Fall 2020 Guide
As of September 25, 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 Working Group
- Financial Working Group
The University is committed to following the guidance of Federal, State, County, and local public health agencies. We are implementing State and County guidelines 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.

Public health authorities are still seeing widespread community COVID-19 transmission and continue to restrict activities accordingly. As a result, we will proceed with online only instruction through the end of the fall semester with limited exceptions. Access to most indoor spaces on campus continues to be restricted, all on and off-campus events – both indoor and outdoor – remain prohibited, and on-campus housing can only be provided for students who do not have viable alternative options. As soon as public health regulations allow, we are ready to pivot to 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.
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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.
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. Our phases operate within the California Department of Public Health’s *Blueprint for a Safer Economy*, which includes a tier framework for reopening.

The specific restart phases are 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. The majority of classes remain online, and most students are encouraged to reconsider living on or near campus.

**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, research, 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.
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.
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.
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.
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. When arriving to campus, please be prepared to show your color-coded screen to access campus for the day. Safety ambassadors will be present to ensure compliance with Trojan Check, and reinforce public health requirements.

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.
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 September 25, 2020)

**General Information:** (213) 740-2311 or www.usc.edu

**Public Safety, Security and Emergency:** (213) 740-4321

**University Park Campus Access Plan**

**CARECREW KEY**

**Campus Access Checkpoints**

- Trojan Check (Mobile App only)
- Trojan Check (Mobile App or Manual Check)

- McCarthy Way Entrance
- McClintock Ave Entrance
- Downey Way Entrance
- Watt Way Entrance
- Trousdale North Entrance (pedestrian only)
- Trousdale South Entrance – Metro (pedestrian only)
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 products 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 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 who have a chronic medical condition and need to access campus this fall should contact USC Student Health to determine 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 is 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.

▪ 3,000 touch-free hand sanitizer stations have been 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 have been placed throughout our campus buildings and public spaces to provide awareness and direction for adherence to required COVID-19 safety protocols.

▪ 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 mask.
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.

- **Travel:** All non-essential University travel is suspended until further notice. All students, faculty and staff are strongly advised against non-essential personal travel at this time. For 14 days after travel, please closely monitor yourself for COVID-19 symptoms and strictly follow public health guidelines. Also, take extra precautions and consider being tested if you have engaged in higher risk activities such as travel to areas with COVID-19 case levels, attending a large social gathering, being in crowds, and/or traveling on a boat. For more information, visit the [CDC website](https://www.cdc.gov).

This requirement, combined with other U.S. government travel restrictions for non-U.S. citizens, pose difficulties for our international students; the University and academic programs are sharing guidance on navigating this situation.

Additional travel information can be found [here](https://www.cdc.gov).
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.

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<td>HIGH</td>
<td>Those with high potential for exposure to known or suspected sources of COVID-19 patients.</td>
<td>N95 or PAPR; face shield, goggles or safety glasses; disposable gowns; disposable gloves</td>
<td>Healthcare workers, first responders, dental care workers, etc; while caring for suspect or confirmed COVID patients</td>
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<tr>
<td>MEDIUM</td>
<td>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).</td>
<td>Surgical mask; face shield, goggles or eye protection when splash hazard; disposable gloves</td>
<td>Public facing departments such as DPS, shuttle drivers, kitchen and dining employees</td>
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<td>LOW</td>
<td>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.</td>
<td>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</td>
<td>Outdoor shared spaces, indoor spaces, alone in an office or laboratory</td>
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<tr>
<td>VERY LOW</td>
<td>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.</td>
<td>Cloth face coverings when entering indoor or outdoor public spaces. Wash hands for at least 20 seconds with soap and water.</td>
<td>Alone in personal office space; should be prepared to don face covering (No mask is acceptable alternative)</td>
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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](https://www.epa.gov/cleanwater/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.

Temperature screenings may be required for entry to certain areas of campus. In addition, Trojan Check randomly selects individuals entering campus for temperature screening at perimeter access points. Temperature screenings may be instituted at other locations throughout campus. Those with a fever of 100.4 degrees or higher will not be allowed access.
**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 website](#) for detailed instructions and additional information.

*Pop Testing powered by Color:* Testing of asymptomatic individuals in campus populations is continuing during the fall semester based on public health guidelines and the emergence of cases. This surveillance testing will include students living in USC Housing; notifications to schedule testing will be sent by email– students must check university email accounts for important USC information every day.

Additionally, [COVID-19 testing](#) is now available for our local neighborhood communities.

