

Frequently Asked Questions
King's College Facilities Department
August 13th, 2020, Updated August 17th, 2020

- 1. What are some of the physical changes that have occurred on campus in preparation for returning in Fall 2020?**
 - a. Based on recommendations from the Centers for Disease Control & Prevention and the Pennsylvania Department of Health, the College took steps to help implement social distancing modifications and engineering controls for our classrooms, meeting rooms, dining facilities, office spaces, common area spaces, and other locations across campus.
 - b. Safety signage regarding COVID-19 symptoms, required use of face coverings, hand-washing procedures, and social distance practices have been posted near main building entrances, restrooms, and other high-traffic locations. Classrooms and other meeting rooms are marked with maximum occupancy limits in effect under current COVID-19 safety guidelines.
 - c. Several non-traditional spaces have been converted into temporary classroom areas to provide appropriate spacing needed to accommodate our larger student classes. These temporary classroom areas include the repurposing of the former Chapel sanctuary space, 3rd floor Student Center conference rooms, Library Lower Level rooms, Administration Building Gold Room, McGowan Postupak Room, and the former Highmark Insurance building on Pennsylvania Avenue.
 - d. In several areas, building furniture has been removed or reconfigured to provide six-foot separation. In areas where removal of furniture was not possible, labels identify which areas are and are not approved for safe seating.
 - e. Engineering controls, including plexiglass barriers, have been installed in locations across campus where frequent person-to-person interactions occur and six-foot social distancing may not always be possible.
 - f. Tented outdoor seating areas will be established for use by students and employees near Regina Court and within other green space areas on campus. These will remain in place as long as seasonal weather permits.

- 2. How have classrooms been adapted to reflect of CDC and PA Dept of Health Guidelines?**
 - a. Classrooms throughout campus have been reconfigured and marked to foster appropriate social distancing (approx. 6ft. or greater) wherever possible.
 - b. All safe seating areas are marked with green dots on classroom floors. Additionally, green stickers are affixed to desk surfaces to clearly designate safe social-distanced locations. Faculty and students should ensure proper use of these assigned seating areas for in-person class sessions.
 - c. As storage space allowed, unusable seats in some classrooms were removed and the remaining desks were reconfigured to reflect social distancing guidelines.
 - d. For room locations where storage space to relocate excess desks was not available, approved-for-use and restricted desks are marked with green and red tags respectively.
 - e. Non-traditional spaces repurposed to serve as temporary classrooms have been outfitted with furnishings, audio/visual technologies, and related equipment to enable learning experiences similar to standard classrooms.

- 3. What can students and employees do to help maintain a healthy and safe campus environment?**
 - a. Students and employees should help protect one another by following by (1) using approved face coverings, (2) following social distancing practices, (3) practicing good personal hygiene

- and hand-washing, (3) monitoring personal health and staying home when sick, and (4) following all COVID-19 safety-related practices required by the College.
- b. Practice frequent and regular hand washing with soap and water when possible. When not possible use a 60%+ alcohol-based hand sanitizer.
 - c. All classrooms have been supplied with alcohol-based hand sanitizer dispensers and a supply of disinfectant wipes. These supplies should be used by students, faculty, and staff to maintain proper hand hygiene and wipe down work surfaces before daily use.
 - d. Use the alcohol-based hand sanitizer dispensers installed in classrooms and, where available, disinfectant wipes. Such supplies allow for proper hand hygiene and for wiping down of work surfaces before daily use.
 - e. Refrain from changing previously-arranged furniture layouts so as to sustain social distancing guidelines.
 - f. Follow traffic pattern markings in building entrances/exits, corridors, stairwells, elevators, dining facilities, and related campus spaces.
 - g. Maintain six-foot social distancing space when traveling between campus locations.
 - h. Dispose of face coverings, when finished using them, in campus trash receptacles.
 - i. Understand that extended cleaning times are now required to fulfill routine cleaning tasks and to complete electrostatic disinfectant spray treatments and ultraviolet light disinfection tasks. Observe building schedules by refraining from occupying campus spaces outside those time frames.
 - j. Understand that classrooms, labs, and offices need to be fully vacated by faculty, staff, and students whenever cleaning and disinfecting operations are underway. Vacating these spaces according to appointed times will be essential in allowing Janitorial Services to perform cleaning and disinfecting services.
 - k. Remove items from classroom desk surfaces and seats at the ends of academic days. Doing so provides clear access for the cleaning and disinfectant products to be fully applied to classroom furnishings, so as to achieve maximum coverage and effectiveness.
 - l. In classrooms with single-entry doors, students arriving first should move to the farthest seat available. At the end of class, students should leave the room beginning with the person closest to the exit door. Classrooms with multiple entrances will have designated entry and exit doors. Students should leave classrooms and the buildings promptly at the end of their class sessions so that the next class session can begin on time. Arriving students should wait for students from previous class sessions to exit before entering classrooms. It is recommended that instructors ask students to sit in assigned seats for the duration of the semester.
 - m. To ensure prompt response, report safety concerns to our Facilities Department as soon as possible.

