



CONTINUITY OF EDUCATION PLAN

COVID-19 Recovery

Carleton University

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The content contained within this document is a compilation of information from the Emergency and Continuity Management Plan, Business Continuity and Resilience Framework, University Policies, and appropriate COVID-19 health and safety guidelines.

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HEALTH AND SAFETY PROTOCOLS AND MEASURES

Reporting Protocol

All faculty, staff, and students are required to submit a **COVID-19 Symptom Reporting Form** through cuScreen if they have been on campus in the 10 days prior to:

- the onset of symptoms potentially linked to COVID-19 and which are unrelated to pre-existing conditions;
- failing one or more of the COVID-19 screening self-assessment questions;
- going for a COVID-19 test;
- receiving a notification on the COVID Alert app; or
- being advised that they are to self-isolate by public health authorities (including under the Class Section 22 order); or
- receiving a positive COVID-19 test result.

Training Requirement

All faculty, staff, and students are required to complete [COVID-19: Infection Prevention and Control Training](#) in Brightspace prior to coming to campus. Upon completion of the training, individuals must complete a quiz and receive a score of 75% or more in order to have successfully completed it.

Screening Protocol

Screening through [cuScreen](#) is to be conducted by all members of the Carleton community and any visitors, **prior to attending the campus**. This helps limit the spread of COVID-19 within the workspace and University facilities to other members of the community. Individuals on-campus should continue to self-assess and monitor for the onset of any symptoms throughout the day. If any answers to the screening questionnaire change throughout the day, your original screening result is no longer valid and you are required to screen again.

Screening Questionnaire

Carleton University currently utilizes screening questions provided by the Government of Ontario, Office of the Chief Medical Officer of Health. The university regularly updates cuScreen to ensure the questionnaire remains current and aligns with the most recent version of the questionnaire.

The screening questionnaire is available and can be completed online through cuScreen available at <https://carleton.ca/covid19/cuscreen/>.

If in-person screening is mandated to occur, in-person screening attendants will be available at strategic locations and the attendants will verify completion of screening. If an individual does not have access to a device or the reporting portal, they may complete the screening

with the attendant. The individual will be required to provide their name and a contact phone number for contact tracing purposes only.

If the individual responds with “yes” to any of the questions within the screening questionnaire before they attend campus, they are to not attend campus and to immediately self-isolate. If this occurs while on-campus, they are to immediately leave campus and self-isolate. If they are completing the screening in-person with the attendant, they will be asked to depart campus and self-isolate.

Carleton Community Member Responsibilities

Students / Employees / Visitors are:

- Required to follow regular absence reporting processes
- Required to complete the [symptom reporting form](#)
- Not permitted to return to campus or face-to-face classes until:
 - It has been at least five days since a positive COVID test result was received, and symptoms have been improving for 24 hours (or 48 hours if gastrointestinal symptoms) and no fever is present prior to ending self-isolation

General Health and Safety Measures

COVID-19 Specific Processes

If a Carleton community member has screened positive or has tested positive for COVID-19, they should be following the appropriate reporting protocols, in addition to following all directions from public health officials.

Carleton University officials with Environmental Health & Safety and Health & Counselling Services will work with the impacted group(s) within the Carleton community that has had an individual test positive for COVID-19 to help determine if additional measures need to be taken after potential exposure. If close contact is confirmed, other community members may additionally be advised to self-isolate and get tested for COVID-19.

All members of the public and Carleton University community members are required to follow appropriate isolation and quarantine regulations as set out by the federal and provincial governments and as directed by public health authorities and University officials. All those that require accommodations as a result of COVID-19-related matters are recommended to follow up with their manager, supervisor, Department Chair, or Faculty Dean. For those students that reside on-campus, Carleton University has developed plans and protocols to support those individuals while they are required to self-isolate or quarantine.

Phased Return to Campus

To mitigate the number of people on campus, Carleton University has implemented a phased return to campus. In-person classes have been kept small with a maximum capacity of 60 people. The university has [limited the return of units and department](#) to only those that provide core services, research and support for students in line with current government and public health regulations. Subject to unit and department requirements, working remotely continues to be encouraged.

Vaccination Status

In line with the recommendation of the Council of Ontario Medical Officers of Health (COMOH), which represents the Medical Officers and Associate Medical Officers of Health in all 34 public health units across the Province, Carleton University along with all post-secondary institutions in Ontario, will be requiring full vaccination against COVID-19 for all individuals involved in any Carleton University in-person activities both on and off-campus (students, staff, faculty, contractors, and visitors).

