Living with COVID-19 in our campus communities:

A guide for Memorial University
## Contents

1.0 Purpose .............................................................................................................................. 3  
2.0 Scope .................................................................................................................................... 3 
3.0 Related documents ............................................................................................................ 3 
4.0 Responsibilities .................................................................................................................. 3 
5.0 Risk-Based approach to managing COVID-19 ................................................................. 4 
6.0 Guidelines .......................................................................................................................... 4 
   6.1 On-campus and field activities ....................................................................................... 5 
   6.2 Reporting COVID-19 .................................................................................................... 11 
   6.3 Sick leave ...................................................................................................................... 19 
   6.4 Right to refuse work ..................................................................................................... 19 
   6.5 Travel outside the province .......................................................................................... 19 
   6.6 Health services .............................................................................................................. 19 
7.0 Mental health supports and resources ............................................................................... 19 
8.0 Communications ............................................................................................................... 20 
9.0 Monitoring group ............................................................................................................. 20 
10.0 Pandemic response contact information ........................................................................ 21 
11.0 Record of revisions ......................................................................................................... 22
1.0 Purpose
The purpose of this guideline is to identify and outline controls in place to protect the health and safety of all Memorial University faculty, staff and students who are conducting activities on campus during the COVID-19 pandemic.

2.0 Scope
This guideline applies to all Memorial University faculty, staff and students on all campuses and provides information to guide various stages of the pandemic.

3.0 Related documents
Memorial has developed a number of related documents and tools that are an integral part of pandemic management, which are updated with the changing situation, including:
1. Guide to Campus Recovery
2. Memorial’s Guiding Principles
3. COVID-19 Density Calculator
4. COVID-19 Impact Scale
5. COVID-19 Health and Safety Moment
6. COVID-19 Daily Self-Assessment Tool
7. Emergency Management Plans
8. Employee Return to Campus Plan

4.0 Responsibilities
President, vice-presidents, associate vice-presidents, deans and directors
• Ensure this guideline is communicated to members of the university community, as required, and ensure that compliance is maintained.

Supervisors, managers, academic heads
• Ensure this guideline is implemented within areas of their control.

Faculty, staff and students
• Ensure this guideline is followed, including the wearing of any personal protective equipment (PPE), where required; and
• Report any concerns to their direct supervisor/academic head.

Workplace Health and Safety Committee (WHSC)
• Ensure any concerns from faculty, staff and students with respect to this guideline are received and acted upon.

Environmental Health and Safety (EHS)
• Provide guidance to all levels of management, faculty, staff, students and contractors in respect to this guideline and ensure that it is updated, as required.

Separate Incorporated Entities (SIE)
• Ensure this guideline is followed, including the wearing of any personal protective equipment (PPE), where required.
5.0 Risk-Based approach to managing COVID-19

Mitigating the risks of transmission of COVID-19 is essential to managing the pandemic. The level at which Memorial will be able to operate with in-person capacity while limiting transmission will depend on several factors, including vaccination rates, condition of provincial, national and international conditions at the time, time of year, integration with the local community, and identification of priority services and institutional functions that must be maintained on-campus.

Risk factors that need to be managed include:

- The population density on campus during the various provincial alert levels.
- The ability to prevent infected people from entering campus.
- Proper air ventilation in campus buildings.
- Ability to implement physical distancing measures (sitting, standing, walking, shared offices, plexiglass, etc.).
- Enhanced cleaning protocols.
- Ensuring high vaccination rates and effective usage of face coverings in the campus community as mandated by the university.
- Ability to minimize who individuals are in contact with; or try to ensure that individuals are in contact with a defined “cohort” to make contact tracing easier and faster. If this cannot be done, implement a system to facilitate tracking contacts (i.e. sign in list, COVID Alert).
- Being aware of students/faculty/staff/visitors who may be at higher risk for infection and transmission of severe illness, while avoiding stigma and discrimination since some will not self-identify.

