

Delgado

COMMUNITY COLLEGE

LOOKING AHEAD | FALL 2020



AUGUST 2020

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MESSAGE FROM THE CHANCELLOR

Dear Delgado Family,

These are definitely unprecedented times of uncertainty, but there is no need to be uncertain about pursuing and continuing your education. Delgado Community College is ready to welcome you this fall!

We have an array of instructional options, scholarships available, online and out of state fees removed, and the College is making certain the campus is a safe environment by adhering to CDC guidelines and cleaning protocols.

Delgado Community College is ready to serve all students this fall and beyond. Whatever the future may bring, all are welcome to apply, enroll, and succeed in classes at Delgado.

Sincerely,

Dr. Larissa Littleton-Steib
Chancellor
Delgado Community College



GUIDING PRINCIPLES

The protocols for Fall 2020 are driven by ensuring the safety of our faculty, staff, students and visitors. Safety will continue to be our guidepost as we move through this ever-changing pandemic. The College will continuously monitor federal and state guidelines making changes to our plan as needed. Our intention for Fall 2020 is to have as many courses taught online, virtual or hybrid as possible. However, for those courses that must be held face-to-face, social distancing and the wearing of face coverings will be required. We have updated the Student Handbook as well as the Faculty and Staff Handbook to reflect this. Maintaining physical distancing and enhanced cleaning procedures, capacity restrictions on classrooms and common spaces, and staggering faculty/staff workdays and/or encouraging remote work for applicable positions are among the precautions we will take to ensure safety.

Please know that we are proceeding according to federal and state guidelines and we are adhering to recommendations from the Centers for Disease Control and Prevention (CDC). We have also developed our own phased approach to reopening, as well as the state's reopening decisions and outcomes. Please note that as guidance is received this document and contents therein are subject to change.

*We are operating under the following tenets: **Plan, Prepare, Train, Implement, and Monitor:***

PLAN - We are constantly staying informed of the ever-changing dynamics related to COVID-19 as well as federal and state guidelines. We are also staying abreast of K-12 plans as well as best practices that are emerging across the country. We have developed instructional plans that allow flexibility and the ability to pivot.

PREPARE - We have developed return to work plans that have outlined the initial return in May. We have ordered equipment and cleaning supplies, and those supplies have been inventoried. We have developed scenarios with action steps related to our response to COVID 19.

TRAIN - We have trained cleaning staff on the proper techniques of cleaning, and they have been trained on proper usage and discarding of PPE. This summer we provided training to instructors on instructional modalities. We have sought guidance from The Health Director of the City of New Orleans and Environmental Council. We are constantly reviewing CDC guidelines and those of state and local healthcare officials to ensure we are aware of the latest information and adhering to guidelines. The executive team has participated in numerous training and professional development seminars related to the safe reopening of the College.

IMPLEMENT - We have had some experience in implementing the plan over the summer, and as a result, we have been able to refine and update the plan as necessary. During the Fall 2020 Semester we will fully implement the plan.

MONITOR - We will monitor every aspect of our plan, and we will make immediate adjustments as needed.





FACULTY AND STAFF COVID-19 PROTOCOLS

Safety Guidelines

The health and welfare of our employees remain our highest priority. While returning employees to the workplace, specific safety measures, in compliance with recommendations from the CDC, must be implemented to ensure that we continue our efforts to decrease the spread of COVID-19. ***All faculty and staff must adhere to the safety guidelines listed below.***



- **Self-Assessment - Employees Should Stay at Home When Sick** – Prior to arriving on or departing from campus, faculty and staff should self-assess for any signs or symptoms of illness. Primary symptoms, as described by the CDC, include fever, cough, or shortness of breath. Additional symptoms include chills, repeated shaking, muscle pain, headache, sore throat, loss of taste and smell. (See [CDC Symptoms of Coronavirus](#).) *The College is also researching an electronic screening tool. This document will be updated once a determination has been made.*



- **Facial Coverings** – A mask, scarf, bandana, or other such facial covering must be worn upon entering and leaving all Delgado facilities. They must also be worn in halls, walkways, stairwells, elevators, kitchens, break rooms, meeting rooms, and restrooms. Employees are encouraged to wear their own, but supplies will be available for those unable to do so. Although preferable to wear a facial covering at all times, employees assigned to a private office or individual cubicle may remove the facial covering while working alone within their designated work space; however, if a co-worker enters that office, the mask must be worn. The facial covering should fully cover the mouth/nose area and may not contain inappropriate images or text that may be offensive to others.

Please note that the Faculty and Staff Handbook has been updated to reflect the wearing of a face covering.



- **Physical Distancing** – Employees are required to maintain a minimum distance of six feet from others at all times. There should be no more than two people in an elevator at one time. In-person meetings are permitted, but should be limited to 10 people in attendance. Frequency and duration of the meeting should be limited. In such meetings, face coverings must be utilized and the meeting space must satisfy the 6-foot distancing rule. Preferably teleconferences and video conferencing should be used. *Additionally:*

- **No** unscheduled visitors are allowed on campus during this time.
- All faculty and staff gathering spaces such as lunch rooms or break rooms **must** adhere to social distancing guidelines and must be monitored by supervisors or department heads.



- **Hand Washing/Hand Sanitizer** – Frequent hand-washing with soap and water is required. Vigorous washing for no less than 20 seconds is recommended. If available, hand sanitizers also should be frequently used.



- **Coughing/Sneezing Etiquette** – Remember, if you have to cough or sneeze, do so into a tissue or the inside your elbow rather than your hands. This will help to minimize the spread of germs as you touch doorknobs and surfaces.



- **Cleaning** – We will continue to operate using the increased cleaning protocols recommended by the CDC to ensure that all campus buildings are cleaned and disinfected consistent with that guidance.

- Restrooms will be cleaned and sanitized four times per day
- Elevator buttons will be cleaned and sanitized four times per day
- Stair railings will be cleaned twice per day
- ATM machines will be cleaned four times per day
- Computer labs will be cleaned after each student leaves
- Offices will be cleaned daily
- Hallways will be cleaned daily
- Entrances will be cleaned daily
- Classrooms will be disinfected after each class

COVID-19 Scenario Protocols

During the following scenarios, unless otherwise unable due to COVID-19 symptoms, faculty and staff are expected to address their workload requirements with their supervisor in coordination with the Office of Human Resources (504-762-3003). Additionally, all faculty and staff are to monitor their Delgado email account and the Delgado website for ongoing updates. Any questions regarding the following scenarios and processes relative to COVID-19 are to contact the Office of Human Resources via email at nwedle@dcc.edu or by phone at 504-762-3003.

