

# UMass Amherst Higher Education COVID-19 Control Plan for Phase 3

The University is committed to keep faculty, staff and student safe and help prevent the spread of COVID-19. The University has developed the following COVID-19 Control Plan in compliance with Governor Bakers [Reopening Massachusetts Plan](#) and [Higher Education COVID-19 Control Plan Phase 3 Template](#) provided by the Commonwealth.

For additional resources and updates on the university's response on [COVID-19 website](#).

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**Number of Workers On-Site:** 6,296

## Social Distancing

**Adopted measures to provide that all persons, including faculty, staff and students, remain at least six feet apart to the greatest extent possible, both inside and outside campus buildings**

- From the beginning of the Novel Coronavirus 2019 outbreak, the university has been providing consistent [health and safety guidance](#) to the campus community. The university has stressed the importance of social distancing.
- Education of our faculty, staff and students has been conducted by multimodal approach utilizing our website, posters, frequent campus-wide e-mails and emails targeted for faculty, staff or students, reinforcement in training sessions for staff, faculty and students.

**Establish protocols to ensure that faculty, staff and students can practice adequate social distancing**

- Curriculum was modified to allow for predominately remote instruction, in the fall we will have in person class labs.
- Staff and faculty have been working from home where feasible, with limited on-site workers reporting to the workplace. This hybrid of working from home and on-site work will continue into the fall.
- Altered work flows, adjusted office space, staggered shifts, and established small teams or cohorts to limit mixing of faculty staff and students and maximizing opportunities to maintain social distancing
- Physical barriers were established in many locations where staff interacts with the public. As more workers come back to support reopening, workspaces are being reviewed by the COVID-19 Reopening Assessment Team to determine additional needs for physical barriers.

- Face to face class labs have had number of students in the class and lab stations spaced to allow for social distancing.
- Dining options for all employees and students are mainly grab and go; there is limited seating in dining areas consistent with the current MA Guidelines.
- Research areas have reduced occupancy to ensure adequate distancing.
- All campus payment transactions are now cash free and utilize touchless technologies.

**Posted signage for safe social distancing in all places where faculty, staff and students are likely to gather**

- UMass has created various [Healthy Living Posters](#) including a general poster for social distancing, as well as posters specific to stairwells, elevators, breakrooms, research labs, restrooms, and classrooms. Various directional signage has also be developed for locations where this is needed to maximize social distancing. To compliment this signage, floor decals were installed in select locations on campus as a visual clue to assist with maintaining social distancing.

**Require face coverings or masks for all faculty, staff and students (except where unsafe due to medical condition or disability) while inside and if social distancing of at least 6 ft cannot be reliably maintained outdoors.**

- The university has adopted a Wearing is Caring campaign to promote the use of face coverings. This [message has been communicated](#) to faculty, staff and students through a variety of means, including messaging boards, posters, emails, and our website. The university requirement goes above the current CDC and Massachusetts Department of Public Health guidelines requiring all individuals must wear face coverings indoors in nearly all circumstances as well as outdoors where social distancing is not possible. Face coverings have been provided by the university to faculty and staff. Students will also be provided face coverings upon arriving to campus. Individuals are also encouraged to use their own face coverings that they bring from home.

## Hygiene Protocols

**Provide hand washing capabilities throughout campus**

- Handwashing facilities are readily available to all our workers in every building.
- Alcohol based hand sanitizer of > 60% alcohol stations are located strategically at entrances to our busiest locations. Portable hand sanitizer dispensers have been distributed to departments for convenient hand sanitizing.
- Construction projects at the University, have either installed handwashing facilities, or have been allowed to use a restroom designated for use at the site.

**Take measures to encourage frequent hand washing or sanitizing by faculty, staff and students and provide adequate supplies to do so**

- Physical Plant has designated specific restrooms for use appropriate for the occupancy each building and has kept the designated restrooms stocked. As more faculty and staff have been brought on site, additional restrooms have been designated for use. This process will continue as students return to the campus for the fall.

- Construction sites are keeping handwashing facilities they installed and restrooms designated exclusively for their use stocked.

**Provided for regular sanitization of high touch areas, such as desks, equipment, screens, doorknobs, and restrooms throughout the campus**

- Custodial services across campus have been providing regular sanitization of common spaces and designated restrooms daily.
- Sanitizing wipes have been distributed for employees for use for surfaces frequently touched by multiple people within shared work/meeting spaces and for use between cleanings conducted by our professional staff.
- Construction contractors are providing sanitization of high touch surfaces, restroom and handwashing facilities within their sites as well as restrooms designated exclusively for their use.

