation through natural or automated airflow systems. • Consider air ionization methods that can grab pathogens and bring them toward the ground like any other dust molecules. • Consider using rubber flooring as it is the easiest to clean and wet mop. • Consider the use of plexiglass between fitness equipment. • Strategically locate sanitizer/wipe stations for residents to clean themselves and the equipment; consider daily professional cleaning of the space. • Consider utilizing an electrostatic spray, which is designed to bind to the entire surface area.
<p>CLASSROOMS</p> 	<ul style="list-style-type: none"> • Remove or rearrange any furniture to promote social distancing and capacity limitations. • Consider scheduling appointments for use outside of daily lectures. • Remove any non-essential items that may promote frequent touching by guests. • Clearly post sanitation guidelines to be followed. • Provide disinfecting stations, as feasible. • Enhance regularly scheduled cleaning efforts.

CAPACITY CONSIDERATIONS AND PLANNING

Continue to follow recommended and/or required government regulations regarding capacity for all spaces. As a general guideline, the capacity matrix shown here provides an overview of the impacts of limiting capacity to various spaces based on a percentage of the typical allowed capacities.

The reduced capacity for various space sizes is determined by calculating the “square foot per person” at a reduced percentage. The square foot per person numbers included in the matrix are general recommendations based on space planning best practices but may vary from jurisdiction to jurisdiction. The “capacity restriction” column is a factor applied to the various spaces and are initial recommendations, but these assumptions should be adjusted by each college or university. Capacity recommendations for the type and size of rooms indicate the temporary limitation of the number of people allowed in a room at one time. These recommendations should be clearly communicated through posted signage throughout the space. All schools will need to consult with code officials as well as health professionals on final recommendations.

CAPACITY LIMITATION MATRIX

	Space Planning Best Practices S.F. per Person	Capacity Restriction	100 S.F. Space	200 S.F. Space
FLOOR AMENITY SPACES				
Study Rooms	25	50%	2	4
Community Lounges / Spaces	30	50%	2	3
Floor Kitchens	25	50%	2	4
Casual Gathering Spaces	25	50%	2	4
BUILDING AND COMMUNITY AMENITY SPACES				
Large Multipurpose Rooms	30	50%	2	3
Large Community Rooms	35	50%	1	3
Communal Laundry Rooms	30	50%	2	3
Business Centers / Printing Areas	30	25%	1	2
Conference Rooms	35	25%	1	1
Front Desk Areas	30	25%	1	2
Lobby Spaces	25	25%	1	2
Office Suites (Inclusive of cubicles, waiting areas, and offices)	100	25%	0	1
Staff Break Rooms	35	25%	1	1
Mailrooms / Package Rooms	25	25%	1	2
Classrooms (Non-Lecture Capacities)	40	50%	1	3
Game Rooms	35	25%	1	1
OTHER AMENITY SPACES				
Food and Beverage Service Areas (Non-Dining Hall Spaces)	50	50%	1	2

Theater/Media Rooms to be calculated as a percentage of the maximum seating available.

MAX CAPACITY RESULT AFTER CAPACITY RESTRICTIONS (Number of People Allowed in Area)											
300 S.F. Space	400 S.F. Space	500 S.F. Space	1,000 S.F. Space	1,500 S.F. Space	2,000 S.F. Space	2,500 S.F. Space	3,000 S.F. Space	3,500 S.F. Space	4,000 S.F. Space	4,500 S.F. Space	5,000 S.F. Space
6	8	10	20	30	40	50	60	70	80	90	100
5	7	8	17	25	33	42	50	58	67	75	83
6	8	10	20	30	40	50	60	70	80	90	100
6	8	10	20	30	40	50	60	70	80	90	100
5	7	8	17	25	33	42	50	58	67	75	83
4	6	7	14	21	29	36	43	50	57	64	71
5	7	8	17	25	33	42	50	58	67	75	83
3	3	4	8	13	17	21	25	29	33	38	42
2	3	4	7	11	14	18	21	25	29	32	36
3	3	4	8	13	17	21	25	29	33	38	42
3	4	5	10	15	20	25	30	35	40	45	50
1	1	1	3	4	5	6	8	9	10	11	13
2	3	4	7	11	14	18	21	25	29	32	36
3	4	5	10	15	20	25	30	35	40	45	50
4	5	6	13	19	25	31	38	44	50	56	63
2	3	4	7	11	14	18	21	25	29	32	36
3	4	5	10	15	20	25	30	35	40	45	50

SIGNAGE

Ask residence life and/or marketing departments to create and update temporary signage, using CDC flyers where possible. Ensure signage installation is flexible to make adjusting to any new CDC guidelines or state and local government regulations easier. Ensure all signs are laminated or covered in plastic with no visible tape.