4. How should special requests for maintenance services and additional cleaning services be submitted for the Fall semester?

- a. Submit requests for extra cleaning services or special maintenance through our normal process via the Facilities Tree Work Order system.
- b. For facilities services requiring immediate response, contact the Facilities Department at 208-5805 during normal business hours or the Security Office Switchboard at 208-5900 outside of normal business hours.
- c. Submit other non-urgent janitorial and/or maintenance service requests electronically via our online Facility Tree Work Order system.

5. What kind of interactions can we expect from Facilities staff on campus?

- a. For personal security and privacy reasons, Facilities staff do not routinely enter students' personal living areas unless responding to emergencies or special requests for cleaning or plumbing/electrical/HVAC service. Given social distancing guidelines, Facilities staff will schedule appointments to provide such services at times when occupants will not be physically present. Exceptions will be made for emergencies.
- b. For instances when Facilities staff must enter an apartment when the occupant is still present, both the occupant and the Facilities employee must maintain appropriate social distancing space requirements and utilize PPE face coverings. Immediate handwashing with soap and water for a minimum of 20 seconds or use of alcohol-based hand sanitizer after leaving the student's apartment will be required on the part of all Facilities staff.
- c. For instances when Facilities service requires entry into an employee's office, Facilities team members will try to schedule a mutually convenient time (when the employee can vacate the area) for the service to be completed. Exceptions will be made for emergencies and service completed outside of normal business hours.
- d. Minimally, Facilities staff are required to use face coverings and protective gloves when performing cleaning duties. Additional PPE may be required, as warranted by tasks and hazard levels. Facilities staff are also asked to follow normal preventative measures (frequent handwashing, use of hand sanitizer, & avoiding touching of eyes, nose, & mouth).

6. What steps have been taken to implement enhanced cleaning, sanitization, and disinfection protocols in response to COVID-19?

- a. The College is following cleaning recommendations and guidance provided by Centers for Disease Control & Prevention and the PA Department of Health.
- b. The College has made significant investments in new cleaning technologies and equipment that allows the janitorial services team to perform enhanced cleaning protocols safely, efficiently, and effectively across campus. The College will implement the use electrostatic handheld and backpack spray machines to disperse an EPA-approved hospital-grade disinfectant product to help combat COVID-19. Also, for areas where disinfectant spray technology may not be possible, we will utilize UVC light disinfecting equipment as an additional level of protection.
- c. Facilities will assign a janitorial services employee to be present in each building when classes are in session. These individuals will be responsible for making scheduled rounds throughout assigned buildings to clean and disinfect high-touch areas (counter tops, doorknobs, handles, light switches, elevator control panels, handrails, restroom toilet fixtures/sinks/partitions etc.).
- d. At the ends of class days, when instruction is concluded, assigned janitorial services staff will clean classrooms, labs, study rooms, restrooms, and common area spaces. A comprehensive three-stage process will be employed.
 - i. STAGE 1: First, conduct standard cleaning protocols, including cleaning high-contact classroom work surfaces, vacuuming floors, removing trash, spot-cleaning walls & carpets, and cleaning restroom facilities. Use of EPA-registered cleaners and disinfectants will be utilized according to manufacturer's recommendations for concentrations, contact dwell time, drying, etc.
 - ii. STAGE 2: Second, complete an electrostatic spray treatment using an EPA-approved hospital grade disinfectant of cleaned areas. All horizontal and vertical room surfaces can be reached with this treatment. Facilities staff will be properly trained in the safe and effective use of electrostatic backpack sprayer and handheld sprayer

units along with using required PPE prior to operating the specialized disinfecting equipment and chemical disinfectant products.

