

FAQs for Faculty, Staff, and Students on campus – fall 2020

This FAQ document will be updated as needed and new information will be indicated in a different font color.

Health and Safety

1. What is the COVID-19 daily health screening and how do I complete the screening?

All MCC students and employees must complete a daily health screening before entering campus. The [Brighton Campus](#) entrance is located at the first (ground) floor of the Spina Administration Building (building 1).

- In person – You can answer screening questions at an authorized campus entrance checkpoint
- Online – To save time, you can [complete the screening online](#) or via the MCC mobile app. You will simply be asked to show your daily screening confirmation – using your smart phone or printout – at the checkpoint.

Only individuals who complete a COVID-19 self-assessment, scan in with an MCC ID, and wear face covering will be allowed to enter campus.

2. What health and safety protocols should I follow for health monitoring, wearing masks, and social distancing?

A Cleaning and Sanitation Protocol was approved on August 10, 2020. View the protocol by going to www.monroecc.edu > A to Z index > click on Policies under “P” > Click on Protocols > click on Cleaning and Sanitation Protocol.

Information was shared in the MCC Daily Tribune on August 11, 2020 and is copied below:

- Classrooms Cleaning and Disinfection – Classrooms identified for use in the fall semester from the master schedule have been supplied with disinfectant Hillyard #19 cleaner and paper towels. For those classrooms that have sensitive technology, we have supplied Lysol disinfecting wipes. Additionally, each classroom is supplied with one (1) gallon of hand sanitizer.
- Offices and Shared Office Spaces – Offices that are approved to be open are supplied in their common space with disinfectant Hillyard #19 cleaner and paper towels. Each shared common space will be supplied one (1) quart sized hand sanitizer.
- Restrooms – As a result of the need to spend more time disinfecting and constraints on our workforce, we are keeping specific restrooms closest to the largest amount of campus activity open and closing others that can be secured. We will disinfect and restock these restrooms frequently throughout the day.
- Hallway Hand Sanitizing Stations – There will be foot pedal hand sanitizing stations strategically placed around the campus in hallways.
- Disposal of Trash – You will find trash receptacles strategically placed for ease of your office trash disposal.

The Custodial Operations team will increase its day staff at all MCC locations so that they may more frequently disinfect touch points, common areas/lounges, and restrooms. The night staff will work on thoroughly cleaning and disinfecting all classrooms, restrooms and common areas/lounges that were utilized throughout the day. Additionally, the custodial staff will collect trash daily at hallway collection points, restock restrooms as needed, and clean offices every other week. Questions may be directed to Building Services at 585-292-2593.

3. What other tactics will the College employ to prevent the spread of COVID-19 on campus?

MCC is following the guidance of the Centers for Disease Control and Prevention, the New York State Department of Health, the Monroe County Health Department, and SUNY in putting in place mandatory mask-wearing, hand-hygiene, and social-distancing protocols, and increasing cleaning and disinfecting protocols.

We are asking that everyone assist us in ensuring that their work space or classroom space is wiped down with disinfectant before and after usage to ensure their safety and that of others who may utilize the space.

4. Where should I wear a mask or face covering?

Students, faculty, and staff must wear a face mask or face covering everywhere they can—inside and outside—to protect themselves and others around them from infection.

- Indoors, face masks/face coverings must be worn any time there is more than one person in a given space—including times of brief interaction. Exceptions to wearing a face mask/face covering include eating or drinking or working alone in an office.
- Outdoors, face masks or coverings must be worn when six feet of separation is not feasible, and students must carry a face mask/face covering with them at all times in case others approach to within six feet of them. MCC is making face masks readily available to all faculty, staff, and students on campus.

5. Are all of these types of face coverings (masks, gaiters, bandanas, etc.) acceptable for employees and students to wear on campus?

Yes, a face mask or a “hands free” face covering, such as a bandana or neck gaiter, are permitted.