SCENARIO 1 - Out of the Country Travel

If employees have returned to the United States after traveling internationally, they can return to campus after meeting the following conditions:

- They must self-quarantine and not return to campus for 14 days.
- During the 14-day self-quarantine, they monitor their health with temperature checks at least twice a day and monitor for respiratory symptoms (cough, shortness of breath).
- If they develop fever (100.4 or higher) or respiratory symptoms, they should immediately call an appropriate healthcare provider and report their recent travel.
- If asymptomatic after 14 days staff are to contact Human Resources to address the requirements to return to campus by emailing nwedle@dcc.edu.
- They are encouraged to contact an appropriate healthcare provider.
- Employees should contact their supervisor.
- Human Resources will also notify supervisor.

SCENARIO 2 - Confirmed Case of COVID-19 but Not Requiring Hospitalization

If employees have received positive COVID-19 test results and have become mildly or moderately ill due to the virus but did not require hospitalization the following will occur:

- Employees should contact Human Resources and their supervisor.
- Human Resources and supervisor will begin as much as possible contact tracing.
- Human Resources and supervisor will contact Facilities.
- Cleaning protocol will be decided and administered. Please see Delgado's Cleaning Protocol.
- Employee is encouraged to contact healthcare provider.

Employees can return to campus after meeting the following conditions:

- A minimum of 10 days has passed since symptoms first appeared, with no fever (temperature less than 100.4) for a minimum of 72 hours without the use of any fever-reducing medicines like aspirin, acetaminophen or ibuprofen.
- Their respiratory symptoms have improved, AND
- They exhibit no other symptoms of COVID-19.
- Faculty and staff must contact Human Resources to address the requirements to return to campus by emailing nwedle@dcc.edu.
- Employees should contact their supervisor.
- Human Resources will also notify supervisor.

SCENARIO 3 - Confirmed Case of COVID-19 with No Symptoms

If employees have received positive COVID-19 test results without symptoms the following will occur:

- Employees should contact Human Resources and their supervisor.
- Human Resources and supervisor will begin as much as possible contact tracing.
- Human Resources and supervisor will contact Facilities.
- Cleaning protocol will be decided and administered. Please see Delgado's Cleaning Protocol
- Employees are encouraged to contact healthcare provider.

Employees can return to campus after meeting the following conditions:

- At least 10 days have passed since the date of their first positive COVID-19 test.
- For an additional 3 days after the end of isolation, they must continue to limit contact (stay 6 feet away) with others.
- They must wear a mask or other covering of their nose and mouth to limit exposure.
- Faculty and staff are to contact Human Resources to address the requirements to return to campus by emailing nwedle@dcc.edu.
- They are encouraged to contact an appropriate healthcare provide.

- Employees should contact their supervisor.
- Human Resources will also notify supervisor.

SCENARIO 4 - Experiencing Symptoms of COVID-19

If employees have reported experiencing symptoms of COVID-19 the following will occur:

- Employees should contact Human Resources and their supervisor.
- Human Resources and supervisor will begin as much as possible contact tracing.
- Human Resources and supervisor will contact Facilities.
- Cleaning protocol will be decided and administered. Please see Delgado's Cleaning Protocol
- Employees are encouraged to contact healthcare provider.

Employees can return to campus after meeting the following conditions:

- A minimum of 10 days has passed since symptoms first appeared, with no fever (temperature less than 100.4) for a minimum of 72 hours without the use of any fever-reducing medicines like aspirin, acetaminophen or ibuprofen.
- Their respiratory symptoms have improved, AND
- They exhibit no other symptoms of COVID-19.
- Faculty and staff are to contact Human Resources to address the requirements to return to campus by emailing nwedle@dcc.edu.
- Employees should contact their supervisor.
- Human Resources will also notify supervisor.

SCENARIO 5 - Employees with *close contact* with someone infected with COVID-19

If employees have reported having been in **close contact** with someone infected with COVID-19 **as defined by the CDC** [*a) being within approximately six feet of a COVID-19 case for a prolonged period of time; close contact can occur while caring for, living with, visiting, or sharing a healthcare waiting area or room with a COVID-19 case OR b) having direct contact with infectious secretions of a COVID-19 case (e.g., being coughed or sneezed on)*] the following will occur:

- Employees should contact Human Resources and their supervisor.
- Human Resources and supervisor will begin as much as possible contact tracing.
- Human Resources and supervisor will contact Facilities.
- Cleaning protocol will be decided and administered. Please see Delgado's Cleaning Protocol.
- Employees are encouraged to contact healthcare provider.

Employees can return to campus after meeting the following conditions:

- They have self-quarantined for 14 days after exposure.
- They are encouraged to contact an appropriate healthcare provider.
- Faculty and staff are to contact Human Resources to address the requirements to return to campus by emailing nwedle@dcc.edu.
- Employees should contact their supervisor.
- Human Resources will notify supervisor.

Scenario Notes

- Scenarios 2, 3, and 4 require a minimum of 10 days from testing positive or the appearance of symptoms, with no fever (temperature less than 100.4) for a minimum of 72 hours without the use of any fever-reducing medicines like aspirin, acetaminophen or ibuprofen, to request a return to campus as the status of the employee, in regard to COVID-19 is known.

- In Scenario 1 and 5, 14 days of self-quarantine after exposure is required as it may take up to 14 days for an individual to either develop symptoms, or test positive.
- Delgado's *Protocols for Cleaning and Disinfecting Surfaces and Items Suspected of Contamination* are:
 1. Immediately once Building Services is notified, all areas suspected of contamination must be locked down for a minimum of 48 hours and until all cleaning and disinfection are completed.
 2. The Executive Director of Housekeeping and the Safety and Risk Management Manager will jointly assess the scope, size, and nature of the facilities impacted to determine whether cleaning and disinfection will be conducted by internal housekeeping staff or an outside company.
 3. If internal housekeeping staff are utilized, the cleaning and disinfection of the contaminated facilities will be conducted within 24 hours. If an outside company is deemed necessary, the cleaning and disinfection will be conducted as immediately as possible.
 4. All areas and items such as offices, bathrooms, common areas, shared electronic equipment (like tablets, touch screens, keyboards, remote controls, and ATM machines) suspected of contamination by the confirmed case focusing especially on frequently touched surfaces must be cleaned and disinfected.