All individuals will be required to upload official Vaccine Dose Administration Receipts or equivalent document(s) that provide proof of vaccination through cuScreen. Any individual who cannot be vaccinated on medical grounds or other protected grounds recognized by the Ontario Human Rights Code can request an exemption.

Departments and Facilities

Individual departments and facilities may enact additional protocols that are compliant with public health restrictions and occupational health and safety obligations within their departmental office space or their facility to ensure workplace and community safety. Any additional protocols must be posted to ensure those that are entering the space are aware of the expectations within that space and will be reviewed by the Return to Campus (RTC) committee for compliance.

Facility Signage

Signage has been posted at various locations around campus to support and enforce health and safety guidelines. Signage includes:

- Directional Arrows
- Physical Distancing
- Screening and Check-In Requirements
- Capacity Limits
- Space Guidelines
- Instructional Signage

All buildings have been assessed and have signage posted throughout common areas such as doors, staircases, elevators, and common spaces; classrooms; University-designated study spaces; and departmental spaces. Signage may be modified or additional signage posted as deemed necessary as regulations change and more community members return to campus.

Each department is required to consider and develop its own departmental needs and post approved signage where appropriate.

Physical Distancing

Physical distancing is one of several effective control measures that have been implemented to help limit the spread of COVID-19. Distance can be a significant factor when considering one's exposure level.

Physical distancing of at least two (2) metres is **required** at all workspaces across campus and in common areas. Certain facilities on campus may have specific physical distancing requirements based on the facility and/or activity taking place at that location, in line with current public health restrictions.

Signage is posted in common areas to remind community members of ensuring appropriate physical distancing. In service area(s) that include a waiting area or those without a waiting area where it is anticipated that individuals may gather or line up waiting for services, "wait here" signage has been implemented to support physical distancing efforts.

Those areas where students or staff/faculty are not able to maintain appropriate physical distancing will require additional public health measures to be implemented and utilized. In such spaces, the following measures are **required**:

- Wearing of eye protection PPE to supplement mask or face covering in situations where another individual is not wearing a mask or face covering and persons are not separated by a plexiglass barrier;
- For service areas, a plexiglass barrier.

Within spaces where physical distancing is unable to be maintained, the following measures are **recommended**:

- Wait for the area to be clear before entering;
- Finding an alternate route, room, or workspace (if authorized).



Face Masks

Non-medical masks are currently required on-campus in all enclosed public areas; within common/shared spaces; and within all vehicles owned or operated by Carleton University.

Further details regarding Carleton's Mask Policy can be found at

<https://carleton.ca/secretariat/wp-content/uploads/COVID-19-Mask-Policy.pdf>

Hand Hygiene

Hand Washing

Carleton asks that all community members practice good hand hygiene through proper handwashing. This includes following these steps:

- Wet hands
- Use liquid soap
- Lather and rub for at least 15 seconds
- Rinse hands
- Towel or air-dry hands
- Turn off taps with a towel or your sleeve

Sanitizer

Large, clearly marked sanitizer stations are available throughout various campus facilities at main entryways and high-traffic areas. Carleton University aims to ensure that all stations are filled regularly. If individuals discover an empty station, please report to the FMP Service Desk with the location for refilling.

General Best Practices

Hallway Use

All individuals should be aware of and follow facility signage. Within departmental spaces, set entry/exit procedures have been identified by the department/unit that best supports that space. In common areas and any spaces that are not wide enough to practice appropriate physical distancing, please be courteous, allowing the individual within that space to pass by before proceeding to use the hallway to get to your destination.

Stair Use

Those facilities that are open to the public have had stairwells outfitted with directional signage. Stairs have been identified as either an "up" staircase, a "down" staircase, or a "bi-directional" staircase. Please follow facility signage. Please always ensure to stay a two (2) metre distance from any individuals, where able.

Elevator Use

It is recommended that elevator usage only be for necessary purposes and should be limited in capacity. All efforts should be taken to only have a minimal number of people in an elevator that can do so with appropriate physical distancing. A mask or face covering is required to be worn. Elevator use should be prioritized for those with mobility issues.

Tunnel Use

Tunnel use is currently restricted to authorized individuals. A tunnel pass is required for access to restricted areas of the tunnel system. Individuals can request a tunnel pass through covidinfo@carleton.ca or, if they are a residence student, through Housing & Residence Life Services. While in the tunnels, those that are authorized for tunnel use should ensure to stay a two (2) metre distance from any other individuals, where able.

Commuting To/From Campus

All precautions should be taken when commuting to/from/on campus. Mask use and additional precautions are recommended and, at times, regulated (mandatory) depending on the mode of transportation and the location. It is important to be prepared by familiarizing yourself with appropriate regulations.

