

**SCENARIO PACKAGE****FAQ and Resource Document for Faculty/Instructors Engaged in In-Person Teaching**

Please note that a confidential email ([covidreporting@humber.ca](mailto:covidreporting@humber.ca)) and confidential phone line (416.675.5007) have been set up for COVID-19-related inquiries and concerns. They are monitored by regulated health professionals from the Student Wellness and Accessibility Centre (SWAC) and members of the Occupational Health and Safety team. They will be monitored Monday to Friday from 7 a.m. until 10 p.m., and Saturday and Sunday from 10 a.m. to 2 p.m. Responses can be expected within four hours, except at the end of the timeframe when a response will be given the next day.

*\*Please note: Do not include a student's name or personal details in email subject lines.*

**1. What do/can I say to my student who is not wearing a mask?**

- **Answer:** Remember that students may have a medical exemption from wearing a mask. Be respectful when communicating with someone who is not wearing a mask. If they indicate that they are exempt, do not ask them why. If they are not exempt, remind them of our shared responsibility for health and safety, and that masks are mandatory within Humber buildings. Remind them of their agreement that they signed under the Return to Campus agreement.
- **Who do I contact:** If sending an email to the student, copy your Associate Dean. If in person, contact Public Safety at 416.675.8500 for assistance, if needed.
- **Next Steps:** Students requesting an exemption should contact [healthcentre@humber.ca](mailto:healthcentre@humber.ca) to make an appointment for review. Faculties will be provided with a list of students who are exempt by the SWAC.
- **Script/Email: IF NOT EXEMPT:** As you know, health and safety is a shared responsibility. You should have received and signed a Return to Campus agreement that affirmed your commitment to follow the protocols we have in place. They are in place to keep us all safe. If you do not follow these rules, I am going to have to ask you to leave the class. If you need a mask today, we can provide you with a disposable one.

**2. I don't feel comfortable teaching my class because a student is exempt from wearing a mask. What can I do?**

- **Answer:** Masks are one of the health and safety measures that can help to reduce the risk of COVID-19. Other measures including continuing to ensure that everyone in class is physically distancing 2-metres (6 ft), and frequently washing or sanitizing hands are also important. Please speak to your Associate Dean about your concerns.
- **Who do I contact:** Associate Dean

- **Next Steps:** Once you have contacted your Associate Dean, they will work with you to identify next steps.
  - **Script/Email:** N/A
3. **When can a student who appears ill be asked to leave class?**
- **Answer:** If there is significant concern for the well-being of the student (e.g. showing symptoms) or others in the classroom, you can ask the student to go home and to email [covidreporting@humber.ca](mailto:covidreporting@humber.ca) to review their health situation.
  - **Who do I contact:** Faculty to email the student providing contact information for and copying [covidreporting@humber.ca](mailto:covidreporting@humber.ca).
  - **Next Steps:** A staff member responding to [covidreporting@humber.ca](mailto:covidreporting@humber.ca) will advise if further communication or action is required.
  - **Script/Email:** It appears you are showing signs of being ill. If anyone is ill, we are asking them to stay home. So, I would like to ask you to return home now. Please confidentially email [covidreporting@humber.ca](mailto:covidreporting@humber.ca) and a regulated health professional from the SWAC a member of the Occupational Health and Safety team will respond and help notify Toronto Public Health, if needed. I hope you feel better.
4. **When should I contact Public Safety if someone is not adhering to Health and Safety measures?**
- **Answer:** If you have explained the importance of following the health and safety protocols (masks, physical distancing, hand washing/hand sanitization, frequent cleaning of surfaces etc.) and the student still will not comply, you may ask them to leave the class. If a student is disruptive or not following the rules, you can ask them to leave. If you require assistance, contact Public Safety at [publicsafety@humber.ca](mailto:publicsafety@humber.ca), 416.675.8500. Please keep in mind that some students may have a medical exemption from wearing a mask. Always be respectful when speaking to someone without a mask.
  - **Who do I contact:** Public Safety, if necessary.
  - **Next Steps:** The situation may be further investigated through the Code of Conduct by the Office of Student Conduct.
  - **Script/Email:** N/A
5. **Can faculty choose to cancel class because they have received information from a student that someone in the class is ill?**
- **Answer:** Please email your Associate Dean and [covidreporting@humber.ca](mailto:covidreporting@humber.ca) when these kinds of concerns arise. Protocols have been put in place so that students provide advance notice of Covid-19 related health issues which will provide time for consultation to occur. Any decision to cancel a class, lab or other academic event must be made by the applicable Associate Dean in consultation with the **COVID Reporting Group**. In the event that there is a risk of imminent danger, the Associate Dean may make the decision to cancel a class, lab or other event unilaterally.

