



**COVID-19
OPERATIONAL PLAN**

**Return to Onsite Classes
USA Campus**



Contents

LETTER FROM THE EXECUTIVE VICE PRESIDENT 3

INTRODUCTION..... 4

MAINTAINING HEALTHY OPERATIONS 4

 VULNERABLE STAFF & STUDENTS 4

 MENTAL HEALTH.....5

 GATHERINGS/VISITORS 6

 COMMUNICATION PROCEDURES 6

 DESIGNATED POINT OF CONTACT 6

 RECOGNIZING SIGNS AND SYMPTOMS7

 EMERGENCY PROCEDURES7

 COLLEGE ACCOMODATION..... 8

HEALTH PROTOCOLS 9

 PHYSICAL DISTANCING..... 9

 PPE10

 MASKS.....10

 GLOVES10

 HYGIENE..... 11

 CLEANING/DISINFECTING PLAN..... 12

 SCREENING 12

 COMMUNAL SPACES..... 12

 SHARED OBJECTS 12

 BUILDING & SIGNAGE PLAN 13

LETTER FROM THE EXECUTIVE VICE PRESIDENT

We hope that you are well and full of faith in these unexpected times. We are thankful that classes have been able to continue virtually over recent months, the lean in from our student body has been truly inspiring. We understand that COVID-19 restrictions vary from country to country, and we want to ensure you and your loved ones are updated about the upcoming intake for Hillsong College USA.

Hillsong College USA is still planning to resume in person, on campus, this August. With that being said, there will obviously be some significant changes to the way we live, study and work and we are configuring plans for our classrooms and office environments in order to provide a safe learning environment.

The Arizona Department of Education has released a detailed document entitled ‘Roadmap for Reopening Schools’ which was released this month. To ensure the safety of our students and staff, here are some things you can expect:

- Students will be screened before entering the building
- Staff must have appropriate PPE
- Social distancing should be implemented including desks spaced out
- Physical barriers should be installed and physical guides such as tape
- Smaller class sizes
- Limited mixing groups
- Staggered schedules
- Closed communal areas
- Using hand sanitizer and washing hands regularly
- Masks must be worn at all times
- Signs and messages in visible areas
- No shared objects

We will be implementing requirements to keep our facilities clean and safe, and will have a blended learning option available in the event that a student doesn’t feel comfortable attending class in person, is showing signs of COVID-19 symptoms or, worst case scenario, there is a COVID-19 positive case on our campus. Our highest priority is ensuring a safe learning environment for our students and staff. With new announcements being made regularly, we will continue to keep you updated on the progress of reopening.

Thank you for your understanding as we navigate these unprecedented times and continue to make plans to resume class in person, on campus, this August. Let us continue to pray for those affected during this time, our nations and for this virus to be completely eradicated in Jesus’ name.

We will continue to “raise, equip, empower and release an anointed generation to build the church”.

Regards,

Lee Burns
Executive Vice President, Hillsong College

INTRODUCTION

This Operational Plan presents a variety of strategies and outlines a plan of action for reopening. This is not a legal document but does provide important information regarding policies and procedures for students and staff to resume in person education for the Fall 2020 semester and future semesters at Hillsong College USA. The policies and procedures in this document were acquired with resources provided by the CDC, Arizona Department of Education, OSHA, and Hillsong Church. This document will be regularly updated as more information, data, protocols, and resources become available from local and federal legislation regarding the COVID-19 pandemic.

Useful links used in this booklet:

- [Center for Disease Control \(CDC\)](#)
- [Arizona Department of Education](#)
- [Occupational Health & Safety \(OSHA\)](#)
- [Arizona Department of Health Services \(ADHS\)](#) – Book Free COVID-19 Testing
- [CDC Coronavirus Self Checker](#)

MAINTAINING HEALTHY OPERATIONS

To reduce the impact of COVID-19 outbreak conditions on staff and students, the following protocols and policies will be put into place to keep all staff and students safe upon reopening. These guidelines and policies were compiled from a variety of sources including, but not limited to, OSHA [Guidance of Preparing Workplace for COVID-19](#), [CDC COVID-19 Website](#), [Roadmap for Reopening Schools](#) from Arizona Department of Education. It is strongly recommended that once students arrive in Arizona that they get a free COVID-19 test. Students can [book a pain free testing](#) in partnership with Arizona Department of Health Services (ADHS) and Arizona State University (ASU).

