

COVID-19 TOOLKIT FOR APARTMENT MANAGERS

TOGETHER WE CAN STOP THE SPREAD OF COVID-19



OVERVIEW OF COVID-19 TOOLKIT FOR APARTMENT MANAGERS

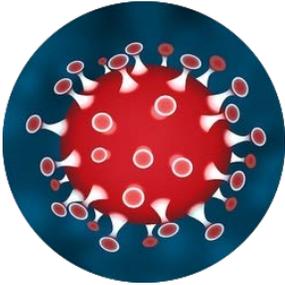
Intention of Document:

Clemson University is focused on a return to on-campus instruction and in-person activities for the Fall 2020 academic term. We hope to do this at all our locations in a manner safeguarding the health and well-being of our entire University Community. To do this we see that it is imperative to maintain strategic partnerships with our off-campus partners that contribute to the health and safety of Clemson University students. This toolkit was developed as an effort to consolidate messaging, encourage planning and provide resources to apartment communities as they prepare for the return of students. This document provides an overview of information, and we encourage you to follow embedded links to see more specific information.

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COVID-19 and College Students



Health Concerns for College Students

Early reports indicated college-aged people were not a vulnerable group for severe illness due to COVID-19, but that is changing. Recent reports indicate high rates of college-aged people contracting the virus and the latest information is that there may be more long-term impacts from the virus on all age groups. Many college students have risk factors that make them vulnerable to severe illness from COVID-19. These include but are not limited to obesity, diabetes, kidney disease, asthma and weakened immune system.

For a full description, please see: [*Who is at Increased Risk for Severe Illness*](#)

Impact of COVID-19 on College Students

Outside of the impact on personal health, college students are experiencing many different challenges due to the response to COVID-19. In a survey from Active Minds, students indicated increased concerns for mental health and anxiety. There are also implications on the ability to work, need to take care of ill family members, delays in progress towards graduation and financial pressures. It is also important to consider that subpopulations of students are facing additional challenges.



For more information, follow: [*Coping with the COVID-19 Pandemic as a College Student*](#)



COVID-19 and College Student Housing

Every student is going to have a unique response to COVID-19 and concerns related to their living situations. It is important to provide students a forum to communicate their concerns and provide support. Some students may be considering the relationship they have with their roommates, what amenities will be available to them, or how common spaces are being cleaned.

For more information, follow: [*How Is the Pandemic Impacting U.S. College Students?*](#)

Community Spread and College Students

During a typical school year college, students are drawn together to build community through large events, such as welcome back picnics, football games and social gatherings. But now, in light of COVID-19, it is important to highlight the ways the virus spreads from person to person and the concern for community spread. As we welcome students back to the area, we have to consider ways to have activities remotely, encourage social distancing and limit crowds.

For more information, see: [*Students are Spreading COVID-19 Off-Campus. Here's How Colleges Can Stop It*](#)



Clemson University Plan for Fall 2020

Back to Campus: Guiding Pillars

The University's approach is built on four pillars that have guided our efforts to get back on campus. They are designed to inform the greater Clemson community and shape the behavior of our community's members. They are...



A steadfast commitment to the health and safety of all members of the Clemson University community.



A return strategy built on the concept of stacking prevention measures to create the greatest possible protection against COVID-19 exposure and to limit spread across the community.



The creation of a return plan that is both comprehensive and flexible, allowing the University to anticipate potential future challenges and providing the ability adjust course quickly as circumstances dictate.



Awareness that the entire Clemson Family has a critical role to play in our successful return to on-campus and in-person activities. In order to take care of the Clemson community, our actions must be guided by concern for others. We must be United as Tigers.

Return to Campus: Key Decision Points

Face Coverings are required:



- While in University buildings, including housing and dining facilities.
- During all University programs held in non-University buildings.
- In outdoor spaces on campus where appropriate physical distancing cannot be guaranteed.
- In all shared University vehicles and while using University transportation/mass transit.

Face Coverings are not required:



- When alone in private offices.
- When alone in on-campus housing rooms.
- When not in close contact with another person, such as walking alone outside.