In urgent scenarios, please contact Public Safety at 416.675.8500.

Each situation will be different. Public Health will advise the College how to proceed. For example, class cancellation is likely not required if a student visited a grocery store which is now closed for cleaning following a case of COVID-19; or if a student is starting to experience symptoms today and they have not been on campus for five days.

- **Who do I contact:** Associate Dean, [covidreporting@humber.ca](mailto:covidreporting@humber.ca)
- **Next Steps:**
  - Wait for recommendations on class cancellation
  - Associate Dean contacts/notifies their Senior Dean of the decision.
  - Associate Dean or Senior Dean notifies Gina Antonacci, Associate Vice-President, Academic of the decision to cancel the class.
- **Script/Email:**
  - Subject: Class Cancellation
  - Email Body: Hi everyone, Unfortunately, we will have to cancel class for **today/tomorrow morning**. I will let you know if any other classes will need to be cancelled. I apologize for the short notice.

**6. What do I do if a student calls to inform me that they have tested positive for COVID-19 and they were previously on campus?**

- **Answer:** Immediately and confidentially email [covidreporting@humber.ca](mailto:covidreporting@humber.ca) and provide the student's contact information. A regulated health professional from the SWAC a member of the Occupational Health and Safety team will respond and consult with Toronto Public Health, who will guide the department on the next steps (cleaning, communication or isolation, as well as potential class cancellation). You should be taking attendance for each class and should be prepared to share those lists from the potentially affected classes for the purpose of contact tracing.
- **Who do I contact:** [covidreporting@humber.ca](mailto:covidreporting@humber.ca) and your Associate Dean
- **Next Steps:** Wait for further instructions from [covidreporting@humber.ca](mailto:covidreporting@humber.ca).
- **Script/Email:**
  - Subject Line: URGENT: Report of COVID-19
  - Body of Email (copy student in question on the email, as well as your Associate Dean): Hi there. I have a student in my class who has a COVID-19-related concern. The student is **NAME** and their contact information is **PHONE** and **EMAIL**. Can you please follow-up with them?

**7. How should I respond to coughs/sneezes and other day-to-day occurrences in class?**

- **Answer:** No response should be needed for the odd cough or sneeze. All students should be wearing a mask (unless they are medically exempt) and physically distancing. If there is persistent coughing or sneezing, the student should leave the campus and email [covidreporting@humber.ca](mailto:covidreporting@humber.ca).

- **Who do I contact:** If persistent, the student should email [covidreporting@humber.ca](mailto:covidreporting@humber.ca).
  - **Next Steps:** Once the student has been advised to leave campus to get tested and an email has been sent to [covidreporting@humber.ca](mailto:covidreporting@humber.ca), no further action is required at this time.
  - **Script/Email:** As you know, we are asking anyone who is sick to stay home. I have noticed that you have persistent coughs and sneezes today. At this time, I would ask that you confidentially email [covidreporting@humber.ca](mailto:covidreporting@humber.ca) to review your symptoms. I hope you feel better.
- 8. What do I do if a student calls to inform me they've been in contact with someone who 'may' be positive for COVID-19?**
- **Answer:** Email [covidreporting@humber.ca](mailto:covidreporting@humber.ca) to provide the student's contact information so that the situation can be reviewed. The student should refrain from coming onto campus until the review is completed and they are advised that they can return by a regulated health professional from the or a member of the Occupational Health and Safety team.
  - **Who do I contact:** [covidreporting@humber.ca](mailto:covidreporting@humber.ca)
  - **Next Steps:** Once referred to [covidreporting@humber.ca](mailto:covidreporting@humber.ca), no further action is required from the faculty member at this time. You will be advised if any additional steps are required.
  - **Script/Email:**
    - Subject Line: Report of COVID-19
    - Email Body (copy student in question on the email): Hi there. I have a student in my class who has a COVID-19-related concern. The student is **NAME** and their contact information is **PHONE** and **EMAIL**. Can you please follow-up with them?
- 9. What do I do if a student calls to inform me that they've developed symptoms today and they were on campus yesterday?**
- **Answer:** Immediately and confidentially email [covidreporting@humber.ca](mailto:covidreporting@humber.ca) to provide the student contact information. A regulated health professional from SWAC or a member of the Occupational Health and Safety team will advise the student to go to the nearest testing centre and will consult with Toronto Public Health to determine the next steps if needed (cleaning, communication or isolation, as well as any required cancellations). Also notify your Associate Dean.
  - **Who do I contact:** [covidreporting@humber.ca](mailto:covidreporting@humber.ca) and Associate Dean
  - **Next Steps:** N/A
  - **Script/Email:**
    - Subject Line (for both Communications): URGENT: Report of COVID-19
    - Body of Email (copy student in question on the email): Hi there. I have a student in my class who has a COVID-19-related concern. The

student is **NAME** and their contact information is **PHONE** and **EMAIL**.  
Can you please follow-up with them?

