

## **FAQ for Novel Coronavirus**

These questions are being updated as new information becomes available from government and health agencies affecting the ACU community. Please also visit the university [Coronavirus Information](#) page to review campus communications about any changes or new safety measures.

This page is not intended to be all-encompassing and should not be considered to be providing medical or legal advice. In all instances, you should consult with a relevant expert for guidance specific to your circumstances. We ask that all students, faculty and staff support their friends and colleagues at this difficult time. Harassment and discrimination of any kind, are unacceptable. Any instances of harassment should be reported immediately to Human Resources at [humanresources@acu.edu](mailto:humanresources@acu.edu).

### **About COVID-19**

#### **What is coronavirus?**

The Novel Coronavirus, or COVID-19, is a new strain of virus that recently began circulating in Asia before spreading internationally, including to and within the United States. While scientists are still learning about this new virus, they have discovered it is highly contagious and spreads through close contact with infected people. Because this is an emerging, rapidly evolving situation, the CDC will provide [updated information](#) as it becomes available.

The [Texas Department of State and Health Services](#) has created a Coronavirus call center for further information: 877-570-9779.

#### **How does it spread?**

Although we have a lot to learn about this virus, it is believed to spread like other respiratory viruses – by people with the infection coughing and sneezing. These droplets are inhaled by other people or moved to the eyes, nose or mouth by contaminated hands.

#### **What can I do if I feel anxious about the coronavirus?**

You can take proactive measures to prevent the spread of colds and other viral ailments by doing the following:

- Cover your mouth and nose with your elbow or a tissue when you cough or sneeze, and immediately dispose of the tissue.
- Wash your hands often and avoid touching your eyes, nose or mouth.
- Clean and disinfect frequently touched surfaces.

We understand that some community members are concerned. If you are having anxiety that is interfering with your daily life activity and would like to talk with someone, support is available to students, faculty and staff through the [ACU Counseling Center](#).

### **Where can I get more information about the coronavirus?**

For current information about this evolving public health situation, visit the U.S. Centers for Disease Control and Prevention's [2019 Novel Coronavirus](#) page.

The [Texas Department of State and Health Services](#) has created a Coronavirus call center: 877-570-9779.

## **Health, wellness and prevention**

### **What are the symptoms?**

Symptoms of COVID-19 may include the following:

- Fever
- Coughing
- Shortness of breath or difficulty breathing

### **What should I do if I have symptoms of COVID-19?**

If there is a medical emergency please call 911 and notify them of any travel or exposures.

If it is not a medical emergency, you should immediately contact the [ACU Medical Clinic](#) at 325-674-2625 and tell them what your symptoms are. **Please call ahead.** Remember that COVID-19 shares many symptoms with the influenza virus. Let the ACU Medical Clinic know where you have traveled recently or how you might have been exposed to the virus. The ACU Medical Clinic, along with the state and city health departments, will determine if you should be tested for COVID-19. [Wildcat Care](#) (telemedicine) is also available 24/7 at no cost to students, enabling you to consult a provider from home.

### **Practice good hygiene.**

- If you are sick, avoid contact with others and do not travel..
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing.
- Avoid touching your eyes, nose, or mouth with unwashed hands.

- Clean your hands by washing them with soap and water for at least 20 seconds or using an alcohol-based hand sanitizer that contains 60-95 percent alcohol immediately after coughing, sneezing, or blowing your nose. Soap and water should be used if hands are visibly dirty.
- Monitor your symptoms closely. Take your temperature daily.

**Stay home** until you are fever free without medication for at least 24 hours. If you must leave the house or be around others, it is imperative that you wear a mask and avoid close contact. Be especially careful around people who have compromised immune systems and those over the age of 65.

**Take care of yourself.** Rest as much as possible. Drink lots of fluids.

Additionally, the university requests that any person (faculty, staff, students and visitors) who **traveled in a country with a Level 3 Travel Health Notice** (due to the novel coronavirus) take the following steps before arriving on campus:

- Complete a confidential [ACU travel survey](#).
- Stay home for 14 days and monitor your health and check your temperature everyday **after you leave any country with a Level 3 Travel Health Notice**.
- Monitor your health and report any symptoms of illness consistent with COVID-19 infection (fever, cough, shortness of breath) to the ACU Medical Clinic at 325-674-2625 or your Abilene primary care provider.

### **What if I want to be tested for coronavirus?**

Only health care providers can request a test for the virus that causes COVID-19. According to the Abilene Taylor-County Public Health District, testing approvals are based on symptoms and on risk factors, such as travel history or exposure to individuals known to have the disease. **For this reason, walk-in testing is not available at the ACU Medical Clinic.**

### **How do I prevent the spread of coronavirus?**

You can reduce the risk of spreading coronaviruses by taking the same steps as you would to prevent infection from the flu and the common cold:

- Wash hands often with soap and water for at least 20 seconds. Use hand sanitizer, with 60-95 percent alcohol if water is not available.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Avoid contact with people who are sick.
- Stay home while you are sick and avoid close contact with others.

