# INTRODUCTION

This plan is under review by the State Council of Higher Education for Virginia

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INTRODUCTION

Returning to our Service Center
The unprecedented impact of COVID-19 has changed the communities and environments we inhabit and how we approach day-to-day activities. University of Phoenix is dedicated to providing safe and healthy environment for our employees, students and faculty.

Our Return to the Service Centers Guidebook protocols and procedures are agile, iterative resources that will serve as a blueprint forward and evolve with research, knowledge and experience, as we continue to learn about the virus and its impact while focusing on controlling exposure and minimizing risk.

The content is based on guidance from the Centers for Disease Control and Prevention (CDC), Occupational Safety and Health Administration (OSHA), the Virginia Department of Public Health, and the orders and recommendations of Arlington County, Virginia.

Although local jurisdictions’ timelines and requirements continue to evolve, UOPX is implementing the following return measures at our Service Centers across the country along with Landlords’ re-entry plans.

**Note:** Public safety codes, building codes, applicable laws and security requirements must not be compromised to control contaminants in the workplace.

Reminder: If Media Show Up Unannounced to This Location
We are living in unprecedented times and, therefore, it’s a good moment to revisit our media relations protocol. University of Phoenix requires all media calls, visits and inquiries to be directed to the University’s Public Relations Office. If media should contact your location, or show up unannounced, please direct them to the UOPX Media Hotline at 602-254-0086 or media@phoenix.edu. You may also have them directly contact Melany Stroupe, Senior Manager, Media Relations, at 602-557-8640 or Melany.Stroupp@phoenix.edu. Thank you.
UOPX SERVICE CENTER PREPAREDNESS- North Virginia

LANDLORD MANAGED BUILDING SYSTEMS AND COMMON AREAS: APPENDIX E

UOPX SERVICE CENTER:

Personal Responsibility and Hygiene

- **Hand Washing:** Follow these five steps every time:
  1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
  2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
  3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
  4. Rinse your hands well under clean, running water.
  5. Dry your hands using a clean towel or air dry them.

- **Hand Sanitizer Use:**
  1. Apply the gel product to the palm of one hand (read the label to learn the correct amount).
  2. Rub your hands together.
  3. Rub the gel over all the surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds.

- **Respiratory Etiquette:**
  1. Cover coughs and sneezes with a tissue or sleeve. Do not use your hands.
  2. Do not touch your eyes, nose or mouth with unwashed hands.
  3. Do not shake hands. Instead, wave.
  4. If you interact with clients or coworkers, remember to wash hands with soap and water or use hand sanitizer after every transaction.

Communication

- Appropriate signage will be displayed-APPENDIX A

Personal Protective Equipment

- All UOPX occupants-employees, students, faculty, vendors and visitors- are REQUIRED to wear face coverings while on UOPX premises per order of Arlington County, Virginia and the Commonwealth of Virginia. Masks will be provided by UOPX Security.

  Exceptions:
  1. Babies and children younger than 2 years old
  2. Anyone who has trouble breathing or is unconscious
  3. Anyone who is incapacitated or otherwise unable to remove the cover without assistance

- Each space (Meeting Rooms, SRC, Admin, Nursing Lab, Testing Center, Offices, Mother’s room, Refreshment/Break room/Vending Areas, Corridor and Restrooms) will be equipped with hand sanitizer and disinfectant wipes.

- Gloves will be provided as a precautionary measure to upon request at the reception desk by any UOPX occupants
Physical distancing

- To prevent COVID-19 spread, it is important to practice physical distancing when possible.
  - Stay at least 6 feet (about 2 arms’ length) from other people
  - Do not gather in groups
  - As a general precaution, stay out of crowded places and avoid mass gatherings
  - Modified classroom, computer stations, and admin space occupancy layout-APPENDIX B

Path of travel

- To manage flow of traffic and minimize person to person contact in common areas, all UOPX occupants are encouraged stay to the right when walking in the UOPX corridors when single pathways are not available.
- In spaces where circular pathways are available, clockwise flow is encouraged and directional signage will be provided.