Signage may include:

- Office hours, particularly if there are temporary changes
- Delivery drop zones
- Wayfinding signage or floor markings to direct foot traffic and ensure social distancing
- Personal Protective Equipment (PPE) recommendations for teams, residents, and guests using facilities
- Social distancing signs that explain social distancing practices (remaining at least six feet from others, limited capacity in rooms, etc.), indicate spacing requirements within spaces, mark specific areas/zones for acceptable spacing within a room (six-foot markers, six-foot radius circles, etc.)
- Frequent hand washing signs in restrooms
- Shared technology: business centers, printers, office equipment
- Amenity signs: Explain new rules or protocols for common areas, any resident code of conduct in place, visitor restrictions, and social distancing and cleaning responsibilities. This applies to areas including but not limited to:
 - Common areas and study spaces
 - Fitness areas
 - Business centers and printing areas
 - Office equipment
 - Pools

Required and optional CDC signs for posting provided below:

RECOMMENDED POSTERS	LOCATION TO POST
Stop the Spread of Germs	Restrooms / Break Rooms / Sinks
What You Should Know About COVID-19 to Protect Yourself and Others (Factsheet)	Office, Maintenance Shop, Common Areas
Understanding the Difference Between Surgical Mask and N95	Maintenance Shop
Three Key Factors Required for a Respirator to be Effective	Maintenance Shop

OPTIONAL POSTERS	LOCATION TO POST
6 Steps for Safe & Effective Disinfectant Use	Maintenance Shop / Sparkle Kits / Cleaning Supplies
How to Safely Wear and Take Off Cloth Face Coverings	Front Office for Team Members Only
Important Information About Cloth Face Coverings	Email to Team Members

SUPPLIES, MAINTENANCE AND CLEANING

Ensure residence life and/or housing professional staff members are in regular communication with janitorial and maintenance staff members to evaluate current and projected janitorial supplies and PPE. These evaluations should be made on a portfolio basis, but this review should ensure enough supplies exist to support each residence hall within a school's portfolio. Should sufficient supplies not exist for a building, do not allow it to advance to a "re-opening" status. Should supplies run out during the academic year, consider closing various community spaces or residence halls, in more severe cases. It is recommended to maintain a minimum of one (1) month's supply at all times.

SUPPLIES

- Ensure adequate stock of paper and plastic products exists (toilet paper, paper towels, etc.).
- Provide tissues, no-touch trash cans, hand soap, alcohol-based hand sanitizer and wipes containing at least 60 percent alcohol, disinfectants, and disposable towels for workers to clean their work surfaces.
- Provide additional hand sanitizer, surface disinfectant wipes, and tissues in break rooms, elevator areas, fitness centers, high-traffic areas, and other common areas.
- Provide personal protective equipment (PPE).
- Obtain and store enough supply of all required PPE at the time of reopening.
- Dispose of face covers properly; these items are regular waste unless directed differently by respective local health or government authorities.
- Promote proper hand hygiene prior to putting on PPE for cleaning tasks.
- Dispose of or sanitize PPE in proper accordance with WHO or local regulatory requirements.

MAINTENANCE

- Ensure all maintenance decisions and activities follow a COVID-19 Property Checklist for daily, weekly, and monthly tasks, which include Fire & Life Safety, Building Access, Elevator(s), Plumbing, HVAC, Electrical, Trash/Recycling, and Exterior.
 - Customize the checklist for the school and for the residential program's expectations and objectives.

CLEANING

- Ensure cleaning and disinfecting standards maintain the standards of high-traffic spaces and high-touch surfaces, per CDC guidelines. Suggested frequency of cleaning is 1-3 times per day, depending on usage.
 - Follow up-to-date CDC guidance for cleaning and disinfecting standards and strategies for re-opening at the following site: <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>
- Select cleaning chemical products from approved lists from governing authorities such as the EPA, and reference disinfectant labels, data, and specifications with claims against emerging viral pathogens.
 - For more information, reference: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- Determine high-traffic areas that require thorough cleaning such as common areas, amenities, conference rooms, and restrooms.
- Provide cleaning wipes next to high-frequency touchpoints (doorknobs / door handles, light switches, faucets, etc.).
- Place signage in offices, common areas, and amenities promoting worker safety through emphasizing basic infection prevention measures, including posting handwashing signs in restrooms.
- Ensure a safety data sheet is available for all chemicals, and safe use requirements are followed.