COMMUTING TO/FROM CAMPUS BY PUBLIC TRANSIT

In compliance with City of Ottawa public transit regulations, a mask must be worn at all times while on public transit and in areas where transit users congregate. When possible, try to allow yourself additional space or seating between other transit users to limit spread.

COMMUTING TO/FROM CAMPUS BY CARPOOLING

If commuting to/from work with someone that is outside of your personal “bubble”, a non-medical mask or face covering should be worn at all times while in a confined vehicle. Vehicle capacity should be limited if required to carpool.

COMMUTING TO/FROM CAMPUS BY WALKING / BIKING

If commuting to/from work by foot or by cycling, it is important to be aware of surroundings. Make sure to keep a safe distance between yourself and those you approach or need to pass. If you are walking or biking in a setting where it is expected to be many individuals congregating, mask use is recommended.

Workspace Best Practices

Cleaning

Employees should disinfect their own workspace regularly. Visitors should be limited within the departmental space and office workspaces. If a visitor enters the space throughout the day, an additional wipe-down of common surfaces should be completed. Internal departmental protocols have been determined and implemented across Carleton University's departments and units. Custodial staff conduct regular cleaning across various locations, including high-traffic areas and departmental spaces on a scheduled basis.

Good Hand Hygiene

Employees entering a departmental office and workspace should wash or sanitize their hands prior to entry. An individual may do so upon entry if the department is equipped with a sink within their space or use hand sanitizer.

Breaks

Employee breaks should be staggered to allow for appropriate physical distancing and to help limit any potential spread of COVID-19. Break areas should have capacity limits identified. Employees are encouraged to use their own workspace for break and lunch use.

Meetings

Meetings should be done remotely where possible. If a meeting is required to occur on-campus, the number of attendees should be limited to the number of individuals that can safely physically distance themselves within the space booked for the meeting. If the number of individuals exceeds what the room can safely hold, an alternate space should be booked. Attendees need to follow all current public health regulations during their attendance.

Common Area Best Practices

Shared Seating Areas

Shared seating areas should be limited to only the number of people that can safely physically distance themselves at one time. Seating within the space should be configured to ensure that the two (2) metres of physical distancing can be maintained.

Trips in and out of the space should be limited to only when necessary and while in the space individuals should remain seated and not congregate closely with others.

Masks should be worn in the space when not eating or drinking.

Doors should remain open when possible, as this limits the need for those entering/exiting the space to make contact with door handles and other high-touch surfaces.

Shared items within the space should be limited, but those that are present should be wiped down regularly.

Shared Kitchen Areas

When entering a shared kitchen area, appropriate hand hygiene should be followed upon entry and exit.

There should be no shared use of eating/cooking utensils and any dishes that are used should be washed and dried immediately after use. Paper towels are recommended over the use of reusable linens to minimize exposure.

It is recommended that space be allocated for each employee within cupboards and drawers to limit the need for multiple individuals touching various handles and high-touch surfaces.

If the kitchen space is equipped with a fridge, each employee should be encouraged to place their items within one (1) bag and wipe down the door handle after each use. Buffet-style and self-serve meals are not to be brought into any space.

Standard Guidelines for Students

Throughout the various phases of reopening, students will be required to follow similar protocols and guidelines as the rest of the Carleton community.

For students that are enrolled in in-person courses, there are guidelines posted for classrooms, labs, and study spaces, that must be followed to ensure the health and safety of all.

All public health and university regulations must be followed while a student is on-campus. Students will be able to stay informed of current policies, protocols, and guidelines through Carleton's COVID-19 site at carleton.ca/covid19. Public health guidelines currently include, but are not limited to:

- Non-medical mask use
- Physical distancing
- Regular daily screening before attending campus
- Proper hand hygiene

Until tunnels have been opened for regular use, any on-campus students will be expected to abide by the current restrictions and to only use the tunnels if authorized to do so. If a student requires access for accessibility purposes, they may request a Tunnel Pass through Environmental Health & Safety or, if they are a residence student, through Housing & Residence Life Services.