COVID-19 Testing

As of August 7, 2020 students who live on campus and student employees that work at a university facility must provide a negative COVID-19 PCR test taken within five days of arrival to campus. Students living off campus are not required to obtain a test prior to returning to campus. Approximately 600 off-campus students will be randomly selected for testing each week for a four-week period beginning Monday, August 17th. The number of tests conducted is subject to change based on results. If an increase in infection is shown after the four-week period, the University may opt to test all students living off campus.

Testing Locations

In conjunction with the Medical University of South Carolina (MUSC), Clemson will provide PCR nasal testing for students at nearby-campus locations.

Return to Campus: Key Decision Points Academic Calendar and Classroom Modifications

The Fall semester will begin online only Wed., Aug. 19. In-person instruction will resume Mon., Sept. 21.

We will closely monitor the progression of COVID-19 to determine whether a return to online instruction and final exams will be necessary following the Thanksgiving holiday.

Clemson remains committed to an on-campus return to learning and living this Fall. Accommodations are being made for proper physical distancing when students do return.

Additional details for online delivery of classes include:

- The University's goal is for all courses to have some class periods dedicated to in-person interactions among instructors and students.
- All classes with in-person components will also be blended with online components.
- Cameras and microphones will be installed in more than 400 classrooms to allow for live video streaming and recorded delivery of instruction.
- Classroom layouts are being adjusted to allow a minimum of six feet of physical distancing between individuals.

Social Compact and Awareness Campaign

Collective action will determine the success of the University's plan for in-person instruction and a genuine Clemson experience for the Fall semester. Success requires each of us as members of the Clemson Family to act as responsible individuals and invested partners.

We have launched the Healthy Clemson: United as Tigers awareness campaign to guide and inform key personal responsibility initiatives as they apply to a wide range of personal activities for students, faculty and staff, including:

- Frequent handwashing.
- Physical distancing.
- Responsible management of living spaces.
- Limiting group sizes.
- Participating in self-assessments.
- Early self-referral to Redfern and Sullivan Center.
- Recommended participation in contact tracing.



Family takes care of family, and we need all of our students, faculty and staff to embrace the principle of being “All In” this together. That means recognizing that actions and behaviors taken by individuals will have an impact on the larger community.

For the most up-to-date information from Clemson University, please check [Clemson.edu/coronavirus](https://clemson.edu/coronavirus).

Resources and Guidance

Local City and Town Resources

The local cities and towns around Clemson University have taken unique approaches in the response to COVID-19. Check your city or town's website to stay up to date with mask ordinances, event modifications and emergency notices.

- [City of Clemson](#)
- [City of Seneca](#)
- [Town of Central](#)
- [Town of Pendleton](#)

Responsibility On and Off Campus

All Clemson University students and employees are expected to comply with health and safety directives - issued by federal, state, or local government agencies or issued by Clemson University - in order to promote and protect their personal well-being and that of those around them. Students who violate university, city, state or federal mandates on or off campus will be referred to the Office of Community and Ethical Standards for possible sanctions.

City of Clemson: Key Decisions

The City of Clemson currently has a Mandatory Mask Ordinance in effect. The initial ordinance, [CC-2020-17](#), came into effect June 20, 2020, and details who needs to wear a face covering and cites all locations where masks must be worn. Every person in Clemson ages 12 and older is required to wear a face covering while inside any building open to the public and where social distancing is not possible. Common locations where face coverings are required include: grocery stores, drive-thru and curbside pick-ups, restaurants or bars (when not actively eating or drinking), the hallways of buildings accessible to the public including apartment buildings, amenity areas (pools, outdoor cooking, gathering spots) of all apartment buildings, and while waiting for and utilizing all modes of public transportation. Updates to the ordinance can be read by visiting the City of Clemson's [Public Safety portal](#).

Community Resources

- **United Way:** Dial 211 or visit SC211.org. 211 is a free, confidential referral and information helpline and website that connects people of all ages and from all communities to the essential health and human services they need, 24 hours a day, seven days a week.
- **Clemson Community Care:** Clemson Community Care works in cooperation with local religious, civic, educational, and private agencies to support low-income families and individuals by helping them overcome periods of financial crisis and become self-sufficient, contributing members of the community.
- **Ten at the Top:** A collaborative organization that addresses challenges that span the Upstate, Ten at the Top has compiled a list of information and resources related to COVID-19.