VULNERABLE STAFF & STUDENTS

CDC considers vulnerable staff and students to be people aged over 65 years and people of all ages with underlying medical conditions, particularly if not well controlled, including but not limited to:

- People who have chronic lung disease or moderate to severe asthma
- People who have serious heart conditions
- People who are immunocompromised
- People with severe obesity
- People with diabetes
- People with chronic kidney disease undergoing dialysis
- People with liver disease

In our best efforts to protect staff and students in the vulnerable category, arrangements will be made through management and core tutorial leaders for staff and students to work from home or participate in the classroom experience virtually, as necessary.

MENTAL HEALTH

The coronavirus disease 2019 (COVID-19) pandemic may be stressful for people. Fear and anxiety about a new disease and what could happen can be overwhelming and cause strong emotions in adults and children. Public health actions, such as social distancing, can make people feel isolated and lonely and can increase stress and anxiety. However, these actions are necessary to reduce the spread of COVID-19. Coping with stress in a healthy way will make you, the people you care about, and your community stronger.

It is encouraged that staff and students take breaks from watching, reading, or listening to news stories regarding COVID-19. It is also encouraged that staff and students maintain a healthy lifestyle to promote mental health by eating healthy, exercising, getting enough sleep, and finding ways to unwind.

Individuals may experience increased stress during this pandemic. Fear and anxiety can be overwhelming and cause strong emotions. This can result in violence and self-harm. Please seek immediate help if you find yourself victim of violence or self-harm.

Get immediate help in a crisis

- Call 911
- [Disaster Distress Helpline](#): 1-800-985-5990 (press 2 for Spanish), or text TalkWithUs for English or Hablanos for Spanish to 66746. Spanish speakers from Puerto Rico can text Hablanos to 1-787-339-2663.
- [National Suicide Prevention Lifeline](#): 1-800-273-TALK (8255) for English, 1-888-628-9454 for Spanish, or [Lifeline Crisis Chat](#).
- [National Domestic Violence Hotline](#): 1-800-799-7233 or text LOVEIS to 22522
- [National Child Abuse Hotline](#): 1-800-4AChild (1-800-422-4453) or text 1-800-422-4453
- [National Sexual Assault Hotline](#): 1-800-656-HOPE (4673) or [Online Chat](#)
- [The Eldercare Locator](#): 1-800-677-1116 [TTY Instructions](#)
- [Veteran's Crisis Line](#): 1-800-273-TALK (8255) or [Crisis Chat](#) or text: 8388255

Students are also advised to reach out to their Core Tutorial Leader or the Pastoral Care Department if they are experiencing increased emotional distress.

For more information and resources on mental health please visit the [CDC website](#).

*Content Source [CDC website](#) and [Roadmap for Reopening Schools](#) by the Arizona Department of Education

GATHERINGS/VISITORS

In our best efforts to protect staff and students we will be limiting nonessential visitors, volunteers, and activities involving external groups or organizations as much as possible, especially with people who are not local. In the case that an external visitor or guest comes on campus precautions will be taken to limit close contact with students and all health precautions outlined in the Health Protocol section will be upheld.

It is strongly encouraged that students and staff participate in virtual gathering, events, and meetings when possible. If an event is held on campus, physical distancing of at least six feet between people, cloth face coverings must be worn, and limited group sizes will be put into effect, as feasible.

For information on gatherings and guests within College Accommodation please visit the College Accommodation section of this booklet.

COMMUNICATION PROCEDURES

Communication will be of highest priority. Consistent communication with staff and students on federal and state laws and regulations, privacy policies, student reporting, updates and reminders of current policies and procedures will be given, but not limited to, the following formats:

- Text Messages
- Announcements in Classroom
- Emails
- Bulletins on Student Portal
- Updated signage throughout building/s

Staff and Students will all be required to complete a safety training informing them of all the current policies and procedures to stop the spread of COVID-19. Updates on any changes will be given in one of the formats previously listed.

In the case of staff or students reporting Positive COVID-19 testing, please see our Emergency Procedures Section.

DESIGNATED POINT OF CONTACT

If students have questions or concerns regarding COVID-19, they should first contact their Core Tutorial Leader who will then, if necessary, contact management and/or the COVID-19 Point of Contact.

