

Campus Reopening: Frequently Asked Questions

Updated: April 19, 2021

Building Access:

- Will I need an ID card to enter the building?
 - Yes, all students entering the Vancouver and Chicago campus will be required to present their student ID card to the security guard in the main lobby entrance.
- How will everyone enter/ exit the building?
 - Vancouver campus, students will enter through the main lobby at 520 Seymour Street. Once classes are over, students will exit the building via elevators and exit through the 510 Seymour Street entrance. Students will not be able to use the elevators to go between each floor.
 - Chicago campus, the entrance will reopen at 17 N. Dearborn and use elevator lobby as usual, but with an elevator capacity of 4 persons. Social Distancing will be required at the recommendation of CDC guidelines.
- Are there rules that need to be followed while on campus?
 - Yes, please see Return to Campus Plan posted on adler.edu. There is a list of guidelines that need to be followed during this time until restrictions are eased in Chicago and Vancouver.
- I ordered food from Uber Eats, can it be delivered?
 - Yes, food orders can be delivered to Adler. Students will have to meet the delivery carriers in the main lobby to retrieve their food.
- I'm on campus and my friend texted me mentioning they tested positive for COVID-19 within the last 14 days. What are my next steps as I am already on campus?
 - In this event, students, faculty & staff are to leave the premises immediately and report this to coronavirusinfo@adler.edu. Staff and Faculty will also have to report this to the People & Culture department as well and will receive further guidance on the next steps to take. See Return to Campus plan for full details.

Classrooms and other campus spaces

- Will employees have access to the shared kitchen spaces on campus? What is cleaning protocol for these areas?
 - Vancouver: The shared kitchen spaces on campus will be accessible for faculty/staff. Cleaning protocols provided by building management will consist of daily cleaning in both morning, and evenings. Facilities management will work with building housekeeping to work out a schedule on how often the shared kitchen will need to be cleaned.
 - Chicago: Employees will have access to shared kitchen spaces. Sanitization products are available for the staff and faculty. Kitchen utensils will be individually packaged. Facilities will increase cleaning services in shared spaces.

- What are the provisions that have been made for the use of the restrooms re: social distancing?
 - Vancouver: Building management has installed social distancing barriers within each washroom at Adler. Currently, occupancy limits within each washroom are two people at one time. Housekeeping cleans each washroom three times throughout the day.
 - Chicago: The Chicago Campus will follow recommended CDC guidelines for restroom safety. Currently, each restroom has alternate sinks and stalls marked as unavailable, extra sanitation products, and handwashing protocol reminders.
- What is process for cleaning classrooms between uses?
 - Vancouver: Currently, Facilities is working with the Registrar on using the block system to schedule classes. Using the block system, Facilities and the Registrar will work together to insert a 30-minute gap between each class time to allow for cleaning within each classroom.
 - Chicago: Facilities will disinfect classrooms between class as recommended by the CDC. Disinfecting supplies will be provided in all classrooms.

Cleaning:

- How quickly can the facilities be deep-cleaned in the event we have a case of COVID-19 on campus?
 - The Vancouver campus is looking at a one-day turnaround time in the event a classroom or floor needs to be deep cleaned. The Facilities manager will contact housekeeping who will arrange for their team to enter the campus to conduct a deep cleaning of the areas in need of cleaning.
 - Chicago will have a 48-hour turnaround time for disinfecting and deep-cleaning contaminated areas.
- What protocols are in place for regular cleaning each campus?
 - Cleaning is detailed in the current [return to campus plans](#).
 - For the Chicago Campus, this is on page 10.
 - For the Vancouver Campus, this is in page 11.

Communication:

- How will the Re-Opening Committee keep the University up to date with changes?
 - This FAQ document will be continuously updated as public health guidance changes and as the Reopening Task Force gathers more answers to the community's questions.
 - Email updates will be sent every 2-4 weeks, highlighting new information in the FAQ and containing the link to that document.
- As guidance changes, will there be additional opportunities for the community to share new or revised questions, say via new community surveys?
 - Over the next few months, we will be providing opportunities for the community to attend common hour sessions to hear updates and ask questions

- You can send questions to the Reopening Task Force at any time by emailing reopencampus@adler.edu

Contact Tracing, Questionnaires, and Health Monitoring:

- Will I have to complete a COVID-19 questionnaire?
 - Yes, everyone entering the Chicago and Vancouver campus will be required to complete the COVID-19 questionnaire. This includes all students, faculty, staff, security personnel, along with vendors/ contractors.
- What protocols are in place for contact tracing? When a case of COVID-19 is disclosed to a member of the University, what is the turn-around time for contacting the student/employee with further action steps to take? What are the steps with reporting potential cases of COVID-19 on campus?
 - This is detailed in the current [return to campus plans](#).
 - For the Chicago Campus, this is on page 7.
 - For the Vancouver Campus, this is in page 8.

