Student Union Return to Operations Planning (subject to change)

*Updated 7/28/2020*

**Timeline (subject to change)**

- **August 10** – **Limited** re-opening of the Student Union facility
  - SUES 315 office will open; other Student Union offices per their own timelines
  - Information Desk will open
  - Building hours: Mon-Fri 7:30 am – 6:00 pm. Building security checks will be done at about 6 pm.
  - Limited building access points will be enacted from 8/10-8/21 with ID checks. Access points may also be restricted beginning 8/24 to verify mask use for those entering the facility and to communicate limited visitor access guidelines.
  - Facility open to UNLV students, faculty, and staff. Guests/visitors are permitted only to do their immediate business and then depart.
  - Limited food service will be open. SoHo, Panda Express, Coffee Truck from 8/10-8/14, 8/17-21 will see the POD and Starbucks open. 8/24 will see the opening of Jamba and Subway. Steak & Shake and Taco Bell are not scheduled to open in fall semester at this time.

- **Possible** Phase 3 Opening – After September
  - Unknown conditions at this time
  - Fuller opening of the facility with social distancing and mask use likely to be in place

**Building Occupant & Guest Protocols**

Helpful Safety and Visitor Guidelines:  [https://docs.google.com/document/d/1K5RgrJli-BMHw_EO6YnNMKTA9Vu8Yee1rYsA-lbXwxs/edit#](https://docs.google.com/document/d/1K5RgrJli-BMHw_EO6YnNMKTA9Vu8Yee1rYsA-lbXwxs/edit#)

- **Employees**
  - Per UNLV guidelines, each day, staff should self-monitor before coming to work.
    - Staff must self-check through the RebelSafe app each day they come to work on campus.
  - All UNLV staff (including student staff) must certify that they have completed the COVID-19 training prior to being allowed to work on campus. (Coming from Risk Management)  [https://www.it.unlv.edu/webcampus](https://www.it.unlv.edu/webcampus)
  - Staff should only be present in the facility from 8am – 5:30 pm (Monday-Friday). ID Cards for people accessing the facility may be checked.
  - Staff who are able to work remotely should continue to do so as much as possible.
  - Staff are required to take the following measures:
    - Wash hands often with soap and water for at least 20 seconds at a time
    - Use hand sanitizer if soap and water is not available
    - Avoid touching, eyes, nose, and mouth with unwashed hands
    - Cough or sneeze into crook of elbow or into your face covering.
    - Wear face coverings unless alone in an office/cubicle/workspace. Areas closer than 6’ should wear face coverings while working.
    - Use social distancing of six feet in the facility
    - If someone is sick from COVID-19, or believes that they may have been exposed to COVID-19, they are to stay at home and notify Student Union Facilities’ staff as soon as possible.
    - Adhere to any and all CDC, UNLV, Nevada, and other guidelines for confirmed or suspected cases/contacts
  - UNLV is providing face coverings and sanitizer for personal use. Order some at the following link:  [https://apps.administration.unlv.edu/AdminWebPortal/](https://apps.administration.unlv.edu/AdminWebPortal/) and utilize your ACE Password and account. Supplies will be available to pick up from Westfall Hall per their instructions.
  - Staff are encouraged to utilize SUES-provided metal door-opening devices where possible.
  - Staff are encouraged to eat alone – remove face coverings to eat and then place back on. Individuals eating should not face each other.
Utilize the following traffic pattern – stay to the right on stairwells and in hallways. Do not pass people while navigating the facility.

- Guests in people’s offices should remain six feet away. Surfaces used by office guests should be sanitized after use. Should social distancing not be possible within the office or workspace, utilizing a different space or using remote technologies is recommended.
- Manager Guidelines working during the COVID-19 Pandemic: [https://www.unlv.edu/coronavirus/manager-guidelines](https://www.unlv.edu/coronavirus/manager-guidelines)

- Guests
  - Guests to the facility may only do their immediate business and then will be required to leave. No loitering or lounging in the facility will be permitted by non-UNLV individuals.
  - Guests/visitors are required to wear masks and abide by social distancing guidelines of six feet. Guests will be asked to leave if they are loitering in the facility. UNLV is scheduled to purchase and provide disposable masks for visitors, but that is not guaranteed.

- Stigmatization, Xenophobia, Racism
  - It is each individual’s ultimate choice whether to utilize masks or other personal protective equipment. The Student Union facility will not tolerate stigmatization, racism, xenophobia, harassment, or other acts which preclude anyone’s ability to utilize the facility.
  - If someone is uncomfortable with the choices or actions a person is making which could lead to dissemination of COVID-19, notify SUES’ Facility staff directly. Each individual should take responsibility for their own hygiene and safety within the Student Union facility. If you are uncomfortable with something, walk away or use your own distancing norms.