Classroom Guidelines

The Return to the Classroom (RTCR) Working Group identified a series of guidelines that outline the public health requirements, strategies and best practices for ensuring instructional spaces are occupied safely, and for supporting the needs of employees and students returning to the classroom and in-class teaching labs. Carleton University is committed to identify face-to-face teaching practices that conform to public health guidelines while providing the best possible learning experience for students. These guidelines are available at: carleton.ca/covid19/safe-return-to-campus/classroom-guidelines/

CONTINUITY OF EDUCATION

Emergency and Continuity Management

As part of the Emergency and Continuity Management Plan, Carleton University currently has in place Emergency Management Teams that support Carleton's Emergency Management and Continuity of Operations efforts during a critical event, incident, and/or disruption. Further working groups are then tasked with specialized preparedness, response, and recovery tasks. Carleton's Emergency Management Teams consist of the following:

- Steering Committee
- Academic Continuity Committee
- Operations Committee

For the COVID-19 pandemic, Carleton University also has identified these Working Groups:

- Carleton University Scenario Planning (CUSP) Working Group
- Carleton University Flexible Arrangements (CUFA) Working Group
- Return to Campus (RTC) Working Group

As well, two sub-committees under the RTC Working Group were formed:

- Academic Department Preparation Working Group
- Return to the Classroom (RTCR) Working Group

Business Continuity and Resilience Planning

Continuity of Operations at Carleton University is currently guided by our Emergency Management Teams (Steering Committee, Academic Continuity Committee, and Operations Committee) and our Business Continuity and Resilience Framework. This framework guides the organization and the university community in the event of any disruption. As part of the overall framework and University [policy](#), each unit is responsible for having its own Business Continuity and Resilience Plan. Within each plan, each unit identifies critical function(s) and prioritizes them appropriately to help guide their own recovery based on their unit's unique needs. Recovery strategies have further been identified to support operations during significant disruptions. Each unit will activate its Business Continuity & Resilience Plan, as deemed necessary in the event of a disruption.

Research Resumption Planning

The Office of the Vice-President (Research and International) has put in place [guidelines and a structured process](#) that allows for the continuation and/or resumption of research should a disruption to research occur. This planning also incorporates health and safety measures and ensures that appropriate supplies are considered and readily accessible.

Gradual and Safe Return to Campus

The [Carleton University Scenario Planning \(CUSP\) Working Group](#) recommended the following guidelines which have provided the structure for a gradual and safe return of on-campus learning:

- Ensure that there are both face-to-face and online learning opportunities at all levels of every program
- Plan classroom capacities in line with physical distancing requirements for face-to-face learning, and online delivery for all class sections with more than 60 students
- Prioritize courses for face-to-face delivery based on learning outcomes, pedagogy and choice for students
- Provide individual faculty and staff with reasonable accommodations where needed for medical, family status or other human rights grounds

As these recommendations were built upon a key principle of flexibility, this will allow the University to adapt appropriately as the situation surrounding COVID-19 evolves.

There are several guidelines, standards, and processes that have been developed to support both the return to campus and future interruptions.

Teaching Online and HyFlex

Carleton University is committed to delivering high-quality education, both in-person and through remote delivery methods. Several resources have been developed to support online teaching and learning. Resources developed include:

- Getting Started Information and Tips
- Course Development
- Tools for Delivery
- Assessment and Exam Design
- Working with TAs

In addition to these resources, Teaching and Learning Services regularly makes available consultations, online workshops, and training to support the needs of the Carleton community.

Carleton University also makes use of a Hybrid-Flexible (HyFlex) teaching model which allows students to attend either in-person or online via Zoom. Instructors have been offered the option of this teaching model starting in September 2021. Carleton is updating many learning spaces to accommodate the HyFlex teaching model, equipping areas with additional cameras and monitors where needed. This teaching model not only supports teaching and learning needs but allows for a quick transition to remote learning in the event of a disruption.

Online Platform Availability

Carleton University currently makes use of various online platforms that will support and allow for a rapid transition to remote delivery of education, should it be required. These platforms include, but are not limited to:

- Brightspace
- Microsoft Teams
- Zoom
- BigBlueButton

All platforms allow for broad communication and integration of course materials for the Carleton community.

Transition to Remote Delivery

Carleton University will continue to work in partnership with public health authorities when any positive case(s) are identified related to on-campus operations. In response - and as required - a move to partial or fully remote instruction will be made. This transition will be supported by the infrastructure and services of our Teaching and Learning Services and will take into account the needs of the various courses and learners.

Remote delivery will be utilized where appropriate to maintain continuity of education, whether as a result of a localized outbreak or a large-scale transition as deemed necessary by public health authorities.

In the event of a large-scale transition of all academic courses, time will be allocated to prepare and transition the courses over to full remote delivery.

Courses will continue to maintain their space allocation on-campus. In the event that it is deemed safe by public health authorities to return to in-person learning, courses will be transitioned back to face-to-face delivery with appropriate safety measures in place.