Physical Space Preparedness

- Installation Maps - APPENDIX C1, C2

Reception Area

- Soft Seating/Collaboration areas will be prohibited from use until further notice-Closed off with CAUTION tape
- Sneeze Guards (Plexi-glass) will be provided at Reception Desks
- Reception desk to be clear except for equipment needed to perform your work
- DIY Cleaning while at the desk as needed
- Security Intake: Managed by UOPX Corporate and will follow same guidelines and protocols
  - Privacy screens for information intake-IN PROGRESS
- SRC tracker check in information: Staff will be checking students and guests in.

Student Resource Center

- Assigned seating at numbered computer stations at check-in (computer stations setting follows CDC guidelines for social/physical distancing allowing 6’ radius around computer users)
  - Excess chairs from SRC computer stations to be removed and stored where possible
  - Computer station desks to be clear except for equipment needed to perform computer work
  - Campus operations staff is required to disinfect SRC computer stations after each use
  - At end of computer station use:
    - Raise Cleaning Required flag to notify janitorial the computer station has been used and needs cleaning
    - DIY Cleaning while at the computer station by occupants before and after use at their discretion
  - Soft Seating/Collaboration areas will be prohibited from use until further notice-Closed off with CAUTION tape
Meeting Rooms

- Reduce Capacity to allow for social/physical distancing
  - Max capacity (3)
- Doors to remain open at all times unless security emergency protocols are enacted.
- Occupants cannot congregate in the hallway.
- Markers and communal items will be removed
  - Individual marker/eraser packages will be provided on as needed bases
- Touch panels, wireless keyboards, mice will be cleaned use
  - DIY Cleaning by occupants before and after use
- Numbered desks for students to occupy during a class session-Durable numbering sticker will be provided

Refreshment Center

- Closed-Per Campus Operations Recommendation
- Raise Cleaning Required flag to notify the cleaning crew
- Vending Machines- Leave in place and guidelines on use
- Coffee makers: Leave in place, disconnect and remove coffee stock
- Appliances:
  - Refrigerators to be disconnected
  - Microwaves to be disconnected

Offices and Workstations

- **NO Hotel/Drop-in Desks**
  - Assigned seating at workstations to allow for 6’ social/physical distancing
  - Offices can be occupied by the employee to whom it is assigned ONLY
  - Desks to be clear except for equipment needed to perform your work (please take home any personal items)
  - DIY Cleaning while at your office/workstation
  - At end of shift:
    - Dispose of any food
    - Raise Cleaning Required flag to notify the cleaning crew

Mother’s Rooms

- Notify Campus Operations before and after use
- DIY-Disinfect after each use; Evening cleaning performed by Janitorial
Restrooms- Within University of Phoenix Space

- Disinfectant wipes outside and inside at door for door handle cleaning
- Cleaning protocol by janitorial

Restrooms- LL Controlled

- Daily cleaning will be requested each day 1hr to 2hr before class session
- Cleaning protocol by janitorial

Corridors

- ONE-WAY where possible
- Proper signage to indicate direction for employees, faculty and students
- Drinking fountains: To be shut off

Contaminant Control

To manage contaminants that may enter the workplace/campus, consider the following precautions:

Waste receptacles:
- Provide separate waste bins for PPE

Quarantine/Isolation room:
- Designate a specific enclosed room to isolate any person who experiences symptoms of an illness while at work or in class

Deliveries:
On a day-to-day basis there are general things we can do while handling mail that will help guard us against potential risk of hazardous materials. These include:
- Examine unopened envelopes and packages for suspicious characteristics
- Handle incoming mail in a separate area
- Wear impermeable gloves and face masks while handling the mail
- Avoid touching your skin, eyes or other mucus membranes
- Wash your hands after handling the mail, before eating and when replacing torn or worn gloves
- Use a letter opener to open mail
- Restrict access of the mail room to authorized personnel
- Stick to a regular routine so disruptions to the normal day to day activities are easily spotted