- Department Recommendations
  - Post signage indicating your expectations of visitors, guests, and customers (use different languages as necessary). Clearly indicate office hours and remote access options.
  - Face coverings are required for anyone in a reception/receiving area of a department
  - Avoid sharing office supplies within your department. Remove shared resources from use (community pen holders, etc.)
  - If your department or area wishes to have protective barriers installed (and you are a part of UNLV), contact Student Union facilities staff who can assist. Non-UNLV vendors should contact our staff to ensure safety and compliance.
  - Departments are responsible for their own scheduling of staff and department hours. They are responsible for which services are being done, those being held remotely, and those which have stopped.
  - Determine whether you wish to have your main access area open (eliminating handle use) or closed (limiting spontaneous access). How many people are allowed in your reception/receiving area at one time? Work with SUES for where excess numbers would be waiting so we can confirm the plan is consistent with our operations.
  - Link to additional department resources: [https://www.unlv.edu/news-story/return-work-resources-departments](https://www.unlv.edu/news-story/return-work-resources-departments) (Moving services, supplies, workspace modifications, signage, risk assessment)
    - NOTE: There are good resources here on dealing with visitors and external/internal customers
  - If open office areas, consider staggering chairs/desks or staggering work schedules to reduce density of staffing. You may use one-way directional signage in hallways to narrow social distancing.
  - If your office/department has a conference room, restrict gathering size, maintain 6’ of social distance. You can remove or rearrange chairs and tables to pre-set spaces for this.

Student Union Cleaning & Re-Opening Information – July 6

- Cleaning Protocols
The Student Union staff will be cleaning the facility, focusing on the Monday-Friday building hours.

- Staff will provide additional common area cleaning and focus on high touch-point surfaces.
- Custodial staff will not be going into individual offices to clean, unless there is a request to do so.
- Individual offices and areas should take responsibility for interior office cleanings – focusing on door handles, office equipment, and other commonly shared items. SUES will work to provide cleaner and a rag for cleaning if cleaning wipes are not available. Cleaner is also available through the UNLV supply website.
- The Student Union has increased our common area sanitizers and will have rags and bottles available for sanitizing. UNLV is supplying each individual employee with a PPE kit and hand sanitizer.
- NOTE: In this COVID-19 period, cleaning is the responsibility of everyone in the facility, not just the custodial staff. Custodial staff will be focusing on common areas, so individual offices and other requests may be delayed.
- Aramark staff will be on virus protocols for cleaning the Dining area within the facility.

**Other Operations**

- Student Offices may have limited opening options. They must have written protocols for safety written and approved by the Executive Director prior to their offices being opened in the Student Union. It is still the preference to have very limited operations due to safety and health. Access to the building during hours when the building is closed is prohibited. Email Keith McMath at keith.mcmath@unlv.edu if you need an exception to building access guidelines.
- The facility has been largely empty for over four months at the time of re-opening. While basic operations have been maintained, individual office needs for cleaning and maintenance will take some time.
- Elevators will be a two-person capacity only. Face away from each other in the elevators.
- Mail will be delivered to offices on a regular, limited schedule. Packages and mail will be required to sit for three days before being delivered to offices.
- Golf carts - Individuals are responsible for sanitizing the carts prior to each use. Cleaning solution and rags available at the main Information Desk.
  - It is recommended that social distancing be observed in riding/use of golf carts
- The Game Room will not be open for any use.
- We will encourage people to maintain 6 feet of distance in restrooms. Some restroom fixtures will be offline to maintain social distancing.
- For safety of staff, non-Information Desk and Student Union Facilities staff will be limited behind the Information Desk area.
- Access to the facility may be through limited doors only. Exit and enter only through approved locations. Signage will indicate Student Union guidelines.
- Staff and students should not access the building during non-operational hours for health and safety. Contact Keith McMath at keith.mcmath@unlv.edu if you need any exceptions to these guidelines.
- Please ensure that any locked door completely shuts behind you. We constantly have unauthorized individuals attempting to access the building during closure periods.
- Office and departments
  - Please note that during the closure, facilities’ staff have emptied refrigerators of perishable items and unplugged many units.
  - Other office equipment may have been unplugged in order to focus on energy-savings protocols.
- Offices and areas can request and work with the Student Union Facilities’ staff for line management or queueing. Our staff has mapped out queueing protocols. Offices should not adopt their own standards without consulting Student Union staff, due to the impact it could have on other areas.
  - The Student Union has limited space for furnishings. Please talk to our staff team if you need to move furnishings in order to manage social distancing protocols.
- Public furnishings in the facility will be set in specific locations for social distancing and safety. Furnishings in the facility are not allowed to be moved.