6.0 Guidelines

The risks from SARS-CoV-2, the virus that causes Coronavirus Disease 2019 (COVID-19), for faculty, staff and students depends on how extensively the virus spreads between people, the severity of the resulting illness, pre-existing medical conditions individuals may have, and the medical or other measures available to control the impact of the virus and the relative success of these measures.

Under Newfoundland and Labrador Occupational Health and Safety legislation, employers must take every reasonable precaution to protect the health and safety of workers. This includes protecting workers from hazards posed by infectious diseases.
COVID-19 is a new hazard in the workplace. Hazard mitigation should always focus on implementing measures to eliminate or reduce the risk, which, in this case, is contact with COVID-19.

6.1 On-campus and field activities

All faculty, staff, students and visitors are not permitted on campus if they are sick or have any COVID-19 symptoms. Access to Memorial buildings will range from open, limited and controlled to protect the health and safety of our university community during the COVID-19 pandemic. Memorial’s guiding principles continue to inform our decisions.

If faculty, staff or students need advice on whether they have COVID-19, they are advised to call 811 or contact their medical health care provider. Information on the prevention, transmission, symptoms, and treatment of COVID-19 can be found at the Government of Canada website Coronavirus disease (COVID-19): Frequently Asked Questions (FAQ).

6.1.1 Vaccines

COVID-19 vaccinations are an important factor for safely resuming in-person activities. Students, faculty, staff and visitors are required to have received the first dose of an approved COVID-19 vaccination by Sept. 7, 2021, and the second dose by Oct. 15, 2021, unless granted an exemption. Recognized vaccines include those approved by the World Health Organization (WHO) and/or Health Canada. This will help students and employees ensure their own personal safety and the safety of others, and will allow greater normalcy in the student experience. More information on Memorial’s vaccine requirement can be found here.

Information on vaccination appointments and eligibility can be found on the Government of Newfoundland and Labrador’s webpage. In addition, Memorial University is offering two clinics where COVID-19 vaccines will be available for students, faculty, staff and retirees. More information on vaccine clinics can be found here.

6.1.2 Access

Requirements for all workplaces under the Occupational Health and Safety Act include:

- ensuring workers know about hazards by providing information, instruction and supervision on how to work safely
- ensuring supervisors/academic heads know what is required to protect workers’ health and safety on the job
- creating workplace health and safety policies and procedures
- ensuring workplace parties follow the law and the workplace health and safety policies and procedures
- ensuring workers wear the right protective equipment and are trained on how to use it
- taking all precautions reasonable in the circumstances to protect workers from COVID-19
Faculty, staff and students should note their interactions while on campus and follow current Public Health guidelines, in addition to the measures implemented by the university. Keep a diary of people you encounter on a daily basis when on campus and download the COVID Alert app. Keep in mind: people, space, time and place. If you are on campus, reduce socializing in public spaces, and remain in your office as much as possible. Keeping your number of close interactions at the office and elsewhere as low as possible continues to be important.

It is recommended that anyone working on campus review the COVID-19 health and safety moment. Before returning to campus, all employees must complete the COVID-19 health and safety training and all students must complete the COVID-19 Awareness: Student Module training. The training takes approximately 30 minutes to complete. Employees should also refer to the employee return to campus plan and associated return to campus checklist.

Faculty, staff and students should follow the posted signage on campus. Signage at building entrances and throughout campuses outline procedures and guidelines while on campus. Please adhere to the directions provided and use applicable signage as needed. View all available Memorial branded COVID-19 signage and ordering instructions here.

6.1.3 Density

During the COVID-19 pandemic, public health guidance has recommended maintaining a physical distance of two meters from other people to prevent spread.

When assessing areas for maximum occupancy, Memorial has adopted a risk mitigation matrix during periods of very low to very high risk of transmission. The risk mitigation occupancy limit is determined by controls such as, but not limited to, public health guidelines of two-meter spacing, dynamic walkability (room use, room design, exits, barriers), air quality (HVAC, windows), social awareness, PPE (i.e. surgery rooms with N95 masks, gowns and face shields) and contact duration threshold limit value (TLV). See the table on the following page for more information.

