



2020-2021

Campus Protocols

Revised: February 18, 2021



A Word from President Dr. Rick Reed

On behalf of the entire faculty and staff at Heritage College and Seminary, I want to welcome you to the 2020–2021 school year. Our team has spent months praying and planning for this upcoming year. In spite of the challenges caused by the pandemic, we are asking God to do “far more abundantly than all that we ask or think, according to the power at work within us” (Ephesians 3:20). We agree with missionary statesman, William Carey, who loved to say, “Expect great things from God; attempt great things for God.”

It’s our deep desire that this year at Heritage will be a time of spiritual impact and physical safety. So, in addition to preparing the courses you will take, our team has also given careful thought to the safety protocols that can best protect the Heritage community.

Before you explore the specific protocols in this document, let me highlight the biblical truth and the missional values that serve as the foundation for these guidelines. In other words, let me tell you the “why” behind the “what”.

First, here’s the biblical truth behind the protocols: we are driven by a desire to love others well. As you know, Jesus said the greatest commandment was to love God and love others (Matthew 22:37–40). The apostle Paul explains what it means to love others well when he writes, “Let each of us please his neighbour for his good, to build him up” (Romans 15:2). As Christians, we don’t simply live to please ourselves, but govern our lives for the good of others. The safety protocols and guidelines set forth in this document give practical ways we can seek the safety and good of others—other students, staff and faculty.

Second, here’s part of the missional values behind the protocols: We are driven by a desire to train spiritual leaders. Heritage exists to train men and women for life and ministry. By God’s grace and in keeping with His Word, we seek to raise up spiritual leaders for Christ’s Church and His global mission. One of the marks of a spiritual leader is that he or she is willing to limit personal liberty in order to serve others. As Paul told the Galatian Christians, “You were called to freedom, brothers. Only do not use your freedom as an opportunity for the flesh, but through love serve one another” (Galatians 5:13). The spiritual leaders we are seeking to train understand that “we” comes before “me”.

If you have questions about any of the guidelines we’ve set forth, please feel free to talk with us. Your concerns matter us to because you matter to us. You can contact the members of our COVID–19 Response Team at covidresponse@heritagecs.edu.

Warmly,



Dr. Rick Reed

Masks Protocol

What is an appropriate mask?

Heritage will be requiring each student, staff, and faculty member to wear a two-layer, fabric mask that sufficiently covers the nose, mouth, and chin. Bandana-style fabric masks have been proven not to be effective and will not be accepted for use on campus.

All students, staff, and faculty will be required to ensure that their mask has been properly cleaned each day or changed if they become damp or soiled. Masks can be washed by either putting them in the washing machine using the hot cycle or washing them thoroughly by hand using soap and warm/hot water and can be used only after they are dried completely.

Where are masks to be used at Heritage?

All members of the Heritage community are required to wear masks while inside both the Academic Building and the Heritage Community Centre.

Students living in residence will be required to wear masks when inside the buildings while in the hallways, laundry room, visiting approved apartment common rooms, and other common areas. Masks can be removed when a student enters their designated apartment.

The mask must be worn inside Heritage buildings at all times, with the following exceptions:

- When eating or drinking.
- While working out in the fitness centre or engaging in approved, physically distanced activities in the Gym.
- Walking outside on campus grounds while practicing physical distancing.
- When staff and faculty are working within a single-person indoor space like an office.
- In a personal vehicle by themselves.

Campus Buildings

Swipe Card Building Access and Declaration of Health Upon Use

In order to ensure the safety of all Heritage students, staff, and faculty and to aid in the efforts to facilitate contact tracing on campus, all in the Heritage community will be required to individually scan swipe cards upon entry into all buildings on campus. The doors in the Academic Building will require you to scan exit and entry individually.

Only personnel with assigned swipe cards will be to have access to buildings during approved hours. All other people requesting entry into buildings during hours of operation will have to ring the doorbell located at the front doors of the Academic Building and wait for administrative support.