MOVE-IN & BEYOND

*University of Illinois at Chicago -
Academic and Residential Complex.
Steve Hall © Hall Merrick Photographers*

I. Facility Access

STUDENT MOVE-IN DAY

Planning for move-in day is critical to ensure social distancing occurs. Planning can include the following:

- Allow for appropriate time for staff to clean and prepare the housing units ahead of move-in day. It is recognized that some student belongings are still located in residence halls and will need to be put in storage prior to move-in day.
- Spread out move-in over the course of several days to make social distancing feasible. The density of each unit type and housing facility must be evaluated to ensure that the move-in day goes smoothly without significant delays or waiting times.
- Develop a strategy for move-in by floor, wing, or section of the facility to minimize interaction between residents/movers while allowing for efficient filling of the residence.
- Estimate maximum elevator or stairwell loads and how it might affect travel time.
- Encourage residents to minimize the amount of large items they bring from home.
- Limit interaction with staff and other individuals by having all forms and information provided online ahead of move-in day.
- Consider requiring students, parents, movers, and staff to wear PPE.
- Provide sanitizing wipes for move-in equipment and/or encourage residents to bring their own move-in equipment.
- Provide for more online check-ins and other ways to limit interactions during move-in day.

VISITORS

Outside visitors to housing facilities limit the efficacy of certain social distancing measures. Colleges and universities may consider the following:

- Revisit and revise all visitor policies to ensure safety to all on-campus residents.

MAIL ROOM AND PACKAGE DELIVERY

Recommended PPE

Below are the recommended PPE and disinfecting supplies for mailroom:

- Disposable Gloves
- Surgical Masks
- Disinfecting Wipes – To wipe down non-porous surfaces and touchpoints (meters, carts, etc.)
- Disinfecting Spray – Recommended to spray mail and packages from a distance before handling
- Hand Sanitizer – To keep hands clean after removing gloves, handling mail, and packages.

Preparation of the Work Area

The Mailroom work area must also be disinfected and prepared:

- Employee(s) opening the mailroom should disinfect high touchpoints (common workstations, doorknobs, work phone(s), handcarts, etc.) using disinfecting wipes.
- Mail and packages to be sorted should be disinfected using a disinfectant spray.
- Wait two minutes for the spray to dry before sorting mail and packages.
- Avoid touching the face and other surfaces during and after sorting mail.
- It is important to remove gloves safely when disposing of them to prevent further contamination of the hands.

Package Delivery

It is important to maintain proper distances to others while delivering mail and/or packages.

- All inbound deliveries should be received observing the social distancing regulations and not signed for at point of delivery from the courier.
- After receiving, all packages should be placed on/in a pre-disinfected container, cart or shelving unit and sprayed with disinfecting spray and or held for a 24-hour period before distribution.
- Upon delivery, packages should be transferred to recipient utilizing tracking software's photo or note section indicating delivery has been made.

Messengers and Couriers

The recommended distance of six feet should be maintained with all incoming couriers and messengers to reduce potential virus exposure and promote social distancing.

- Prior to receiving packages, designate a delivery area, preferably outside of the mailroom and/or workstation. This area will serve as a drop-off and pick-up space for couriers, preventing direct contact with mailroom staff.
- Avoid signing for incoming packages, as the courier's scanner might be contaminated. Alternatively, provide name to the courier and ask them to input it
- Incoming packages from couriers such as FedEx, UPS and DHL should be disinfected from a distance using disinfecting spray prior to sorting.
- Disinfect any high-touch surfaces after handling.
- Wash the hands thoroughly for 20 seconds after handling.

ELEVATORS

Elevators represent a particularly challenging area for social distancing. Methods for managing the use of elevators include the following:

- Adjust capacity recommendations.
- Place signage inside the elevator displaying healthy elevator use protocols; this may include floor stickers to establish distancing zones.
- Consider adding signage outside the elevator with a map to stairs as an alternative.