The university moves between these risk levels based on a number of factors, including the number of new daily COVID-19 cases, the provincial alert level, advice from Public Health, the extent of community spread as determined by contact tracing, etc. A COVID-19 Impact Scale has been developed to guide decision making for locations, activities and personnel as the university moves between the risk levels.

Some spaces with congregating areas, limited access, limited entrance and egress points, and/or specialized equipment require a lower density. Individual situations will be assessed by

<table>
<thead>
<tr>
<th>Level of Risk</th>
<th>Very Low</th>
<th>Low</th>
<th>Moderate</th>
<th>High</th>
<th>Very High</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupancy Density</td>
<td>Occupancy density at pre-COVID-19 limits, per fire code.</td>
<td>30 sq. ft.</td>
<td>52 sq. ft.</td>
<td>Remote work or minimum 114 sq. ft. required per person</td>
<td>Remote work or minimum 144 sq. ft. required per person</td>
</tr>
</tbody>
</table>

and contact duration threshold limit value (TLV). See the table on the following page for more information.
EHS based on time, space, and place on a case by case basis when requested.

Single offices for use by one individual, may very well be smaller than this recommended size. For meetings in individual offices, individuals should maintain a distance of two meters and have the required square footage. If this cannot be accommodated for, then individuals should find a larger meeting space. These numbers provide a safe distance for faculty, staff and students to work. Memorial may also change the requirements based on the number of COVID-19 cases in the province, and the alert level. Group gatherings must adhere to the provincial guidelines and are available here.

Each building at Memorial will be monitored for overall densities to ensure work is conducted safely and the buildings are not over populated.

Memorial’s science building example of occupancy density at 144 square feet per person. Each yellow circle represents one person with a 2-meter physical distance drawn to scale. Instead of relying on simple static social distance measures, this type of graphic allows practical dynamic movement potential to be considered.

6.1.4 Hygiene practices

Handwashing is an effective control against the COVID-19 virus. Washing hands with soap and water for at least 20 seconds or using an alcohol-based sanitizer (at least 60% alcohol) is recommended by public health guidelines.

Practice proper nose and mouth etiquette by covering them whenever you cough or sneeze with a disposable tissue. Dispose of the tissue immediately. If you do not have disposable tissues, cough or sneeze into your elbow or sleeve to avoid sending exhaled droplets through the air.

Additional recommended hand hygiene practices include:
• Prior to entering and after leaving buildings, wash hands or use a hand sanitizer.
• When in the buildings, avoid touching frequently touched surfaces such as door handles and elevator buttons – instead use your elbow or a pen if possible.
• Frequently touched surfaces such as doorknobs and stairwell railings will be sanitized often throughout the day by the custodial staff; however, once you reach your location, wash hands or use hand sanitizer after touching these surfaces. In addition, utilize available cleaning products and/or sanitizing wipes to clean high touch surfaces before and after each usage.
• Avoid touching your face, eyes, nose and mouth until you are able to wash or sanitize your hands.

Cleaning protocols throughout campus have been enhanced during the COVID-19 pandemic. Frequency of the cleaning schedule varies depending on the density of the building locations.

6.1.5 Personal protective equipment (PPE)
Memorial will provide the proper PPE for jobs requiring close contact with people or those who handle frequently touched surfaces. This will be determined by a risk assessment.

Face coverings
A face covering is an engineering control to prevent those with COVID-19 from infecting others. A face covering is a measure to prevent the spread of infection when individuals are in a situation where they are unable to practice physical distancing. These include coverings for the mouth and nose, most often made of cloth, and are non-medical masks. The Chief Medical Officer of Health has indicated that face masks are helpful to protect others from the wearer by acting as a method to cover the wearer’s cough or sneeze.
Non-medical masks must be worn in public spaces and common areas or any time a two-metre physical distance cannot be maintained. This applies in classrooms and laboratories, while at university facilities or while conducting Memorial business off-campus. Masks are not required in student residence rooms, individual offices or cubicles, or while seated to eat or drink.

