



Fall 2020 Guide

As of August 7, 2020





Introduction

In response to the COVID-19 global pandemic, USC pulled together subject matter experts from across the University to collaborate on how our campuses can safely reopen in accordance with all public health guidelines. Our effort, referred to as “Project Restart”, is being led by President Carol L. Folt and Provost Charles F. Zukoski and involves multiple working groups consisting of hundreds of faculty, staff and students. Our teams are envisioning each specific element of University life and campus operations. Meticulous planning is underway, considering contingencies and preparing USC to be both nimble and thorough in our approach.

During this unprecedented time, we are extremely grateful for the contributions of these individuals and so many others that have risen to the challenge to determine the University’s path forward. Please see the below links for additional details on the working groups:

[*Public Health Policy Advisory Working Group*](#)

[*Restart Opening Phase Policy Working Group*](#)

[*Academic Quality Working Group*](#)

[*Student Experience Working Group*](#)

[*Undergraduate Programs Working Group*](#)

[*Clinical Education Working Group*](#)

[*Graduate Programs Working Group*](#)

[*Research Working Group*](#)

[*Neighborhood Collaborative Committee*](#)

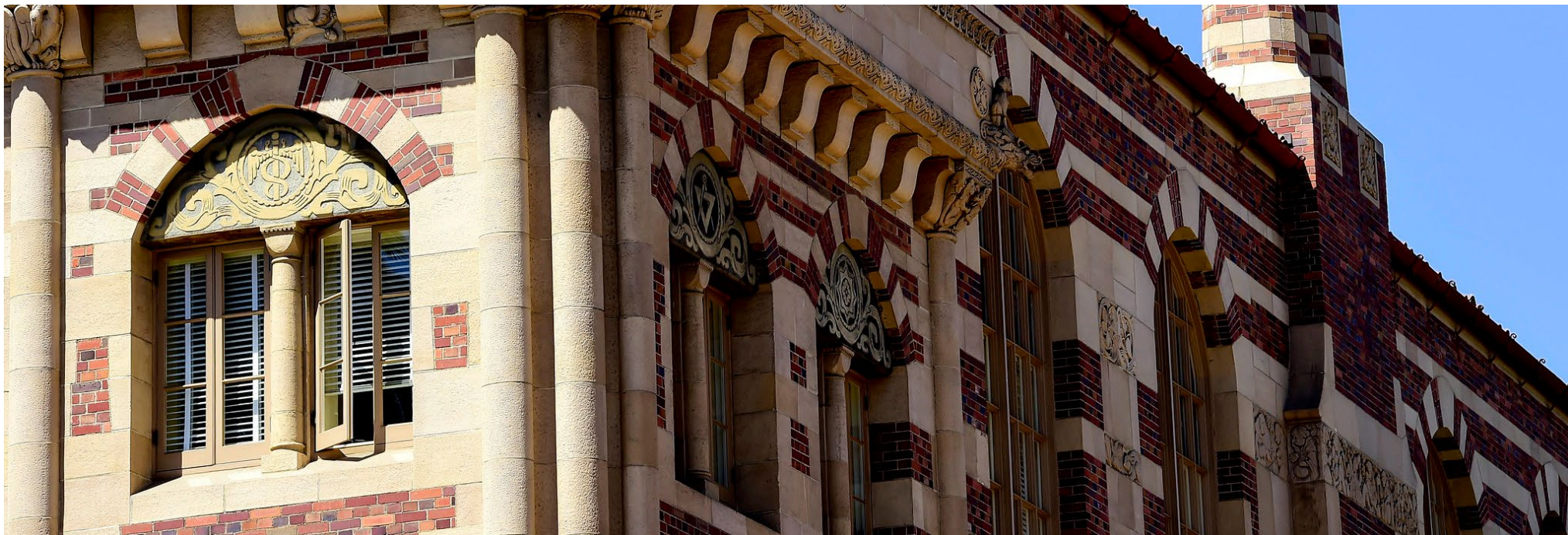
[*Financial Working Group*](#)



The University is committed to following the guidance of Federal, State, County, and local public health agencies. We are implementing the [*Los Angeles County Department of Public Health Protocols for Institutes of Higher Education*](#) that identify specific actions and procedures that must be taken. USC is focused on a safe and prudent gradual reopening and expansion of campus activities. The safety of our students, faculty, and staff is our paramount concern and will drive our decision making. Public health guidelines continue to change and we will adapt our plan to meet them.

Given Los Angeles has experienced an increase in COVID-19 prevalence during June and July, we have proportionately sized our on-campus population density and indoor activities. We will begin the Fall semester with fully remote instruction with limited exceptions for clinical education. As soon as public health regulations allow, we will be ready to pivot quickly to select in-person and hybrid instruction and other on-campus activities.

Our top priority is to provide an excellent educational experience, in and out of the classroom, and to foster engagement with the Trojan Family that lasts for a lifetime. These experiences will be different, but our goal is unchanged — to make our courses excellent, convenient, and interactive; to challenge our students intellectually, inspire their creativity, and push them to the frontier of knowledge, no matter how or where the learning experience occurs.



The University's policies and plans will continue to be updated over time based on current conditions, and as the scientific understanding of COVID-19 evolves.

Please visit the [USC Fall 2020 website](#) for the most up-to-date information and announcements.

The following topics, protocols, guidelines and requirements directly apply to the majority of those within the University community. However, there might be circumstances unique to a specific USC location and/or function that may require an adaptation to the direction provided herein. Students, faculty and staff are encouraged to contact their advisor or supervisor if they have questions.



Table of Contents

Guiding Principles	7
Restart Phases	8
Return to Campus – Guidelines & Requirements	10
▪ Training	10
▪ Compliance & Accountability	10
▪ Trojan Commitment	11
▪ Return Checklist	13
▪ Additional Considerations Before Returning to Campus	16
▪ Campus Access	17
▪ Visitors	19
▪ High-Risk Populations & Accommodations	20
Public Health Measures	21
▪ Personal Hygiene	22
▪ Physical (Social) Distancing	22
• Space Modifications & Signage	22
• Pedestrian Traffic Flow	23
• Elevators	23
• Meetings	24
• University Travel	24
▪ Face Coverings & Personal Protective Equipment (PPE)	24
▪ Sanitization	27
• Cleaning Protocols	27
• Indoor Air Quality	28
▪ Case Detection & Response Plan	29
• Symptom Checks (“Trojan Check”)	29
• Testing	30
• Incident Tracking & Contact Tracing	30
• Isolation & Quarantine	31
• Treatment & Care	31
Academics	34
▪ Fall Semester Calendar	34



Table of Contents cont.

■ Instructional Methods.....	35
• Online Classes.....	35
• In-Person & Hybrid Classes.....	35
• Asynchronous Teaching.....	36
• Faculty Support.....	36
■ Undergraduate Education.....	36
■ Graduate & Professional Education.....	36
■ Research.....	37
Student Life.....	38
■ Orientation – Welcome Experience.....	38
■ Student Housing.....	38
■ Residential Dining.....	40
■ Extracurricular Activities.....	40
Athletics.....	41
■ Student-Athlete & Staff Return.....	41
■ Athletic Competition Events.....	42
Other Campus Operations & Services.....	42
■ Campus Restaurants & Cafés.....	42
■ Events.....	43
■ Information Technology Services.....	43
■ Libraries.....	44
■ Transportation & Parking.....	44
■ USC Bookstores.....	44
■ USC Hotel.....	45
Mental Health & Other Support Services.....	46
■ USC Student Health.....	46
■ Center for Work and Family Life.....	46
■ Occupational Therapy.....	46
■ Financial Assistance Programs.....	46
Community Engagement.....	47
Contacts & Resources.....	48

GUIDING PRINCIPLES

Health and safety come first

Protect the well-being of our students, faculty, staff and patients – and be there for our neighbors and local community.

Advance our academic mission

Ensure the excellence and continuity of our education and research, and commitment to access and equity.



Restart Phases

We have developed a carefully planned phased approach to restarting campus operations in a gradual manner. This was designed in consultation with local health authorities, our own health care experts, and Centers for Disease Control and Prevention guidelines.

The specific phases described below, and the University is currently in Phase 2. This involves the first steps of reopening the campus with strict physical distancing protocols in place. Though most faculty and staff continue to work remotely, we have brought back a small number of researchers, clinical education programs, and Keck healthcare operations as permitted under state and county guidelines. We also plan to bring back a limited number of students in the fall, however, most undergraduates will take their courses online and should reconsider living on or near campus. Return of on campus activity is dependent upon local approval and conditions.