S.C Department for Health and Environmental Control (DEHC)

The South Carolina Department for Health and Environmental Control (DEHC) has an important role in the response to COVID – 19. They provide a variety of important content that can be useful when communicating with residents and preparing your location.

- [Coronavirus Homepage](#)
- [COVID – 19 Screening and Testing Sites](#)
- [Frequently Asked Questions](#)
- [DEHC Situational Summary \(COVID – 19\)](#)
- [Guidance for College/University](#)

For general questions, call the DHEC Care Line at 1-855-472-3432 between 8 a.m. and 6 p.m. daily.

Centers for Disease Control and Prevention(CDC)

The Centers for Disease Control and Prevention (CDC) provides various resources and guidance related to COVID – 19.

Guidance Documents

- CDC Activities and Initiatives Supporting the COVID – 19 Response and the President's Plan for Reopening America Up Again
- Considerations for Administrators of Institutions of Higher Education
- Guidance for Shared and Congregated Housing

Informational Videos

- I had COVID – 19 But No Symptoms. When Can I Be with Others?
- How to Clean and Disinfect Your Home if Someone has COVID – 19
- COVID – 19 Stop the Spread of Germs
- 10 Things Your Can Do to Manage COVID – 19 at Home

CDC Social Media Toolkit

Consider sharing content from the [CDC Social Media Toolkit](#) on your own social media pages to communicate important health and safety messaging with residents.

Stay up to date with the current guidance on COVID – 19 by visiting the [CDC Coronavirus Website](#)



Guidance for Managers and Owners

Preventing the Spread of COVID-19 in Apartment Complexes

Adapted from Vermont Department of Health

All businesses should be taking precautions to limit the spread of COVID-19. Apartments are unique in that there are consistent traffic patterns of people entering and exiting the building as well as communal spaces. Apartment owners, managers and employees have an important role in being proactive in the effort to maintain safe environments and make plans that work for your location. The following material is shared in hopes to help you start planning next steps for limiting the spread of COVID-19 at your location.

Make a Plan

- Review your facility's operation requirements.
- Document employee skills and cross-train to allow for coverage as needed.
- Develop and implement policies and procedures to encourage staff to maintain social distancing, use personal protective equipment, work remotely when possible, gain coverage, staying home when sick and streamline communication.
- Implement guidance on social distancing and use of personal protective equipment with residents.
- Communicate clearly and frequently with residents to convey plans and answer questions.
- Create a plan to frequently implement recommendations from the CDC and DHEC.

Prepare Common Spaces

Modify Shared Spaces

- Consider ways to limit crowding, such as reserving time for laundry facilities.
- Move furniture to encourage social distancing at six feet.
- Provide hand sanitizer and disinfecting wipes in common spaces.
- Consider closing non-essential amenities such as pools.

Clean and Disinfect Daily

- Develop a system to regulate and schedule cleaning.
- Clean high-touch surfaces frequently.
- Ensure staff have access to and use protective equipment while cleaning.

Modify Staff Workspaces

- Make appropriate changes to allow staff to stay socially distant.
- Limit staff from sharing equipment.
- Consider how trainings and meetings can be modified to remote settings or to allow for social distancing.

Communicate with Residents and Staff

Educate and Encourage Every Day Precautions

- Follow CDC and University guidance on how to protect yourself.



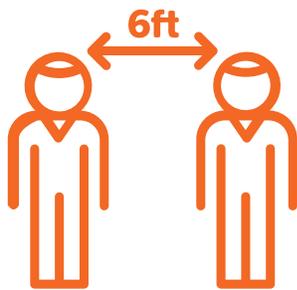
Printed Materials for Facilities Use

The following pages include materials from the CDC and Clemson University that can be printed and posted in your facilities. Please see the CDC website for more materials.



DO NOT CONGREGATE

DISTANCE



MAINTAIN 6 FEET
OF DISTANCE
FROM OTHERS

AVOID



AVOID GATHERINGS
OF MORE THAN
10 PEOPLE

Feeling sick? **Contact campus health.**

STUDENTS: Redfern Health Center, 864-656-3571

FACULTY/STAFF: Joseph F. Sullivan Center, 864-986-1218

UNITED AS TIGERS



For current information and updates on
Clemson's COVID-19 status and response, visit
clemson.edu/coronavirus
or call 864-365-0555.