Online Supports

As the COVID-19 impacted business operations within organizations across the globe, Carleton University took the opportunity to broaden its service availability and accessibility. In addition to remote delivery of education, service units across the University adapted and are now offering services online. Many services will be moving forward with a hybrid service model which allows supports for students and the Carleton community through both in-person and virtual mediums.

RESOURCES

Carleton Resources

On-Campus Contacts	
Campus Safety Services	Phone: 613-520-4444 (Emergency) 613-520-3612 (Non-Emergency) Hours: 24-Hours/Day, 7 Days/Week
Environmental Health and Safety	Phone: 613-520-2600 ext. 3000 Hours: Mon-Fri 7:30 a.m. to 4:30 p.m.
Facilities Management and Planning (FMP)	Phone: 613-520-2600 ext. 3668
Health and Counselling Services	Phone: 613-520-6674 Hours: Mon-Fri 8:30 a.m. to 4:30 p.m.
ITS Service Desk	Phone: 613-520-3700 Hours: Mon-Fri 8:30 a.m. to 4:30 p.m.

- **Carleton COVID-19 Website**
<https://carleton.ca/covid19>
- **Carleton Community Updates**
<https://carleton.ca/covid19/updates>
- **Carleton University Scenario Planning (CUSP) Working Group**
<https://carleton.ca/covid19/planning-groups/scenario-planning/>
- **Carleton University Flexible Arrangements (CUFA) Working Group**
<https://carleton.ca/covid19/planning-groups/flexible-arrangements/>
- **Carleton COVID-19 Symptom Reporting**
<https://carleton.ca/covid19/covid-19-symptom-reporting/>

➤ **COVID-19 Website for Winter 2022**

<https://carleton.ca/covid19/students/fall-2021-and-winter-2022/>

➤ **COVID-19 Website for Faculty and Staff**

<https://carleton.ca/covid19/faculty-and-staff/>

➤ **COVID-19 Vaccines**

<https://carleton.ca/covid19/health-and-safety/covid-19-vaccines/>

➤ **Building Preparations**

<https://carleton.ca/covid19/safe-return-to-campus/building-preparation/>

➤ **Classroom Guidelines**

<https://carleton.ca/covid19/safe-return-to-campus/classroom-guidelines/>

➤ **Research Resources**

<https://carleton.ca/covid19/research-resources/>

➤ **What's Opened and Closed**

<https://carleton.ca/covid19/updates/building-updates/>

➤ **Policies and Protocols**

<https://carleton.ca/covid19/policies-and-protocols/>

➤ **Frequently Asked Questions**

<https://carleton.ca/covid19/faq/>

Official Government & Public Health Resources

Government of Canada - Coronavirus Disease (COVID-19)

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

This site provides links and resources related to Canada's outbreak update and response, data trends, vaccines, travel and immigration information, and the latest announcements.

Province of Ontario - COVID-19 (Coronavirus) in Ontario

<https://covid-19.ontario.ca/index.html>

This site contains links and useful information regarding:

- Self-Assessments
- Testing Locations
- COVID-19 Results
- COVID-19 Screening
- Provincial COVID-19 Data
- Provincial Resources and Updates

Ottawa Public Health - Novel Coronavirus (COVID-19)

<https://www.ottawapublichealth.ca/en/public-health-topics/novel-coronavirus.aspx>

This site provides information, links, and resources that are relevant to the City of Ottawa population. The information contained on this page consists of:

- Latest News and Data
- Vaccines, Symptoms, and Testing
- Staying Safe, Supports, and Resources
- Schools, Workplaces, and Professionals
- Current Status of COVID-19 in Ottawa
- Special Statement from Officials
- Important Contact Information

Off-Campus Contacts	
Emergency Services	9 - 1 - 1 for life-threatening emergencies
Provincial Vaccine Information Line	1-888-999-6488 TTY: 1-866-797-0007 Hours: 8:00 a.m. to 8:00 p.m., 7 days/week
Ottawa Public Health COVID-19 Line	613-580-6744 Hours: 8:00 a.m. to 4:30 p.m. (Mon to Fri) Hours: 9:00 a.m. to 4:00 p.m. (Weekends)
By-Law and Complaints	3 - 1 - 1
How to Access Help During COVID-19	2 - 1 - 1 Help Finding Financial and Social Support

REVISION HISTORY

Revision History			
Revision #	Revised By	Details	Revision Date
1	Return to Campus Working Group	Compilation of Plans/Strategies into Formal Continuity of Education Plan	August 30, 2021
2	Return to Campus Working Group	Updated to Reflect Public Health Guidance and Legislation Changes	February 1, 2022
3			
4			