

## General questions

### What should I do before first arriving on campus?

Prior to first arriving on campus, all students should complete the COVID-19 orientation session and review campus guidelines. Every day, before coming to campus, you should complete the [COVID-19 self-assessment](#) and follow the instructions provided therein.

### Are campus buildings open and accessible?

Campus buildings will begin reopening during the fall term. Certain buildings will remain closed and inaccessible due to their designation as administrative-only (no classes or labs).

### What will happen if a second wave occurs?

The University is monitoring the situation and working closely with partners at Ottawa Public Health. We will follow directives provided should a second wave occur. Members of the University community should be prepared for a rapid shutdown in the event a shutdown is necessary to protect public health.

### Where can I find general information regarding COVID-19?

The University maintains a [COVID-19 web site](#) with relevant information for the campus community. The Ottawa Public Health website also has a number of [downloadable resources available](#), including on how to be [COVIDWise](#).

## COVID-19 symptoms and transmission

### What is COVID-19?

COVID-19 is the infectious illness caused by the most recently discovered coronavirus. Coronaviruses are a large family of viruses that may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS).

### How does COVID-19 spread?

Primarily through:

- Close contact (e.g., breathing in someone's respiratory droplets after they cough, sneeze, laugh or sing)
- Touching contaminated surfaces with the virus on them and then touching your mouth, nose or eye with unwashed hands
- Personal greetings such as handshakes, hugs or kisses

### What are the symptoms of COVID-19?

Symptoms reported throughout the pandemic have varied. However, more common symptoms are reported to include:

- new or worsening cough
- shortness of breath or difficulty breathing
- temperature equal to or over 38°C
- feeling feverish

- chills
- fatigue or weakness
- muscle or body aches
- new loss of smell or taste
- headache
- gastrointestinal symptoms (abdominal pain, diarrhea, vomiting)
- feeling very unwell

### Do all COVID-19 carriers present the same symptoms?

No. Individuals present symptoms differently. Some individuals may present symptoms as listed above — or none at all — yet still be able to infect others.

### What should I do if I think I have been exposed to COVID-19?

Follow the general procedures for your group:

- Students on campus:
  - Contact your health care provider or call Telehealth Ontario at 1-866-797-0000 (or another health information service).
  - Follow instructions provided (e.g., self-isolation, COVID-19 test, etc.).
  - Email [safety@uOttawa.ca](mailto:safety@uOttawa.ca) if advised to self-isolate.
  - If mental health counselling is required, email SASS at [couns@uOttawa.ca](mailto:couns@uOttawa.ca).
  - For academic accommodations, contact your faculty for next steps. Don't return to campus to give your faculty a medical certificate. Remain in self-isolation until you test negative or have completed 14 days of self-isolation and no longer show symptoms.
- Students off campus:
  - Contact your health care provider or call Telehealth Ontario at 1-866-797-0000 (or another health information service).
  - Follow instructions provided (e.g., self-isolation, COVID-19 test).
  - If mental health counselling is required, email SASS at [couns@uOttawa.ca](mailto:couns@uOttawa.ca).
  - For academic accommodations, contact your faculty for next steps. Don't return to campus to present your faculty with a medical certificate. Remain in self-isolation until you test negative or have completed 14 days of self-isolation and no longer show symptoms.
- Workers:
  - Contact your health care provider or call Telehealth Ontario at 1-866-797-0000.
  - Advise the Health and Wellness Office at [hrhealth@uottawa.ca](mailto:hrhealth@uottawa.ca) and indicate:
    - If you have travelled outside of Canada in the past 14 days
    - Live with, have cared for or have spent extensive time with someone who:
      - Has tested positive for COVID-19
      - Is suspected to have COVID-19, or

- Has symptoms similar to COVID-19 (such as fever, cough, shortness of breath, etc.)
- Follow instructions provided, which may include testing at a local assessment centre.
- If you are identified as having potentially been exposed to or showing symptoms of COVID-19, you must not return to work until you receive appropriate medical clearance.