- Work orders may be necessary and can be submitted to Student Union Facilities’ staff. Timeliness of work order completion may be delayed during this period and staff will need to practice social distancing protocols when completing the work requests.
- Signage will be placed in the building discussing our efforts during the Phase 2 to those utilizing the facility. The Student Union webpage will be the place for accurate and up-to-date information: www.unlv.edu/studentunion.
- The Student Union 228 and 227 lounges will be opened on August 24th for limited access and use.
- The 3rd floor Break Room should have one person at a time utilizing that space. People may queue outside in the hallway for use of this space. Users of the space should NOT use shared utensils. Each individual is responsible for sanitizing surfaces before and after use.
- Facility drinking fountains and water bottle refill stations may be offline due to hygiene and cleaning concerns.

Events and Meeting Rooms
- Currently, no meetings of more than 50 people are allowed to take place. Anything larger than 50 must be done via web-based platforms. Meetings of 50 or less must be done with social distancing protocols. Student Union spaces have capacities that are revised for social distancing. Work with SUES for your in-person event needs.
  - Visit https://unlv.edu/eventservices for more thorough information on events
  - The SUES’ Concierge desk may be open at times, based upon event needs. Any other event needs can be managed through the 315 office location.
  - Rooms will be set with social distancing provisions and signage indicating capacity and meeting room protocols. Event furnishings should not be moved
  - SUES will be cleaning equipment and furnishings between events held in event spaces.

Planning for Phase 3 Opening
- The Student Union offices should anticipate moving to a more routine schedule and with a much greater number of students and guests on campus.
- We anticipate that social distancing and mask use will likely still be recommended and in place at this time.
- Sponsors of large events will need to make their own decisions about how to proceed with events and event planning. SUES is here to assist with these conversations.
- Offices and departments in the Student Union should have a plan for routine cleaning in their area of common spaces and high touchpoint items.
- Student Union services will endeavor to return to full operations with regard to safety for staff, students and guests.
- Expect food service outlets to be open. Line management and queueing have already been established for these locations. Social distancing furnishings will be in place, leading to less eating within the actual facility.
- Meeting room occupancies may be still in effect with full social distancing protocols and a significantly lowered maximum capacity in rooms. Space may be at a premium within the facility leading to standardized setups, extra time between meetings for cleaning protocols, and more.
  - Maximum capacities set for social distancing or maximum group sizes will be enforced for non-UNLV groups.
  - Internal UNLV event sponsors are responsible for enforcing social distancing and other protocols for their own meetings and events.
- We encourage departments to work with the Student Union Facilities’ staff for any direct needs during this time.

Future Considerations
- Depending upon the conditions of the virus, the Student Union may revert back to previous phases at the direction of UNLV Administration or governmental sources. We may receive notice, or not, relative to this communication.
- A “Second Wave” may occur in the fall or winter, leading to changes in our operations and guidelines.
Resources
- UNLV Employee Guidelines: https://www.unlv.edu/coronavirus/employee-guidelines
- UNLV Manager Guidelines working during the COVID-19 Pandemic: https://www.unlv.edu/coronavirus/manager-guidelines
- Ordering Signs and Graphics for Departments: https://www.unlv.edu/jgs/covid-19
- UNLV Portal to order Individual Masks/Sanitizer for employees AND departmental cleaning kits: https://apps.administration.unlv.edu/AdminWebPortal (Log-in with ACE Account)
  - Departmental kits seem to be ordered by SUP-Org listing
  - Supplies are on a 90-day refresh cycle to order again
  - Supplies will be delivered curb-side to campus locations only
- Workplace Risk assessment or modification assistance: https://www.unlv.edu/rms/fire-life
- Moving furnishings or items from Campus Moving Services through Business Affairs portal: https://apps.administration.unlv.edu/AdminWebPortal/Account?returnUrl=%2FAdminWebPortal%2FCatalog%3Fid%3D20
- Best Practices at UNLV: https://www.unlv.edu/coronavirus/best-practices
- Link to additional department resources: https://www.unlv.edu/news-story/return-work-resources-departments
- CDC Guidelines on when and how to wash hands: https://www.cdc.gov/handwashing/when-how-handwashing.html
- Occupational Safety and Health Administration: https://www.osha.gov/Publications/OSHA3990.pdf