Current Phase



Phase 1: Safer-at-Home

Safer-at-home orders in place for city and county. All courses are online. Strict protocols around face coverings, physical distancing and increased cleaning are in place.

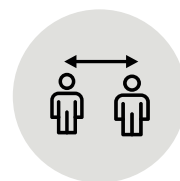
Access: students, faculty and staff are on campus by exception only.



Phase 2: First Steps

Begin increased campus activities with strict physical distancing protocols in place. Most operations remain remote.

Returning functions: research, clinical education, essential Keck healthcare operations.



Phase 3: Forward Together

Expanded model of on-campus and online learning with moderate physical distancing protocols in place. Increased on-campus operations.

Returning functions: academics, housing, dining halls, athletics



Phase 4: Fight On

Most operations re-open with health guidelines in place.

Returning functions: academics, research, athletics



Restrictions Lifted

Full operations of all academics, research, and athletics without additional restrictions or guidelines.

Restart Phases cont.

USC will progress from one phase to another as conditions allow, in line with federal, state and local guidance, as well as guidance set by USC. **Until USC announces a change in phase, the current phase is in effect, regardless of federal, state and local announcements.** Phases are not time-based, rather, they are conditions-based and may be adjusted from time to time depending on public health conditions or government directives or other considerations.

Accordingly, in the event of a resurgence of COVID-19, USC may move back phases in all or part of operations based on recommendations from public health officials and/or guidance of USC Student Health, the Public Health Policy Advisory Group, and the President's senior leadership team. The University is developing a detailed step back plan in the case of either a Los Angeles or localized resurgence of COVID-19 cases. Stepping back may require sheltering in place, but not necessarily leaving campus for those living in student housing. Our flexible class structure will allow most courses to continue online, and essential services will be provided to students on campus under proper health and safety precautions.



Return to Campus

Guidelines & Requirements

In addition to adhering to public health guidelines, every student, faculty, staff and visitor coming to campus will be required to follow additional University health measures. **The success of the Trojans Return plan is a shared responsibility.** We all must do our part to protect ourselves and especially those at higher risk both on campus and in our community. Anyone who is unable to follow these rules can request accommodation; all others are required to comply. Failure to do so may result in disciplinary action.

Training

All students, faculty and staff must complete Health, Hygiene and Safety training via [TrojanLearn](#) (requires flash-compatible browser), which outlines the University's safeguards as well as individual protection measures, such as proper hand washing, physical distancing, and the use of face coverings.

Compliance & Accountability

Compliance with public health measures is mandatory. To prevent widespread infections and possible campus closure, all students, faculty and staff must play a role and take these measures seriously. By following the proper health, hygiene, and safety procedures, we can protect our community together. Those who put others at risk by violating these expectations will be subject to disciplinary action that may lead to removal from campus. Managers and supervisors are expected to hold their employees accountable for adhering to mandatory health and safety behaviors while in the workplace.

TROJAN COMMITMENT

All individuals returning to campus must agree to uphold the Trojan Commitment to abide by these safeguards for the health and safety of the entire USC community.

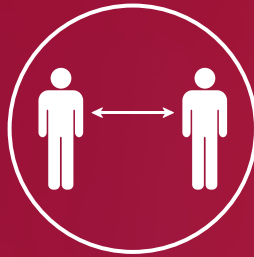
As Trojans, we fight on. And, as a community that supports and respects one another we must all join the fight against COVID-19. United and committed, we will prevent the virus from spreading. Commit to protect yourself, your peers, your neighbors and the entire Trojan Community. When we all thrive, we all succeed.

Make the commitment to protect yourself, your peers, your neighbors and the entire Trojan community:



PROTECT MYSELF

- Self-monitor for any symptoms associated with COVID-19.
- Wash hands frequently and thoroughly with soap and water; if soap is unavailable, use hand sanitizer (60%+ alcohol content).



PROTECT MY PEERS

- Practice physical distancing – keep 6 feet/2-meters distance from others.
- Stay home when sick and contact student health or a physician if necessary.
- Wear a face covering around others.
- If personal protective equipment (PPE) is assigned, wear as instructed. Take care when putting on and removing PPE, to minimize infection.



PROTECT MY COMMUNITY

- Keep frequently touched common surfaces clean by using disinfectant wipes.
- Participate in training sessions, and follow instructions for screening, testing, contact tracing or any other measures to contain spread.
- Be mindful of others who may be at a higher risk for contracting the disease.
- Respect neighbors by practicing physical distancing, wearing face coverings, and being aware of noise levels. Avoid hosting parties and follow city guidelines on public gatherings.
- If you test positive for COVID-19, notify the USC COVID-19 hotline: 213-740-6291 or COVID19@usc.edu.
- Support those who need help and if concerned about a friend or colleague, contact contact [*Trojans Care for Trojans*](#).

Return Checklist

As our campuses slowly reopen, we will count on every Trojan to fulfill their responsibilities to keep themselves and the rest of their Trojan family safe and healthy.



✓ 1. Confirm You Are Supposed to Return

Faculty and Staff: If you have not received a notification from your supervisor that you are expected to return to campus, please continue to work from home. If you have any questions, please contact your supervisor.

Students: Currently, we are only encouraging those students taking courses that require in-person instruction to return to campus for the fall semester. During *Phase 2*, most classes will be exclusively online and very few courses will require in-person instruction. Student housing availability is limited, and on-campus activities will be highly restricted. We will offer a wider selection of in-person and hybrid courses when we can safely move into *Phase 3*. All students should have honest and thoughtful conversations about their personal health and well-being with their families and/or personal support networks in order to decide whether returning to campus is necessary and right for them.



✓ 2. Make Sure You're Not Sick

If you have any of the symptoms of COVID-19, please stay home. You have a responsibility to stay away from campus until you feel better.

Return Checklist cont.



✓ 3. Complete Your Training

To return to campus, you must take the mandatory ‘Health, Hygiene and Safety Training’ module in [TrojanLearn](#) (requires flash-compatible browser). This will help you better understand the health and hygiene requirements for returning to campus, and why it’s important for you to be aware of how the virus spreads. You will not be able to complete the Trojan Check and reservation without completing this first.

- **Students:** Health, Hygiene and Safety for Students
- **Faculty:** Health, Hygiene and Safety for Faculty
- **Staff:** Health, Hygiene and Safety for Employees
- **Researchers (Students):** Health, Hygiene and Safety for Students in Research Environments
- **Researchers (Faculty & Staff):** Health, Hygiene and Safety for Employees in Research Environments



✓ 4. Confirm You Are Well Each Day Before Coming to Campus

Before coming to campus, you will need to complete a daily wellness assessment via [Trojan Check](#) affirming that you have not recently been exposed to or diagnosed with COVID-19, and that you are not currently experiencing any symptoms consistent with COVID-19. Within one hour of completing the training module, you will have access to Trojan Check.

Return Checklist cont.

In many areas, you must also make a reservation to come to campus. At the end of the process, you will receive an access pass to enter campus.

Please see [step-by-step instructional videos](#) for how to log in, create reservations and complete your wellness assessment.



✓ 5. Use What You Learned

When you arrive on campus, you will need to adhere to the requirements that are covered in the training. Use face coverings, maintain physical distancing, practice good hand hygiene (wash your hands), and don't share equipment.



Additional Considerations Before Returning to Campus

- **Students should create a support and wellness plan.** Make plans for regular check-ins with friends, family and your support networks. Various campus support resources are available:
 - [*Campus Activities*](#)
 - [*Student Equity and Inclusion Programs*](#)
 - [*Office of Religious and Spiritual Life*](#)
 - [*Trojans Care for Trojans*](#)
 - [*USC Student Health – Counseling and Mental Health Services*](#)All providers are professional licensed clinicians and faculty in the Department of Psychiatry and Behavioral Sciences in the Keck School of Medicine of USC. Virtual counseling outreach drop-in program, [*“Let’s Talk.”*](#) is available to all students regardless of location.
- **Complete your required *immunizations* in advance.** For most students (non-health professions related) these requirements include measles, mumps, rubella, meningococcal disease and varicella (“chicken pox”). For many international students, a tuberculosis test is also required. Upload accompanying documents to usc.edu/myshr for early verification. Additional information is [*explained in these videos*](#) from USC Student Health.
- ***Update your current address in OASIS:*** Students will receive information based on their current location (whether in the Los Angeles region or elsewhere in the world). Please keep this information updated every semester.
- **Make a commitment to getting a flu shot.** This fall’s flu season is expected to coincide with COVID-19 cases. Reducing flu cases will relieve potential surge at health care centers and hospitals throughout the region and reduce the chance for required isolation in the event you become sick. Flu vaccines are generally available in late September/early October.