When required, a two-ply face mask is the minimum standard, while three-ply is recommended. During Alert Levels 1-3, non-medical face masks will not be supplied by Memorial to anyone working on campus. Non-medical masks are not considered personal protective equipment under Occupational Health and Safety legislation; however, individual units may provide non-medical masks dependent on risk of jobs. Note that face shields do not replace a mask and masks with exhalation valves should not be worn. Neck gaiters, scarves and bandanas are not recommended. Further information can be found here.

**Dust or medical masks**

These are sometimes called dust masks, nuisance masks, medical masks, surgical masks, or procedural masks, and are what health care workers are using most often. Dust or medical masks must meet ASTM International technical standards for things such as filtration efficiency, differential pressure, and resistance to blood, and dust. As a result, these masks provide approved protection for both the wearer and others around the wearer. Dust or medical masks are more effective than face coverings.
How to wear a face covering

Accommodations for those who cannot wear a mask
In the case an individual is unable to wear a mask when required, a face shield is an acceptable alternative. It is important not to pass judgement on individuals who are not wearing masks since we may not know all the information. Faculty, staff and students that do require an accommodation should notify their supervisor/academic head.

Members of the university community and general public are encouraged to act with compassion, empathy and understanding when they observe individuals not wearing facial coverings where typically required, however, those granted a face mask accommodation can reasonably expect to receive questions regarding their lack of facial coverings. If approached and asked about the lack of a facial covering, you are encouraged to remain calm and simply state that you have been granted an accommodation by the university.

6.1.6 Travelling on campus
Individuals should practice the following controls when travelling on campus.

Paths and sidewalks
- Physically distance by staying apart (2m) from other pedestrians.
- Always stay on maintained paths and sidewalks – unmaintained paths can be hazardous as overgrowth and debris may be present from lack of use during the stay-at-home period.
• Follow signs marking the direction of the paths if it is provided.

Hallways, corridors, elevators, tunnels and pedways
  • Note the assigned entrances and exits to the building and abide by them.
  • Maintain physical distancing (2m) while in the buildings, tunnels and pedways.
  • Follow the directional markings to avoid crowding and to maintain physical distancing.
  • Follow the directional arrows in the stairwells to avoid encountering other people. If no arrows are present, stay to your right side and maintain distances from other individuals.
  • Do not congregate in hallways.

Vehicles
During the COVID-19 pandemic, the health and safety hazards associated with the routine task of driving while at work have increased. Drivers may come in contact with the COVID-19 virus through people, including service providers, co-workers, other employees and/or commonly touched surfaces within the vehicle or work locations.

Restrict vehicle occupancy to one where possible. If more than one person must travel in a vehicle for non-routine operations, try to maintain 2m distance. Have the passenger sit in the back at a diagonal from the driver. If more than one person must occupy the vehicle, and engineering and/or administrative controls cannot be implemented, wear an appropriate face covering (respirator or surgical mask).

Sample for how to physical distance in vehicles

6.2 Reporting COVID-19
To prevent the spread of COVID-19, anyone accessing campus for any reason or conducting field work, including students, faculty and staff, is required to complete a daily COVID-19 self-assessment. Before arriving each day, individuals must complete the self-assessment, which is available in the MUN Safe application or online. The answers to the questions in the assessment will determine if access is permitted. Individuals experiencing symptoms are not permitted on campus. The results are valid for 24 hours.

This assessment is not meant to be used as a tool to assess your overall health, nor does it replace a visit to your primary health care provider. This tool is meant to assess new or worsening long-standing symptoms and not other symptoms, such as those related to seasonal or environmental allergies.

Information provided to a supervisor/academic head by an employee regarding their health is considered to be personal information under provincial privacy legislation, and this information should not be shared with coworkers or your faculty, staff and students. The information collected through the MUN Safe app is anonymous and does not identify the individual.

6.2.1 COVID Alert App

COVID Alert is available in Newfoundland and Labrador for download, free through the Apple or Google Play app stores.