COVID-19 Tips for Employees

- **Stay at home if you are sick!** Per the guidance from CDC, employees should stay home if they are sick.
- **Keep in contact with your supervisor!** When things happen that are likely to impact your work schedule, you should communicate directly with your supervisor to manage these situations.
- **Communicate!** If you have questions regarding or concerns, please contact your supervisor or Human Resources.
- **Seek Support!** Use published tools and resources to help you cope during the anxiety and stress brought on by the pandemic:
 - [The Coronavirus Crisis: Tools for Tough Times](#)
 - <https://www.dol.gov/agencies/whd/pandemic/ffcra-questions>
 - <https://www.dol.gov/agencies/whd/fmla/pandemic>
 - <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>

High-Risk Employees

Delgado Community College is concerned about the health of our employees and understands that while everyone is at risk for getting COVID-19 if exposed to the virus, certain populations may be at greater risk for serious complications, according to the CDC. Among those are older adults, particularly those 65 or older, and people with underlying health conditions such as:

- Chronic kidney disease
- Chronic obstructive pulmonary disease (COPD), asthma, or other lung impairments
- Immunocompromised conditions
- Heart conditions
- Diabetes
- Sickle cell disease
- High blood pressure
- Cystic fibrosis

Leave Policies

Delgado Community College leave policies have been updated recently and are broader than prior to the pandemic. If you have been exposed to COVID-19 and are subject to a self-isolate or isolation order, are

experiencing symptoms of COVID-19, have been diagnosed with COVID-19, are caring for an immediate family member as a result of COVID-19, or are caring for a child as a result of loss of care due to COVID-19 and are unable to report to the physical premises for work or perform work remotely, you may use your accrued sick, annual, and/or compensatory time accordingly for full pay. You may also be eligible for Emergency Paid Sick Leave (EPSL) under the Families First Coronavirus Response Act (FFCRA) if you meet certain criteria, contact nwedle@dcc.edu.

The College will amend, suspend, or modify these guidelines as needed based on continued guidance issued by the Centers for Disease Control and the Louisiana Department of Health.

Guidelines for Supervisors & Managers Regarding COVID-19

These frequently asked questions are being provided in an effort to guide you on navigating the return of your employees to the workplace. Supervisors and managers should remain flexible as we transition employees back to work.

Keep in mind the information below:

- Managers and supervisors must encourage employees to remain home when they are sick.
- Take steps to provide scheduling options to assist employees at this time. For example, allow employees to work remotely, if possible, adjust start and end work times, and approve leave when needed to assist employees that are transitioning back to the workplace.
- Ensure each of your workstations are visibly labeled for social distancing according to CDC guidelines.
- The established Leave of Absence process will be used for any leave request not COVID-19 related.
- Communicate with Human Resources if you have questions regarding COVID-19.
- Be alert to employee communications and absences due to COVID-19. Refer any potential situation to Human Resources immediately.
- Consider holding meetings virtually using the Microsoft Teams and/or Zoom to reduce gatherings of 10 or more.
- Maintain confidentiality, if an employee is exhibiting symptoms of COVID-19 or have been confirmed to have COVID-19.
- Ensure employees are wearing a face mask or face covering at all times while on campus. Employees who have a private office may remove their face mask while in the office alone. Upon the entrance of another employee, ALL face masks or coverings should be worn.
- Consider your employees a “new hire” when returning to work. Welcome them back!



COVID-19 Frequently Asked Questions (Subject to Change)

LEAVE

Q: May employees use annual leave, sick leave, or other type of leave to avoid working?

A: Delgado employees requesting leave other than COVID-19 related issues should follow the established leave process.

Q: Is the COVID-19 virus an FMLA qualifying condition and will an employee be able to use FMLA Leave?

A: FMLA Leave may be available in relation to the employee illness or the illness of a qualifying family member. Please refer the employees to Human Resources so that we may assess the employee need.

Q: How do employees enter their COVID-19 leave on their timesheet?

A: Employees would enter it as regular sick leave on their timesheet. Human Resources, in coordination with Payroll, will make the appropriate adjustment on the employee's timesheet who has been approved for the leave.

Q: Who do I contact if an employee may qualify for the COVID-9 leave?

A: Please refer the employee to Human Resources.

Q: What should I do if my employees' children's school or childcare provider is closed and they need to be absent from work?

A: Please refer employees to Human Resources as they may qualify under the expanded family medical leave.

ILLNESS

Q: If employees indicate they have symptoms of COVID-19 or a confirmed case of the COVID-19 virus, may they work remotely?

A: Human Resources must be notified of all employees who may have or exhibit symptoms of COVID-19, and HR will work with management to coordinate, if this is possible.

Q: If employees begin to experience symptoms of COVID-19 while at work, what should I do?

A: Refer the employees to Human Resources immediately and send the employees to seek medical attention. The supervisor/manager should notify Human Resources and Facilities.

Q: If employees state that they have a medical condition that prevents them from returning to work, what should I do?

A: Refer the employees to Human Resources, as the employees may qualify for the Expanded FMLA. The supervisor/manager should notify Human Resources immediately.

Q: If employees state they were fine when they arrived at work, but since then are beginning to feel ill, what should I do?

A: Human Resources must be notified of all employees who state this. The employees will be informed that they need to seek medical attention immediately and provide HR with their medical documentation. Further conversation with employee will continue to navigate the process of returning the employee back to work, when cleared. The employee's timesheet is to be coded as sick time, until a final determination of COVID-19 is made.

SAFETY

Q: If employees state questions and shows concern about the depth of cleaning that has taken place in their work area, what should I do?

A: The supervisor/manager should contact Facilities to receive clarification of the most recent cleaning of the work area.

Q: If employees inquire about designated areas to avoid and what has been labeled as safe, what should I do?

A: The supervisor/manager should work with Building Services/Custodial to ensure that the area has been cleaned and labeled according CDC and Department of Health guidelines.

DAILY MANAGEMENT

Q: How do I manage breaks/meals?

A: Suggested Protocol: While ensuring social distancing, here are a few suggestions. Have employees:

- Turn off their computer during their break/lunch.
- Clear space from daily work during break/lunch.
- Clock in-out and notify management, with possible signage.
- Create "Out to Lunch" signage.
- Managers/supervisors should post a lunch schedule for their entire work group.

Q: If employees ask about their work schedule with varied locations, at in office/remote and working a normal work week, what should I do?

A: Managers/supervisors should explain to employees that although the work location is shifting back to working in the office while maintaining remote working, the expectation is that a normal work week will continue.

Employee Process for COVID-19

WHETHER HOSPITALIZATION IS NOT NEEDED, AN EMPLOYEE HAS NO SYMPTOMS, OR AN EMPLOYEE IS EXPERIENCING COVID-19 SYMPTOMS, THE PROCESS IS THE SAME.

1. Contact Human Resources



2. Contact Supervisor



3. Contact an appropriate healthcare provider

EMPLOYEES CAN RETURN TO CAMPUS ONLY AFTER THE CONDITIONS IN #4 HAVE BEEN MET.