- **All travelers from international destinations are required by Los Angeles County Department of Public Health to quarantine to quarantine for 14 days** upon arrival to the United States before arriving on campus or to campus housing.

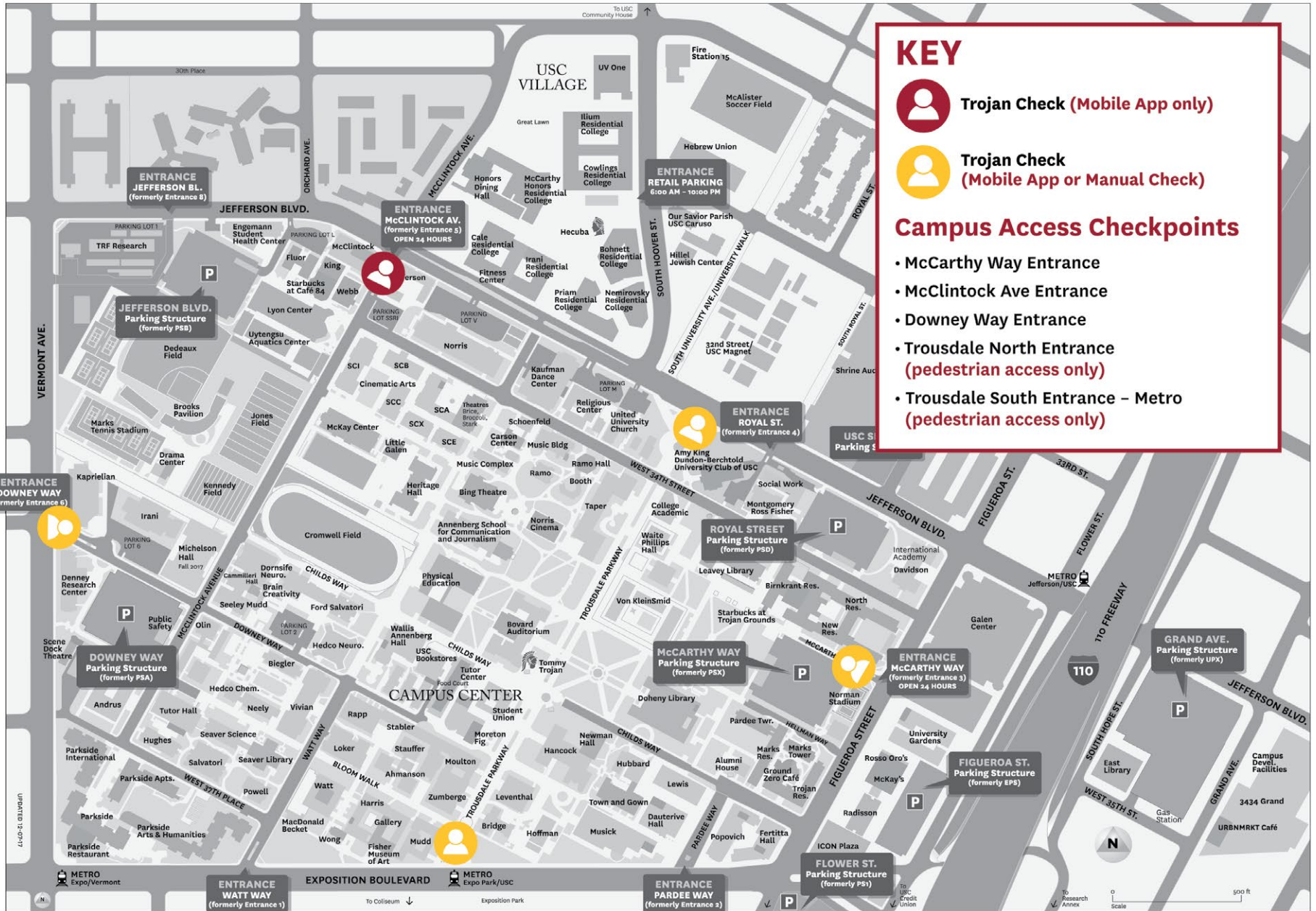
This requirement, combined with other [U.S. government travel restrictions for non-U.S. citizens](#), pose difficulties for arrival and in-person attendance for our international students this semester; the University and academic programs will be sharing guidance on navigating this situation. Additional information for international students can be found [here](#).

Campus Access

Vehicle and pedestrian access to campus will be routed through specific entry points. All individuals entering campus will be required to show proof of [Trojan Check](#), or complete a symptom check paper form on-site prior to entry. Visitors are also required to provide their personal information and details of where they will be visiting on campus. We are deploying a team of Trojan Ambassadors to assist with campus check-ins, and to help ensure everyone is using face coverings and adhering to physical distancing.

Most campus buildings will remain locked with access only for authorized employees performing essential services, and those students attending in-person courses and/or other University-approved activities on campus.

University Park Campus Access Plan (as of August 7, 2020)





Visitors

Visitors to our campuses will be restricted in compliance with Los Angeles County Department of Public Health guidelines. This is necessary in order to help protect our USC community, and to mitigate the spread of COVID-19.

Guests, including members of the local community, will be permitted to walk the campus grounds under the University's health and safety protocols. All guests are required to wear face coverings, keep six feet of physical distancing, and complete [Trojan Check](#), either online in advance or on-site via paper form. **Campus tours are not currently in operation.**

We are establishing procedures for all other visitors to campus buildings, including University vendors and visiting faculty or researchers. In general, visitors to campus buildings will only be permitted if absolutely essential and by appointment. Meetings should be conducted either online or phone whenever possible.

Contractors engaged in on-campus construction projects must coordinate their activities with USC Capital Construction and Development (CCD). On-campus construction plans must be approved by CCD, and will be subject to regular compliance audits.

We are not permitting USC Housing residents to bring any guests or visitors into housing facilities for the protection of our residential community. This includes parents, guardians, siblings and other relatives. This restriction will be in place during move-in and the fall semester until further notice.



High-Risk Populations & Accommodations

While everyone is at risk of getting COVID-19 if exposed to the virus, some populations are more likely to become severely ill. These groups include older adults and people with underlying medical conditions. Please visit the [Centers for Disease Control and Prevention website](#) for additional information.

- **Students:** Any student with high-risk medical conditions should discuss their health with their current provider. Students should also consider whether being in a campus environment in the city of Los Angeles is right for them. If you decide to access campus this fall and have a chronic medical condition, please contact [USC Student Health](#) to make sure you have a continuity of care plan with campus providers.
- **Faculty & Staff:** For those who fall within the high-risk population definition and request an accommodation, USC will follow public health recommendations and work with you to provide temporary accommodations to the maximum extent feasible. Concerned employees should reach out to their supervisor and HR partner for support.
- **Disability Accommodations:** Students requiring accommodations should register with [Disability Services & Programs](#) (DSP). DSP is able to serve students who are enrolled in exclusively in-person classes, exclusively online classes, or students who are enrolled in both types of classes.

Faculty and Staff should contact their supervisor and HR partner for disability accommodation questions and support.



Public Health Measures

The following were developed in partnership with Los Angeles County Department of Public Health and in compliance with CDC, Occupational Safety and Health Administration (OSHA), and the California Division of Occupational Safety and Health (Cal/OSHA) guidelines. Implementation is critical to prevent and mitigate the spread of COVID-19 on our campuses and in our local communities.

The most effective current methods for reducing the spread of COVID-19 are staying at home when possible, maintaining at least six-feet of physical distance from others, washing hands frequently, and staying isolated if experiencing any COVID-19 symptoms as currently identified:

- 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 is not all-inclusive. Please consult your medical provider for any other symptoms that are severe or concerning to you.

All students, faculty, staff and visitors are required to practice proper hand hygiene, respiratory etiquette, and wear required PPE or face coverings when in outdoor or indoor shared campus spaces.