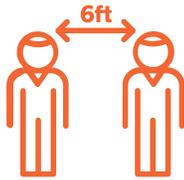
**DO NOT
ENTER**

UNITED AS TIGERS

clemson.edu/coronavirus
or call 864-365-0555

STOP THE SPREAD

DISTANCE



Stay at least 6 feet from others.

COVER



Coughs and sneezes should be covered with a tissue, then discarded.

WASH



Thoroughly wash hands with soap and water for at least 20 seconds.

AVOID



Avoid touching eyes, nose and mouth.

SHIELD



Wear a cloth covering over your nose and mouth in public.

DISINFECT



Clean and disinfect frequently touched objects and surfaces.

STOP THE SPREAD OF GERMS
DO NOT DRINK
FROM FOUNTAIN



**ONLY USE HANDS-FREE STATIONS
TO REFILL YOUR WATER BOTTLES.**

UNITED AS TIGERS

clemson.edu/coronavirus
or call 864-365-0555



STOP THE SPREAD OF GERMS



**WEAR A CLOTH COVERING OVER YOUR
NOSE AND MOUTH IN PUBLIC.**

UNITED AS TIGERS

*clemson.edu/coronavirus
or call 864-365-0555*



STOP THE SPREAD OF GERMS



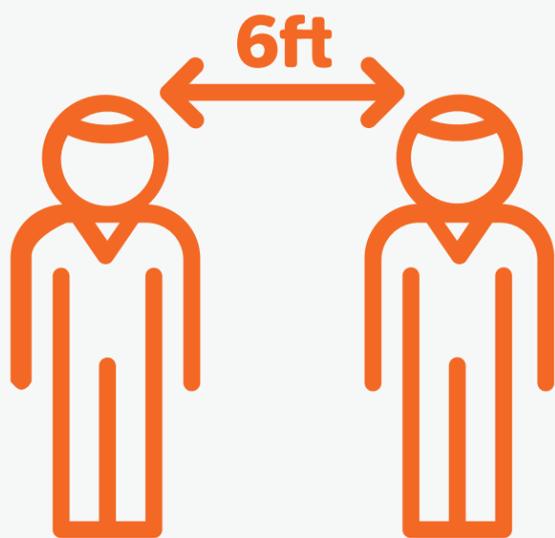
**WEAR A CLOTH COVERING OVER YOUR
NOSE AND MOUTH IN PUBLIC.**

UNITED AS TIGERS

*clemson.edu/coronavirus
or call 864-365-0555*



PLEASE PRACTICE PHYSICAL DISTANCING



**MAINTAIN 6 FEET
OF DISTANCE FROM OTHERS**

UNITED AS TIGERS

clemson.edu/coronavirus
or call 864-365-0555



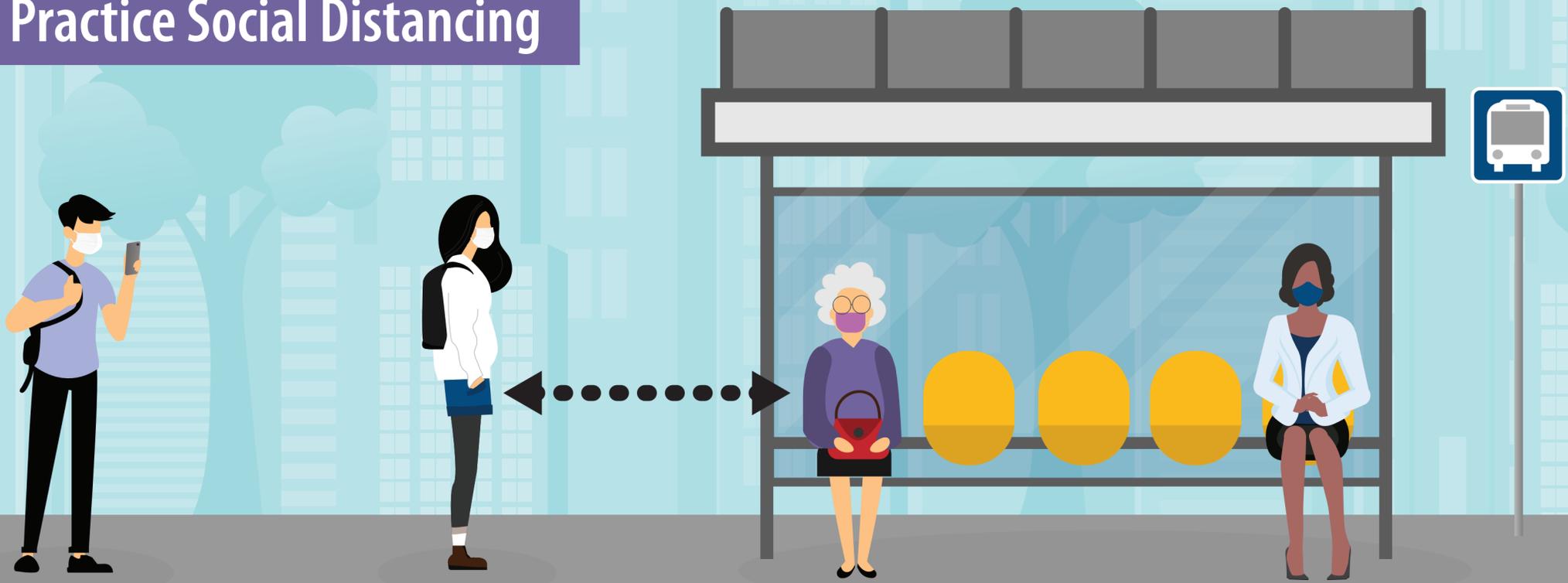
**EXIT
HERE**

UNITED AS TIGERS

clemson.edu/coronavirus
or call 864-365-0555

Help Protect Yourself and Others from COVID-19

Practice Social Distancing



Stay 6 feet (2 arm's lengths) from other people.

And Wear a Cloth Face Covering



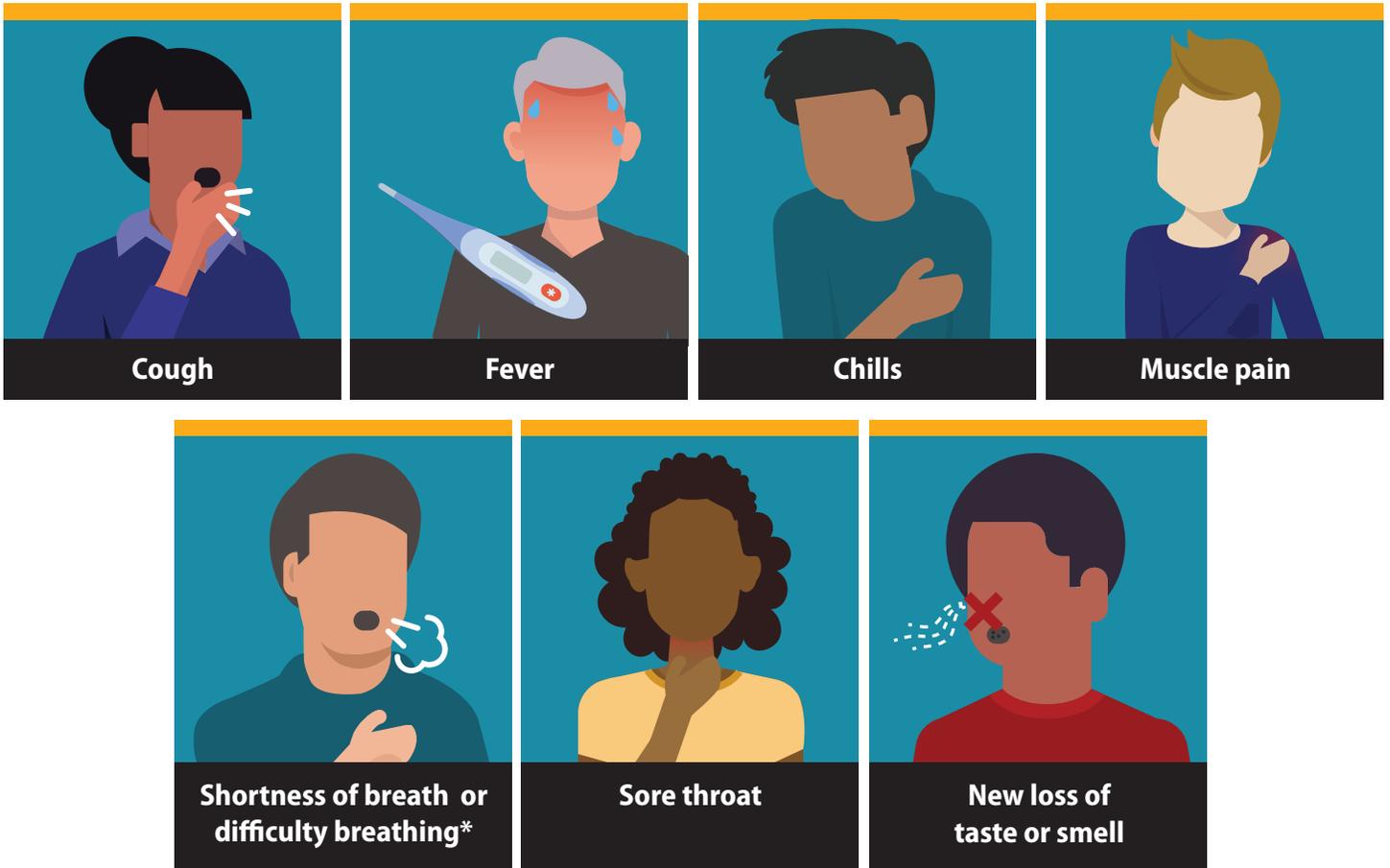
Be sure it covers your nose and mouth to help protect others.
You could be infected and not have symptoms.