COVID-19 Point of Contact: College Campus Manager, KatieBeth Bowers.

Collegecampusmanager.phoenix@hillsong.com

RECOGNIZING SIGNS AND SYMPTOMS

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear **2-14 days after exposure to the virus**. People with these symptoms may have COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

This list does not include all possible symptoms. CDC will continue to update this list as we learn more about COVID-19. Please visit the [CDC website](#) for more information or to fill out the CDC [Coronavirus Self-Checker](#). If you are experiencing any of the symptoms, please stay home and contact your manager or Core Tutorial Leader.

Please seek emergency medical attention if you experience any of the **emergency warning signs*** for COVID-19. If someone is showing any of these signs, **seek emergency medical care immediately**:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

*This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.

Call 911 or call ahead to your local emergency facility: Notify the operator that you are seeking care for someone who has or may have COVID-19.

*Content from [CDC Website](#)

EMERGENCY PROCEDURES

In the event that a staff member or student should get sick the following measures will be implemented to prevent the spread of COVID-19 and protect those not infected.

Anyone who is suspected to have COVID-19 or has tested positive should not come to school or return to school until a negative COVID-19 test is confirmed. This also includes individuals who live in the same household as someone suspected to have COVID-19 or has tested positive for COVID-19. Please visit the [Arizona Department of Health Services](#) for information on receiving a free COVID-19 test.

If a student or staff member is showing signs or symptoms of COVID-19 they will be immediately isolated. Individuals exhibiting symptoms should go home or to a healthcare facility depending on the severity of the symptoms.

If a suspected or positive case of COVID-19 should arise, all areas that the individual had contact with will be closed off for 24 hours and then thoroughly disinfected. In accordance with state and local laws and regulations, school administrators will contact local health officials, staff, and families, and other students immediately of any case of COVID-19 while maintaining confidentiality in accordance with [American Disabilities Act \(ADA\)](#) and [HIPAA](#). All individuals who had close contact with a person diagnosed with COVID-19 will be informed to stay home and self-monitor for symptoms following [CDC guidance](#) if symptoms develop or receive a [free COVID-19 test](#).

*Content Source [CDC website](#) and [Roadmap for Reopening Schools](#) by the Arizona Department of Education

COLLEGE ACCOMODATION

Hillsong College Accommodation is **not** considering a change in the arrival dates for the Fall 2020 semester. College will continue to allocate apartments as students apply to live in College Accommodation. As students are welcomed into College housing physical distancing guidelines and protocols necessary as outlined by the CDC, federal, and local legislation will be followed, as feasible.

All apartments have been recently renovated and have updated HVAC systems (heating ventilations and air conditioning) that meet modern standards for fresh air intake, filtration, and circulation.

During arrival and check in, College staff will be equipped with and wearing personal protective equipment while helping students receive apartment keys and new mattress covers. Disinfectant spray for hard surfaces as well as soft/fabric surfaces will be provided for each individual College apartment to disinfect student belongings as you unpack, as well as any surfaces that need to be disinfected on a regular basis. Thermometers will be provided at each individual College apartment for students to check their temperature as a precautionary measure or if they are feeling unwell.

College will **not** be requiring students to quarantine once moved into College apartments. If you or anyone in within the household feels unwell, please follow [CDC guidelines](#) for self-quarantine, and email CollegeCampusManager.Phoenix@hillsong.com so that College can follow all of the necessary protocols explained in the Emergency Procedures section of this booklet.

College will be adding levels of restrictions for non-student visitors to help protect students who are also living in the apartment or residence. No overnight visitors will be permitted during the weeks while new students are arriving at College Accommodation. Henceforth, all visitors require written permission from the entire household if visitors will or will not be permitted. Overnight guests can only be a sibling/friend

of the same sex as that household or a parent of the student, with written permission from the entire household. As an example, females can stay at a female household. Exceptions can be made for a parent of the opposite sex to stay at that accommodation with written permission from the entire household.

While College will be requiring face masks to be worn on campus, as per guidelines from local governance and the CDC, Hillsong College Accommodation will **not** moderate each household. Each household and the students who live there can set their own standards of care that they wish to follow as a household. However, it is strongly urged that students follow healthy hygiene and to keep apartments as clean as possible. If there is a disagreement between housemates on the level of cleanliness, or what guidelines households want for house guests or friends who visit accommodation: College Accommodation will always support the student's wish where there is a greater level of safety desired. College Accommodation's goal is to help students feel safe in their homes.