The provincial government worked in close partnership with the Government of Canada to launch COVID Alert. It has also consulted with the Information and Privacy Commissioner to ensure the highest standards of privacy are in place for those people who choose to use the app.

The use of COVID Alert is completely voluntary. The app does not use GPS or track a user’s particular geographic location. It does not share a person’s name, address or telephone contacts. The app does not collect or store any personal health information.

If a person chooses to download the app and tests positive for COVID-19, they will receive a one-time key from Public Health. When the key is entered into the app, COVID Alert notifies other app users who may have come in close contact with that person in the last 14 days. Those users will be asked to contact Public Health for advice and further guidance.

People who use the app are reminded that they should continue to follow current public health measures. Using COVID Alert does not lessen the importance of measures such as physical distancing, regular handwashing, proper respiratory etiquette or wearing a non-medical mask in public indoor spaces, when required.
Memorial University recommends faculty, staff and students download the app to help prevent and manage the spread of COVID-19.

![Why you should download the app](image)

6.2.2 Contact tracing and notification

Contact tracing is the process used by public health authorities to identify individuals who have come into close contact with a person infected with COVID-19. Public Health notifies identified individuals and provides health direction to them. While Memorial does not lead the contact tracing process, Public Health may request information and assistance in carrying out contact tracing that affects the university community. This may include the provision of contact tracing lists (including class lists), access control information or widespread notification through university channels about potential exposure areas on campus. Public Health will work closely with Memorial throughout the process and ensure appropriate contact tracing and notification with the campus community.

It is the responsibility of all units/departments/faculties to maintain contact tracing lists in their areas. This includes, but is not limited to, the following:

- General offices
- Operation of shared use spaces (study rooms, lunch rooms, meeting rooms, etc.)
- Events
- Research laboratories and other research areas

Class lists from the Office of the Registrar will be used for the purpose of contact tracing in classrooms, if required. Instructors will not be required to keep attendance for individual classes.

The safety and well-being of members of the campus community will be the primary concern in all communications decisions and actions that are made. For privacy reasons, information regarding positive or suspected COVID-19 cases in the university community will only be communicated at the direction of Public Health. Public Health takes the lead on all notifications relating to outbreaks, contract tracing, etc. To maintain personal information privacy rights, Public Health will only disclose limited information about a confirmed case in the campus community when sharing the information is required to support effective contact tracing and response.
6.2.3 Tabletop exercise: confirmed COVID-19 case

OBJECTIVE

The key objective for this scenario is to ensure all employees know what to do in the event of a confirmed COVID-19 case in their immediate area.

Use the scenarios below, along with the Guide to Tabletop Exercises to conduct a tabletop discussion. Use the notes section below to record responses, feedback or observations from your discussion. Review the answer key on the reverse with your team to reinforce safe work practices and learnings.

Scenarios: (Read each scenario and ask for responses. When the question has been answered, move onto the next scenario)

A) An employee is complaining to you of COVID symptoms.
B) An employee has tested positive for COVID-19, and they are voluntarily telling their supervisor.
C) A student has been confirmed with COVID-19 and was in close contact with a few staff in your department and you are notified of this by Public Health.

Guiding Questions: (When answering each scenario consider the following)

1) Roles and responsibilities. Who does what and when?
2) Who has the individual been in contact with?
3) Who do you notify within the university?
4) How do you ensure your department’s critical functions carry on?

Notes:

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________
GUIDANCE

The key objective for this scenario is to ensure all employees know what to do in the event of a confirmed COVID-19 case in their immediate area.

Planning Assumptions:
- Memorial will follow the direction and guidelines of public health.
- Response will be rapid.
- Memorial will not notify any individuals of contact, or potential contact unless directed by Public Health.
- There are controls in place such as social distancing, hand washing and masks (where required) which should limit potential spread.
- Internal and external communication will be led by Marketing and Communications (centralized).

COVID Symptoms
- Has the employee completed the self-assessment?
- If the employee has one symptom they should go home sick until they feel better.
- If they have multiple symptoms (two or more) the employee should go home and contact 8-1-1 for further advice.