6. May faculty, staff, or students wear face shields instead of face masks?

Face masks are required on campus. Face shields are sometimes worn in addition to face masks by individuals in health professions for added protection, but shields do not replace wearing a face mask. Overwhelming evidence continues to show that face masks are the most reliable means of preventing the spread of COVID-19.

In limited circumstances, if a person is unable to wear a face mask because of a disability or underlying medical issue supported by medical documentation, the person should contact Human Resources to determine if a reasonable accommodation can be made.

7. I'd like to wear a mask and a face shield. I have my own mask. Where can I obtain a face shield?

You may obtain a face shield at the [Brighton Campus](#) entrance, located at the first (ground) floor of the Spina Administration Building (building 1).

8. Who will monitor students' adherence to masks and social distancing requirements?

One of the most important things we can do is to work together to build and sustain a culture that takes our health, public health, and the safety of others seriously. We have a mutual responsibility to keep ourselves and each other safe. We can encourage proper mask wearing, social distancing, and other cleaning and sanitizing requirements by setting a good example for our students. It is a good idea to set clear expectations around health and safety requirements at the start of the semester and reinforce these expectations throughout the semester as needed. If someone is not in compliance, engage them respectfully and remind them of the need to wear a mask, socially distance, properly clean and sanitize, etc.

The College requires individuals to wear face masks on campus. It is expected that students, faculty, and staff adhere to this requirement that a face mask be worn when on campus, with very few exceptions. Students who refuse to wear face masks (or wear their mask improperly) or refuse to comply with other health and safety related requirements while on campus should be referred to the Office of Student Rights & Responsibilities and individual behavior will be addressed in accordance with the Code of Conduct on a case by case basis.

9. *Who will monitor employees' adherence to masks and social distancing requirements?*

Once again, the College requires individuals to wear face masks on campus. It is expected that students, faculty, and staff adhere to this requirement that a face mask be worn when on campus, with very few exceptions. If an employee refuses to wear a face mask (or to wear their mask improperly) or refuses to comply with other health and safety requirements while on campus, the employee's supervisor will be notified and appropriate action will be taken in accordance with applicable College policy and/or collective bargaining agreements.

Teaching and Learning

1. How, and how often, will classrooms, labs, and other instructional areas be cleaned?

In terms of classrooms, the Cleaning and Sanitation Protocol states that the Custodial Operations evening staff will complete following tasks Monday through Friday:

- Classrooms – empty trash daily, vacuum or mop one night per week, empty recycling one night per week, straighten desks/chairs nightly, disinfect desks, surfaces and touch points nightly (utilizing Protexus sprayer in rooms with minimal technology)
- Spaces for medical treatment and teaching will receive nightly services and disinfection nightly

Information about the Protexus electrostatic sprayer is available here: <https://evaclean.com/>

2. Who will be responsible for cleaning surfaces such as classroom equipment?

Faculty, staff, and students are responsible for cleaning high-touch surfaces and shared work areas such as desktops, keyboards, and chairs, both before and after use. Again, referring to the Cleaning and Sanitation Protocol:

- Faculty and staff will be responsible for the following:
 - Personal Office – empty trash and recycling at the hallway collection point, use provided materials in public office/shared spaces, disinfectant #19 to disinfect office after any multi-person interaction to include staff and students
 - Public offices/shared spaces – use provided materials, disinfectant #19 to ensure multi-person areas are disinfected following interactions to include staff and students
 - Classrooms used – use provided materials, either wipes or disinfectant #19 to disinfect your work surfaces including shared electronic equipment prior to, and after usage, clean white boards as needed
- Students will be responsible for the following:
 - Classrooms used – use provided materials, either wipes or disinfectant #19 to disinfect your work surfaces prior to, and after usage

The safety data sheet (SDS) for disinfectant #19 is available for review here:

<https://images.hillyard.com/IMAGES/MSDS/MSDSHIL00819.pdf>

3. Will cleaning supplies and sanitizer stations be provided? How often will they be checked and filled?

Facilities department staff members will continue to provide and replenish hand sanitizer in building entryways and common areas. MCC has installed additional sanitizing stations in common areas of buildings.