4. Before returning, employees must meet the following conditions:

- A MINIMUM OF 10 DAYS HAS PASSED SINCE SYMPTOMS FIRST APPEARED, WITH NO FEVER FOR A MAXIMUM OF 72 HOURS WITHOUT USE OF FEVER-REDUCING MEDICINES
- RESPIRATORY SYMPTOMS HAVE IMPROVED
- EXHIBIT NO SYMPTOMS OF COVID-19
- CONTACT HUMAN RESOURCES - EMAIL [NWEDLE@DCC.EDU](mailto:nwedle@dcc.edu)
- CONTACT SUPERVISOR

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CAMPUS COVID-19 MASTER PLAN

Safety Guidelines

The health and welfare of our faculty, staff, and students remains our highest priority. In returning to the campuses/sites of the college, specific safety measures, in compliance with recommendations from the CDC, must be implemented to ensure that we continue our efforts to decrease the spread of COVID-19. All faculty, staff, and students must adhere to the safety guidelines as outlined in the Looking Ahead Fall 2020 Protocols for Faculty, Staff, Student, and Visitors regarding the following:

- Self-Assessment
- Facial Coverings
- Physical Distancing
- Personal Hygiene

Campus Facilities

Faculty should follow the usual campus protocol for scheduling rooms/labs. In the event a classroom/lab/common area has to be closed for terminal cleaning, faculty will be notified and an alternate space assigned as available.

Elevators/Stairwells

- Elevators will be limited to two people. Signs will be in place to indicate this. The floors of the elevators will be marked where individuals should stand to ensure maximum distancing.
- Stairwells, where possible, will be signed as either "UP ONLY" or "DOWN ONLY" to maximize distancing. In case of emergency, all stairwells will be "DOWN ONLY."

Classrooms/Labs

- Ingress/Egress: For those classrooms/labs that have two means of entry/exit, one doorway will be marked as "Enter" and the other "Exit." For those classrooms/labs with only one point of entry/exit, signs will be placed stating, "Please allow all students to exit the room before entering."
- Seating will be arranged so that there is six feet of distancing between students where possible.
- Seats will be clearly marked as to which can be used and which cannot.
- Students and faculty will be required to wipe down their seat/table/work area/equipment before and after use. Disinfectant supplies will be available in each area.
- Spaces will be thoroughly cleaned by housekeeping once a day.

Common Areas

The use of common areas will be limited to discourage gathering. Any open common area will be clearly marked to promote distancing.

Water Fountains

Use of water fountains is prohibited and fountains will be disabled. Signage will be placed to indicate this.

Restrooms

- Ingress/Egress: For those restrooms that have two means of entry/exit, one doorway will be marked as "Enter" and the other "Exit." For those with only one point of entry/exit, signs will be placed stating, "Please allow all students to exit the room before entering."
- Cleaning of restrooms will be done according to the established college schedule/protocol.
- Signs will be placed in the restroom indicating the number to call to report that a restroom needs attention (i.e., soap, paper towels, cleaning).

The College will amend, suspend, or modify these guidelines as needed based on continued guidance issued by the Centers for Disease Control and the Louisiana Department of Health.





STUDENT COVID-19 PROTOCOLS

Safety Guidelines

The health and welfare of our students remains our highest priority. In returning students to the campus, specific safety measures, in compliance with recommendations from the CDC, must be implemented to ensure that we continue our efforts to decrease the spread of COVID-19. **All students must adhere to the safety guidelines listed below.**

- **Self-Assessment - Stay home if you feel sick or if you are sick.** Prior to arriving on or departing from campus, self-assess for any signs or symptoms of illness. Primary symptoms, as described by the CDC, include fever, cough, or shortness of breath. Additional symptoms include chills, repeated shaking, muscle pain, headache, sore throat, loss of taste and smell. (See [CDC Symptoms of Coronavirus.](#)) *The College is also researching an electronic screening tool. More information about the screening tool can be found below.*
- **Facial Coverings** – A mask, scarf, bandana, or other facial covering must be worn upon entering and leaving all Delgado facilities. Face coverings must be worn in halls, walkways, stairwells, elevators, break rooms, meeting rooms, and restrooms. The facial covering should fully cover the mouth/nose area and may not contain inappropriate images or text that may be offensive to others. Please note that the failure to wear a face mask is considered disruptive behavior and is a violation of the Student Code of Conduct Policy.
- **Physical Distancing** – Students are required to maintain a minimum distance of six feet from others at all times. There should be no more than two people in an elevator at one time. In-person meetings are permitted, but should be limited to no more than 10 people and should be limited in frequency, duration. In

such meetings, face coverings must be utilized and the meeting space must satisfy the 6-foot distancing rule. Preferably telephones, teleconferences, and video conferencing should be used. *Additionally:*

- **No** unscheduled visitors are allowed on campus during this time.
- All student gathering spaces **must** adhere to social distancing guidelines.
- All in person events and functions are suspended until further notice.
- **Hand Washing/Hand Sanitizer** – Frequent hand-washing with soap and water is required. Vigorous washing for no less than 20 seconds is recommended. If available, hand sanitizers also should be frequently used.
- **Coughing/Sneezing Etiquette** – Remember, if you have to cough or sneeze, do so into a tissue or the inside your elbow rather than your hands. This will help to minimize the spread of germs as you touch doorknobs and surfaces.
- **Cleaning** – We will continue to operate using the increased cleaning protocols recommended by the CDC to ensure that all campus buildings are cleaned and disinfected consistent with that guidance. Restrooms, elevator buttons, and ATM machines will be cleaned and sanitized four times per day. Stair railings will be cleaned twice per day. Computer labs will be cleaned after each student leaves. Offices, hallways, and entrances will be cleaned daily. Classrooms will be disinfected after each class. In every classroom and lab, supplies will be available for you to wipe down your area before you sit and before you leave. Fogging systems will be used for additional sanitation.

COVID-19 Scenario Protocols

During the following scenarios, unless otherwise unable due to COVID-19 symptoms, *students* are expected to continue the coursework as prescribed by their individual instructors. Additionally, students are to monitor their preferred Delgado email account and the Delgado website for ongoing updates. Students may contact the Office of Health Services via email at healthservices@dcc.edu with any questions regarding the following scenarios and processes relative to COVID-19.

SCENARIO 1 - Out of the Country Travel

If students have returned to the United States after traveling internationally, they can return to campus after meeting the following conditions:

- Students should utilize the [Student COVID-19 Self Reporting System](#) to notify Delgado of their recent travel and are encouraged to contact an appropriate healthcare provider.
- Students should notify their instructors regarding the completion of coursework.
- They are to self-quarantine and not return to campus for 14 days.
- During the 14-day self-quarantine, they are to monitor their health with temperature checks at least twice a day and monitor for respiratory symptoms (cough, shortness of breath).
- If they develop fever (100.4 or higher) or respiratory symptoms, they should immediately contact an appropriate healthcare provider and report their recent travel.
- If asymptomatic after 14 days, students are to contact the Health Services Coordinator to address the requirements to return to campus by emailing healthservices@dcc.edu.