You are notified of a COVID-19 positive case
- When was the employee last on campus?
- Who did they come in contact with? How do you know?

Notification Considerations
- Health and Safety
- Human Resources
- Facilities Management
- Office of the Chief Risk Officer
- VP’s office

Information provided to a supervisor by an employee regarding their health is considered to be personal information under provincial privacy legislation, and this information should not be shared with coworkers or your employee’s coworkers.

Response
- Staff with exposure, symptoms or a confirmed case will be required to isolate.
- Area will be thoroughly cleaned and disinfected.
- Once you have received direction from the VP, based upon the direction of public health, employees to work from home until notified differently.
- Employees requiring testing will be notified based on advice from public health.
- Other employees in the area but deemed low exposure risk should monitor for symptoms and call 8-1-1 if further advice is needed.
- Mental health support: Employee Assistance Program (EAP).
- Were all COVID controls implemented? This does not impact the response but it is important to know that physical distancing, the usage of masks (where required) and other controls do minimize the spread when there is a confirmed case.
Contact tracing
  • Wait until the advice of public health is received.
  • What records are available to know who the individual has been in contact with?
    o Last time the individual was on campus
    o Sign in/Visitor lists
    o Card swipe records
    o COVID Alert (the App will notify individuals if it was used before any other methods)
    o Class lists

How do you ensure critical and essential business functions continue?
  • Employees are rapidly able to transition to “working from home” (again)?
    o If they are essential and have been working on campus, what is your backup plan?
    o Work with your Human Resource advisor around any changes and collective agreement, and/or change management impacts.
  • Supervisor/Manager is able to communicate with Staff with support from Communications about:
    o What is happening
    o Alleviating anxiety
    o Employee check ins
6.2.4 Guide to tabletop exercises

**Emergency Response Plans** (ERPs) must address all potential emergency situations at a worksite. A **tabletop** is a scenario-based exercise designed to test the response to an emergency. During these exercises, participants describe their response actions (verbally or through the use of props). The emphasis is on **problem-solving rather than rapid decision making**. Tabletops allow for the evaluation of procedures with minimal resources.

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### Step 1 – Identify Roles and Responsibilities

#### Tabletop Leader
- Leader should have a copy of the ERP, plan or procedure for dealing with the situation.
- Identifies the key objectives (purpose, goals, targets, etc.).
- Makes and approves key decisions related to the tabletop.
- Explains scenario parameters to participants.
- Inserts scenario situations for the evaluation of participant response.
- Prepares tools/props for selected scenarios.
- Conducts the post tabletop debriefs.
- Gathers comments from participants and writes the final report.

#### Participants
- Play their role as they would during an actual emergency.
- Make notes of potential issues for debrief, including scenario design issues and emergency response plan issues.

#### Evaluator(s)/Observer(s)
- May be a subject matter expert.
- Carefully observe the conduct of the scenario from both a functional perspective.
- Provide in-depth written feedback and provide verbal feedback to entire group during the debriefing.

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<table>
<thead>
<tr>
<th>Document Individuals Taking Part in Exercise:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tabletop Leader:</strong></td>
</tr>
<tr>
<td><strong>Participants:</strong></td>
</tr>
<tr>
<td><strong>Evaluator(s)/Observer(s):</strong></td>
</tr>
</tbody>
</table>
Step 2 - Select a Scenario and Outline Tabletop Parameters:

Outline the type of emergency to which the participants must respond. This may include first aid response, evacuation, shelter-in-place, etc.

Identify any assumptions that are incorporated into the scenario:
- Type of emergency
- Objectives – (what is the purpose, goal, target, etc.)
- Emergency details (threats, casualties, damages, etc.)
- Who are the key personnel?
- What developments could complicate the response?
- Identify logistical items such as the timeline for the scenario.