**Incident Tracking & Contract 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](mailto: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.

USC Student Health began testing for COVID-19 in our community in March, and we are monitoring positive cases of COVID-19 among students and essential employees in the campus environment and their relation to the broader spread in Los Angeles County. Please visit here to view our testing data.

To notify the University about a positive case of COVID-19, please call 213-740-6291. To arrange for testing due to exposure or symptoms, call USC Student Health at 213-740-9355 (WELL).

Isolation & Quarantine Procedures
When 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.

All students – whether they live on or off campus – will have accommodation arrangements made for quarantine. The medical team at USC Student Health will authorize these arrangements.
All employees – whether they are required to quarantine due to a workplace exposure or community exposure to COVID-19 – will have accommodation arrangements made for quarantine if they are unable to safely self-isolate at home. The university will cover the expenses related to accommodation arrangements for employees required to quarantine due to a workplace exposure. Employees required to quarantine due to a community exposure (not workplace) will be billed for accommodations.

**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 healthcare 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.

**Immunizations & Flu Shot**

**Immunizations**
Due to the current disruptions related to Covid-19 in the U.S., USC Student Health is permitting time extensions for completing immunization requirements for students residing outside of California. Please see [here](#) for additional details.

For most students (non- health professions related) immunization requirements include measles, mumps, rubella, meningococcal disease and varicella (“chicken pox”). For many international students, a tuberculosis test is also required. Additional information is [explained in these videos](#).

**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.
All USC students taking in-person classes or living in university-owned residences in Fall 2020 are required to complete immunization for influenza by **November 1**. Students living in off-campus residences and taking classes remotely are also strongly encouraged to get a flu vaccine. Students returning to in person classes in Spring 2021 will be required to show proof of vaccination before they will be permitted on campus.

**Flu vaccines are currently available** through USC Student Health for students in the campus vicinities. Students are routinely offered flu shots at all in-person visits and locations, including the COVID-19 testing areas (Pappas Quad, Pardee Lawn, Parkside Lawn, Engemann Plaza). Students may also make appointments through the student health records portal, [https://usc.edu/myshr](https://usc.edu/myshr). For additional assistance, please contact USC Student Health at 213-740-9355 (WELL) or email studenthealth@usc.edu.

**Flu shots are also now available at the USC Pharmacies for all USC staff and faculty who are currently permitted to work on campus.** Appointments are highly recommended but not required. For more information about locations and times, and to make an appointment, please visit [here](https://usc.edu/myshr). USC staff and faculty working remotely should contact their health care provider to arrange for a flu vaccine.
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 began on August 17, 2020, and 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.
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. The fall semester will be fully online with limited exceptions, notably for clinical education.

Online Classes
The University and our faculty are committed to excellence of educational delivery in an online environment. We are 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. They are 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
As we look ahead to the spring semester, we are planning for some amount of in-person instruction, which ultimately will be determined by public health guidance. Any such classes will take place on campus under strict health and safety protocols. In addition, we are planning to deliver courses in a hybrid manner if 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. In-person and hybrid classes are expected to be limited in size so that students can maintain six feet of physical distance during instruction. Over the past few months, we have retrofitted campus buildings, classrooms, common areas, and put in place numerous safety protocols in preparation for the eventual return of our students.

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**
Our faculty is working hard to implement new ways to facilitate remote learning and engagement. 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. Additional teaching continuity resources for faculty can be found here.

**Undergraduate Education**
Given the continuing safety restrictions and limited densities permissible on campus, undergraduate students need to exclusively take their courses online during the fall semester. 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 also 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 are gradually increasing 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 COVID-19 Research Guidance & Policies 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**

Over 40,000 students began the fall semester remotely in August – marking the start of an academic year unlike any other in USC’s 140-year history. As most students will continue taking their courses online this fall, we developed Experience USC for students to experience the Trojan Community in a virtual setting. This brings together all the facets of college life in a single resource to help enhance the student experience across academics, community, wellness, arts and culture, service and career. All students are encouraged to sign-on and utilize Experience USC as means to stay connected and involved.

*Students should also update their current address in OASIS:* Students will receive information and updates based on their current location (whether in the Los Angeles region or elsewhere in the world). Please keep this information updated every semester.

**Student Housing**

We have not received permission from Los Angeles County to resume residential life. We are working to support students who are at risk should they be unable to reside on campus. The Los Angeles County Department of Public Health asked us to limit housing exceptions to students experiencing significant hardships such as housing insecurity. We also recognize that there may be other forms of hardship expressed by applicants. We continue to work with each student to find a solution that ensures their health, safety and well-being.