SCENARIO 2 - Confirmed Case of COVID-19 but Not Requiring Hospitalization

If students have received positive COVID-19 test results and have become mildly or moderately ill due to the virus but did not require hospitalization the following must occur:

- Students should immediately notify Delgado Health Services by utilizing the [Student COVID-19 Self Reporting System](#) and are encouraged to contact an appropriate healthcare provider.

- Students should notify their instructors regarding the completion of coursework.
- Health Services will also notify the students' instructors who may have been in contact with the students, the Vice Chancellor for Academic Affairs, the Vice Chancellor for Student Affairs, the campus-specific Executive Dean, and Facilities staff.

Students can return to campus after meeting the following conditions:

- A minimum of 10 days has passed since symptoms first appeared, with **no fever** (temperature less than 100.4) for a minimum of 72 hours without the use of any fever-reducing medicines like aspirin, acetaminophen or ibuprofen.
- Their respiratory symptoms have improved, AND
- They exhibit no other symptoms of COVID-19.
- Students are to contact Health Services Coordinator to address requirements to return to campus by emailing healthservices@dcc.edu.

SCENARIO 3 - Confirmed Case of COVID-19 with No Symptoms

If students have received positive COVID-19 test results without symptoms the following must occur:

- Students should immediately notify Delgado Health Services by utilizing the [Student COVID-19 Self Reporting System](#) and are encouraged to contact an appropriate healthcare provider.
- Students should notify their instructors regarding the completion of coursework.
- Health Services will also notify all the students' instructors who may have been in contact with the students, the Vice Chancellor for Academic Affairs, the Vice Chancellor for Student Affairs, the campus-specific Executive Dean, and Facilities staff.

Students can return to campus after meeting the following conditions:

- At least 10 days have passed since the date of their first positive COVID-19 test.
- For an additional 3 days after the end of isolation, they must continue to limit contact (stay 6 feet away) with others.
- Students should notify their instructors.
- Students are to contact Health Services Coordinator to address requirements to return to campus by emailing healthservices@dcc.edu.

SCENARIO 4 - Experiencing Symptoms of COVID-19

If students have reported experiencing symptoms of COVID-19 the following must occur:

- Students should immediately notify Delgado Health Services by utilizing the [Student COVID-19 Self Reporting System](#) and are encouraged to contact an appropriate healthcare provider.
- Students should notify their instructors regarding the completion of coursework.
- Health Services will also notify all the students' instructors who may have been in contact with the students, the Vice Chancellor for Academic Affairs, the Vice Chancellor for Student Affairs, the campus-specific Executive Dean, and Facilities staff.

Students can return to campus after meeting the following conditions:

- They should immediately notify Delgado Health Services by utilizing the [Student COVID-19 Self Reporting System](#) and are encouraged to contact an appropriate healthcare provider.
- A minimum of 10 days has passed since symptoms first appeared, with no fever (temperature less than 100.4) for a minimum of 72 hours without the use of any fever-reducing medicines like aspirin, acetaminophen or ibuprofen.
- Their respiratory symptoms have improved, AND
- They exhibit no other symptoms of COVID-19.

- They are to contact Health Services Coordinator to address requirements to return to campus by emailing healthservices@dcc.edu.

SCENARIO 5 - Individuals with *Close Contact* with Someone Infected with COVID-19

If students have reported having been in **close contact** with someone infected with COVID-19 **as defined by the CDC** [a] *being within approximately six feet of a COVID-19 case for a prolonged period of time; close contact can occur while caring for, living with, visiting, or sharing a healthcare waiting area or room with a COVID-19 case OR b) having direct contact with infectious secretions of a COVID-19 case (e.g., being coughed or sneezed on)*] the following must occur:

- Students should notify Delgado Health Services by utilizing the [Student COVID-19 Self Reporting System](#) and are encouraged to contact an appropriate healthcare provider.
- Students should notify their instructors regarding the completion of coursework.
- Health Services will also notify all the student's instructors who may have been in contact with the students, the Vice Chancellor for Academic Affairs, and the Vice Chancellor for Student Affairs.

Students can return to campus after meeting the following conditions:

- They have self-quarantined for 14 days after exposure.
- Students are to contact Health Services Coordinator to address requirements to return to campus by emailing healthservices@dcc.edu.

Scenario Notes:

- Scenarios 2, 3, and 4 require a minimum of 10 days from testing positive or the appearance of symptoms, with no fever (temperature less than 100.4) for a minimum of 72 hours without the use of any fever-reducing medicines like aspirin, acetaminophen or ibuprofen, to request a return to campus as the status of the individual, in regard to COVID-19, is known.
- In Scenario 1 and 5, 14 days of self-quarantine after exposure is required as it may take up to 14 days for an individual to either develop symptoms, or test positive.
- The Student COVID-19 Self Reporting System will be used to better assist students with the return to campus protocols. The information collected using this reporting system will be stored in a secure location and will not be shared with any 3rd party agencies. By using this system, the student consents to have limited information shared with the appropriate college officials to ensure the student's continuity of instruction and that protocols are activated to protect the health of safety of other students, faculty and staff.

Student Services

The Student Services Protocols are intended to provide more specific guidance to students who seek assistance in all types of student services. Outlined below are the departmental procedures related to: prevention of infection and spread of COVID-19, service protocols, expected on-campus behavior, and student resources. These protocols adopt basic principles of infection control and aim to prevent respiratory droplet transmission, which is one of the primary methods of spread and transmission of COVID-19. It is important that **all students** adhere to these protocols because the virus can be spread by asymptomatic individuals. Prior to coming to or departing from campus, students should follow the Self-Assessment protocols as described in the *Safety Guidelines* section.

Students should self-quarantine and avoid coming to campus if they meet any of the scenarios outlined in the *COVID-19 Scenarios Protocols* section. Students who visit Student Affairs areas will be required to wear face

coverings or masks for the entire duration of the visit or appointment. Any student who has signed up for an appointment, in-person or virtual, should be timely with arrivals and departures.

Enrollment Management Services Protocols

Student Affairs staff will be providing assistance in the areas of admissions, financial aid, and registration. For all available services, please visit the [Online Welcome Desk](#).