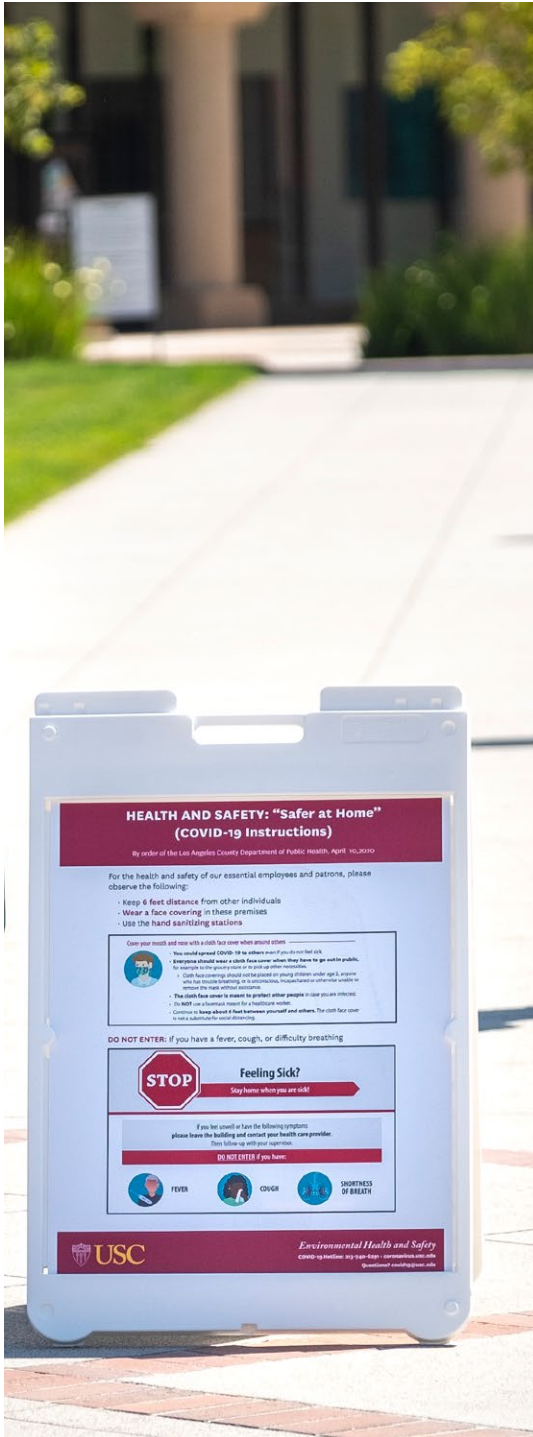
Personal Hygiene

- **Stay home if you are sick.**
- **Frequently wash hands with soap and water for at least twenty (20) seconds, or use hand sanitizer with 60%+ alcohol content.**
- **Avoid shaking hands** and always wash hands after any physical contact with others.
- **Cover coughs and sneezes** with a tissue or with your upper sleeve when in private settings and not wearing a face covering. Wash your hands or use a hand sanitizer after coughing, sneezing or blowing your nose.
- **Avoid touching your nose, mouth and eyes.**
- Use disinfectant wipes to **keep frequently touched common surfaces clean** (e.g., telephones, computer equipment, door knobs and light switches, etc.).
- **Do not share** other workers' phones, desks, offices or other work tools and equipment.

Physical (Social) Distancing

Physical distancing is mandated in classrooms, offices, common areas and outdoor spaces to reduce the risk of COVID-19 spread. Individuals are to maintain at least six feet physical distance from others.

- **Space Modifications & Signage:** We are reconfiguring our facilities and spaces, including classrooms, to reduce the risk associated with virus transmission. The number and capacity of rooms available for in-person teaching and other activities will be significantly restricted during the fall semester. Over 300 classrooms have been upgraded with enhanced audio/visual equipment to deliver online lectures via Zoom.
- We are also reconfiguring workspaces to allow for six feet between individuals and will be installing barriers in workspaces where people must face each other or are unable to be six feet apart.



- Adjustments are being made to campus community spaces and common areas (e.g. lobbies, waiting areas) to promote physical distancing. This includes the removal of furniture and/or placement of signage to identify those items that are not available for use.
- Over 3,000 touch-free hand sanitizer stations are being installed across campus, both in buildings and common areas. We are also in the process of upgrading campus bathrooms with touchless fixtures to help mitigate viral spread.
- New signage and markers are being installed throughout our campus buildings and public spaces to provide awareness and direction for adherence to required COVID-19 safety protocols.

HERE WE CHECK-IN

- 

1.
We show our symptom check phone status
- 

2.
We wear our face covering
- 

3.
We stay 6 feet apart and we don't crowd



HERE WE ...

- 

Stay 6 feet apart
- 

Cover our faces
- 

Sanitize our hands



- **Pedestrian Traffic Flow:** We are implementing different ways to promote physical distancing when entering and exiting buildings and high-traffic areas on campus. This includes one-way routes for pedestrian traffic and building entrances/exits with accompanying directional signage.
- **Elevators:** Those on campus should use the stairs inside buildings whenever possible. Elevators capacity will most often be limited to two occupants per cab



to achieve six feet of physical distancing. Riders are required to wear a cloth face covering while traveling alone or with other occupants, and should refrain from talking. Passengers should also avoid touching the elevator buttons with an exposed hand/fingers, and wash hands or use alcohol-based hand sanitizers after leaving the elevator. Those waiting for elevators in lobbies are to practice appropriate physical distancing.

- **Meetings:** Employees and students should use video and online meeting platforms whenever possible. If in-person meetings are absolutely necessary, then capacity is to be limited to 10 people and must ensure six feet of physical distancing between individuals.
- **University Travel:** All non-essential University travel is suspended until further notice. Students, faculty and staff returning from international locations should quarantine for 14 days before returning to campus as recommended by the Los Angeles County Department of Public Health and the Centers for Disease Control and Prevention guidance.

Face Coverings & Personal Protective Equipment (PPE)

The use of proper face coverings when interacting with others provides added protection against transmission, especially since many people with active infections show no symptoms but are still capable of spreading the virus.

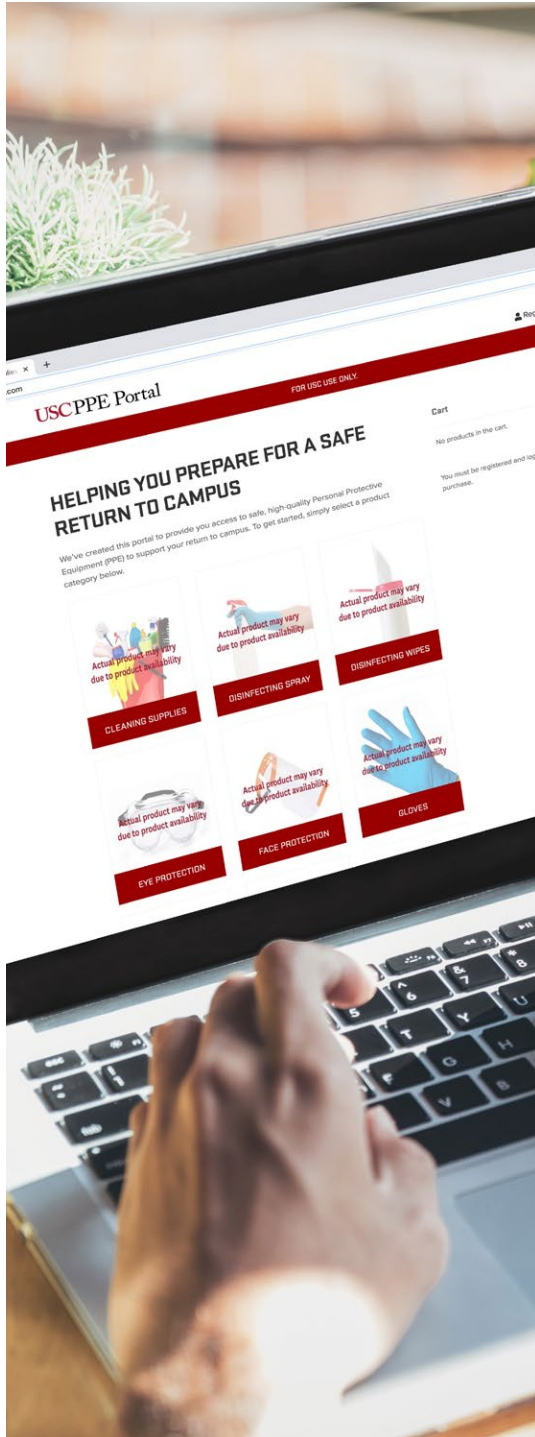
All individuals are required to wear face coverings on campus and in the classroom except while alone in a private office or individual sleeping room. The University will supply cloth face coverings to all students and employees who need to be on campus in the fall. Individuals may also choose to wear their own face covering (e.g. bandana, neck gaiter, sewn cloth, scarf or other tightly woven fabric). Cloth face coverings should be frequently washed after use, preferably on a daily basis, laundering with detergent in hot water and dry on hot cycle.

University departments must undergo a risk assessment to determine the types and quantities of additional PPE and/or face coverings needed. We have created a new centralized system to procure and distribute PPE and face coverings. Orders are to be placed via a dedicated online [USC PPE Portal](#).



Those academic units and departments with existing access and/or specialized PPE needs are encouraged to continue sourcing PPE through those established channels.

Please visit the [USC Environmental Health & Safety COVID-19 Resource Center](#) for PPE instructional videos, and other health and safety training materials.