We are also continuing to seek permission to accommodate students with housing contracts who have in-person classes. Please note that current residents in USC student housing are not affected and may remain in place. For all other students, we ask that you delay your return to campus until the County has given permission for residential housing.

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.

USC Housing has also postponed the opening the application period for spring semester housing. Information about spring housing as well as the process and timeline for applying will be communicated once there is clear guidance from appropriate public health authorities.

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 is limited, and most campus buildings are closed. Only those students taking in-person classes are encouraged to return to campus at this time.
All students living either on or near campus 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 are strictly prohibited.**

**Residential Dining**
Residential dining is operating in strict accordance with Los Angeles County Department of Public Health guidelines. Indoor dining is currently not permitted, and therefore, all meals are being provided via pick-up and to-go for the fall semester. Food is pre-packaged and pre-order options are available via Grubhub. Please visit USC Hospitality for additional information. Please visit [USC Hospitality](https://www.usc.edu/) for additional information.
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 in June 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 annual pre-participation physical, and undergo regular 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 venues are operating in accordance with Los Angeles County Department of Public Health guidelines. Indoor dining is currently not permitted, and all meals are only available via pick-up and to-go until further notice.

**Events**

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. The City of Los Angeles issued a revised [Safer L.A. Order](#) on August 7, 2020, which includes restrictions on events and gatherings. USC has prohibited all university-
Regarding student events, Student Affairs is providing digital resources to facilitate and enhance group experiences online. Student Affairs has also partnered with the Undergraduate Student Government, the Graduate Student Government, and other student groups to develop guidelines for sponsoring and hosting on-campus events when permissible and 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 have distributed hundreds of mobile WiFi hot spots and laptops for students use.

**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 reduced to ensure six feet of physical distancing between passengers. Protective barriers have been installed to separate drivers from passengers, and buses are being cleaned twice each day in addition to being fully sanitized nightly.

**USC Bookstores**
USC Bookstores campus retail locations are currently closed until further notice. 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 March, the hotel has 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 to ensure there is no contact with between guests and other guests or staff. Enhanced cleaning protocols are also in place.

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. There is no set date for reopening to the public at this time. Please check the hotel website for updates.

Mental Health, Well-Being, and Other Support Resources

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).

Mindful USC
Mindful USC is a service from the Office of the Provost with a mission to empower the USC community to make positive change in the world by building a culture of mindfulness and compassion. It offers ongoing training, practice groups and more.
Campus Support & Intervention

Campus Support & Intervention (CSI) is an office within the Office of Campus Wellbeing and Crisis Intervention. CSI staff members assist students, faculty and staff in navigating complex issues. Staff can provide consultation over the phone to learn more about your individual situation, provide guidance and help you connect with relevant campus and community resources. If you would like to get in touch with a CSI staff member, please email uscsupport@usc.edu or call (213) 740-0411.

Trojans Care for Trojans

Trojans Care for Trojans (TC4T) is an initiative within the Office of Campus Wellbeing and Crisis Intervention that empowers USC students, faculty and staff to take action when they are concerned about a fellow Trojan challenged with personal difficulties. This private and anonymous request form provides an opportunity for Trojans to help a member of our Trojan Family. For more information, contact CSI at (213) 740-0411.

Office of the Ombuds

The Office of the Ombuds is a safe and confidential place to share any USC conflict-related issues and concerns. Ombuds will work with you by impartially listening to your concerns, providing neutral perspectives, brainstorming possible options, weighing strategies, identifying relevant policies and resources, and providing conflict and communication coaching. Additionally, the ombuds can provide conflict management assistance by facilitating conversations and mediating issues.

To make an appointment with the University Park Campus ombuds, please call (213) 821-9556 or email upcombuds@usc.edu. To make an appointment with the Health Sciences Campus ombuds, please call (323) 442-0382 or email hscombuds@usc.edu. Please note this is not an emergency resource and are not available 24/7. In case of an emergency, please contact the Department of Public Safety at (213) 740-4321.

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, call (213) 821-0800 (weekdays 9am–5pm). CWFL also has an after-hours number for urgent matters, (213) 590-8045.

**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 otp@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.
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. For additional resources and information, including volunteer opportunities, please visit here.

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://we-are.usc.edu/contact-us/

- 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/](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/](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/](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/](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](mailto: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://we-are.usc.edu/living-and-working/human-resources-contacts/

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

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/


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

Cover photo courtesy of Ling Luo