## Mitigation measures

### How can I make a difference in the fight against COVID-19?

We strongly recommend all members of the University community:

- Maintain a physical distance of at least two metres (six feet) from others.
- Wear a non-medical mask when physical distancing is challenging (including outdoors) or when in indoor public spaces. Wearing a non-medical mask is not an alternative to physical distancing.
- Regularly wash (or sanitize) your hands.
- Refrain from touching your nose, eyes and mouth.
- Download and install the [COVID Alert smartphone app](#).
- Respect signage posted on campus.

## Self-isolation

### Do I need to self-isolate?

If you believe you have been exposed to COVID-19, have returned from international travel within the past 14 days or have been directed to by public health officials, you must self-isolate (up to 14 days) to minimize transmission. Follow public health advice for COVID-19 testing.

### Where can I self-isolate?

Isolation may be done at your personal residence. If you live in residence at uOttawa, contact the Housing Service team at 613-562-5855 to immediately advise them if you have a roommate, share a bathroom or have dietary restrictions. The Housing Service will make sure that you and your roommates (as applicable) are able to self-isolate individually. They may require you to relocate to another building or unit. During the self-isolation, the Housing Service will support you with meal delivery, waste removal and regular check ins.

## Communications

### Where can I find the latest messages on the University's COVID-19 measures?

The latest messages from the University administration are [posted online](#) with links to this page at the top of all University web pages.

### Where can I find examples of the signage posted on campus?

Examples of the newly-deployed COVID-19 signage package are available on the [COVID-19 health and safety website](#).

## Testing

### Where can I be tested for COVID-19?

The City of Ottawa has COVID-19 testing sites set up [throughout the city](#), including at Brewer Park Arena, Montfort Hospital, the Akasivik Inuit Family Health Team and the Queensway Carleton Hospital. A testing site closer to the uOttawa campus is in discussion.

## **Non-medical masks**

### **What is a non-medical mask?**

A non-medical mask is a cloth mask or other face covering such as a bandana or scarf, that securely covers the nose, mouth and chin, is in contact with the surrounding face area without gapping and filters respiratory droplets. Masks may have ear loops to securely hold them on the face.

### **In what areas must I wear a non-medical mask?**

The University requires that all persons — workers and students — wear a non-medical mask in indoor, public areas. This includes areas such as hallways, bathrooms, lobbies or stairways.

### **Do I need to wear a non-medical mask while outside on campus?**

The wearing of a non-medical mask while outdoors on campus is not required unless physical distancing cannot be maintained.

### **Where can I get a non-medical mask?**

You must ensure you have a supply of non-medical masks. If not, you will be provided with non-medical masks at the beginning of the term, with additional masks available for purchase at designated areas.

### **Are there alternatives to non-medical masks?**

A face covering that securely covers the nose, mouth and chin, is in contact with the surrounding face area without gapping and filters respiratory droplets is considered a reasonable alternative. Examples include a bandana or scarf.

### **Can I wear a face shield instead of a non-medical mask?**

Face shields are considered supplementary protective devices and do not meet the definition of a non-medical mask, as there is an insufficient barrier to minimize respiratory droplets.

### **What if I cannot wear a non-medical mask due to a medical condition?**

If non-medical masks (or other similar facial coverings) cannot be worn due to a medical condition, we recommend maintaining physical distance from others when on campus.

### **Do I need to disclose medical information or provide medical proof if I cannot wear a non-medical mask?**

Medical information will not be requested. We encourage you to consult with the Student Academic Success Service (SASS) regarding accommodations.

### **How will the use of non-medical masks be monitored on campus?**

The University will take an educational approach regarding the use of non-medical masks on campus and focus on the greater benefits for public health during the pandemic.