COVID-19 Risk Matrix for PPE

All personnel are required to wear face coverings and practice proper hand hygiene when they are in any USC area with outdoor or indoor shared spaces.

Minimum Protection	Risk Level	PPE	Recommended For
	HIGH Those with high potential for exposure to known or suspected sources of COVID-19 patients.	N95 or PAPR; face shield, goggles or safety glasses; disposable gowns; disposable gloves	Healthcare workers, first responders, dental care workers, etc; while caring for suspect or confirmed COVID patients
	MEDIUM Those that require frequent and/or close contact (less than 6 ft.) for 15 min or longer with people who may be infected (not known or suspected patients) and which there is no way to re-engineer their work space (e.g., high-population density work environments).	Surgical mask; face shield, goggles or eye protection when splash hazard; disposable gloves	Public facing departments such as DPS, shuttle drivers, kitchen and dining employees
	LOW Jobs that don't require contact with people known to be infected or suspected patients and who can stay 6 feet away from co-workers and the general public.	Cloth face covering; lab coat if working in lab environment; face shield, goggles, or eye protection when there is a splash hazard; disposable gloves when jobs require frequent handling of high touch items	Outdoor shared spaces, indoor spaces, alone in an office or laboratory
	VERY LOW Those who are able to maintain a minimum 6 feet distance with other people in their work environment and that require little to no interaction with the general public.	Cloth face coverings when entering indoor or outdoor public spaces. Wash hands for at least 20 seconds with soap and water.	Alone in personal office space; should be prepared to don face covering (No mask is acceptable alternative)



Sanitization

Cleaning Protocols

Cleaning frequency and intensity have been increased across campus. Classrooms and especially high touch surfaces, are thoroughly cleaned three times a day using products meeting Environmental Protection Agency (EPA) criteria for use against COVID-19. Our cleaning professionals have been trained on the new protocols and cleaning products being used.

Enhanced Cleaning Schedule* Surfaces/Areas & Frequency



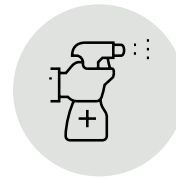
Cleaned 3X Daily

Elevator buttons, stair handrails, water fountains

Restroom touchpoints including light switches, doorknobs, handles and fixtures

Light switches, doorknobs, handles in high traffic areas
(i.e. classrooms, labs, reception areas libraries)

Floors, carpets, trash to be emptied and liners replaced in high traffic areas
(i.e. classrooms, labs, reception areas libraries)



Cleaned 5X Weekly

Light switches, doorknobs, handles in low traffic areas
(i.e. offices)



Cleaned 1X Weekly

Floors, carpets in low traffic areas
(i.e. offices)

*Partial list of areas and surfaces cleaned



We are also encouraging our faculty, staff and students to take an active role in cleaning and disinfection of personal items, work stations, and living areas:

- Door handles/knobs
- Keyboards/mice
- Computer monitors and tablets
- Desktops
- Remote controls
- Desk and cell phones
- Shared work stations and chairs
- Copiers
- Faucets and sinks

USC will provide cleaning supplies for individuals to use for their workspaces. It is recommended to always use *EPA-approved cleaning products* against COVID-19, and to follow the manufacturer's instructions.

Indoor Air Quality

All centrally controlled heating, ventilation and air conditioning (HVAC) building systems are run at least two hours before and after building occupancy. Systems that have the ability to run with 100 percent outside air will be run during this time to flush the buildings with filtered outside air.

We have also disabled the centrally managed demand control ventilation system to maximize the amount of outside air to each space within the buildings at all times.

USC's HVAC systems are designed to meet all required ventilation standards and building codes by allowing enough fresh outdoor air to control contaminant levels in buildings. The outside air flow rates are established by the maximum occupancy for each building.

In accordance with public health guidance, many buildings will not be at full occupancy, and all occupants must adhere to physical distancing measures. This increases the per person outdoor air flow rates to control contaminants, including COVID-19.



Case Detection & Response Plan

Symptom Checks (“Trojan Check”): All students, faculty, staff, and visitors coming to campus will be required to complete [*Trojan Check*](#), a brief wellness assessment that must be completed each day before entering campus. Trojan Check is available online and via a mobile app for use on smartphones and tablets. Departments that currently require a paper version (English and Spanish) may download them [*here*](#). Students residing in on campus housing must complete the symptoms check daily. Upon completion of the assessment, the system generates a pass which will be required to access campus or leave residence halls.

We will also require randomly selected individuals to have their temperature checked prior to entering campus grounds and before entering select campus buildings. Those with a fever of 100.4 degrees or higher will not be allowed access. Touchless temperature check devices will be stationed at campus entry points and at entrances to various building locations, including residential housing, dining facilities and some classrooms.



Testing

COVID-19 testing is critical to understanding and containing its spread. Regular testing will be part of our public health strategy. This includes clinical testing for symptomatic and exposed students, faculty and staff on campuses; as well as randomized community testing for virus prevalence to help determine “hot spots” among populations, locations and interactions (people, place and time).

Pre-arrival COVID-19 testing is required for all students before returning to campus. We are ensuring adequate testing access and capacity both prior to arrival and during the academic year. Please visit the [USC Student Health COVID-19 testing webpage](#) for detailed instructions and additional information.

Additionally, we are instituting a community testing program to serve our local neighborhood communities.

Incident Tracking & Contact Tracing

Given ongoing community transmission in Los Angeles, we expect to see positive cases of COVID-19 in the campus community. A contact tracing team of health professionals in USC Student Health has been working to identify, notify, trace and isolate positive cases since the emergence of cases in Los Angeles this spring. The team is prepared to quickly identify exposed individuals and implement quarantine.

Employees, visitors and students who test positive for COVID-19 and have been on campus within 48 hours of symptoms onset and/or diagnosis must immediately notify the University by calling the COVID-19 Hotline: 213-740-6291 or email COVID19@usc.edu.

If the employee is unable to make the notification, the Human Resources partner may make the notification to the hotline on behalf of the employee. If the contact tracing team needs follow up, they will work with the employee directly, with contact information provided by the Human Resources partner.

The contact tracing team will need the employee name, ID number, date of birth, mobile phone number where they can be reached, and department where they work.



The individual will be given instructions for isolation and be interviewed about personal and workspace exposures.

When a workplace exposure has occurred, the campus response team will convene including appropriate department/unit representatives to coordinate workplace notification. **Notifications will be targeted to individuals and groups who may need to be tested, self-isolate or self-monitor for symptoms.**

Testing for any exposed students, faculty, or staff is available at USC Student Health by calling **213-740-9355**.

We will provide regular online updates about rates of infection and notifications for groups who may have been exposed to a positive case of COVID-19.

Isolation & Quarantine Procedures

When the inevitable cases of COVID-19 occur, individuals who are exposed will be required to quarantine for 14 days and those who are ill will be required to isolate for a minimum of 10 days and sometimes longer. While USC is prepared to provide support through dedicated accommodations and regular check-ins, quarantine and isolation may be difficult for many students. Students should consider this impact when deciding to return.

Students living in USC Housing facilities who test positive will be provided quarantine lodging and assistance. Faculty and staff who test positive will be required to self-isolate from home. If unable to safely self-isolate at home, accommodations can be arranged to ensure self-isolation during the symptomatic period.

Treatment & Care

For any individual experiencing possible COVID-19 symptoms, the most important step to take is to stay home and practice respiratory hygiene (cover your cough and wash your hands frequently). Call your health care provider and let them know your symptoms. Do not go directly to an urgent care or emergency department unless you are experiencing severe, life-threatening symptoms. In many cases, your health care provider will schedule a telehealth appointment to assess your situation.



For Students: Your health provider is USC Student Health. For medical appointments involving respiratory symptoms or any other health care services, please make your appointment on [MySHR](#) or call the USC Student Health line. Please call **213-740-9355 (WELL)**. Students with symptoms will have access to medical care through the Engemann Student Health Center.

Faculty and Staff: Please stay at home if feeling sick and contact your medical provider. Testing for COVID-19 is available through USC Student Health 213-740-9355. Notify your supervisor. Telecommute if possible, and please seek guidance from your HR partner.

For health care employees, including those at Keck Medicine of USC, Herman Ostrow School of Dentistry, USC School of Pharmacy, USC Division of Biokinesiology and Physical Therapy, and USC Chan Division of Occupational Science and Occupational Therapy, please follow [current guidelines](#) for employee health clearance.

Email EmployeeHotline@med.usc.edu with general questions. For health clearance to return to any Keck Medicine facility, contact the Employee Health Services dedicated service line: 323-442-5219.