## General Operations

**Provided training for faculty, staff and students regarding the social distancing, face covering, hand-washing, symptom monitoring, testing, isolation, quarantine, and all other detection and response protocols, and regularly share information through multiple channels to reinforce the message.**

- The University has created a Public Health Promotion Center (PHPC) to positively influence the public health behaviors surrounding COVID-19 and provide critical health screening and monitoring protocols to maintain the health and wellness of our campus community. The PHPC will serve as the central coordinating and operational center for CCOVID-19 as we enter the fall semester. They will focus on: asymptomatic testing, contact tracing, coordinating isolation and quarantine, flu vaccinations and communication outreach focused on health promotion with public health ambassadors.
- Faculty, staff and students have been given guidance and training on each of the above topics by a variety of means including the [www.umass.edu/coronavirus website](http://www.umass.edu/coronavirus), targeted messaging to faculty, staff and students, a training video called [Returning Safely to UMass](#) as well as training on specific protocols for various trades, research facility staff and students by their supervisors or through Environmental Health and Safety staff.
- The campus is also developing a specific video for students and faculty members and require them to watch the video prior to starting classes.

**Encouraged faculty staff and students who are feeling ill or displaying COVID19-like symptoms to stay home or in their residence hall**

- All parties must perform a daily COVID-19 Self check. Each have been instructed on resources that can be used to assist them in performing this check and who to contact if they have symptoms of COVID, have been exposed to someone with COVID or have been asked to quarantine or self-isolate.
- A COVID-19 human resources (HR) team has been established to rapidly respond to faculty and staff human resource and occupational health needs. Students have been instructed to contact University health services if they are experiencing COVID related symptoms.
- A protocol is in place for employees displaying symptoms, testing positive for COVID or otherwise being asked to quarantine or self-isolate.

- University Health Services has developed testing protocols and capability, as well as contact tracing capability for staff, faculty and student employees who have COVID symptoms or have been a close contact of someone who has tested positive.
- Isolation and quarantine space has been designated on campus for residential students and staff with occupations with high exposure to COVID-19.
- Employees who perform and support construction as well as construction site employees have been trained that they should not report to work if they have symptoms of COVID and must certify to their supervisor that they have no signs of fever or measured temperature above 100.3 °F, symptoms of COVID, no close contact with individual diagnosed with COVID, and have not been asked to quarantine or self-isolate prior to the start of each shift. Some contractors require temperature monitoring for workers on their site, and University Health Service staff perform daily temperature checks for those UMass workers that must enter these sites to support construction activities.
- **Established a plan to accommodate the needs of students, staff, and faculty who are at higher risk if they are exposed to COVID-19, or who care for household members who are at higher risk**
  - High Risk Individuals or those who care for household member who are at risk are encouraged to continue remote work and study.
- **Ensured that no gatherings will occur on campus that exceed the limits in the latest Commonwealth advisory, except for the purposes of instruction, provided that six feet distancing can always be maintained**
  - The university is closely monitoring the Commonwealths reopening plan and sector specific guidance for events, meetings, performances and other gatherings. Only those that fall within the parameters allowed for the current phase of Massachusetts reopening will be authorized
- **Ensured that campus amenities and services will adhere to all sector-specific safety protocols, available on the Commonwealth's Reopening Plan website, applicable to the amenity or service. Examples include:**
  - **Office spaces: Must follow the latest office space guidance**
    - Guidance has been posted on the Environmental Health and Safety COVID-19 Response page to assist departments in complying with the MA Office Guidelines. EHS provides consultation for those departments needing assistance in navigating through the guidelines. A COVID Reopening Assessment Team has been reviewing workspaces when requested and assist in determining areas that would benefit from adding barriers
  - **Dining services: Must follow the latest restaurant guidance**
    - Dining Services has stayed current with sector specific guidelines. All self-service food items have been eliminated, and replace with grab and go items. Barriers have been installed in customer service locations. Dine in options have been added as allowed by the guidelines, additional dining tents have been erected to allow for social distancing in both indoor and outdoor dining areas.
  - **Athletic Centers, gyms and fitness centers: Must follow the latest fitness center and health club guidance**
    - Currently the Recreation Center is making modification to facilities and programming to ensure compliance with the current MA guidance at reopening.