- iii. STAGE 3: Third, use UVC light disinfecting equipment to further sanitize door handles and push bars, light switches, restroom fixtures, towel dispensers, and other community-shared equipment, including break room appliances and computer stations. During UVC disinfecting, Facilities staff are expected to use appropriate PPE such as special UV-rated safety goggles and hand/arm protection to shield hands and exposed skin.
- e. Restroom supplies will be checked daily and re-supplied as needed.
- f. Trash receptacles will be emptied daily from offices, classrooms, labs, and common areas during the second shift operation after classes and labs have ended (or sooner, as need dictates).

7. What type of service work is taking place on building HVAC systems in response to COVID-19?

- a. Facilities technicians and maintenance mechanics serviced mechanical systems throughout the summer months to ensure proper operation and function.
- b. HVAC filters have been replaced and related services have been completed according to preventative maintenance protocols.
- c. Additional changes that will be implemented in response to COVID-19 include some of the following.
 - i. Where possible, adjustments to building HVAC systems will be made to allow a higher level of outside air to be mechanically introduced into the system.
 - ii. Our building automation system technician will be reprogramming and adjusting building operating schedules in order to allow HVAC systems to continue operating outside normal business hours. This will allow for additional air flow and exchanges to occur during normally unoccupied times to help flush buildings.
 - iii. Our HVAC technicians and PM mechanics will increase inspection cycles of filter systems to evaluate particulate accumulation on filter media. This extra monitoring will help us evaluate and decide when to increase the frequency of mechanical system filter changes throughout the Fall Semester.
 - iv. Building HVAC return air vents and supply diffusers will be wiped down, vacuumed, and cleaned on a more frequent cycle throughout the Fall semester.
 - v. HVAC filters, vents, and diffusers will undergo electrostatic disinfectant spray treatments utilizing an EPA-registered disinfectant approved for use within HVAC systems in order to help control and reduce potential contaminants.

Although these measures may help, mitigating the transmission of the virus will collectively depend on personal behaviors such as using facial coverings, maintaining proper hand hygiene, observing room occupancy levels, and practicing social distancing as the foundations to reducing potential transmission and spread of the virus.

8. How will the use of building elevators be impacted by COVID-19?

- a. Due to physical distancing requirements, most campus building elevators will be restricted to 2 occupants per elevator car at one time. All campus elevators floors have been physically marked to indicate where individuals should position themselves when riding within the cars.
- b. Janitorial services staff will perform routine spot cleaning throughout the day to wipe down elevator control panels, with more thorough top-to-bottom car cleanings and disinfectant spray treatments performed at the ends of business days.

9. What steps has the College taken to insure appropriate Personal Protective Equipment (PPE) supplies will be available on campus?

- a. Since Pennsylvania's state-ordered campus shut down in March, the College has pursued procurement of adequate PPE supplies (including but not limited to cloth face masks, disposable gloves, plastic face shields, protective gowns, hand sanitizer, disinfectant wipes, digital infrared thermometers, and similar essential supplies).
- b. Towards centralizing purchasing of PPE campus supplies, to standardize products and manage inventory levels, the Facilities Department oversees acquisition, inventory, storage, and disbursement of PPE supplies necessary to continue campus operations.

10. How will the new PPE be distributed to employees on campus?

- a. "Return to Campus" PPE safety kits will be distributed to departments across campus. These kits will include a supply of reusable cloth face masks for each department employee, disposable face masks, vinyl gloves, disinfectant wipes, and hand sanitizer. Human Resources and Facilities teams will prepare these kits for distribution and delivery to each College department prior to start of the Fall Semester.