4. What will be the required spacing in classrooms and labs?

All individuals on campus, including students, faculty, and staff, should always endeavor to remain physically separated from others by at least 6 feet. Classroom spaces and class sizes have been adjusted to reduce the density of people on campus and to ensure compliance with social distancing requirements in and out of classrooms and labs.

Campus Services and Other Operations

1. How will mask and physical distancing requirements impact on-campus dining?

Dining facility occupancy will be cut by 50 percent and individuals must observe posted signage on social distancing and mask wearing while waiting in line. Markings on the floor will indicate where people should stand. Masks may only be removed when seated and eating, and seating will be arranged to allow for physical distancing. No food will be allowed in classrooms, general common areas not designated for dining, libraries, or laboratories due to masking requirements.

2. What dining options are available on the Brighton Campus?

The Marketplace will reopen on Wednesday, August 26. Hours of operation area listed below:

- Dunkin' Donuts – Monday-Friday, from 7:30am-11:00am
- Marketplace Food Court - Monday-Friday, from 10:00am-3:00pm. The Marketplace Food Court will offer Subway, grill menu, pizza, sushi, grab 'n go sandwiches, salads, and snacks.

Online ordering will be available soon. More details to come. Please contact 585-292-2513 with any questions.

3. Is the Bookstore open?

The MCC Brighton Campus Bookstore is open and new inventory, supplies, snacks and beverages are available for purchase. At this time access to the store is limited to the second floor. Please use the entrance located by the Marketplace.

Students are encouraged to purchase all course materials online: <http://brightonbookstore.monroecc.edu/home> or <http://downtownbookstore.monroecc.edu/home>. You may also want to review [How to Purchase Textbooks Online from the MCC Bookstore Using Your Schedule](#). Options are available for curbside pickup or shipping. The Downtown Campus Bookstore will not be open this fall; all Downtown Campus orders will be processed at the Brighton Campus.

If you have any questions, contact information for the Bookstore is 585-292-2020 or bookstore@monroecc.edu and on Instagram and Facebook at @themccbokstore.

4. Is the Health Services Office open? What services are available?

MCC Health Services staff members are available to students via telehealth and in-person on the Brighton Campus by appointment only. If you feel ill, contact your primary care provider, the UR Medicine COVID-19 support line at 1-888-928-0011, or the Monroe County Department of Public Health COVID-19 hotline at (585) 753-5555 or covid19@monroecounty.gov for information and direction.

MCC and Health Services has established an MOU with Trillium Health for students. Trillium Health offers affordable, high-quality primary health care, men's and women's health, STD testing and treatment, free prescription delivery, HIV prevention and care, Hepatitis C treatment and care, is a Transgender Center of Excellence, on site lab testing including lab testing for symptomatic COVID-19 patients. Trillium is open to in two locations: 259 Monroe Avenue, Rochester, NY and 170 Science Parkway Rochester, New York. Phone number is 585-545-7200. You can learn more at www.trilliumhealth.org.

5. What is the mail delivery/pickup schedule?

MCC Mail Services will be pick up from the post office daily. Mail pick up will be once per week for high mail volume departments between 10:30 am and 12:00 noon Monday - Friday. For instances when urgent mail is expected, representatives of all other MCC offices are to call the Mail Center at 585-292-2269 to arrange for a pick up.

6. What about the food pantry (DWIGHT)? Are students able to access non-perishable food items?

Yes, DWIGHT is available for student choice shopping of non-perishable items through FoodLink. A kickoff event is being held on [Thursday, August 27](#) from 12:00 p.m. – 2:00 p.m. in Parking Lot K. Students must bring their MCC ID and their own reusable shopping bag (no bags will be provided). Curbside pickup is available on [specific dates](#) each month during the fall 2020 semester. For questions, please contact the [Office of Student Life and Leadership Development](#).