- **Self-Help Tools:** Review our [Start Right Guide](#) and [LoLA Assistance Guide](#), or ask our [Chat Bot](#), I.S.A.A.C., filled with the answers to your frequently asked questions.
- **Email:** Submit documents or ask questions about next steps. Responses may take up to 48 hours
- **Financial Aid:** [Access online forms](#). Email any forms not online to finaid@dcc.edu.
- **Admissions:** [Access online forms](#). - Email any forms not online to delgadoadmissions@dcc.edu.
- **Live Chat:** Staff is available via chat feature on the right side of the dcc.edu homepage Monday - Friday, 8 a.m. – 4:30 p.m. *Approximate wait is 15 minutes.*
- **Virtual Office:** “Walk in” to our [virtual office](#) and meet with staff via Zoom Monday - Friday, 8:30 a.m. - 12 noon and 2 p.m. 3:30 p.m. Password is dolphin1. Call [1-346-248-7799](tel:1-346-248-7799). Meeting ID is 802 275 5406. Passcode is 508341. *Approximate wait is 45 minutes. **Don't have computer access at home?** Visit City Park Campus Monday - Friday, 8:30 a.m. – 11 a.m. and 2 p.m. - 3:30 p.m. for help with connecting to our virtual office. *Approximate wait is 1.5 hours.**
- **In Person:** Schedule an appointment to visit the City Park Campus in Building 2, Room 203W. Appointments are strictly limited to students only. Visitors are required to wait in designated areas while students are being serviced. [Schedule your appointment or reserve your place in line](#). *Approximate wait is 10 minutes after scheduled appointment time.*
- **Phone:** [1-855-215-8247](tel:1-855-215-8247) Staff is available Monday - Thursday, 8 a.m. - 4:30 p.m. *Approximate wait is 45 minutes.*

COVID-19 Tips for Students

- **Stay at home if you are sick!** Per the guidance from CDC, students should stay home if they are sick.
- **Keep in contact with your instructor!** When things happen that are likely to impact students' education, students should communicate directly with their instructors to manage these situations.
- **Communicate!** If you have questions regarding or concerns, please contact Delgado Health Services at healthservices@dcc.edu.
- **Seek Support!** Use published tools and resources to help you cope during the anxiety and stress brought on by the pandemic. (See [CDC's Coping with COVID-19 Stress](#).)

High-Risk Students

Delgado Community College is concerned about the health of our students and understands that while everyone is at risk for getting COVID-19 if exposed to the virus, certain populations may be at greater risk for serious complications, according to the CDC. Among those are older adults, particularly those 65 or older, and people with underlying health conditions such as:

- Chronic kidney disease
- Chronic obstructive pulmonary disease (COPD), asthma, or other lung impairments
- Immunocompromised conditions
- Heart conditions
- Diabetes
- Sickle cell disease
- High blood pressure
- Cystic fibrosis

If you have a documented health issue, Delgado encourages you to seek guidance from your healthcare provider. Please refer to the CDC website for more information.

The College will amend, suspend, or modify these guidelines as needed based on continued guidance issued by the Centers for Disease Control and the Louisiana Department of Health.

Student Process for COVID-19

WHETHER HOSPITALIZATION IS NOT NEEDED, STUDENTS HAVE NO SYMPTOMS, OR A STUDENT IS EXPERIENCING COVID-19 SYMPTOMS, THE PROCESS IS THE SAME.

1. Student COVID-19 Self Reporting System

NOTIFY DELGADO HEALTH SERVICES



2. Notify Instructors

STUDENTS SHOULD NOTIFY THEIR INSTRUCTORS REGARDING THE COMPLETION OF COURSE WORK.



3. Contact an appropriate healthcare provider

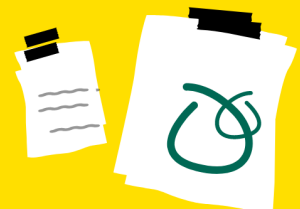
STUDENTS CAN RETURN TO CAMPUS ONLY AFTER THE CONDITIONS IN #4 HAVE BEEN MET.



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4. Before returning, students must:

- NOTIFY STUDENT COVID-19 SELF REPORTING SYSTEM
- A MINIMUM OF 10 DAYS HAS PASSED SINCE SYMPTOMS FIRST APPEARED, WITH NO FEVER FOR A MAXIMUM OF 72 HOURS WITHOUT USE OF FEVER-REDUCING MEDICINES
- RESPIRATORY SYMPTOMS HAVE IMPROVED
- EXHIBIT NO SYMPTOMS OF COVID-19
- CONTACT HEALTH SERVICES COORDINATOR TO ADDRESS OTHER POSSIBLE REQUIREMENTS: HEALTHSERVICES@DCC.EDU



"WE'RE READY" PLEDGE

All faculty, staff, and students are asked to read and sign the "We're Ready" Pledge as a declaration of their commitment to staying healthy and helping protect the health of others. To sign the pledge, log in to Canvas (using your LoLA username and password) by selecting your Canvas portal below. NOTE: If you are not directly taken to the pledge, select "Courses" from the menu on the left and look for the "We're Ready" Pledge.

[Canvas Student Portal](#)

[Canvas Faculty / Staff Portal](#)

Delgado "We're Ready" Pledge COMMUNITY COLLEGE

I understand I have a role in the fight against COVID-19 and commit to responsible actions and being an accountable member of the Delgado Community. I pledge to demonstrate my commitment every day by conducting myself according to the following guidelines. **Together, we're ready!**



WE'RE READY TO STOP THE SPREAD

- I will monitor for symptoms of COVID-19, including the following:
 - 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, or diarrhea.
- I will contact a medical professional if I experience any symptoms.
- I will adhere to capacity limits on campus and avoid gatherings where social distancing is not possible.
- I will wash my hands with soap and water or use hand sanitizer frequently.



WE'RE READY TO PROTECT EACH OTHER

- I will wear a mask or face covering in shared common spaces on campus.
- I will maintain appropriate social distance from others.
- I will stay home if I feel ill or after exposure to someone who is ill or has tested positive for COVID-19.
- I will follow public health guidelines in place to help protect myself and others.
- I will protect myself and others in high-traffic areas of campus or situations where physical distancing is not possible to reduce the spread of COVID-19.
- I will keep my hands clean and sanitized while on campus, around my community and at home.
- I will adhere to capacity limits in social situations to prevent high-spread scenarios.
- I will monitor my symptoms daily and follow protocols designed to keep me and my community healthy.
- I will share information regarding my general health as requested by the College.



WE'RE READY TO STAY INFORMED

- I will modify my actions and encourage others to do the same as guidelines and recommendations adapt over time.

We are Delgado Community College, and We're Ready!