11. How can new or additional COVID-19 PPE supplies be requested?

- a. To request resupply of above-noted PPE items, you can send a request through the Facilities Tree Work Order System, email Facilities@kings.edu, or call (570-208-5805).
- b. Requests for new/other COVID-19-related PPE products and supplies should be forwarded to our Facilities Management Department for sourcing and potential acquisition.

12. Where can we find hand sanitizer stations across campus?

- a. When hand washing (preferred hand hygiene method) is not possible, use of an appropriate hand sanitizer (at least 60% alcohol-based) is acceptable and recommended. Wall-mounted hand sanitizer stations have been installed in all building classrooms across campus, as well as in common areas, main building lobbies, and Security Desk locations (hand sanitizer provisions are also included in PPE Safety Kits).

13. How will physical access to campus buildings be impacted with changes due to COVID-19?

- a. To better control traffic within buildings and maintain physical distancing wherever possible, some building entrances/exits, stairwells, and corridors have been identified as one-way directional travel areas.
- b. In locations where one-way directional travel is not possible due to physical building constraints, signs have been posted to remind individuals to maintain appropriate social distancing (6 ft.) where possible and to utilize the right-hand side of corridors and stairwells when traveling.
- c. Some building opening and closing times will be modified to control access and provide time for Janitorial Services to perform cleaning services at the ends of days. Students and employees will be asked to observe the building hours of operation.

14. Where will information on COVID-19 safety protocols be posted across campus?

- a. PA Dept of Health and CDC approved safety signage has been posted across campus to inform individuals of recommended safety practices (handwashing, use of face coverings, social distancing requirements, monitoring of personal health conditions, personal risk

factors, etc.). This information has been posted near main entrances of all, as well as restrooms, elevators, and other high-traffic locations.

- b. Directional signage will be installed near main entrance doors, stairwells, and corridors to help direct traffic flows throughout the various buildings.
- c. Various locations across campus have also been marked with distancing reminders to encourage maintenance of six-foot spacing protocols, use of face coverings, and proper personal hygiene.

15. Will there be temperature monitoring stations on campus for use by students and employees?

- a. As part of the overall COVID-19 campus safety program, all employees and students will be required to complete a daily self-check for temperature levels and health screening questions before reporting to campus.
- b. When students or employees forget to perform the daily self-check, they can visit any of the temperature-checking stations across campus to complete the self-check. The Security desk attendant locations in Holy Cross Hall, Esseff Hall, and the Alley Center will have equipment to conduct temperature-checks for students. Also, temperature check stations will be made available within the main lobby of the Scandlon Gymnasium and the Security Switchboard area on first floor of the Library.
- c. The College has purchased additional digital thermometers available for assignment to campus departments that have a need for this equipment.

16. Will the campus shuttle services be operational for student use during for the Fall 2020 semester?

If so, how will it operate?

- a. The College intends to operate the daily campus shuttle service for students during the Fall semester. Given social distancing requirements, the seating capacity of our shuttle service will be limited, and shuttle occupancy will employ a first-come, first-served approach. Individuals using campus shuttles must wear face coverings when in the vehicle.

17. What is the plan for cleaning and sanitizing campus shuttles?

- a. Hand sanitizer and disinfectant wipes will be available for individual use when entering the shuttle. Students will be encouraged to use these items upon entering and leaving the vehicle.
- b. At the ends of days, shuttles will undergo a thorough cleaning and top-to-bottom electrostatic spray treatment using an EPA-approved hospital-grade disinfectant product.

18. What changes have been made to the physical environment of the Student Health Center in preparation for COVID-19?

- a. The Facilities Department continues to support the Student Health Center in making changes to operations, including working with Student Health Center staff to plan for providing facility access for students with signs of being COVID-19 positive, to allow for safe evaluation and treatment. The side entrance will be reconfigured, as will the waiting area so it can serve as a staging location prior to evaluation of the student.
- b. From collaborations with professional engineer and mechanical system contractor, physical exam rooms will feature a negative air ventilation system equipped with UV disinfecting technology.
- c. Additional cleaning and sanitization controls will also be implemented on the part of both Student Health Services and Janitorial Services.