By using your swipe card to enter campus buildings, all will be declaring that they have completed a self-assessment of their health and are experiencing none of the symptoms of COVID-19.

All students living on campus will receive a scan card when moving into their residence building. Off-campus students, staff, and faculty will be required to request a swipe card by emailing the main office at info@heritagecs.edu.

Campus Buildings continued

Off-Campus Student Access to Buildings

All off-campus students enrolled in studies at Heritage are welcome to use the accessible spaces and services offered inside the Academic Building and the Heritage Community Centre during operating hours.

Students who reside off-campus will have to follow the same requirements of students who live on-campus while inside approved buildings including wearing masks and maintaining physical distance. Please refer to the Campus Life section for further details on all protocols related to the student body.

Off-campus students will also still be able to participate in student activities and events throughout the academic year.

Access to both Residence Buildings will be prohibited to all off-campus students.

Room Capacities

Each room located in the Academic Building and the Heritage Community Centre will have revised capacity numbers posted outside the door or inside the rooms. All members of the Heritage community are required to ensure that these capacities are adhered to throughout the academic year.

Designated Entrance, Exits, and Washrooms

Academic Building

Students will be asked to enter into the Academic Building through the lower doors, located under the bridge. When leaving the building, they will be required to use the doors upstairs. In order to better facilitate physical distancing requirements, students will also be required to only use the washrooms located on the lower level, across from the Bookstore, while inside the Academic Building.

Staff and faculty will enter and exit the Academic Building from the upper floor, while also being required to only use the washroom facilities on the upper floor only.

Heritage Community Centre

Students, staff, and faculty will all be required to enter the Heritage Community Centre (HCC) through the upper doors by using a swipe card. Swipe card access to the HCC will be available from 6:00am to 12:30am.

Visitors on Campus

Starting September 8th, Heritage will not be permitting visitors inside campus buildings in order to maintain the safety of all who are on campus during the fall semester.

Those coming to visit on campus will be required to meet outside while following appropriate physical distancing requirements. All students, staff, and faculty will be asked to keep all visits to a minimum number.

Academic Life

Classrooms and Lectures

Before entering a classroom, students and faculty will be required to disinfect their hands with the provided hand sanitizer located at the door of the classroom. Seats and desks will also be rearranged to maintain physical distancing during classes and must not be moved during the academic year.

While in the classroom, students will be required to continue to keep their mask on throughout the lecture. Faculty will be allowed to remove their masks to teach once they are behind the Plexiglas barrier that will be located at the front of each classroom.

At the beginning of each first class, students will be required to select their designated seat for the duration of the fall semester.

Professors will be providing students with one break during the course of each lecture. Students will be encouraged not to congregate inside during breaks in order to maintain physical distancing and to enjoy their time outside on the campus grounds. All faculty will also share with their students details on how they would like to proceed with asking questions from the day's lecture at the beginning of the semester.

Faculty Meetings and Offices

All meetings with faculty and staff over the course of the academic year will be held through online conferencing using Microsoft Teams. In order to set up a meeting with a faculty advisor or staff member, students will have to start by being in contact with them by email in order to set up a time for a video conferencing meeting. The faculty or staff member will then set up an online meeting with the student or students with a link to the meeting.

All College and Seminary faculty offices located in the Academic Building will also be closed to students and will be only accessible to staff and faculty.

Library

The Heritage Library will be open to all enrolled students, staff, and faculty from Monday to Thursday from 1:30pm to 4:30pm and 6:30pm to 9:30pm, Friday from 1:30pm to 4:30pm, and Saturday from 11:00am to 2:00pm. The library will only be open for use by students, staff, and faculty of Heritage for the academic year.

Students will be asked to keep their time in the library to a limit of one hour. This will allow for staff to maintain capacity limits, while providing more students the access to the resources they need throughout the day. On-campus students will be asked to use their bedrooms in residence as their personal study space for the academic year.