COVID-19 PROTOCOLS FOR VISITORS AND STUDENTS

Overview of Scenario Responses and Suggested Measures

Delgado Community College campuses and sites should assure that there is sufficient visible signage to make staff, students, and visitors aware of facial covering requirements, social distancing, and handwashing. These measures could prevent any number of potentially harmful interactions, relative to COVID preventative compliance.

Additionally, the signage could reference a recent gubernatorial mandate of mandatory mask requirements. This mandate was issued July 1, 2020, and reads, in part as follows:



STATEWIDE MASK (FACIAL COVERING) MANDATE

The statewide mask mandate applies to all 64 parishes in Louisiana. However, parishes with a COVID-19 incidence of fewer than 100 cases per 100,000 people for the most recent two-week period for which data is available could choose to opt-out of the mandate. Parish presidents do not have to opt-out and may decide to keep a mask mandate in place. Currently, only three parishes in Louisiana do not exceed this standard, which will be updated every other week by the Louisiana Department of Health: Grant, Red River, and West Feliciana.

The order requires face coverings for everyone ages eight and older except for the following:

- Anyone who has a medical condition that prevents the wearing of a face covering
- Anyone who is consuming a drink or food
- Anyone who is trying to communicate with a person who is hearing impaired
- Anyone who is giving a speech for broadcast or to an audience
- Anyone temporarily removing his or her face covering for identification purposes
- Anyone who is a resident of a parish without a high COVID incidence that has opted out of the masking mandate
- Masks are strongly recommended for children ages two to seven

SCENARIO 1: STUDENT refuses to comply with facial coverings mandate in an instructional setting.

Based on Delgado's [Student Code of Conduct policy](#), the College reserves the right to take any necessary and/or appropriate steps to protect the College community's safety and well-being.

The College's [Student Code of Conduct policy](#) defines disruptive behavior as "any student who displays intentional obstruction or disruption of teaching, research, administration, disciplinary procedure, or other authorized college event..."

This could be applicable to failure to don facial covering as required by state mandates.

First, the instructor should seek to de-escalate the matter by finding out why the student does not wish to wear a mask. If it is a medical condition, refer the student to Health Services by emailing healthservices@dcc.edu.

If the instructor is unable to convince the student to wear a mask, then the Vice Chancellor for Student Affairs should be notified of the disruption along with the completion of [Incident Referral Form](#) so that the matter can be addressed further with the student. The instructor may also choose to suspend class to ensure the safety of others; if the class is suspended the instructor must notify the department chair and academic division dean. Campus Police should also be informed but not necessarily summoned to the classroom.

If Campus Police are summoned to the classroom, they should exercise the following protocol:

- Consult with the instructor and obtain the non-compliant student's identity.
- Assess the atmosphere of the classroom.
- Encourage the instructor to suspend the class so that the non-compliant student can be interviewed.
- Refer the incident for judicial review in a documented incident report.
- Avoid physical interaction with non-compliant students unless such interaction is warranted to protect others or self.
- Attempt to de-escalate the matter.

SCENARIO 2: STUDENT refuses to comply with facial coverings mandate in a *non-instructional setting*.

In accordance with Delgado's [Student Code of Conduct policy](#), "failure to comply with the directives of college officials and law enforcement officers acting in performance of their duties" is a violation of the College's Student Code of Conduct. The policy defines college officials as administrators, supervisors, faculty, adjunct faculty, support staff, campus security, coaches, or trainers.

This violation could also be applicable to failure to don facial covering on campus outside of the instructional setting as required by state mandates. In these circumstances, as per Delgado's [Student Code of Conduct policy](#), the College reserves the right to take any necessary and/or appropriate steps to protect the College community's safety and well-being.

First, the college representative must ascertain if a medical condition prevents the wearing of a mask. If the student does have a medical condition that prevents the wearing of a mask, the student must be referred to Health Services. Students may reach Health Services by emailing healthservices@dcc.edu.

If any college official is unable to convince a student to wear a mask, then the Vice Chancellor for Student Affairs should be notified of the disruption along with the completion of [Incident Referral Form](#) so that the matter can be addressed further with the student. The college official may also choose to suspend services or the activity involving the student, as applicable. The Delgado Police Department should also be informed but not necessarily summoned to the setting.

If Campus Police are summoned to the non-instructional setting, they should exercise the following protocol:

- Consult with the college official and obtain the non-compliant student's identity.
- Assess the atmosphere of the setting.
- Encourage the college official to suspend services or the activity involving the student, as applicable, so that the non-compliant student can be interviewed.
- Refer the incident for [judicial review](#) in a documented incident report.
- Avoid physical interaction with non-compliant students unless such interaction is warranted to protect others or yourself.

Additional Policy References for Scenarios 1 and 2:

Delgado [Student Code of Conduct Policy \(SA-1448.1D\)](#):

Student Responsibilities: It is the responsibility of every student to conduct one's self in a manner

fitting an academic environment. In most cases, the exercise of good sense and judgment prevail. The following acts as set forth by legislative act and LCTCS policy are contrary to acceptable conduct. The College reserves the right to take any necessary and/or appropriate steps to protect the safety and well-being of the College community.

Disruptive behavior is defined as: "Any student who displays intentional obstruction or disruption of teaching, research, administration, disciplinary procedure, or other authorized college event; Any student who displays verbal, emotional, or physical abuse or threat thereof against any person on campus or at any college authorized event, or other conduct which threatens or endangers the health and safety of any such person.

Delgado [Classroom Disruption Procedures \(as per SA-1448.1D\):](#)

Procedures for Handling Classroom Disruption

Handling "Extreme" Cases of Classroom Disruptions

If a student is posing a threat to the safety of himself/herself or others, becomes physically or verbally abusive, Campus Police should be contacted immediately. It is often a mistake to assume that aggressive behavior will stop on its own. Always err on the side of safety. *Once the Campus Police are notified, a police report will be required, and statements may be requested from the instructor and witnesses.*

SCENARIO 3: VISITOR on Campus refuses to comply with face coverings mandate.

Visitors on campus that are not wearing facial covering as required by state mandate should be approached, as a guest, and asked if they need a mask. If the response is yes, there is a need. Police Officers then should supply them with that covering.

If the response is negative and the visitor refuses to wear a face covering, the Officer should explain to the guest that Delgado Community College has a policy concerning the mandatory wearing of face coverings in accordance with state mandates.

The Officer should notify the supervisor (the college official responsible for the purpose for which the visitor is on campus) of the non-compliant guest immediately, and the supervisor should respond to that scene. All efforts to amicably gain compliance should be sought, and the Chief of Police shall be consulted before any action is taken, other than verbal interaction.