Faculty and staff (and their dependants) enrolled in USC health care plans will have care and treatment covered if diagnosed with COVID-19:

- Employees enrolled in the [USC Trojan Care EPO](#) and [USC PPO](#) plans will have the care they receive covered if diagnosed as having COVID-19. Out-of-pocket expenses for the focused test used to diagnose COVID-19 will also be waived.
- Employees enrolled in the [Anthem HMO](#) health plan will have the care and treatment they receive covered if diagnosed with COVID-19. Anthem will also waive out-of-pocket expenses for the focused test used to diagnose COVID-19 and for the care visit where the test takes place.



- For employees enrolled in the *Kaiser Permanente HMO*, cost sharing (deductibles, copayments and coinsurance) will be reduced to zero (\$0.00) for medically necessary screening and testing for COVID-19 including the visit, associated lab testing, and radiology services in a plan hospital, emergency or urgent care setting, or medical office. If a member is diagnosed with COVID-19, all treatment will be covered in accordance with the terms and conditions set forth in the member's health plan.

Academics

USC is dedicated to delivering academic excellence regardless of how COVID-19 may impact our environments for learning. Faculty and staff are fully committed to the progress of our students, and we believe they deserve to receive a world-class educational experience. Whether that experience is on campus or using online tools, we will do everything we can to fulfill this promise.

Courses classified as in-person, hybrid, or online are available for viewing through [WebRegistration](#). Student leaves of absence will be accommodated only in specific circumstances, and students should discuss with their academic advisor for guidance.

Academic Calendar

The fall semester will begin on August 17, 2020, which is a week earlier than originally scheduled. All classes, including final exams, will end by Thanksgiving. By ending the semester before Thanksgiving, we aim to minimize the spread of the virus, particularly during flu season. To support this schedule, we will not have a fall break in 2020.

We are planning to resume classes as scheduled in the spring semester. However, we will ultimately be guided by the realities on the ground and the guidance from local and state authorities.

Please click [here](#) for updated information.

Academic Calendar 2020-2021

Fall Semester 2020

Open Registration	Mon-Fri	64 instructional days	August 10-14
Classes Begin	Mon		August 17
Labor Day	Mon		September 7
Classes End	Fri		November 13
Study Days	Sat-Mon		November 14-16
Exams	Tue-Tue		November 17-24
Winter Recess	Wed-Sun		November 25– January 10

Spring Semester 2021

Open Registration	Thu-Fri	73 instructional days	January 7-8
Classes Begin	Mon		January 11
Martin Luther King’s Birthday	Mon		January 18
President’s Day	Mon		February 15
Spring Recess	Sun-Sun		March 14-21
Classes End	Fri		April 30
Study Days	Sat-Tue		May 1-4
Exams	Wed-Wed		May 5-12
Commencement	Fri		May 14



Instructional Methods

The majority of classes will be delivered online until we are granted approval from State of California and Los Angeles County public health officials to provide hybrid and in-person instruction. We will begin the Fall semester fully online with limited exceptions for clinical education.

Each academic unit will determine the most appropriate method of instruction while adhering to university-mandated protocols, and constraints on gathering size, physical distancing and other relevant public health guidelines. Schools will be contacting students with more details about its classes, co-curricular activities, and student organizations.

Online Classes

The University and our faculty are committed to excellence of educational delivery in an online environment. We are also offering a rich array of courses and out-of-class experiences online. We have invested in new technologies and have upgraded the audio/visual capabilities in more than 300 classrooms to improve the Zoom experience. Additionally, our faculty have been actively preparing to deliver their courses online this fall. They will be utilizing new methods and creative tools to enhance the virtual classroom experience for our students. USC also has some of the leading online programs in a number of schools, and they have been sharing their experiences with faculty across the institution.

In-Person & Hybrid Classes

We are planning for limited in-person instruction this fall, and only for specific programs that require it. These classes will take place on campus under strict health and safety protocols. In addition, we are planning to deliver some courses in a hybrid manner when permitted to do so. This will consist of distance learning for certain elements of the course, such as lectures, and then using small group settings for any instructional elements that may require in-person attendance. All in-person and hybrid classes will be limited in size so that students can maintain six feet of physical distance during instruction.

Over the past few months, we have retrofitted our campus and put numerous safety protocols in place for the return of our students. As soon as public health regulations allow, we plan to begin offering select in-person and hybrid classes.



Asynchronous Teaching

Due to the COVID-19 pandemic, faculty and students have been displaced, and some do not have access to the typical support structures they need to teach or take their courses. Many of us are facing new challenges that make it difficult for everyone to be present at the same time for a live (synchronous) class. These challenges include caregiving responsibilities, unstable or inaccessible internet connections, time zone differences and illness. Equally important is our commitment to providing an equitable learning experience for our students who need accommodations. Therefore, all lectures and class sessions will be recorded, with audio transcripts, and made available to students asynchronously (at any time outside of class time).

Faculty Support

Resources have been deployed in schools and in the *Center for Excellence in Teaching* (CET) to enable faculty to reimagine and implement their courses in the physically distanced environment and online. CET launched an accelerated six-week intensive that's designed to help faculty plan for the fall semester. Those materials are also available to all faculty and teaching assistants to review on their own. Additional teaching continuity resources for faculty can be found [here](#). Our faculty is working hard to implement new ways to facilitate remote learning and engagement.

Undergraduate Education

Given the continuing safety restrictions and limited densities permissible on campus, most undergraduate students need to exclusively take their courses online in the fall term. While this isn't what we had hoped for, it is an important part of our plan for limited in-person, on-campus activity. This is necessary to create a low-density environment for the safety of those students, researchers, staff and faculty who need to be on campus.

Graduate & Professional Education

Plans for graduate programs will be addressed by the individual school and program. Courses that do not require in-person instruction will be taught online during the fall semester. Our goal is to keep all students advancing toward their degrees, and advisors in each school will be available to help answer questions about how best to maintain academic progress this semester.



Graduate and professional educational program calendars and class schedules may differ from University-wide orientations and programming. Individual schools will notify students of schedules and orientation for their programs. We have been able to resume most in-person clinical rotations for our professional students.

Research

Research activities resumed on a limited basis in June, and we will gradually increase capacity as conditions allow.

Each academic unit developed a research restart plan for approval by USC Environmental Health & Safety, Student Health, Risk, Legal, Human Resources, the Public Health Policy Advisory Group and the Provost. Those reviews are rooted in strict guidelines that adhere to all local regulations as well as all CDC, Cal/OSHA and University guidelines. All plans require researchers to maintain a minimum of six feet of physical distancing, ensure all researchers and support staff have required PPE, and research spaces are cleaned and disinfected according to Los Angeles County Department of Public Health and University protocols. Please visit the [Research Ramp-Up website](#) for additional information.

Additionally, we are working to maintain appropriate personnel density. This may mean that research facilities operate under capacity, personnel work staggered shifts, and/or personnel rotate between working from home and working in the laboratory. Principal investigators returning to campus must develop lab and group-level plans that are consistent with the school plans mentioned above, observe all of the rules/requirements, and are approved by the school to ensure all safety standards are met.



Student Life

Campus life will be different this fall. We anticipate some safe, physically distanced outdoor activities, and limited in-person dining and meetings will be permitted, but only as allowed by public health and University guidelines.

Students will need to limit the number of close contact exposures and avoid congregating with many friends at a time. Person-to-person contact poses the greatest risk of spreading infection. **Large social gatherings will be strictly prohibited.**

Welcome Experience

USC Welcome Experience programs and activities will take place online **August 6 to September 26, 2020**, for all new incoming students. We have developed unique Welcome Experience that allows new students to establish a strong foundation and connection to their cohort and the broader University, and create opportunities to build strong relationships in their new environment. Please visit [here](#) for additional details.

Student Housing

We have not yet received permission from Los Angeles County to resume residential life. We are currently working to support students who are at risk should they be unable to reside on campus. Students who have a current USC Housing contract or application and believe they are in such a situation, should contact our Residential Education team as soon as possible to [request an exception](#).

For all other students, we ask that you delay your return to campus until the County has given permission for residential housing. We will continue to refund any and all fees for those who wish to cancel their fall housing contracts or applications and will provide more information when it is available. We are also continuing to seek permission to accommodate students with housing contracts who may have in-person classes. Please note that current residents in USC student housing are not affected and may remain in place.

For the Fall semester, USC Housing will limit capacity to one student per bedroom in all residence halls, suites and apartments. This is being done in accordance with Los Angeles



County Department of Public Health guidelines. The City of Los Angeles also expects USC to hold a number of rooms vacant to provide quarantine space should a surge occur. As a result, our housing availability is less than half of what it would normally be. Students living in USC Housing facilities who test positive for COVID-19 will be provided quarantine lodging and assistance.