Dates and parameters for return to campus:

- What will cause us to scale back from a full return to campus?
 - We are closely following local public health guidance in each country and will continue to do so as we plan for the fall. In Vancouver, our planned return to campus is based on instruction from British Columbia's Provincial Health Officer to prepare to resume on-campus education in the fall. In Chicago, our return is based in part on the Centers for Disease Control and Prevention (CDC) planned changes to its guidance on social distancing as vaccines become more widely available this spring. We will also be monitoring forthcoming guidance from the Illinois Department of Public Health (IDPH) with regard to guidelines for Higher Education.
 - Our return to both campuses comes with the assumption that social distancing guidelines will change in the coming months, allowing us to use our campuses at the same capacity as we did before the pandemic. We will closely monitor public health guidance in both countries and modify our implementation plans accordingly, reserving the ability to continue operating in a virtual environment if necessary.
- Is there a specific date in mind for a return?
 - In the coming weeks, the Reopening Task Force will continue to evaluate the situation on each campus to determine when we will move from Phase A to a greater level of campus access. As the campuses move through the reopening phases, we will be able to determine when students and employees will be able

to return ahead of the start of the fall semester. Employees should be available to return this summer in order to prepare for students.

- Why has the University made a decision now, in March, about the fall?
 - Over the past year, students and employees have moved away from Adler's campuses and new students and employees may not have yet moved to Chicago or Vancouver. These people will need time to relocate, and employees and students who have taken on greater responsibility of the care of family members will need time to make alternate arrangements. The University also needs time to plan all aspects of our return including development of new policies and work by campus facilities and IT teams.
- Is there a deadline for making the decision to go back to online modality if the social distancing or CDC guidelines haven't changed by fall?
 - At this time, the University has decided to return to campus in Chicago and Vancouver for the fall semester. If local public health guidance and conditions change, we will reevaluate that decision and would notify the University community of a change of plans for the fall with as much notice as possible while still responding to the most current health and safety guidance.

Instruction

- It was mentioned briefly that a hybrid instruction model or online class options will not work for the Vancouver Campus. Can you please elaborate on this?
 - The Ministry of Advanced Education has not authorized any of the Vancouver programs to be delivered in an online format and consent has been based on in class instruction. During the pandemic and through the summer 2021 term this restriction was lifted for all post-secondary institutions. Further to this, on Monday March 8, 2021 the Provincial Health Officer (PHO), Dr. Bonnie Henry, [advised the presidents of all public post-secondary institutions](#) to prepare for a full return to on-campus teaching, learning and research in September 2021.
- Will the Chicago CMHC cohort meet on campus this summer?
 - No, all classes will remain remote for the summer semester
- When will Chicago students know if their department is offering classes remotely as well as on campus, and if so, which classes?
 - Before or on May 21, each Chicago campus department / program will hold Town Hall meetings for their students to talk about department/ program specific details on the return to campus this fall and class schedules.

Masks:

- If we are still required to wear masks on campus this fall, how will the University handle those that refuse to comply?
 - Employees: If an employee refuses to wear a mask that has been required by state or local order, by Adler University policy, or is otherwise strongly advised by OSHA, CDC, or BCCDC then security/facilities will explain the policy and requirement to the employee. If the employee continues to refuse the legal or safety requirement, we may request that the employee be sent home without pay. Employees who cite a medical reason for not wearing a mask will have to provide documentation from the physician to People and Culture.
 - Students: If a student refuses to wear a mask that has been required by state or local order, Adler University policy, or is otherwise strongly advised by OSHA, CDC, or BCCDC then security/facilities or the Director of Student Affairs will explain the policy and requirement to the student. The student has the opportunity to provide supporting documentation to DisabilityOffice@adler.edu and request a consultation with the Assistant Director of Disability Services and Student Affairs for an Accommodation Letter. If the student continues to refuse to follow the legal or safety requirement, they can be asked to leave campus.
- What if someone is still not comfortable being unmasked even after the CDC or BCCDC says that mask are no longer needed. Can a student or employee still wear masks if this is how they feel most comfortable?
 - Yes, even if masks are no longer required on campus, students and employees may still choose to wear them.