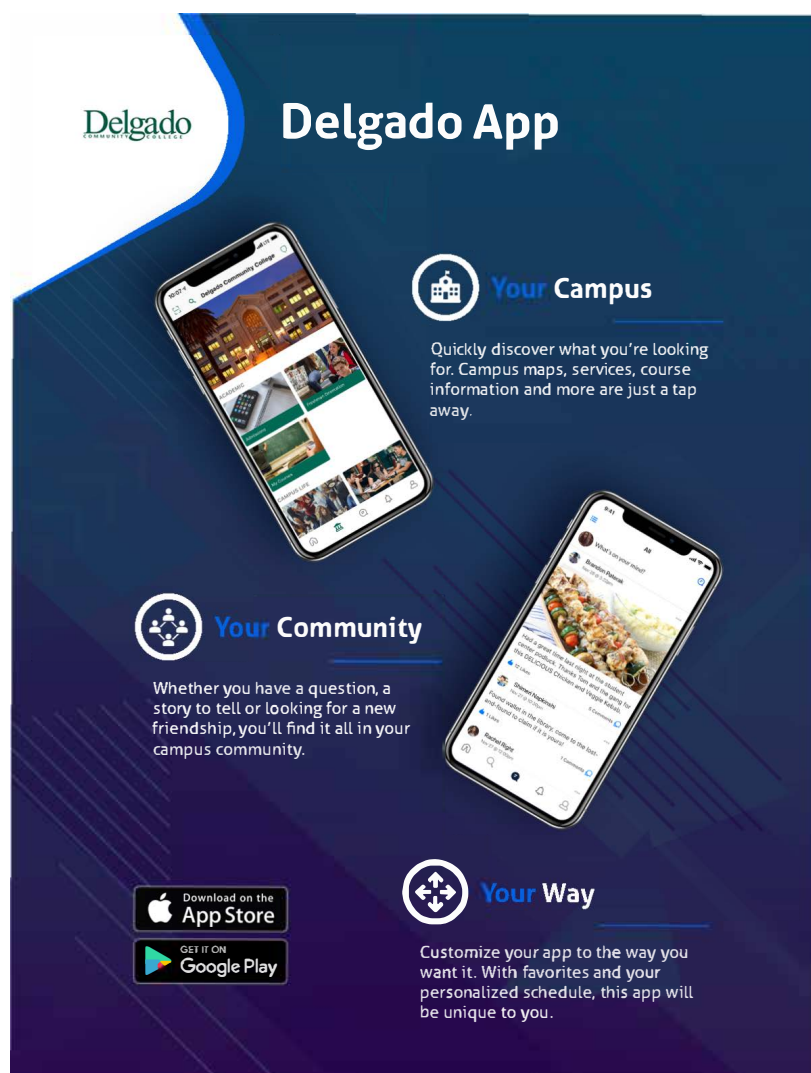


HEALTH ASSESSMENT SELF-SCREENING WITH THE DELGADO MOBILE APP

Pre-screening is the key to a Delgado campus environment that is safe from COVID-19 free campus. Students, faculty, staff, and visitors can expect to be asked for information about their general health when they visit any Delgado location. To make this as convenient as possible, a new feature in [Delgado's existing mobile app](#) is being introduced on the first day of fall classes, August 15. Please download the app and begin using it as soon as possible.

The app is available in the [Apple](#) and [Google](#) app stores and you can download it to a phone, tablet, computer, or mobile device at no cost. Students, faculty, and staff coming to campus will need to complete the pre-screening process once daily, every time they visit the campus. The process is simple. You will answer a few questions that help you self-report any COVID-19 symptoms. Once you complete the questions, you will either receive a Green Health Pass, stating you are clear to come to campus if you have no COVID-19 symptoms, or a Red Health Pass, stating you are not cleared to come to campus. The Green Health Pass is good for the entire day and expires at midnight. If you receive a Red Health Pass, you will be instructed to contact staff for further instructions.

A web-based process exists for visitors coming to campus who are not students, faculty, or staff. Visitors may also be required to report to an established check-in station or security for additional clearance.



The graphic features a dark blue background with a white Delgado logo in the top left. The title 'Delgado App' is prominently displayed in white. Three smartphone screens are shown, each illustrating a different app feature: 'Your Campus' (maps and services), 'Your Community' (social interaction), and 'Your Way' (personalized settings). Each feature is accompanied by a circular icon and a brief description. At the bottom left, there are buttons for downloading the app from the App Store and Google Play.

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Delgado App

Your Campus
Quickly discover what you're looking for. Campus maps, services, course information and more are just a tap away.

Your Community
Whether you have a question, a story to tell or looking for a new friendship, you'll find it all in your campus community.

Your Way
Customize your app to the way you want it. With favorites and your personalized schedule, this app will be unique to you.

Download on the App Store
GET IT ON Google Play

ADDITIONAL INFORMATION

DIVISION OFFICES

Open Monday - Friday, 8 a.m. - 4:30 p.m. with minimal staffing on-site. Virtual connection available.

BUSINESS OFFICES

Open Monday - Friday, 8 a.m. - 4:30 p.m. with minimal staffing on-site. Virtual connection available.

STUDENT SERVICES

Refer students to [Online Welcome Desk](#) to [Schedule an Appointment](#).

LIBRARIES

All Libraries open 8 a.m. - 8 p.m., with Charity and River City open 8 a.m. - 4:30 p.m., and Jefferson open 8 a.m. - 6 p.m.

- Minimal staffing on-site
- Minimal total occupancy
- Material distribution by appointment only
- No use of group study rooms
- No classroom usage by large groups
- Remote reference services available
- ILL processing, lending, borrowing available
- Minimal use of computer reference areas
- Gathering at study tables is discouraged

FITNESS CENTER

Open 7:30 a.m. - 6 p.m. One attendant will be on duty at all times and will monitor capacity. Equipment is marked as not in use for social distancing.

- No use of showers
- No use of lockers
- No use of dressing rooms

ATHLETICS

Athletic practices, games, and events will return in phases based on local and state protocols and in conjunction with the directives of the National Junior College Athletic Association (NJCAA). Additional return to play protocols, information, and 2021 schedules will be available at delgaoathletics.com.

CAMPUS DINING

Dining services at the City Park Campus are closed.

ACADEMIC CALENDAR

The academic calendar is published online in the College Catalog annually and Student Handbooks each semester. If any changes to the calendar are necessary, they will be implemented in those publications. Please refer to the [current catalog / handbook](#) for important academic dates and deadlines.

INSTRUCTIONAL DELIVERY

Delgado is offering students a variety of ways to schedule courses in the Fall 2020 Semester that are both synchronous (live instruction) and asynchronous (schedule on your time). Visit our [Fall 2020 Return to Campus webpage](#) for more information.



We're **READY!**

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LOOKING AHEAD | FALL 2020

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