College Accommodation conducts monthly House inspections, which will continue, in order to help maintain a high level of cleanliness. This has been and will remain in place for the health of students living in College Accommodation. Housing inspection dates will be sent out in advance to each individual's student email with a detailed list of cleanliness standards and guidelines.

HEALTH PROTOCOLS

According to the [Guidance on Preparing Workplace for COVID-19](#), schools are classified at a medium exposure risk. As a college we will take all necessary precautionary measures in engineering, administrative, work practice controls, and personal protective equipment outlined in the Guidance on Preparing Workplace for COVID-19, the [CDC Website](#), and the [Roadmap for Reopening](#) by the Arizona Department of Education. You can find a detailed plan in the following sections.

PHYSICAL DISTANCING

Physical Distancing, also called Social Distancing, means to keep a safe distance of 6 feet between yourself and other individuals who do not live in your household. Limiting physical interactions of students and staff is one of the preventative actions to reduce the spread of COVID-19.

Necessary measures will be taken to help facilitate physical distancing by having modified layouts, smaller class sizes when possible, and staggered scheduling. Lectures & Tutorials will be modified to allow for physical distancing as well as common areas, hallways, and stairwells. Physical barriers will be used in situations where physical distancing is not feasible. Staff and students will need to adhere to the signage and modified layout plans for physical distancing.

*Content Source [CDC website](#) and [Roadmap for Reopening Schools](#) by the Arizona Department of Education

PPE

Personal Protective Equipment will be an essential way to prevent the spread of COVID-19. Students and staff will be required to follow certain measures to maintain the safety of everyone on campus.

MASKS

Masks are a barrier to help prevent respiratory droplets from traveling into the air and onto other people when the person wearing the face covering coughs, sneezes, talks, sings, or raises their voice. Masks are meant to protect other people in case the wearer is unknowingly infected with COVID-19. **Students will be required to wear masks correctly, completely covering the nose and mouth, at all times while on campus.** Signs will be posted clearly throughout the campus to inform students and staff of their obligations and requirements. Students and staff should regularly replace or wash masks and other face coverings.

- It is important to use mask correctly and wash your hands before and after putting them on and taking them off
- When wearing a mask, avoid touching your face or mask
- Change your mask if it becomes damp
- Change and wash your mask daily

Staff will be required to wear masks unless the staff member is actively teaching. In that instance the trainer will not be required to wear a mask or face covering in the classroom to help students understand the content that is being taught. The trainer will be physically distanced by the recommended 6 feet from students when not wearing a mask or face covering.

If a student or staff member comes to campus without a mask or appropriate face covering, they will be asked to leave campus or purchase one from Reception for \$1.

*Content Source [CDC website](#) and [Roadmap for Reopening Schools](#) by the Arizona Department of Education

GLOVES


Gloves are another protective barrier between the individual and a contaminated surface. Gloves are only recommended to be worn by students or staff that are cleaning and disinfecting surfaces such as tables, bathrooms, door handles, shared objects, etc. Gloves need to be frequently changed to prevent cross contamination between surfaces.

HYGIENE

It is the responsibility of every individual to maintain proper hygiene for their safety and the safety of others. Everyone should wash their hands often with soap and water for at least 20 seconds especially after being in a public place, or after blowing your nose, coughing, or sneezing. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Hand sanitizing stations will be available at numerous locations on the campus. Cover all surfaces of your hands and rub them together until they feel dry. Avoid touching your eyes, nose, and mouth with unwashed hands.

- Cover all coughs and sneezes with a tissue and immediately dispose of the tissue and wash hands with soap and water or hand sanitizer.
- Wash hands frequently using soap and water for at least 20 seconds
- Use hand sanitizer with at least 60% alcohol
- Do not touch your eyes, nose, and mouth
- Clean and disinfect commonly touched surfaces
- Maintain a physical distance of 6 feet from others

*Content Source [CDC website](#)



CHECKLIST: CLEANING

When cleaning please wear appropriate personal protective equipment such as gloves and masks. Follow all instructions and protocols for using cleaning chemicals as instructed by MSDS and the chemical labeling. Thoroughly wash hands after cleaning and disinfecting as per the recommendations of the CDC.