7. What about photo ID cards? Is there an online process for new students to obtain their ID cards?

New students who are registered for the fall 2020 semester will be able to obtain their photo IDs online. New students will receive an email to their MCC Network Account with a link and instructions on how to securely submit a photo of themselves as well as identification verification. New students can opt to take a selfie or upload a photo that meets the parameters of the MCC ID card (neutral background, close up of head and shoulders, etc.). Students will also be asked to upload a driver's license, passport, previous school or work ID to verify their identity. This is done securely and then permanently deleted after verification. Once verified, the MCC Association Photo ID Office will print the card and mail it to the student or deliver it to their Residence Hall mailbox. Questions may be directed to photoID@monroecc.edu.

8. What supports are in place for students this semester?

MCC offices and employees continue to virtually serve student needs and respond to questions. In addition, some offices have resumed an in-person presence on campus to provide services to students. Here are some helpful links:

- [Coronavirus Information](#) webpage – includes link to COVID-19 daily assessment, updates on the safe and gradual reopening of campus, and links to student and employee resource pages.
- [Coronavirus Information Student Resources](#) – includes parking information, single entrance checkpoint location, tutoring support information and links to other academic resources, emergency financial support, and mental health resources.
- [MCC Libraries](#) – updates, resources, and services, including hours, how to reserve seats and computers, and material pickup times.
- Emergency financial support – Students facing a financial emergency (for example, need a laptop and/or WiFi access, rent money, food insecurity, transportation issues, etc.) may apply online for assistance through MCC's [Dreamkeepers](#) and [Single Stop](#) programs and stay on track. [Dreamkeepers](#) and [Single Stop](#) at MCC are made possible by generous supporters of the MCC Foundation.
- TRIB411 – For general questions or when you are not sure where to go or who to contact, call or text TRIB411 at 585-292-2411. A student Peer Ambassador will be able to direct you to the right department or right person.
- Please contact any Student Services office listed below via email or call the one-stop number at 585-292-2248
 - Counseling Center – counselingservices@monroecc.edu
 - Disability Services – disabilityservices@monroecc.edu
 - Student Rights and Responsibilities – studentsrights@monroecc.edu

- Student Life and Leadership – Shr_studentCtr@monroecc.edu
- Veteran Services – veterans@monroecc.edu

Additional Questions

1. *I have traveled and am not sure if I need to take additional time off to quarantine. What should I do?*

New York State has issued a [travel advisory for anyone entering the state from designated states](#) that are experiencing recent, significant, community-wide spread of COVID-19. All travelers to New York State must fill out the [NYS Traveler Health Form](#) to determine whether a 14-day precautionary quarantine is required. Employees must take a screenshot of the last page of the NYS Traveler Health Form and submit a copy to MCC's Human Resources Office – hr@monroecc.edu.

2. *What about student travel? How is MCC monitoring students who travel?*

MCC will notify students arriving on campus from areas under a travel advisory to adhere to the 14-day quarantine and complete the [NYS Traveler Health Form](#). Students must take a screenshot of the last page of the NYS Traveler Health Form and submit a copy to MCC's Health Services Office.

MCC also requires that all students residing on campus complete a COVID-19 screening form, get tested prior to their arrival on campus and provide test results to the Health Services Office.

3. *I'm an employee and I need more information about leave options available to me. Who should I contact?*

Contact Human Resources to learn more about potential leave options available to you. To request information please email Suzanne Bureau (sbureau1@monroecc.edu), Benefits Coordinator; Kristin Lowe (klowe5@monroecc.edu), Director of Human Resources, or Melissa Fingar (mfingar@monroecc.edu), Assistant to the President for Human Resources and Organizational Development.

4. *How can I stay informed?*

Stay connected by reading the MCC Daily Tribune and referring to our online [Return to Campus Guide](#) for ongoing updates and encourage your colleagues and students to do the same. Questions sent to covid19response@monroecc.edu will be answered promptly.