Step 3 - Implement the Tabletop

- Assemble participants in the same room or virtually
- Distribute copies of the scenario and the tabletop parameters
- Read the scenario aloud
- Read each problem, one at a time
- Encourage each team to respond as completely as possible to each question in accordance with their roles
- Have evaluator(s)/observer(s) take notes
- Additional realism can be created by use of props and visual media

Step 4 – Results/Debriefing

- Identify and correct any recommendations that may have appeared during the tabletop.
- Determine factors during this discussion and develop better plans and/or responses.

A debriefing must follow the tabletop:
- Evaluator must provide feedback to the participants on the overall success of the discussion objectives.
- Participants will review timelines for response, what worked well, lessons learned and recommendations.
6.3 Sick leave
Employees who need to take leave due to COVID-19 isolation can use the “sick leave without a note COVID-19” leave code, SKC. This leave code should be used when an employee is on leave due to required self-isolation or off sick if they have been diagnosed with COVID-19. Other sick leave should continue to be keyed as SKW (sick leave without a note) or SKN (sick leave with a note), as appropriate. Employees who are able to work remotely during self-isolation may do so. Individuals should discuss with their supervisor.

6.4 Right to refuse work
Faculty, staff and students have a right to refuse to perform unsafe work as long as it is based on a reasonable belief. If an employee advises their supervisor/academic head that they feel their working conditions are unsafe, the supervisor/academic head shall contact Environmental Health and Safety at health.safety@mun.ca prior to granting any accommodations or making adjustments to the faculty, staff or student’s work situation.

6.5 Travel outside the province
The Government of Canada has advised Canadians to avoid all non-essential international travel until further notice. Travelers should follow the provincial and federal regulations in terms of travelling outside the province. See Public Health Orders for more information.

See Travel Restrictions for information on self-isolation and travelers returning to Newfoundland and Labrador.


6.6 Health services
In the event of a medical emergency, faculty, staff and students should call 911 immediately. Faculty, staff and students that present COVID-19 symptoms shall contact their supervisor/academic head and call 811 for further information.

7.0 Mental health supports and resources
The mental health and wellbeing of all members of the Memorial University community is a high priority. Feeling stress and uncertainty during this time is understandable. Members of the university community are encouraged to seek out and use resources and supports as needed during this time.

Students can reach out to the Student Wellness and Counselling Centre (SWCC), or Grenfell campus Counselling and Psychological Services (CPS). The SWCC and CPS offer remote and on-site services. Employees feeling stress can find resources through the Department of Human Resources.

A number of community mental health resources can also be found on the provincial government’s website. Individuals with urgent mental health concerns should avail themselves of one of the following community-based services:
• 24-hour mental health crisis line: (709) 737-4668 (St. John’s region) or 1-888-737-4668 (province-wide).
• Mobile Crisis Response Team: 1-888-737-4668 (St. John’s region).
• 24-hour Walk-in Psychiatric Assessment Unit at the Waterford Hospital Site on Waterford Bridge Road: (709) 777-3021 or (709) 777-3022.
• A Doorways Clinic - locations throughout the province.
• Additional St. John’s region resources can be found here.
• Additional Corner Brook region resources can be found here.

8.0 Communications

The Division of Marketing and Communications is designated as the university’s public information office to issue internal and external communications about COVID-19 on behalf of Memorial University. COVID-19 communications principles and processes have been developed and are maintained by Marketing and Communications.

The primary channels for mass emergency communications to the university community are by Newsline (employee email distribution) and the MUN Safe application. Other channels of communication, such as social media, mun.ca and the Gazette, will be used for other targeted communications. Relevant pan-university information relating to COVID-19 will be maintained on the university’s COVID-19 hub webpage. Additional information is available on campus-specific webpages for Marine Institute and Grenfell campus.

9.0 Monitoring group

During stages of the response and into the recovery phase, a monitoring group led by the Office of the Chief Risk Officer (OCRO) will actively monitor provincial and local COVID-19 cases to determine risk levels based on:

1) Vaccination rates
2) Number of provincial cases
3) Number of local/municipal cases
4) Public Health guidance, and
5) Risk of community transmission

The monitoring group will advise Vice-Presidents Council and/or the Pandemic Strategy team on the current progress of recovery and may make recommendations if there is a need to scale back campus densities, or reduce work occurring on campus in the event of another wave of COVID-19 transmission.
10.0 Pandemic response contact information

The following is a list of contact information for key contacts and resources that are available to support planning relating to COVID-19.