- **Campus shops and bookstores: Must follow the latest retail guidance**
  - The bookstore is open and adhering to current MA guidelines
- **Performance venues: Must follow the latest performance venue guidance**
  - The university is still working on programming performance venues appropriate for the current phase of MA reopening for the fall
- **Events: Must follow the latest indoor and outdoor events guidance**
  - The university is still working on programming event appropriate for the current phase of MA reopening for the fall

## Cleaning and Disinfecting

### Established and maintained cleaning protocols specific to the campus

- University has developed cleaning protocols utilizing EPA approved disinfectants and guidelines specific to the operations currently occurring on campus. Training has been provided to custodians and dining facility workers for enhanced cleaning according to these protocols. As we approach reopening, additional training will be provided to staff.
  - Cleaning procedures are posted for Labs, Shared Work/Meeting Spaces and Remote Teaching Spaces in accordance with EPA guidelines for coronaviruses.
  - Shared workspaces including desks, phones, and computers are cleaned and disinfected at the start and end of each shift and between any changes of user during the shift.
  - EPA registered and approved for use against coronavirus disinfecting wipes have been provided for departments who have shared workspaces.
  - Shared university owned vehicles such as police cars, vans, and buses receive cleaning between users and at the end of the day.
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- **Taken measures to ensure that when an individual on campus is diagnosed with COVID-19, cleaning and disinfecting is performed**
    - Cleaning and disinfecting protocols have been provided to a team formed to perform deep cleaning/ disinfection of areas where an infected person was working.
    - A team of custodians have been provided with appropriate PPE per CDC guidelines and have received training on proper donning and doffing of the PPE for use whenever there is an environmental exposure to COVID- 19. As we approach reopening, additional staff will be trained in these techniques.
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- **Prepare to disinfect all common and high touch surfaces at appropriate intervals.**
    - Specific protocols including frequencies for various categories of space are developed.

# Communication and Support

- **Established consistent communications to all students, staff, faculty and the surrounding community regarding Phase III Plans**
  - Since early on during the pandemic, the university has provided updates, information, resources, and FAQs via the <https://www.umass.edu/coronavirus/> page.
  - Emails have also been broadcast appropriate for the audience whether it be faculty staff, students or the community at large.
  - University Relations and the News and Media office has strived to keep the surrounding community through press releases, social media and meetings with local town officials.
  - The Environmental Health and Safety [Covid-19 response page](#) is also a useful resource for the campus community regarding health and safety information related to COVID-19
- **Installed signage and other visual indicators throughout all campus building and outdoor areas to improve awareness of and compliance with Phase III requirements**
  - The university has standard Healthy Living Posters which have been posted in public areas of campus buildings and are available for download on the Environmental Health and Safety [Covid-19 response](#) page
- **Established a plan for when and how to adjust operations in response to an outbreak on campus or other public health concerns, including communicating the need to pause or discontinue in-person programming and activities to all students, staff and faculty**
  - The university has a robust Emergency Operations team which has been mobilized throughout the pandemic. This team meets on a frequent basis to help administration stay informed and bring forth needs and issues for the team to address. This team plays a key role in providing rapid response to changing public health guidance, and will be instrumental in the universities response to an outbreak or other public health concerns.
- **Established clear communication and escalation points with the Local Board of Health, Massachusetts Department of Public Health, and other state and local agencies as needed.**
  - The university has well established relationships, roles and responsibilities for communication with these agencies. UMass Amherst also serves as its own local board of health.
- **Developed protocols for delivery of emotional and mental health services, including both individual and group counseling**
  - The university has various wellness programs that assist students with emotion and mental health needs including, the Center for Counselling and Psychological Health, Center for Health Promotion, campus Recreation and Disability Services. Throughout the pandemic these resources have adapted the way they have provided care and support to student through the changes brought on by the pandemic.
  - Staff and faculty have access to the Faculty and Staff Assistance Program which can be helpful for faculty and staff adjusting to difficulties caused by COVID-19.