COMMON AREAS

Common Areas are spaces that are generally accessible to all occupants. Common areas include, but are not limited to, Student Lounge, Computer Lab, Hallways, Foyers, etc.

All common Areas will be cleaned and disinfected at least twice a day. Spray disinfect and wipes will be readily available for students to use to wipe down surfaces more frequently. Frequent hand washing is also strongly encouraged.

- Clean & disinfect all commonly touched areas (Refrigerator, Microwave, Tables, Doorknobs, Countertops, etc.)
- Vacuum carpets and upholstered material and use a fabric safe disinfectant

CLASSROOMS

Classrooms are spaces that are used for Tutorials and Lectures.

- Disinfect after every class. White boards, podiums, stools, and doorknobs will be wiped down after every class
- Chairs will be disinfected once a day

BATHROOMS

Bathrooms are highly trafficked areas and are considered a high touch point. For the safety of staff and students, bathrooms will be disinfected regularly throughout the day and deep cleaned at the end of every school day.

- Disinfect at least twice per day by wiping down counters, sinks, toilets, dispensers, trash cans, door handles and any other high touch points
- Change trash cans at least once per day
- All bathrooms will be thoroughly cleaned and disinfected at the end of every school day by wiping down counters, mirrors, sinks, toilets, stall walls, dispensers, trash cans, door handles, and disinfecting all floor surfaces.

CLEANING/DISINFECTING PLAN

As per the recommendations of CDC and local government entities: a thorough disinfecting and cleanliness plan will be implemented across the College campus. College will take precautions for the safety of staff and students. Cleaning checklists will be made readily available in all janitorial closets throughout the building.

SCREENING

In attempt to protect staff and not trigger applicable privacy health laws, screenings will not be required upon arrival to the campus. However, it will be every individual's responsibility to monitor themselves for any of the signs and symptoms, stay home, and notify their college campus manager and/or Core Tutorial Leader if exhibiting any of the signs and symptoms of COVID-19 and book an appointment for a free COVID-19 test through the [Arizona Department of Health Services](#). If a staff member feels that a student is exhibiting signs and symptoms, they will promptly be asked to leave the campus and return home until symptoms resolve or they have tested negative for COVID-19, as recommended by the CDC. For information on signs and symptoms please visit the [CDC website](#) or fill out the [CDC Coronavirus Self Checker](#).

COMMUNAL SPACES

All Communal spaces will be closed indefinitely to help keep the spread of COVID-19 to the lowest risk possible. This includes couches, tables, fridges, etc. Students will need to take breaks off campus. Students should not congregate in the hallways, bathrooms, or other communal spaces.

Scanners will be removed indefinitely for the student's safety. All attendance will be done manually by trainers.

The Computer Lab will be available for use for computer usage and utilizing the printer by appointment only. For more information or for students to book an appointment they can email library.phoenix@hillsong.com.