<table>
<thead>
<tr>
<th>Unit</th>
<th>Area/Considerations</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial and Administrative Services</td>
<td>Procurement of supplies and PPE</td>
<td>Email: <a href="mailto:opencalls@mun.ca">opencalls@mun.ca</a></td>
</tr>
</tbody>
</table>
| Human Resources                           | Collective agreements, Employee Assistance Program, sick leave, accommodations       | Live Chat: www.mun.ca/hr  
                                    |                                                                                     | Email: myhr@mun.ca   |
| Environmental Health and Safety           | Safety plans, workplace guidelines, COVID hazard controls, PPE, contractor management | Phone: (709) 864-3786  
                                    |                                                                                     | Email: health.safety@mun.ca   |
| Facilties Management                     | Signage, cleaning, HVAC                                                             | Phone: (709) 864-7600  
                                    |                                                                                     | Email: facman@mun.ca   |
| Information Technology Services           | Password reset, accessing email, remote access trouble shooting                     | Phone: (709) 864-4595  
                                    |                                                                                     | Email: help@mun.ca   |
| Campus Enforcement and Patrol            | Building access (for approved requests)                                             | Non-Emergency: (709) 864-8561  
                                    |                                                                                     | Emergencies: (709) 864-4100    
| Student Wellness and Counselling Centre  | Appointments with a physician or counsellor                                         | Phone: (709) 864-8500  
                                    |                                                                                     | Email: swcc@mun.ca   |
| Academic Accommodations                   | Scheduling tests/exams, classroom/online learning accommodations                   | Phone: (709) 864-8500  
                                    |                                                                                     | Email: blundon@mun.ca   |
| Faculty Relations                         | Academic collective agreements, faculty related issues/concerns                      | Phone: (709) 864-4732  
                                    |                                                                                     | Email: facrel@mun.ca   |
### 11.0 Record of revisions

<table>
<thead>
<tr>
<th>Version Number</th>
<th>Description of Change</th>
<th>Author</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>• Creation of Document</td>
<td>Office of the Chief Risk Officer (OCRO)</td>
<td>September 2020</td>
</tr>
<tr>
<td>2.0</td>
<td>• Replaced MUN SAFE image</td>
<td>OCRO</td>
<td>September 2020</td>
</tr>
</tbody>
</table>
| 3.0            | • Replaced Science Building density model image  
• Updated text for Science Building density model image  
• Updated graphic for the density/risk matrix  
• Updated figure legend text for the density/risk matrix graphic  
• Added table top exercise  
• Added table top exercise guide                                                                 | OCRO                                    | November 2020               |
| 4.0            | • Updated document to include gradual return to campus information and recovery planning                                                                                                                             | OCRO                                    | November 9, 2020            |
| 5.0            | • Updated document to include pause in Atlantic Bubble measures as announced by Government of NL on November 23, 2020                                                                                                   | OCRO                                    | November 23, 2020           |
| 6.0            | • Embedded link to cleaning protocol document                                                                                                                                                                        | OCRO                                    | December 2, 2020            |
| 7.0            | • Updated document to reflect February 2021 return to campus plan                                                                                                                                                   | OCRO                                    | January 18, 2021            |
| 8.0            | • Updated document to reflect July 2021 return to campus plan, vaccine information, and updated controls                                                                                                            | OCRO                                    | June 30, 2021               |
| 9.0            | • Updated occupancy density table in section 6.1.2                                                                                                                                                                   | OCRO                                    | August 1, 2021              |
| 10.0           | • Updated mask requirement information throughout document.                                                                                                                                                         | OCRO                                    | August 9, 2021              |
| 11.0           | • Updated mask and vaccine requirement information throughout document.                                                                                                                                             | OCRO                                    | September 1, 2021           |