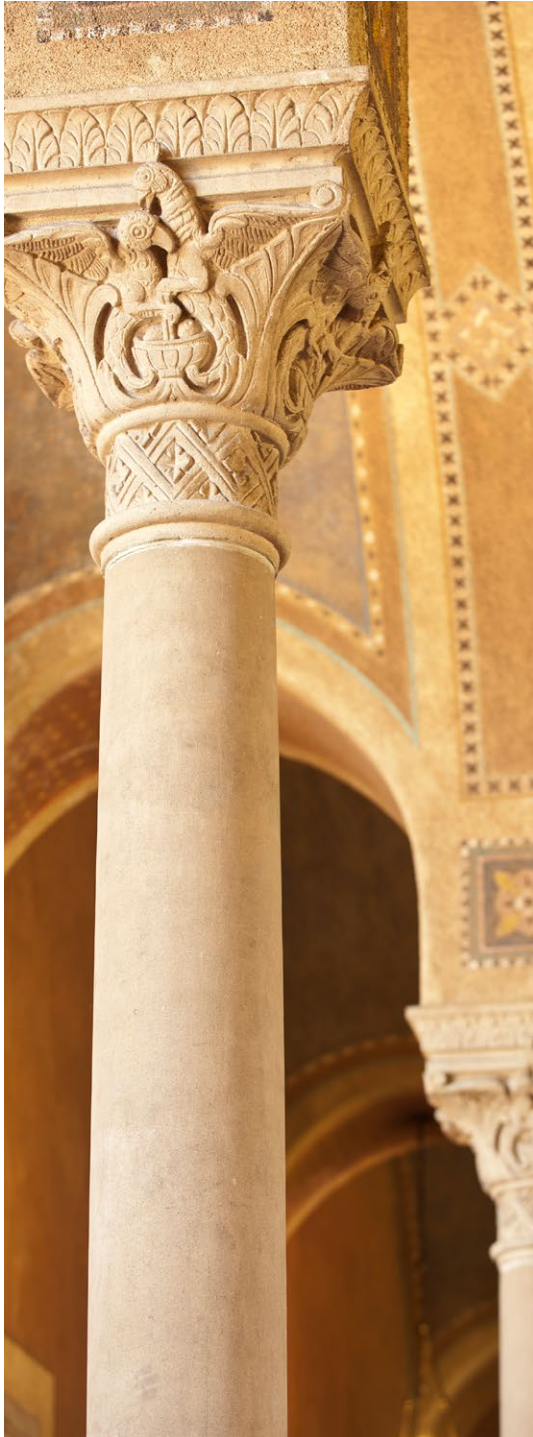
Students living in USC Housing facilities this fall will be expected to diligently follow the [USC Housing COVID-19 policies](#). This is critical to maintain a safe environment for our students and the entire USC community. If required, disciplinary action will be taken to address any policy violations. Residents must make the health and safety of their fellow Trojans their top priority in all of their actions. We cannot afford to take the policies lightly, and all of us must do our part. As such, residents are not allowed to bring any visitors into USC Housing facilities at this time. This restriction will be in place during move-in and the fall semester until further notice.

For additional information please visit [USC Housing FAQs](#), or contact USC Housing: (213) 740-2546 or housing@usc.edu.

Non-USC Housing (Private Off-Campus Leases)

The University has met with landlords who own or manage properties around our campuses to discuss lease policies and encourage COVID-19 safety best practices. Collectively, these landlords own or manage more than 16,000 beds for our students, and while many have been receptive to working with the University to incorporate proper health and safety standards and best practices, unfortunately, most have not expressed a willingness to be flexible with the terms of their leases. We have developed a series of [FAQs](#) that provides additional information and resources.

Students living in the surrounding neighborhoods should be aware that access to campus will be limited. In most cases, students will be required to make an appointment to use campus services, such as library study spaces, the Engemann Student Health Center, and dining facilities.



Residential Dining

Residential dining will be provided in strict accordance with Los Angeles County Department of Public Health guidelines. Dining halls are being reconfigured to allow for scheduled dining in a manner that is physically distanced, appropriately sanitized, and safe for students and our staff members. Food will be pre-packaged and a number of pick-up options will be available. Plexiglass barriers are being installed at all ordering counters to ensure proper protection for students and employees when six feet of physical distancing is not possible. The following additional health and safety protocols are being implemented in all residential dining halls:

- Occupancy will be limited to a maximum of 60% capacity at all times.
- Seating is being configured to ensure six feet of distance between individuals, and we are installing signage and floor markers in high traffic areas.
- Reservations to dine-in will be required to ensure proper physical distancing, and to allow for sanitization between meal times.
- Face coverings are required to be worn at all times (unless eating), and face shields are also required for food servers and others directly servicing customers.
- Enhanced cleaning protocols include disinfecting high-touch areas every 15 minutes, cleaning tables and chairs after each use, and high-temperature dishwashing to sanitize dishes, cups and utensils.

Please visit [USC Residential Dining](#) for additional information.

Extracurricular Activities

The University is currently working on a number of exciting extracurricular, professional and cultural programs, initiatives and events to keep students engaged and thriving — intellectually, socially and emotionally. We are building vibrant platforms, including a new student portal that will serve as a virtual quad and promote social engagement.

We also will be providing a host of experiences for our entering first-year and transfer students from across the world, so that they feel part of our community, and can seamlessly transition in person as soon as possible. This programming is currently in development, and additional details will be announced soon.



Athletics

Student-Athlete & Staff Return

USC Athletics partnered with University medical experts to create a comprehensive health and safety plan that complies with Los Angeles County Department of Public Health, Pac-12 Conference and NCAA recommendations and guidelines. For various reasons some student-athletes may choose not to participate in voluntary workouts and/or team activities. The University respects and fully supports the choices made by student-athletes and their families.

Scholarship Eligibility

Students who elect not to return to campus due to COVID-19 can make that choice without fear of retribution through scholarship cancellation/reduction. However, by strict application of NCAA rules, the student would lose a year from their five-year eligibility clock and require a waiver from the NCAA for an additional year of eligibility, if needed or desired. The University will not cancel or reduce aid if someone chooses not to return because of COVID-19 concerns.

Student-athletes will be able to return to training and team activities based on schedules approved by Athletic Administration. Voluntary in-person workouts for men's and women's fall sports started on June 24, 2020 under specific health and safety restrictions. All student-athletes are required to participate in a COVID-19 health and safety protocol information session, complete the university's mandatory training module, pass their annual pre-participation physical, and undergo weekly COVID-19 testing. USC's athletic medicine staff will make the final determination on a student-athlete's clearance to participate in voluntary workouts, team practices, and competition events.

In addition to student-athletes, only essential Athletics staff (strength coaches, athletic trainers, equipment managers, facilities/operations staff, etc.) will be allowed access to facilities during voluntary workouts. **If you have not received notification from your supervisor that you are expected to return to campus, please continue to work from home.**



Returning essential staff members will also undergo regular COVID-19 testing. All student-athletes and staff must pass a daily symptom questionnaire, and upon arrival to campus, they will have their temperature checked. Individuals will be required to wear face coverings, practice physical distancing, sanitize their hands regularly, wear a daily wristband indicating their approved entry and remain in their assigned areas. Additional information on plans to begin team practices and athletic competitions will be forthcoming.

Athletic Competition Events

We are working with the PAC-12, NCAA and local authorities on specifics for hosting sporting events. We do know that in-person attendance will be limited, and spectators will have the ability to watch remotely.

Other Campus Operations & Services

Campus Restaurants and Cafés

Only select campus restaurants and cafés will be open and with restricted hours of operation and service. Please visit [USC Hospitality](#) for the most current information.

In response to the COVID-19 pandemic, [Rosso Oro's Pizzeria](#) is functioning as a community café with affordable lunch and dinner options, open seven days a week on the University Park Campus. At the Health Sciences Campus, we opened a new [Community Café](#) with low-priced breakfast and lunch meals.

Campus dining operations are in accordance with Los Angeles County Department of Public Health guidelines as described in the Residential Dining section above. This includes enhanced cleaning protocols, pre-packaged meals, mobile ordering via GrubHub, ensuring six feet of physical distancing between customers and staff, installation of plexiglass barriers at registers and food service counters, and requiring all customers and staff to wear face coverings, with food servers required to also wear face shields.