- Body of Email: Hi **ASSOCIATE DEAN**. I have a student in my class who has developed COVID-19 symptoms today and they were on campus yesterday. I have emailed [covidreporting@humber.ca](mailto:covidreporting@humber.ca) and provided the contact information for the student so staff can follow-up. I understand we will be advised if any next steps are required.

**10. If a student has a confirmed case/has tested positive for COVID-19, what do they need to do? What do I need to do?**

- **Answer:** A student who has tested positive for COVID-19 should immediately self-isolate and email [covidreporting@humber.ca](mailto:covidreporting@humber.ca).
- **Who do I contact:** Faculty should inform their Associate Dean and [covidreporting@humber.ca](mailto:covidreporting@humber.ca), providing the student's contact information.
- **Next Steps:** Wait for further instruction from your Associate Dean and a staff member responding to [covidreporting@humber.ca](mailto:covidreporting@humber.ca).
- **Script/Email:**
  - Subject Line (for both communications): URGENT: Report of COVID-19
  - Body of Email (copy student in question on the email): Hi there. I have a student in my class who has a COVID-19-related concern. The student is **NAME** and their contact information is **PHONE** and **EMAIL**. Can you please follow-up with them?
  - Body of email: Hi **ASSOCIATE DEAN**. I have a student in my class who has tested positive for COVID-19. I have emailed [covidreporting@humber.ca](mailto:covidreporting@humber.ca) and provided the contact information for the student so staff can follow-up. I understand they will advise us of any next steps that may be required.

**11. If one of my students has a confirmed case of COVID-19, do I have to cancel classes? For how long?**

- **Answer:** The situation should be reviewed by SWAC or Occupational Health and Safety staff answering the [covidreporting@humber.ca](mailto:covidreporting@humber.ca) email and the Associate Dean. You will be provided direction as to whether the class will be cancelled and/or the type of communication that will take place. A public health case manager will be in touch with the student and provide directions and contact tracing and will liaise with a representative of the College to discuss communications, cleanings, etc. In the event that the class is cancelled, Public Health will provide guidance on the duration. If a decision must be made and you do not have time to wait for direction, you may decide to cancel a class.
- **Who do I contact:** Inform your Associate Dean and email [covidreporting@humber.ca](mailto:covidreporting@humber.ca) immediately
- **Next Steps:** Wait for further instruction from your Associate Dean and email [covidreporting@humber.ca](mailto:covidreporting@humber.ca)

- **Script/Email:** IF YOU HAVE TO CANCEL A CLASS:
  - Subject line: Class cancellation
  - Email Body: Please be advised that **CLASS NAME** will be cancelled for **DURATION**. Someone who has been in the classroom was recently diagnosed with COVID-19. The classroom will be disinfected and anyone who may have been in close contact with the individual will be contacted by Toronto Public Health. A Public Health Case Manager will be assigned to individuals who test positive for COVID-19. After the deep cleaning, class will resume on **DATE**. Thank you for your understanding.

**12. If one of my students has a confirmed case of COVID-19, what cleaning and disinfection measures will take place?**

- **Answer:** Once the case is reviewed by a member of the Covid Reporting team, any areas that were impacted would be thoroughly cleaned by using protocols that are effective in killing the COVID-19 virus.
- **Who do I contact:** N/A
- **Next Steps:** The Facilities team will follow the direction of Public Health, on a case-by-case basis.
- **Script/Email:** N/A

**13. What do I do if a student says they are not feeling well?**

- **Answer:** Anyone who is feeling ill should not come to/be on campus. If the student is already on campus, ensure they are wearing a mask and, if not, ask the student to wear one. Keep in mind that some students may have medical exemptions from wearing a mask. If they are not yet on campus, ask the student to complete the COVID self-screening assessment on the Humber Guardian App. The student should follow the direction of the screening.
- **Who do I contact:** The student should contact Telehealth to review symptoms with a Registered Nurse at 1-866-797-0000, 24 hours a day/7 days per week.
- **Next Steps:** N/A
- **Script/Email:** I understand you are not feeling well. I am sorry to hear that. The College is asking anyone who is ill to remain at home, so I would ask that you go home now/stay home. I would encourage you to contact Telehealth to review symptoms with a Registered Nurse at 1-866-797-0000 – 24 hours /7 days per week. If you have COVID-19 symptoms, please confidentially email [covidreporting@humber.ca](mailto:covidreporting@humber.ca) and a regulated health professional from the or a member of the Occupational Health and Safety team will respond. I hope you feel better soon.