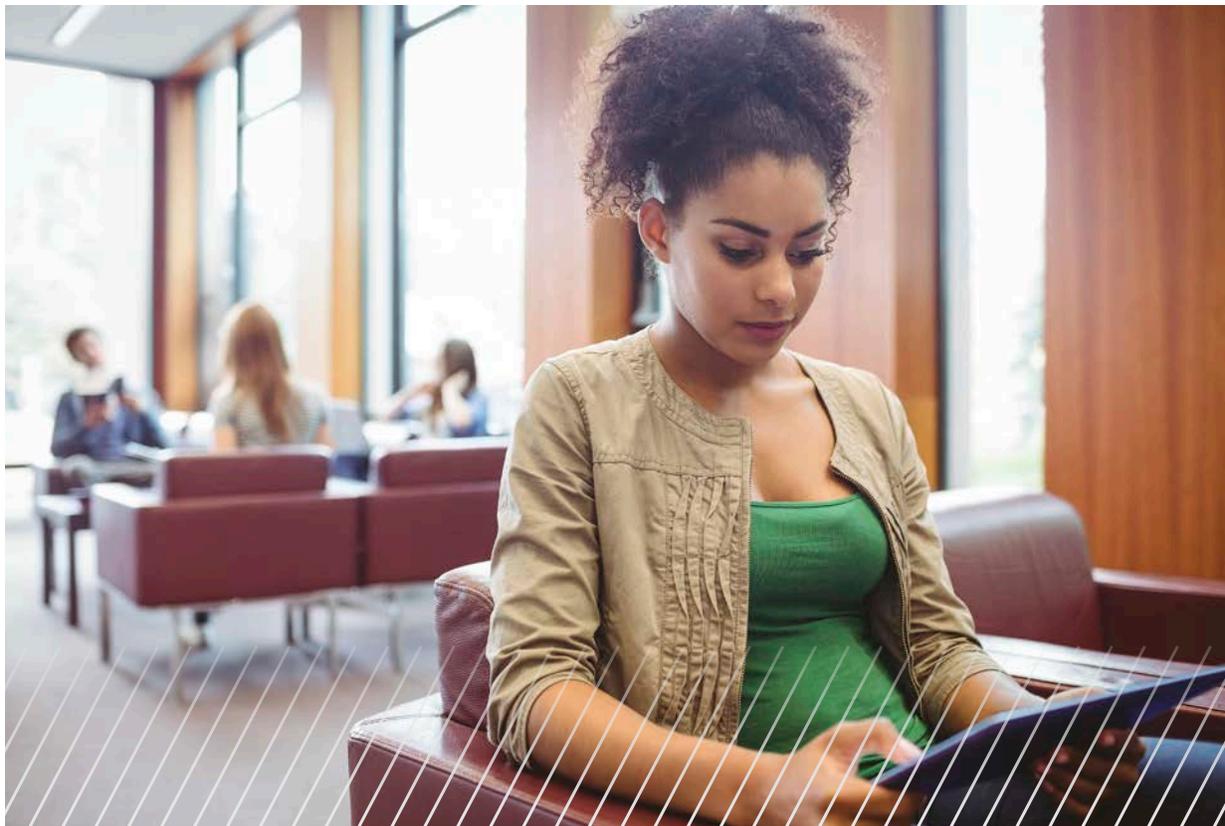


II. Resident Experience

The residential experience on a college or university campus is highly focused on supporting academic success and developing community among students. With limitations on in-person interactions during a pandemic, this experience is significantly impacted. However, appropriate communication and programming can both support student success and socialization while promoting a safe environment.

VIRTUAL COMMUNICATION AND PROGRAMMING

- Communicate housing policies and regulations, including any updates to policies, through email, social media, online platforms, and physical signage in high-traffic areas.
- Share campus information and events through online or virtual networks.
- Encourage regular virtual check-ins between RAs and residents.
- Consider canceling non-essential in-person activities and moving to virtual programs and events that support community building and skill development.
- Connect residents to the greater campus community through video conferencing platforms.



III. Marketing to Prospective Students

Many colleges and universities currently have successful online tools and programs to promote their campuses' residence life attributes. This enhanced communication across multiple new platforms has proven extremely beneficial in capturing, nurturing, and converting prospects to students. Schools that are already heavily engaged with this virtual / social media presence should continue to focus on this while pausing in-person campus tours, including tours of housing facilities, for the immediate future. Schools that have not yet fully embraced virtual tours of their residence life experience should consider doing so immediately.







IV. Maintenance

Maintenance team members are essential frontline workers in campus housing. The following protocols can help maintain a safe work environment:

Maximum Precautions

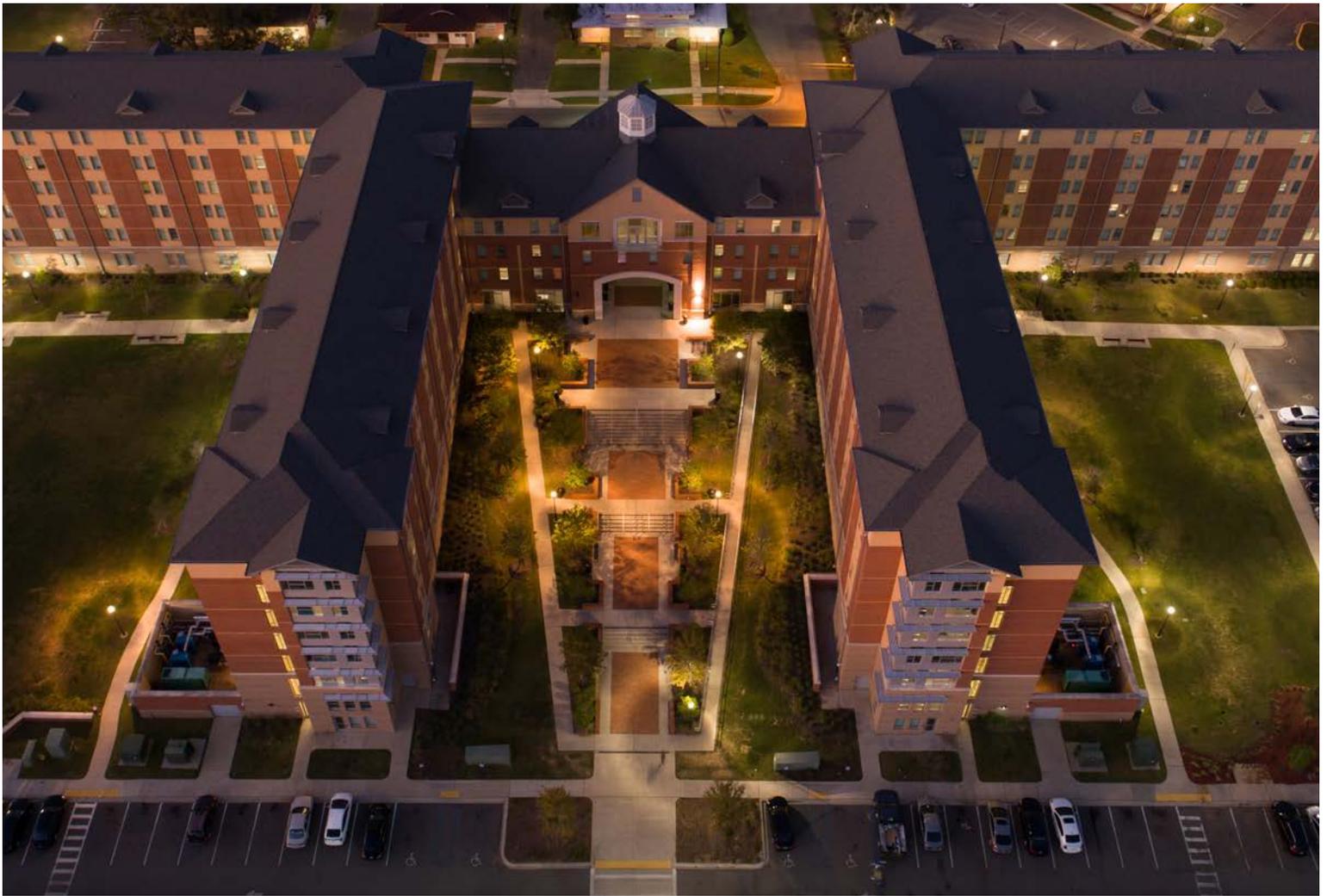
- a. Address emergency work orders only.
- b. Follow guidelines for COVID-19 maintenance work procedures.

Moderate Precautions

- a. Depending on state orders, respond to all maintenance orders normally.
- b. Follow guidelines for COVID-19 maintenance work procedures.
- c. When a work order is submitted, if possible, ask the resident if anyone is sick or under self-quarantine in the unit. If that information is not indicated on the submittal, call the unit to confirm whether anyone is sick or under self-quarantine. If they are not sick, proceed with the request, ideally when the resident is not in the unit. If they are sick, do not perform the request and reschedule until a later date.
- d. Try to schedule the work order when the resident is not in the unit. Explain to the resident that this is for the safety of both the resident and staff. If that is not possible, follow CDC guidelines and maintain a six-foot distance and ask the resident to remain in another room while the work order is performed.
- e. Follow institutional policy and CDC recommendations for wearing PPE to perform the work order.
- f. Upon completion of every work order, follow appropriate PPE disposal and personal hygiene best practices.
- g. Follow institutional guidelines for emergency requests in units with quarantined or confirmed cases. Consider contracting to a qualified biohazard third-party service provider who is properly equipped with protective gear as prescribed by the CDC and OSHA.

Full Reopening

- a. Complete all work orders.



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