Mental Health Support:

- What is Adler providing for students who may be struggling with the mental health impacts of the past year?
 - Chicago: The Adler Student Assistance Program is called GuidanceResources, and it provides support, resources, and information for personal and work-life issues. Adler Student Assistance Program or GuidanceResources is university-sponsored, confidential, and provided at no charge to you and your dependents. GuidanceResources can help you and your family deal with everyday challenges, personal issues, planning for life events or simply managing daily life and how it can affect your work, health and family. Effective November 1, 2020, you have 12 sessions with a counselor or therapist per issue available to you through the Adler Student Assistance Program. As a reminder, these sessions are free with no copay or cost. Register at: [ComPsych Corporation - GuidanceResources Online - Login](#). Our Web ID is: Adler. You can also call 844.230.9697. If you call, you will speak to someone that will work with you to find the support you need.

- Vancouver:
 - **EmpowerMe:** All current students, including those who have opted out of the StudentCare extended health plan, can access 24/7 solution-focused counselling through a service called **Empower Me**.
 - **What is EmpowerMe?** It's a Student Assistance Program where you can receive direct support from registered clinical counsellors, consultants and life coaches.
 - **How can I connect with their services?** You will do an intake session by phone at **1-833-628-5589**, 24/7 and will then be referred to the support you need. This number can be used in Canada and the United States. You can meet in person or using telehealth methods of phone and online counselling.
 - **I'm outside of Canada. How can I access these services?** There are toll-free numbers for students in 22 countries outside of Canada and the United States. Please [see page 4 of the FAQ document](#) for more details.
 - **What's their website?**
https://www.studentcare.ca/rte/en/IHaveAPlan_Adler_EmpowerMe_EmpowerMe
 - **Here2Talk – for all post-secondary students in BC, including Adler University**
 - **What is Here2Talk?** In mid-April, the BC. Provincial Government launched a mental health support site for students, which includes confidential telephone and online counselling.
 - **Is there a cost to this?** This service is free for all students registered at a public or private post-secondary institution like Adler.
 - **How do I access these services?** Login Site: www.here2talk.ca and create a profile under your Adler University Email. To speak with a counsellor, call **1.877.857.3397** or **Direct 604.642.5212**
 - **Is there an app?** Yes, you can also download the Here2Talk app through the app store on your smartphone.

PPE:

- What PPE supplies available on each campus?
 - Masks:
 - While masks are required on campus per Adler reopening phases and/or CDC/BCCDC guidelines, each student and employee will be provided with an Adler University mask or may choose to wear one of their own masks.
 - Each campus will also have disposable masks available for students or employees that arrive on campus without a mask.

- Hand sanitizer:
 - Touchless hand sanitizer dispensers are located at campus entrances, reception areas, and public-facing service counters for use when entering campus and throughout the day.
- Wipes:
 - Disinfectant wipes are provided for the cleaning of personal and common/shared spaces after each use.

Social Distancing:

At this time, Adler is planning our return to campus based on planned changes in social distancing guidelines by public health officials in each country that will allow us to use our campus spaces as we did before the pandemic.

The information below describes what our current social distancing procedures look like in reopening phases leading up to fall, and the procedures we would follow, should public health guidance require.

- Are there signs and procedures in place for everyone to follow social distancing guidelines?
 - Yes, at the Vancouver and Chicago Campus, all LCD screens have social distancing guidelines in place, along with a QR code to the COVID-19 questionnaire. There is also a poster in the main lobby of campus with the QR code, along with signage on each floor marking social distancing. Building management also has signage at all common areas (elevators, lobby, etc).
- What protocols are in place for everyone within the Adler Community to practice social distancing?
 - Please see [Return to Campus Plans](#) for more details. This would be our guidelines section (masks worn at all times, no one-on-one meetings in offices, etc).
- What barriers are in place to keep everyone safe on campus?
 - At the Vancouver and Chicago campus, there are various plexiglass barriers around common areas to secure staff/ faculty working in these spaces. There is also PPE available, along with signage and posters on each floor indicating social distancing, occupancy limits, how to wear a mask and the QR code to the COVID-19 questionnaire, etc.
- Am I required to wear a mask the whole time while on campus?
 - Yes. Until restrictions are eased in both Vancouver and Chicago, everyone entering the University will be required to wear a mask while conducting services/classes on campus.