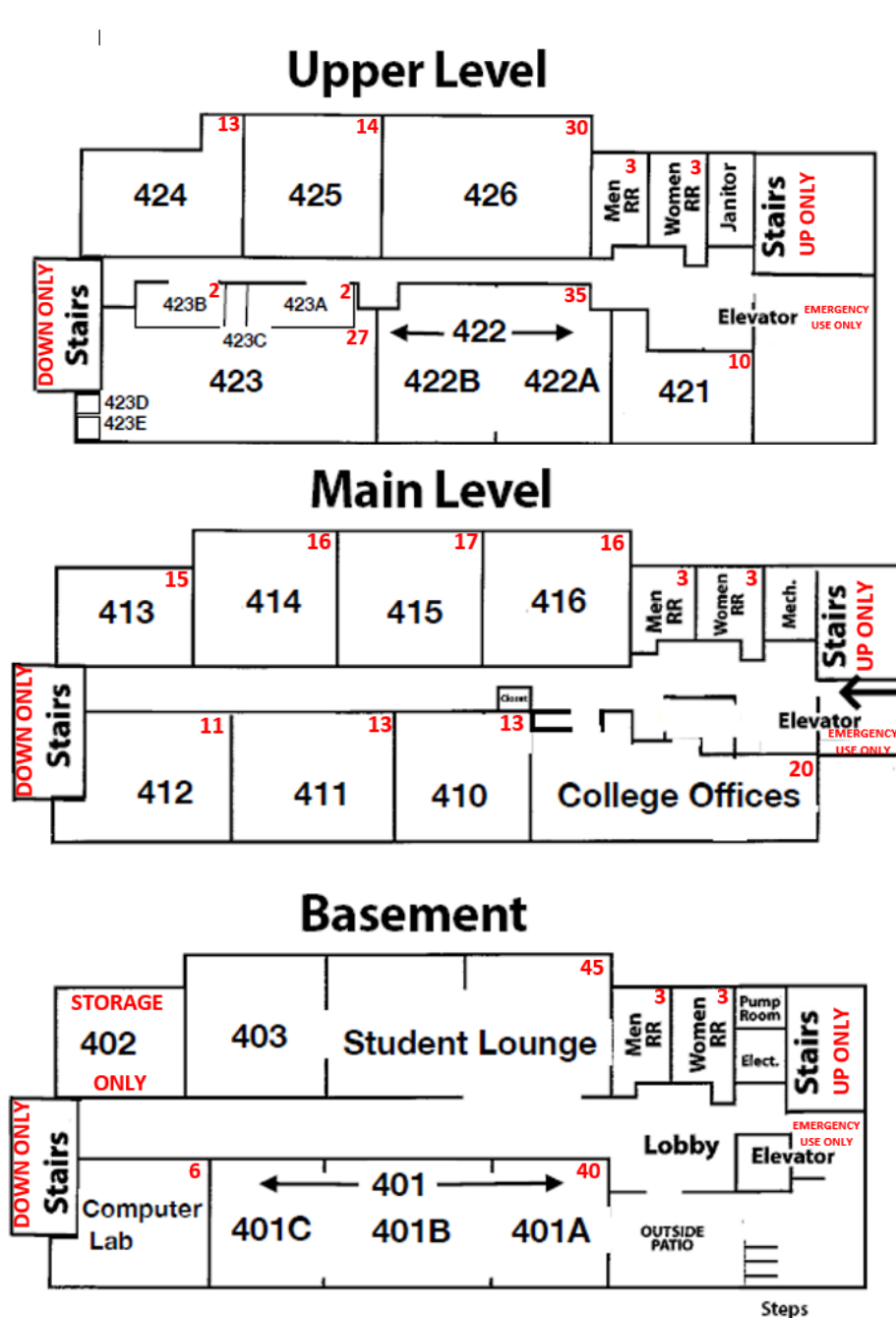
SHARED OBJECTS

Sharing of items or areas that are hard to clean or disinfect will be strongly discouraged. Students need to keep personal belongings with them and keep items separated from other student's belongings.

In some instances, it will not be feasible for equipment to not be shared. These items may include, but is not limited to: music equipment, printers, library computers, books, tables, chairs, etc. In those instances, disinfecting sprays and wipes will be placed frequently around the building and it will be the responsibility of the student or staff member to disinfect before and after each use. The disinfecting and cleaning team will also frequently wipe down shared objects.

BUILDING & SIGNAGE PLAN

Building and signage plan will be continually updated as changes and updates are made by federal and local legislation. Precautions will be taken to minimize the spread of COVID-19 with clearly marked signage, designated foot traffic, and smaller room capacities.



BASEMENT LEVEL	MAX ROOM CAPACITY	MAIN LEVEL	MAX ROOM CAPACITY	UPPER LEVEL	MAX ROOM CAPACITY	OTHER BUIDLINGS	MAX ROOM CAPACITY
BASEMENT AUD	40	OFFICES	20	421	10	HUB AUD	250
COMPUTER LAB	6	410	13	422	35	CHAPEL	TBC
STUDENT LOUNGE	45	411	13	423	27	CHAPEL MEETING ROOM	TBC
MEN'S BATHROOM	3	412	11	423A	2	FLC POD 1	TBC
WOMEN'S BATHROOM	3	413	15	423B	2	FLC POD 2	TBC
STUDENT LOUNGE	45	414	16	424	13		
		415	17	425	14		
		416	16	426	30		
		MEN'S BATHROOM	3	MEN'S BATHROOM	3		
		WOMEN'S BATHROOM	3	WOMENT'S BATHROOM	3		

*All links are accessible on the student portal home screen