- Cover your mouth and nose with your elbow or a tissue when coughing or sneezing, and immediately dispose of the used tissue.

### **How should I clean and disinfect communal spaces?**

The U.S. Centers for Disease Control and Prevention (CDC) recommends cleaning and disinfecting frequently touched surfaces (such as door knobs, tables, computer keyboards, handrails, exercise rooms).

You should use a disinfectant on the U.S. Environmental Protection Agency's (EPA) list of [Antimicrobial Products for Use Against Novel Coronavirus](#), an alcohol solution with at least 70 percent alcohol, or a 10 percent bleach/water solution to disinfect hard, non-porous surfaces. It is also recommended that departments contact the Office of Risk Management at [risk@acu.edu](mailto:risk@acu.edu) or by calling 325-674-6142 to obtain single-use disinfectant wipes for touch points within their work spaces.

Please avoid putting disinfectant gels or liquids on electronics and other equipment, including elevator buttons, unless they have been indicated as safe to use on those devices.

### **When and how should I self-quarantine or self-isolate?**

**Self-quarantine** in general means the separation of a person or group of people reasonably believed to have been exposed to a communicable disease **but not yet symptomatic**, from others who have not been so exposed, to prevent the possible spread of the communicable disease.

In alignment with [CDC guidance](#), anyone returning to the U.S. after travel to any country with a [Level 3](#) Travel Health Notice (currently China, Iran, Italy and South Korea) will be **required to self-quarantine** in a U.S. location away from campus for at least 14 days before returning to ACU.

If you've been directed to self-quarantine, you should:

- Stay home. Don't attend work, school, events, social gatherings or public areas.
  - Students who are self-isolating should contact their professors and [SOAR](#).
  - Employees who are self-isolating should contact their immediate supervisor and HR.
  - Faculty who have students who are ill or self-isolating should excuse their absences, encourage them to stay home and away

from others, provide opportunities for these students to complete their work, and keep their chair and [SOAR](#) updated.

- Self-monitor for fever by checking your temperature at least twice daily. Contact a health care provider if you develop a fever or respiratory symptoms such as cough or trouble breathing.
- If you need to seek medical care, call ahead to describe your symptoms and travel history.
- Wash your hands frequently with soap and water for at least 20 seconds. Avoid touching your eyes, nose and mouth with unwashed hands.
- If you don't have access to soap and water, use an alcohol-based hand sanitizer that contains 60-95 percent alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
- Cover coughs and sneezes with a tissue and dispose of it immediately. Never cough in the direction of someone else.
- Limit contact with others as much as possible, including those in your home or residence. Try to keep a distance of about six feet.
- Avoid any visitors.
- Avoid sharing household items. Do not share drinking glasses, towels, eating utensils, bedding or other items.
- Keep your surroundings clean. Clean and disinfect frequently touched objects and surfaces such as tabletops, tablets, doorknobs, bathroom fixtures, etc.
- Avoid using public transportation, taxis or ride-sharing.

**Self-Isolate** means the separation of a person or group of people **known or reasonably believed to be infected with a communicable disease** and potentially infectious from those who are not infected to prevent spread of the communicable disease. Isolation for public health purposes may be voluntary or compelled by federal, state, or local public health order.

Following updated guidance from the CDC, 14 days of self-isolation is required for:

- Any travelers to the U.S. (returning or coming for the first time) from any country under a CDC Warning Level 3 (Avoid Nonessential Travel), regardless of whether that direction is specifically given to them at the U.S. point of entry.
- Any students or employees who have had direct contact with someone who has tested positive for COVID-19.
- Any students or employees who have had direct contact with someone who is under care for suspected exposure to COVID-19.

### **How to Self-Isolate**

If you've been directed to self-isolate, you should:

- Stay home. Don't attend work, school, events, social gatherings or public areas.
- Self-monitor for fever by checking your temperature at least twice daily. Contact a health care provider if you develop a fever or respiratory symptoms such as cough or trouble breathing.
- If you need to seek medical care, call ahead to describe your symptoms and travel history.
- Wash your hands frequently with soap and water for at least 20 seconds. Avoid touching your eyes, nose and mouth with unwashed hands.
- If you don't have access to soap and water, use an alcohol-based hand sanitizer that contains 60-95 percent alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
- Cover coughs and sneezes with a tissue and dispose of it immediately. Never cough in the direction of someone else.
- Limit contact with others as much as possible, including those in your home or residence. Try to keep a distance of about six feet.
- Avoid any visitors.
- Avoid sharing household items. Do not share drinking glasses, towels, eating utensils, bedding or other items.
- Keep your surroundings clean. Clean and disinfect frequently touched objects and surfaces such as tabletops, tablets, doorknobs, bathroom fixtures, etc.
- Avoid using public transportation, taxis or ride-sharing.

## **University operations**

### **Are campus visits, tours and admissions information sessions affected?**

These activities are not affected at this time.