Glove Use:
- Insert your hand into the fingers and pull it down fully, ensuring not rip the glove with your nails.
- To take off the gloves, pinch the cuff of the glove A with your finger and thumb.
- Pull it towards the thumb and finger of hand A so that the glove turns itself inside out while being removed.
- While touching only the inside of the removed glove A, pinch the cuff of glove B.
- Pull it toward the thumb and fingers of hand B, ensuring that the glove turns itself inside out.
- Dispose of gloves in proper waste container, ensuring only to touch the inside of the gloves.
- Wash your hands after removing gloves
Safe Service Center Practices

Communal lunches

- Open Food/Potlucks are prohibited
- Boxed lunch catering is allowed following safe food handling guidelines

Cleaning and Disinfecting

- Frequency:
  - Evening cleaning and disinfecting will be done after each class session by the Janitorial Services

Reception Area: Desk & chairs, reception desk, & chair
Desktops: Monitor, keyboard, mouse, phone, chairs, etc.
Copy Machine and other communal office equipment.
Meeting Rooms: Tables, chairs, touch panels,
Refreshment Centers/Break Rooms: Tables, countertops, cabinet handles, large coffee machines, fridge & microwaves, Vending machines
Mothers Rooms: Chair, tables and mini refrigerator
Light switches, fire extinguisher handles, ADA push buttons, entry key pads, elevator call buttons, and other high touch point areas.
All Office door handles/knobs.
Stairwell door handles/knobs where applicable
Ensure that hand sanitizers are filled (replacing supplies as needed).

- Disinfecting Instructions: APPENDIX D

Cleaning and disinfecting the Service Center if someone is sick

- Close off areas used by the person who is sick.
- Companies do not necessarily need to close operations if they can close off affected areas.
- Open outside doors and windows to increase air circulation in the area-IF APPLICABLE
- Wait 24 hours before you clean or disinfect. If 24 hours is not feasible, wait as long as possible.
- Facilities team will engage appropriate janitorial vendor to work through COVID-19 remediation efforts.
- If more than 7 days since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary.

Continue routing cleaning and disinfection. This includes everyday practices that businesses and communities normally use to maintain a healthy environment.
Resources

CDC: https://www.cdc.gov/

OSHA: https://www.osha.gov/SLTC/covid-19/

EPA: https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19


Virginia Department of Public Health: https://www.vdh.virginia.gov/coronavirus/

Arlington County/City Health Department: https://www.arlingtonva.us/covid-19/
APPENDIX A -Communications: SIGNAGE

Hand Washing/Sanitizing

Masks: Wearing/ PPE Disposal

Social Distancing/ Elevator Use (Only where Applicable)

Room occupancy/Path of Travel
APPENDIX B- Social/Physical Distancing and Occupancy

N Virginia – Washington DC
APPENDIX C1 - Installation Map

North Virginia, Washington DC

Legend
- Plexiglass/Sign holder
- Wipes/Hand Sanitizer
- PPE Disposal
- Touchless sink/soap
North Virginia-Washington DC
APPENDIX D: EPA Infographic on Disinfectant Use

6 Steps for Safe & Effective Disinfectant Use

Step 1: Check that your product is EPA-approved
Find the EPA registration number on the product. Then, check to see if it is on EPA’s list of approved disinfectants at [epa.gov/listn](http://epa.gov/listn)

Step 2: Read the directions
Follow the product’s directions. Check “use sites” and “surface types” to see where you can use the product. Read the “precautionary statements.”

Step 3: Pre-clean the surface
Make sure to wash the surface with soap and water if the directions mention pre-cleaning or if the surface is visibly dirty.

Step 4: Follow the contact time
You can find the contact time in the directions. The surface should remain wet the whole time to ensure the product is effective.

Step 5: Wear gloves and wash your hands
For disposable gloves, discard them after each cleaning. For reusable gloves, dedicate a pair to disinfecting COVID-19. Wash your hands after removing the gloves.