Transportation:

- Will employee parking be reimbursed if we no longer want to take public transportation?
 - No, the University will not be paying for employee parking. Employees can use their transportation FSA to cover parking costs.
- In the event city services such as public transportation shuts down, what is Adler's response for students who will not be able to make it onto campus?
 - In the event essential services- such as public schools and public transportation- are suspended or are mutually compromised, the university will evaluate the impact on our learning community and may move operations and education to an online environment. The campuses will reopen based upon guidance from the provincial and federal authorities, the amount of time necessary to clean the facilities, and the risk of continued exposure.

Vaccines

- **Where can I get vaccinated?**
 - **Chicago campus:**
 - The Illinois Department of Public Health has announced [College Vaccination Days](#) April 17-April 20.
 - [This site](#) allows you to search by county within the entire state, and provides any restrictions for those sites, as well as links to the appropriate site to sign up.
 - [This site](#) but includes some additional places such as grocery store pharmacies and includes the links to the appropriate sites.
 - This link is to the [State of Illinois vaccine website](#).
 - Chicago State is serving as a Pfizer vaccine site for residents who are 18 years and older and residents of the following Chicago zip codes: 60609, 60615, 60616, 60617, 60619, 60620, 60621, 60628, 60629, 60632, 60633, 60636, 60637, 60638, 60643, 60649, 60652, 60653, 60655, 60827. [Sign up and details here](#).
 - Vancouver residents should refer to [this website](#) for the most accurate and current vaccination information.
- Are employees required to get vaccinated? Are students required to get vaccinated?
 - No, neither employees nor students are required to be vaccinated to return to either campus at this time.
- What percentage of employees are vaccinated? What percentage of students are vaccinated?
 - Adler may not legally require students or employees to reveal their vaccination status.
- What is the vaccination expectation for individuals returning to campus?
 - The University encourages all students and employees receive the COVID-19 vaccine as soon as they are eligible, both for their own health and that of their communities. At this time, the University will not monitor who has or hasn't received the vaccine.

- When will the majority of our community, or substantial subgroups, based on their Adler University status, have ready access to a vaccine?
 - This will vary based on location (country and state/province). In the U.S., President Biden has established a target date of May 1 for all adults (those over 16) to be eligible to receive the vaccine. In Canada, the expectation is that all adults will receive at least one dose of the vaccine by the end of July.
- Why hasn't the institution offered vaccines to employees? Did you research this and try to make this happen?
 - For the U.S.: On Friday March 19, 2021 Governor Pritzker announced that employees from higher education institutions will be eligible to receive the vaccine beginning on Monday March 22, 2021. Prior to this Adler University could not offer the vaccine to our employees. As the eligibility guidelines in Illinois have now expanded to include higher education Adler will pursue providing vaccines to our Illinois employees.
 - For Canada: At this time vaccines are only being issued through pharmacies, doctor's offices, travel health clinics and local health units. Should options change we will notify the community.

Ventilation

- What is the schedule of the HVAC system?
 - In Vancouver, current HVAC fresh air supply schedule is for one hour (minimum setting) on weekdays (Monday-Friday, 12-1pm). The schedule of each floor's air supply fan running time variable (1-8 hours) to maintain each floor CO2 level within 900ppm.
 - In Chicago, we have made significant operating changes to have as much fresh air flowing through the building as we possibly can. Every weekday, when we have scheduled to run the HVAC for a particular floor, we run the HVAC system that serves that floor with 100% outside air intake for 2 hours before regular hours and for 2 hours at the end of the operating hours. During the operating hours, we bring in a minimum of 20% fresh air as weather allows but target 35% fresh air of static pressure and our ability to temper the air for creature comfort will allow. Our HVAC filters at the air handler units are MERV13 which is the CDC recommended filtration standard. We are running the restroom and elevator shaft exhaust 24/7 indefinitely.
- Do any windows open on campus? Will the windows be open on campus to help with more air supply to enter the building?
 - No, the windows do not open on either the Chicago or Vancouver campuses

Work Spaces:

- For hubs like admissions—are they going to remain the same or will we be split up elsewhere so there aren't so many people in one location?

- Vancouver: Facilities will be connecting with the Director of Admissions to see what the Admissions team plan is going to be come Fall 2021 start date for scheduling.
- Chicago: Chicago is evaluating the current seating assignments (offices and cubicles) to follow CDC guidelines. All cubicles that share a partition have plexiglass barriers extended to 6ft high.
- Is a shield being installed for the Student Services Hub window?
 - Vancouver: Yes, plexiglass barriers will be installed prior to reopening.
 - Chicago: Yes, plexiglass barriers are installed at the Student Services hub.