# Detection and Response

- **Established a comprehensive plan, in coordination with public health officials, for facilitating testing of symptomatic individuals and monitoring students, staff, and faculty for the presence of COVID-19, including robust testing protocols for: (1) incoming or returning students, especially those who will be living on campus; and (2) on-going periodic testing strategies for students, staff and faculty throughout the school year, especially for individuals in frequent contact with residential students and other individuals who have pre-existing medical risk factors. Such plans should be regularly updated to ensure compliance with current CDC and DPH requirements and guidelines and to reflect evolving testing technologies and methods**
- UMass Amherst has developed a robust testing strategy for symptomatic individuals and for asymptomatic testing for students, staff and faculty that mitigates community spread through early identification.
- The University will test all students, whether living on or off campus, prior to their arrival or shortly after their arrival on campus or to the Amherst area. The university will conduct weekly surveillance testing of all students living in residence halls as well as off-campus students who have face-to-face classes or a campus meal plan. The employee surveillance testing program is currently being finalized. To further monitor the off-campus population, and students in residence halls, we will conduct additional adaptive testing of specific populations as recommended by our epidemiology advisory group. Symptomatic monitoring and testing will occur throughout the semester for students and employees. Students and employees will conduct a daily self-screening, and those with any COVID-19 symptoms, living either on or off-campus, will be expected to report them.
- UMass will work closely with public health officials as needed relating to contact tracing for positive cases.

**Established a plan for ensuring that students, staff and faculty who arrive on campus from another country or a state not designated as a lower-risk state by the Department of Public Health provide documentation of a negative COVID test result on a sample taken no more than 72 hours prior to their arrival, and are informed of the campus policies and the latest Commonwealth travel order regarding travel restrictions, testing, and self-quarantine requirements**

- Students, staff and faculty who arrive on campus from another country or state not designated as a lower-risk state have been informed of the MA travel order that would require testing within 72 hours prior to arrive, or quarantining for 14 days upon arrival. UMass also intends to test all students as part of the move in process, prior to moving in.
- **Designated residential facilities space for residential students to immediately quarantine if they arrive on campus from another country or a state not designated as a lower-risk state by DPH and do not have documentation of a negative COVID test result on a sample taken no more than 72 hours prior to their arrival.**
  - We have strongly recommended to quarantine for 14 days prior to coming to campus, if they are unable to quarantine for 14 days they may choose two additional options.
    - Option: Obtain a negative COVID-19 test within 72 hours prior to your arrival in Massachusetts. You will then get tested upon arrival at campus and move into your

- assigned residential room; you will be instructed to refrain from interaction with other individuals until you receive a second negative test result. We are asking these students to stay off campus until they receive their negative test result, the university does have assigned quarantine space and in the limited cases a student is unable to have their negative test result on arrival they will be placed in university assigned quarantine space.
- Option: If you arrive with no test in the previous 72 hours, you will be placed in university-assigned quarantine space until you receive two negative test results. The first test is conducted upon arrival and second test is three days after. Estimated quarantine length is five to seven days.
  - **Developed a plan to ensure that results and full demographic data (name, date of birth, full address, gender, race, ethnicity, primary language, occupation and disability status) on students, staff and faculty tested by the institution for COVID-19 are reported electronically to the MA Department of Public Health as required. (If testing is conducted by a healthcare facility or laboratory, results will be reported electronically to DPH by the facility or laboratory.)**
    - UMass Amherst serves as a local board of health and this stand practice on reporting all test results.
  - **Developed a plan for coordinating with students, staff and faculty who are diagnosed with COVID-19, or have been in close contact with someone who has, to ensure that they have adequate space and support to isolate and quarantine.**
    - UMass has designated five locations for isolation and quarantine for students who test positive for COVID and their close contacts. The University has developed protocols to support these students while in isolation and quarantine, including providing food, trash pickup and cleaning and disinfecting of common spaces in the isolation and quarantine locations.
  - **Developed a plan to work with DPH-designated contact tracer following the identification of any case or close contact. (DPH-designated contact tracers conduct contact tracing in Massachusetts, and include local Boards of Health, both in the municipality where the campus is based and the municipality where the case or close contacts reside, if different than where the campus is may be involved, as well as the Community Tracing Collaborative.)**
    - UMass serves as local board of health has developed a comprehensive plan for contact tracing, and works closely with local Boards of Health, in Amherst and those in which close contacts reside.
  - **Designated residential facilities space to immediately isolate students who reside on campus and test positive for COVID-19, and to separately quarantine students who have had close contact with them**
    - The university have reserved five locations for students to be able to immediately isolate and quarantine. Students in isolation will be in a different building from those in quarantine.
  - **Established protocols to ensure that students in isolation or quarantine have appropriate support and services**
    - Students will be provided food, trash removal and cleaning and disinfecting of common spaces for the buildings being used for isolation and quarantine.
    - There will be a daily check in with University Health Services staff to ensure the students health is being monitored, and medication needs are met.
    - The University also has Student counselling services that will be available to those who need it while in isolation and quarantine