Step 6: Lock it up
Keep lids tightly closed and store out of reach of children.

coronavirus.gov
APPENDIX E: Responses to State Council for Higher Education in Virginia requirements for the Institution’s In-Person Instruction and Reopening Plan

Return to the University of Phoenix Northern Virginia/DC Metro Service Center Information*

1. Establishment of a COVID-19 coordinator/campus team

Each location has a Safety Coordinator responsible for all hazards, Andrew Nemeth is Northern Virginia’s Safety Coordinator. Additional support is obtained by contacting the University’s Security Operations Center 24/7/365 or emailing Covid19@phoenix.edu. Safety Policies can also be found online at https://www.phoenix.edu/about_us/campus-safety.html

2. Contact information and procedures for reaching the local health department.

In event that the University becomes aware of a positive or presumptive positive test the University’s Crisis Management team will follow CDC and County Health Department guidelines in terms of notifications to potentially impacted people and facility cleaning. This location is instructed to either contact the Security Operations Center or email Covid19@phoenix.edu with reported cases.

3. Students’ initial return to campus (such as initial screening, move-in)

Staff is required to favorably answer health screening questions and have a temperature below 100.4 Fahrenheit before they entering the facility. Once inside the facility they are required to email the Security Operations Center the results of their screening.

Once the facility is re-opened, students/guests will be required to favorably answer health screening questions and have a body temperature of less than 100.4 Fahrenheit at a screening location before being allowed into the facility.

4. Education/training of students: consider COVID-19 prevention education as part of student orientation. (hand washing, staying home if ill, etc.)

See University of Phoenix Return to the Service Center Guidebook, pages 3-4

5. Physical Distancing, according to CDC guidance:

See University of Phoenix Return to the Service Center Guidebook, pages 4-7, Appendix B

6. Hygiene practices and cleaning/disinfecting protocols.

See University of Phoenix Return to the Service Center Guidebook, pages 3-7, Appendices B, C and D

7. Housing: it is difficult to maintain physical distancing in on-campus housing, even with modifications. Plans should consider strategies to decrease the risk such as requirements for face coverings in shared spaces, reminders of proper hand hygiene, enhanced cleaning, training for residential advisors/live in staff, restrictions on events/social activities in housing facilities, establishment of occupancy limits, restrictions on building access, etc. IHEs may want to require training and document training of certain staff.
N/A, There is no housing at this location.

8. Consideration of vulnerable individuals (e.g. 65 years or older, underlying health conditions):

This location is not one where instruction occurs and any student presence is voluntary. The University has taken several steps to protect employees and others present at the location with additional cleanings, masks and social distancing requirements. Staff are required to favorably answer health screening questions and have a temperature below 100.4 Fahrenheit before entering the facility. Once inside the facility they are required to email the Security Operations Center the results of their screening.

Once the facility is re-opened, guests will be required to favorably answer health screening questions and have a body temperature of less than 100.4 Fahrenheit at a screening location before being allowed into the facility.

9. International student considerations (e.g. COVID-19 travel health risks, CDC returning travelers guidelines, travel registry, etc.)

Screening questions for employees and visitors to the Service Center will encompass questions about international travel.

10. Partnership and communication/information sharing with the local community, health systems and other stakeholders.

In event that the University becomes aware of a positive or presumptive positive test the University’s Crisis Management team will follow CDC and County Health Department guidelines in terms of notifications to potentially impacted people and facility cleaning. Locations are instructed to either contact the Security Operations Center or email Covid19@phoenix.edu with reported cases.

11. Face covering

a) Plans submitted by each institution should include information on how it intends to teach/reinforce use of face coverings among students, faculty and staff.

See University of Phoenix Return to the Service Center Guidebook, pages 3-4, Appendix A

b) For Faculty cloth face coverings should be worn in times when at least six feet physical distancing cannot be maintained. For example, an instructor standing in a classroom seven feet from students could teach without a face covering. During meetings or gatherings or in narrow hallways or other settings where physical distancing may not be easy to maintain, a face covering would be prudent to wear. Other considerations such as speaking loudly, singing, etc should be considered and may require additional distance.