cdc.gov/coronavirus

Symptoms of Coronavirus (COVID-19)

Know the symptoms of COVID-19, which can include the following:



Symptoms can range from mild to severe illness, and appear 2-14 days after you are exposed to the virus that causes COVID-19.

***Seek medical care immediately if someone has emergency warning signs of COVID-19.**

- 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.





Feeling Sick?

Stay home when you are sick!

If you feel unwell or have the following symptoms
please leave the building and contact your health care provider.
Then follow-up with your supervisor.

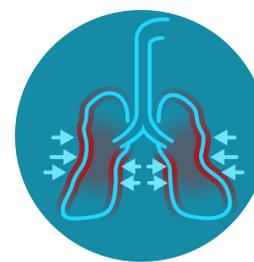
DO NOT ENTER if you have:



FEVER



COUGH



**SHORTNESS
OF BREATH**



[cdc.gov/CORONAVIRUS](https://www.cdc.gov/CORONAVIRUS)

Stop the spread of germs that can make you and others sick!



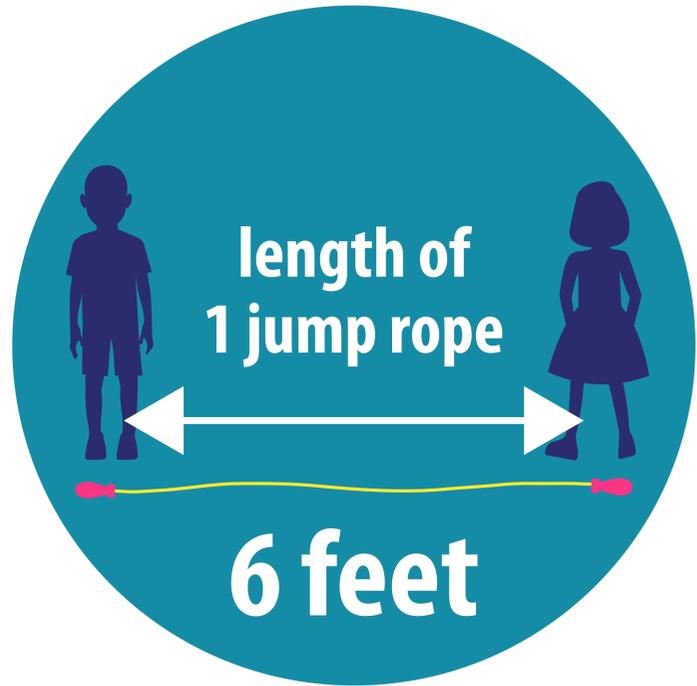
Wash your
hands often



Wear a cloth
face cover



Cover your coughs
and sneezes



Keep **6 feet** of space
between you and
your friends

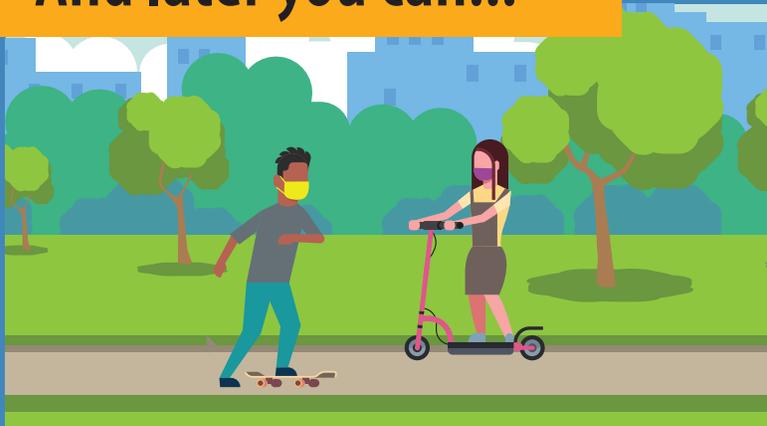
Do it for Yourself and Your Friends

If you have or think you have COVID-19

Stay home, get rest, and hydrate



And later you can...



cdc.gov/coronavirus

Wear a Cloth Face Covering to Protect You and Your Friends

PUT ON



WASH YOUR HANDS



PLACE OVER NOSE AND MOUTH

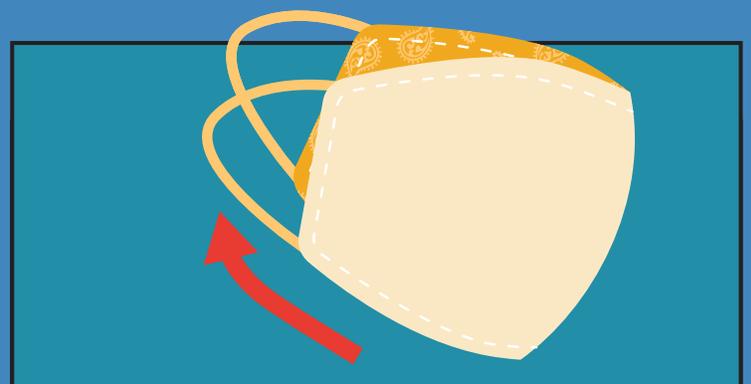


MAKE SURE YOU CAN BREATHE EASILY

TAKE OFF



TAKE OFF YOUR FACE COVERING



FOLD OUTSIDE CORNERS TOGETHER



PUT ASIDE FOR WASHING



WASH YOUR HANDS

WASH YOUR HANDS OFTEN, WEAR A MASK, AND STAY 6 FEET FROM OTHERS.





“How do I establish new utility services in the City of Clemson?”

In efforts to minimize and slow the spread of COVID-19, the City of Clemson will be minimizing direct contact with the public, as well as practicing other social distancing practices.

Please call our office at 864-653-2035 with any questions or visit our website at www.cityofclemson.org.

Ways to establish new utility service (allow 2 business days' notice and no weekends):

- 1. Complete new service application online at www.cityofclemson.org**
(online service application link will not be available 7/31 and does not cross over calendar months, so you cannot apply for services to begin in a different month. For example: you can only apply for new service in August during the month of August)
- 2. Download and complete the mail-In application found on our website, then either:**
 - a. Mail the completed service agreement, check or money order for the security deposit and administrative fee (\$93.00 for owners/\$168.00 for renters), and a photocopy of your government issued ID (example: driver's license or passport).

OR

- b. Drop off the completed service agreement at utility depository box (outside the Utility Billing entrance). Include check, cash, or money order for the security deposit and administrative fee (\$93.00 for owners/\$168.00 for renters), and a photocopy of your government issued ID (example: driver's license or passport).

****New service applications can also be found in the depository located outside the Utility Billing entrance. ****



City of Clemson
Offices of Finance and Billing Administration
1250 Tiger Blvd Ste 2
Clemson, SC 29631
864-653-2035