**14. What do I say if a student says they are worried about COVID-19?**

- **Answer:** Remind them that health and safety are Humber's top priorities and that health and safety protocols have been put in place to help keep the

community safe. Direct them to the information on Humber's website. If they have specific concerns regarding symptoms or exposure, they can use the self-screening app, <https://covid-19.ontario.ca/self-assessment/>.

- **Who do I contact:** You could refer them to the Program Coordinator, if questions persist.
- **Next Steps:** No action is required by the faculty at this time.
- **Script/Email:** N/A

**15. If a student thinks they may have COVID-19, has been tested and is waiting for results, what should they do? What should I do?**

- **Answer:** The student should remain at home when they are experiencing any symptoms of COVID-19. They should email [covidreporting@humber.ca](mailto:covidreporting@humber.ca) to review their situation. They should use the self-screening assessment <https://covid-19.ontario.ca/self-assessment/>.
- **Who do I contact:** Student email [covidreporting@humber.ca](mailto:covidreporting@humber.ca); faculty do not need to contact anyone at this point.
- **Next Steps:** Wait for further instruction from a staff member responding to emails to [covidreporting@humber.ca](mailto:covidreporting@humber.ca).
- **Script/Email:** N/A

**16. What do I do if a student reports a classmate for not disclosing that they have COVID-19?**

- **Answer:** Ask the student who reported this situation to encourage the student in question to self-disclose. If they do self-disclose, ask them to immediately email [covidreporting@humber.ca](mailto:covidreporting@humber.ca) and go home, if they are on campus.
- **Who do I contact:** Please report the situation [covidreporting@humber.ca](mailto:covidreporting@humber.ca) and copy your Associate Dean
- **Next Steps:** Wait for further instruction from a staff member responding to [covidreporting@humber.ca](mailto:covidreporting@humber.ca).
- **Script/Email:**
  - Subject line: Report of COVID-19
  - Email Body (copy student in question and your Associate Dean on the email): Hi there. I have a student in my class who has a COVID-19-related concern. The student is **NAME** and their contact information is **PHONE** and **EMAIL**. Can you please follow-up with them?

**17. I am feeling overwhelmed. Where can I get help?**

- Supports are in place for full-time employees who need them, including Employee and Family Assistance Program (EFAP) services ([www.workhealthlife.com](http://www.workhealthlife.com)), which provides you and your family with immediate and confidential support to help resolve work, health, and life challenges.
- [Therapy Assist Online](#) provides online and mobile tools. Please use your Humber or Guelph-Humber email address to access TAO.

- Visit the HROE [website](https://humber.ca/hroe/wp-content/uploads/2020/04/Well-being-Resources.pdf) for a listing of health and well-being resources for working at home (<https://humber.ca/hroe/wp-content/uploads/2020/04/Well-being-Resources.pdf>).

#### 18. Where can students get help if they are feeling overwhelmed?

- Counselling is available through a combination of remote options. Students can visit <https://humber.ca/student-life/swac/health-counselling> for more information. To connect the SSE team, students can submit an appointment request to [counselling@humber.ca](mailto:counselling@humber.ca) or call 416-675-5090 for North Campus, Centre for Trades and Technology and Orangeville Campus, or 416-675-6622 ext. 3331 for Lakeshore Campus.
- If at any time students need immediate personal support or counselling, there are resources to help. They can access the [Good2Talk Helpline](https://www.247talk.com/) at 1-866-925-5454, email the Student Wellness and Accessibility Centre at [counselling@humber.ca](mailto:counselling@humber.ca) during office hours, or use [Therapy Assist Online](https://www.therapyassist.com/), which provides online and mobile tools.

#### 19. What resources are available for information on COVID-19?

- **Answer:**

<https://covid-19.ontario.ca/self-assessment/>

Toronto Public Health at [Toronto.ca/coronavirus](https://toronto.ca/coronavirus) or by calling 416-338-7600, Monday to Friday from 8:30 a.m. to 8 p.m. and Saturday and Sunday from 10 a.m. to 6 p.m.

Telehealth Ontario (24 hrs.): 1-866-797-0000

COVID-19 Assessment Centre Locations: <https://covid-19.ontario.ca/assessment-centre-locations/>

Humber Updates: <https://humber.ca/updates/>

Ontario Ministry of Health: <https://www.ontario.ca/page/2019-novel-coronavirus>

Toronto Public Health Novel Coronavirus Fact Sheet: [https://www.toronto.ca/wp-content/uploads/2020/02/8d59-Fact-Sheet\\_Novel-Coronavirus.pdf](https://www.toronto.ca/wp-content/uploads/2020/02/8d59-Fact-Sheet_Novel-Coronavirus.pdf)

Public Health Agency of Canada: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

Government of Canada – Travel Health Notices: <https://travel.gc.ca/travelling/health-safety/travel-health-notice>