No faculty is present at this location.

c) Students should be encouraged to wear cloth face coverings in times when at least six feet of physical distance cannot be maintained.

See University of Phoenix Return to the Service Center Guidebook, pages 3-4, Appendix A
d) Institutions should consider adopting relevant business-sector guidance for staff regarding the use of face coverings (e.g. fitness center, dining, student services, etc.). Face coverings should be worn in public facing areas and in office spaces where six feet of physical distance cannot be maintained.

See University of Phoenix Return to the Service Center Guidebook, pages 3-4, Appendix A

12. Student Health Services (SHS):

N/A, No such facility/services at this location

13. Large events, including athletic events, and others such as ceremonies or performances

N/A, No such services at this location

14. Communications strategy

Any changes to our operations plan will be conveyed to our students and stakeholders through multiple communication pathways, including email, e-Campus, text, Facebook groups and our COVID-19 microsite (https://www.phoenix.edu/news/covid19.html). Students can also call their Academic Counselors for information or with questions.

15. Orientation and education/training, including anti-stigma training

All Staff and Faculty have access to an internal website that has numerous links to CDC and state health department recommendations/guidance for all facets of Covid-19. Students and the general public have access to the University’s public facing website. Contained within that website is a microsite devoted to Covid-19 outlining University actions and health recommendations. https://www.phoenix.edu/news/covid19.html

b. Monitoring Health Conditions to Detect Infection

1. Daily health screening questions and/or other health monitoring approaches that can be used to monitor health of the campus population.

N/A, There is no Campus population at this location; it is a service center for alumni to drop in as needed.

2. Campus level syndromic (disease) surveillance using electronic health record data or other disease surveillance methods as feasible.

N/A, There is no Campus population at this location; it is a service center for alumni to drop in as needed.

3. Establishment of a testing strategy. Testing strategies should consider testing for all students, faculty or staff with symptoms and access to testing for close contacts of cases as recommended by public health. Institutions may consult with their local health department, local health systems and other relevant partners.

N/A, There is no Campus population at this location; it is a service center for alumni to drop in as needed.

c. Containment to Prevent Spread of the Disease When Detected

1. Partnership with VDH for contact tracing
In event that the University becomes aware of a positive or presumptive positive test the University’s Crisis Management team will follow CDC and County Health Department guidelines in terms of notifications to potentially impacted people and facility cleaning. Locations are instructed to either contact the Security Operations Center or email Covid19@phoenix.edu with reported cases.

2. Quarantining and isolating (provision of housing, basic needs, medical case management)
N/A, There is no Campus population at this location; it is a service center for alumni to drop in as needed.

3. Campus outbreak management
N/A, There is no Campus population at this location; it is a service center for alumni to drop in as needed.

4. Partnership with local health systems to assure care for symptomatic individuals as needed. (e.g. a local health system representative could serve on the COVID-19 team)
N/A, There is no Campus population at this location; it is a service center for alumni to drop in as needed.

d. Shutdown Considerations If Necessitated by Severe Conditions and/or Public Health Guidance

This location is not a Campus where instruction with students occurs; it is a Service Center that provides non-academic support services for our alumni and online student population. The University has a cross-functional team that meets daily to monitor the rapidly evolving situation with a focus on preparing for a wide range of issues including health and safety, campus closures, event cancellations and travel. We will follow advice and directives from the CDC, and the World Health Organization (WHO) and take the necessary precautions to protect our employee’s and guest’s health.

Communications will be conveyed to our students and stakeholders through multiple communication pathways, including email, e-Campus, text, Facebook groups and our COVID-19 microsite (https://www.phoenix.edu/news/covid19.html) Students can also call their Academic Counselors for information or with questions.

(X) On behalf of the president/chief executive officer of my institution, I certify that we will adhere to the practices outlined in the attached document and that the document complies with the guidance issued by the Governor. Should our practices change, I will notify SCHEV of these changes.

*This plan is under review by the State Council of Higher Education for Virginia