### **How does ACU clean and disinfect facilities?**

WFF Facility Services (ACU's custodial cleaning vendor) uses an [EPA-registered, healthcare rated disinfectant](#) to daily clean campus buildings to include athletic and residence life facilities. Emphasis has been placed on high-volume touch points (door handles, table/desktops, light switches, etc.), to include public and common-area restrooms. An increased cleaning of these touch points has been in place since October to reduce health risks during flu +season. Additionally, we have enhanced these preventative measures to further mitigate risks of the novel coronavirus. We will continue to monitor recommendations from the CDC for preventing the spread of the virus.

Students living in on-campus housing are expected to clean their rooms and any private bathrooms in their residences.

It is also recommended that departments contact the Office of Risk Management at [risk@acu.edu](mailto:risk@acu.edu) or by calling 325-674-6142 to obtain single-use disinfectant wipes for touch points within their work spaces.

There are also hand sanitizer dispensers wall mounted throughout campus in common areas. Hand sanitizer can help prevent the spread of the virus, though [proper hand-washing technique](#) is deemed to be [more effective by the CDC](#).

## **Faculty & Staff**

### **What should I do if I am sick or need to self-isolate?**

**If you are sick, stay home.** Employees should not come to work when they are sick. Inform your immediate supervisor that you need to take time off and utilize your sick leave. If you are concerned about the amount of sick leave that you have, contact [humanresources@acu.edu](mailto:humanresources@acu.edu)

### **Can I work remotely?**

For now, employees should continue to follow their normal work schedule. If you are in a situation where you need to discuss working remotely you should consult with your immediate supervisor and Human Resources. Faculty should consult with their department chair and the Office of the Provost regarding working remotely.

### **If I am approved to work remotely, what technology is available to assist in performing my job?**

Staff can prepare for the possibility of disruptions by becoming familiar with the technology tools that make it possible to work even when you can't get to campus. [ACU Information Technology](#) offers several tools for collaboration, videoconferencing, chat, online storage, and more. Find out what tools you can use in this [helpful tech guide](#) for working remotely.

## **Classes and academics for students**

As of March 12, 2020, Spring Break has been extended through the week of March 16-20, 2020, and we will move to online classes from March 23 through April 9. While there are no known cases of coronavirus (COVID-19) on the ACU campus, or in Abilene, this decision was made due to the unpredictability of the virus and its rapid spread.

## Classes and academics for faculty

### How should faculty prepare for online class delivery?

Refer to the communication sent by the Office of the Provost on March 12, 2020. Additional information can be obtained by contacting the Office of the Provost, the [Adams Center](#) and checking the [ACU coronavirus page](#).

## Travel and study abroad

### Are there restrictions on travel?

**All university-sponsored travel – domestic and international – will be suspended through March 31** and evaluated thereafter. We are in the process of returning groups studying abroad to the U.S. and are communicating directly with them on specifics of their return. You may find the following resources helpful:

- Contact the Travel Office at 325-674-2774 or [travel@acu.edu](mailto:travel@acu.edu) for Concur related questions;
- When canceling your trip, if travel arrangements were made via Concur, you can contact Corporate Travel Planners (CTP) directly by calling 877-727-5188 or by email [online@ctptravelservices.com](mailto:online@ctptravelservices.com);
- Contact the travel vendor directly to cancel trips booked outside of Concur.

#### *For those still considering personal travel*

We advise extreme caution regarding all personal travel. The virus is spreading quickly and the CDC could issue alerts for other countries in the days and weeks ahead. This is a rapidly changing situation. If you do travel - domestically or internationally - we request that you complete this [ACU travel survey](#) before returning to campus.

### What should I do if I traveled to a country with a level 3 Travel Health Notice due to COVID-19 OR an area affected by COVID-19?

The university requests that any person (faculty, staff, students and others coming into the ACU community) who traveled in a country with a [Level 3 Travel Health Notice](#) (due to the novel coronavirus) OR to an area affected by COVID-19 OR if you believe you have been exposed to COVID-19, take the following steps before arriving on campus:



- Complete a confidential [ACU travel survey](#) and wait for a response before returning to campus.
- Stay home for 14 days and monitor your health **after you leave any country with a Level 3 Travel Health Notice.**
- Monitor your health and report any symptoms of illness consistent with COVID-19 infection (fever, cough, shortness of breath) to the ACU Medical Clinic at 325-674-2625 or your Abilene primary care provider.

**If you are ill, please follow the directions in the “What do I do if I feel sick?” question.**

**Helpful contact information at ACU**

<b>ACU Office</b>	<b>Email</b>	<b>Phone Number</b>
Adams Center	adamscenter@acu.edu	325-674-2455
Counseling Clinic	counseling@acu.edu	325-674-2626
Human Resources	humanresources@acu.edu	325-674-2359
IT Help Desk	helpdesk@acu.edu	325-674-5555
Medical Clinic	medical@acu.edu	325-674-2625
ACU Police Department	acupolice@acu.edu	325-674-2911
Risk Management Office	risk@acu.edu	325-674-6142
SOAR Program	soar@acu.edu	325-674-2036
Study Abroad	studyabroad@acu.edu	325-674-2754
Travel Office	travel@acu.edu	325-674-2774