Events

USC's ability to host in-person events on campus will be determined by guidance from local and state authorities. Any decision the University makes about holding in-person events will be guided, first and foremost, by our ability to maximize the safety of our community. During the fall semester, we expect campus events will be significantly limited in accordance with Los Angeles County Department of Public Health guidelines. Regarding student events, Student Affairs will be providing additional digital resources to facilitate and enhance group experiences online. Student Affairs is also partnering with the Undergraduate Student Government, the Graduate Student Government, and other student groups to develop guidelines for sponsoring and hosting on-campus events in compliance with mandatory campus protocols and guidance from public health authorities.

Information Technology Services

The University's Information Technology Services (ITS) team has an important role in ensuring the successful delivery of online education and virtual experiences outside of the classroom. This summer ITS improved the audio/visual capabilities in over 300 classrooms to enhance the online experience via Zoom.

ITS is also supporting students, faculty, and staff with remote connectivity, and providing solutions to those with connectivity issues (e.g. Wi-Fi hotspots). A dedicated [website](#) has been created to provide students and faculty with technology resources, instructions for using Zoom, and how to troubleshoot various technology-related issues.

For additional assistance, please contact ITS or the appropriate academic school and department local resource:

- ITS Service Desk: (213) 740-5555 or consult@usc.edu
- [List of IT Support Contacts for Schools and Departments](#)

We also understand that for some students, the ability to connect off campus is challenging. To help, we are expanding our program to provide financial and technical support for domestic and international students who have connectivity or hardware issues, and will provide application information soon.



Libraries

Library buildings are currently closed, but all library digital collections, services, and programs that support remote teaching and learning remain available online. We are planning to reopen on a limited basis as conditions allow, and will likely require advance reservations to manage capacity in compliance with Los Angeles County Department of Public Health guidelines. Please see the [USC Libraries website](#) for updates.

The USC Libraries are also undertaking a project to preserve the experiences of the USC and Los Angeles communities during the COVID-19 pandemic. This information will be used to create a public record of the pandemic for research and other educational purposes. All those interested in contributing should visit [here](#).

Transportation & Parking

This fall, USC Transportation is adjusting its operations in accordance with COVID-19 impacts and required health and safety protocols. Bus service will be limited, and parking operations are being modified with less students, faculty and staff on campus.

Please visit the [USC Transportation COVID-19 update page](#) for the most current information regarding bus service, parking and the University's safe ride program.

For the health and safety of bus passengers and drivers, all riders are required to wear face coverings, and seating capacity is being reduced to ensure six feet of physical distancing between passengers. Protective barriers are being installed to separate drivers from passengers. Buses will be cleaned twice each day in addition to being fully sanitized nightly.

USC Bookstores

USC Bookstores campus retail locations are currently closed, and are not expected to open until Phase 3. However, customers can [shop online](#) for course materials, computers, and USC merchandise.

[Textbooks & Course Materials](#) are fully operational; students can order online, choose shipping or on-site pick up, and the Bookstore offers a price match guarantee.



We are also providing free product delivery to campus departments. [See here](#) for more information.

When stores are able to reopen, it will be done in accordance with Los Angeles County Department of Public Health guidelines. This will include restrictions on in-store patron capacity, installation of barriers at registers, and enhanced cleaning protocols.

USC Hotel

USC Hotel has transitioned its operations in response to COVID-19. Since late-March, the hotel has been focused on serving the needs of the following groups:

- USC students and employees in need of quarantine and isolation space;
- Keck Hospital of USC Care for the Caregiver Program; and
- Healthcare workers from LA County + USC Medical Center.

Regular hotel services and amenities are not currently available, and procedures are in place ensure there is no contact with between guests and other guests or staff. Enhanced cleaning protocols are also in place.

There is no set date for reopening to the public at this time. The City of Los Angeles expects the university to have adequate quarantine space available in case of a surge in cases, and USC Hotel will be available as needed. Please check the [hotel website](#) for updates.



Mental Health & Other Support Services

Student Health

USC Student Health provides various mental health and well-being support programs for students. This includes counseling telehealth visits, Zoom-based therapy groups and wellness advice during stressful times. For more information, please visit [Ways to Stay Well During Stressful Times](#) or contact USC Student Health, **213-740-9355 (WELL)**.

Center for Work and Family Life

[The Center for Work and Family Life](#) (CWFL) is available to help USC faculty and staff with mental health-related concerns during the COVID-19 pandemic. CWFL has trained clinicians available to discuss employee well-being, stress, anxiety and other behavioral health issues. To schedule an appointment with a CWFL staff counselor, contact **213-821-0800** (weekdays 9am – 5pm). CWFL also has an after-hours number, **213-590-8045** for urgent matters.

Occupational Therapy

The [USC Occupational Therapy Faculty Practice](#) is providing Lifestyle Redesign interventions for USC employees via telehealth visits. Faculty and staff are encouraged to utilize this service if experiencing challenges with physical health and/or daily routines due to the lifestyle disruptions resulting from COVID-19. Please call 323-442-3340 or email otfp@med.usc.edu to schedule an appointment.

Financial Assistance

To support members of the Trojan family affected by COVID-19, the University established funds for students, employees, the community and Keck Medicine. For more information on how to donate to or apply for support from these funds, please visit our [support funds website](#).

We are offering a new scholarship opportunity for this year only. Students will be able to apply for a scholarship to provide for up to two free online classes in the 2021 summer session. This is designed to help ensure academic progress. More details will be coming soon.



Community Engagement

Since the beginning of the COVID-19 pandemic, USC has been working with various organization to provide support to the local community, including food delivery and basic needs assistance. These efforts include:

- USC Hospitality partnering with the City of Los Angeles and Unite Here Local 11 to provide 8,000 meals per week for seniors in local neighborhoods.
- USC Department of Public Safety and Keck School of Medicine working together with community organizations to deliver food, educational supplies, and other essential items to families in need.
- We are also offering housing assistance resources through the [*USC Gould School of Law Housing Clinic*](#).

USC is committed to continuing to engage and support our local community members during this challenging time. New initiatives are being developed and will be announced shortly. For additional information, including volunteer opportunities, please visit [*COVID-19 Community Resources*](#).



Contacts & Resources

USC Fall 2020 Website

<https://we-are.usc.edu/>

USC Reopening Phases and Guidelines

<https://we-are.usc.edu/phases-and-guidelines/>

USC Contacts

<https://coronavirus.usc.edu/contact/>

- **COVID-19 Hotline**

Call: 213-740-6291

Email: COVID19@usc.edu

The USC community, including parents of current students, should use this hotline to ask any questions related to COVID-19.

- **Students: Medical and Mental Health Care**

USC Student Health

<https://studenthealth.usc.edu/>

Call: 213-740-9355 (WELL)

Email: studenthealth@usc.edu

- **Faculty and Staff: Mental Health Care**

Center for Work and Family Life

<https://employees.usc.edu/work-family-life/>

Call: 213-821-0800

After hours, please call: 213-590-8045 for urgent matters.

Email: cwfl@usc.edu



- **Faculty and Staff (non-Keck): Employee Health and COVID-19 Testing**
USC Student Health
<https://studenthealth.usc.edu/>
Call: 213-740-9355 (WELL)
Email: studenthealth@usc.edu
- **Express Concern About a Trojan**
Campus Support and Intervention (“Trojans Care for Trojans” program)
<https://campussupport.usc.edu/trojans-care-4-trojans/>
Call: 213-740-0411
Email: uscsupport@usc.edu
- **Keck Medicine of USC, Employee Health**
Instructions for health care employees and related personnel of Keck Medicine of USC: (323) 442-8609
Verdugo Hills Hospital: (818) 952-4796
Employee Health Services dedicated service line: (323) 442-5219
General Keck Medicine of USC employee questions may be directed to:
EmployeeHotline@med.usc.edu
- **Environmental Health and Safety**
COVID-19 Resource Center
<https://ehs.usc.edu/welcome/covid-19-resource-center/>
- **Human Resources Contact List**
<https://coronavirus.usc.edu/staff/human-resource-contact-list/>

Centers for Disease Control & Prevention (CDC) COVID-19 website

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Los Angeles County Department of Public Health COVID-19 website

<http://publichealth.lacounty.gov/media/Coronavirus/>



Los Angeles County Department of Public Health Orders & Guidance

<https://covid19.lacounty.gov/recovery/>

Occupational Health & Safety Act Guidance on Preparing Workplaces for COVID-19

<https://www.osha.gov/Publications/OSHA3990.pdf>

Cal/OSHA and Statewide Industry Guidance on COVID-19

<https://www.dir.ca.gov/dosh/coronavirus/Health-Care-General-Industry.html>

State of California's Pandemic Roadmap

<https://www.gov.ca.gov/wp-content/uploads/2020/04/Update-on-California-Pandemic-Roadmap.pdf>

Cover photo courtesy of Ling Luo