**What about other protective equipment like gloves or gowns? Should I be wearing it?**

Traditional protective equipment, such as gloves or gowns, is not considered necessary for low-risk activities such as those normally conducted in an office, classroom or public setting. Gloves or gowns may be required in laboratory or research spaces to provide protection from hazardous substances (e.g., chemical products).

**Hygiene measures**

**Is there a difference between sanitizing and disinfecting?**

Yes. Sanitizing refers to removing topical dirt and grime, while disinfecting refers to the process of killing or inactivating a virus on a surface. Both processes are important in reducing the risk of COVID-19.

**What are cleaning products effective against COVID-19?**

Health Canada maintains a non-exhaustive [list of hard surface disinfectants](#). Any of these products, when used correctly and in accordance with the manufacturer's instructions, is effective against COVID-19.

**Are there disinfecting stations on campus?**

Yes, the University has installed hand-sanitizing stations at the entrances to buildings. The stations are equipped with pump bottles of hand sanitizer. Additional spray bottles and cloths are located in common areas to disinfect high-touch areas.

**Supplies for disinfecting stations appear to need refilling. How can I report this to the University?**

Supplies are regularly monitored and replenished as needed. If supplies appear to be low, please report the matter to a University representative, who will inform the Facilities management group.

**What is the difference between hand washing and hand sanitizing?**

Hand washing is the more effective hygiene measure. However, the necessary facilities are not always available. Hand sanitizing may not be as effective when hands are already visibly dirty or greasy. Health Canada maintains a [list of authorized hand sanitizers](#).

**How often are common touchpoints cleaned by University housekeeping services?**

Facilities regularly cleans occupied public spaces on campus through contracted cleaning organizations. Individual offices or non-public spaces receive regular, rotational cleaning.

**Am I expected to also clean areas on campus?**

The University has the necessary resources to ensure that the campus receives proper housekeeping services. However, specialized equipment (e.g., common touch points in lab spaces) may require more frequent cleaning by end users to minimize the risk of COVID-19.

**University services**

**Are residences accepting students for the fall term?**

Yes, 90U, Henderson, Annex, 45 Mann, and Hyman Soloway will be welcoming students for the fall term as part of the gradual return to campus. Students who received a fall housing offer for Rideau, Friel, Leblanc, Thompson, Marchand or Stanton should have received a new offer for one of the residences in the first group by the end of July. Due to evolving public health situation, residence availability for the winter term has yet to be confirmed.

**Where can I find more information about residence life for the fall term?**

The Housing Service has prepared an [FAQ for all residence-related matters](#).

**Will services such as food, the bookstore and gymnasiums on campus be open?**

Services supporting University academic and wellness initiatives will be open with reduced operations. As the gradual reopening continues, hours may be increased and additional services reinstated, pending progress during the pandemic.

**What will 101 Week look like this fall?**

A limited resumption of activities is being planned and will be announced shortly. Any activity must meet public health requirements, including limits on gatherings, physical distancing, wearing of non-medical masks, etc.

**Academics**

**How will my classes be delivered?**

A hybrid model of online and in-class teaching will be implemented. Some classes will be synchronous learning or distance learning, with in-person classes dedicated for essential academic activities, such as lab time. In all in-person cases, public health requirements must be respected.

**What if I am unable to participate in course learning activities, write an exam or hand in an assignment for medical (or other) reasons due to changes in learning conditions caused by COVID-19?**

The University has produced a self-declaration form for students to request academic accommodations. It will be available until August 31, 2020, after which time, students must follow [Academic Regulation I-9 – Evaluation of student learning](#).

**Are field research and academic field work permitted during the pandemic?**

We recommend that organizers of such activities learn about and follow the established processes for field research and academic field trips, available from the [Office of Risk Management](#).

**I have more questions about how COVID-19 has affected admissions, academic processes, evaluations or travel.**

The University has further information on student life and implications for admissions, academic evaluations and travel available on the [COVID-19 student information web site](#).