All library users will be encouraged to use the library's online catalogue at DiscoverHeritage.ca/Library to find and request books for pick up at the library during operating hours. Seminary students will be required to be in contact with library staff to schedule a time to come to campus and pick up their requested books.

Exam proctoring services will no longer be offered from the Heritage Library. For questions surrounding proctoring guidelines, students are encouraged to contact their professors.

Academic Life continued

Student Learning Centre

The Student Learning Centre (SLC) will operate with a limited capacity of three people at one time for the academic year. Once again, students will be asked to limit their time in the SLC to one hour in order to allow others to use the space throughout the day.

To have your work reviewed by the SLC Team, students are encouraged to connect through the SLC page on DiscoverHeritage.ca and schedule meetings and submit assignments and papers online.

There will only be one computer that will be accessible from the SLC for use and furniture will be rearranged to maintain physical distancing regulations. Cleaning solution and wipes will be made available to clean spaces after use.

Bookstore

This semester, the Heritage Bookstore will be open during the month of January during limited hours and will only be accepting debit or credit as acceptable forms of payment.

Students are highly encouraged to order their textbooks through the online bookstore and select the “Pick-Up at Bookstore” option for the month of January. Shipping will also be available.

Campus Life

Limiting Off-Campus Trips

For the overall health of the Heritage community, students who are residing on campus will be encouraged to make every effort to stay on campus and refrain from unnecessary trips off the grounds. This will include trips home and other off-campus events and other gatherings.

Off-campus students are also encouraged to use the same level of discretion while they are studying at Heritage and utilizing the facilities. Students who are already residing at home will be required to limit their trips outside the area during these initial six weeks.

If there are circumstances that require a student leave campus to go home, they must contact DJ Mudde, Dean of Student Services, at dmudde@heritagecs.edu for evaluation by a designated committee and review 24 hours before the requested trip. Urgent requests due to emergency situations will not require 24 hours of notice but will still require the student be in contact with the Dean of Student Services.

Once a student arrives back on campus from an approved trip home, students in residence will be required to check in with their Residence Assistant and complete a brief health screening process.

All students using the campus who have off-campus jobs will have to inform Student Services and will be required to follow all public health guidelines while at their place of work.

Students will be asked to carefully consider each trip they take within the local area; making every effort to ensure each trip is essential to the student’s wellbeing.

Approved essential local destinations for students living on campus will include:

- Church: While attending church, students will be required to maintain physical distancing and wear masks. Students will also be asked to come back to campus immediately following the service.
- Grocery Stores and Pharmacies: Please follow all physical distancing requirements and wear a mask while purchasing food and necessary items for living on campus.

Students will be permitted to make an occasional visit to a restaurant but will be asked to refrain from frequent visits. All students will be required to follow standards from the health unit while visiting restaurants. Students are encouraged to utilize drive-thru and takeout options at restaurants that offer these services.

Social Circles

The Government of Ontario has opened the opportunity for people to establish a social circle – a group of no more than 10 people who can interact with one another without physical distancing.

All on-campus and off-campus students are required to follow all provincial guidelines surrounding social circles and use careful consideration in establishing this social circle for the semester. This includes the requirement to consider everyone living in your apartment as members of a student's circle.

For more information on social circles, please visit the Ontario website – ontario.ca/socialcircles.

Regular Health Checks

Throughout the academic year, students will be required to undertake regular on-campus health checks that will involve a temperature check and a survey of self-assessment questions reviewing the symptoms related to COVID-19. Students who show a temperature over 37.8 degrees or higher or are experiencing two or more of the common symptoms will be asked to self-isolate in their residence room and be in contact with the Residence Directors.

Fitness Centre

Students enrolled, as well as staff and faculty at Heritage who desire to use the Fitness Centre facility in the HCC will be able to schedule recurring 30-minute timeslots with the Student Services department through Ariel Mudde at amudde@heritagecs.edu. A schedule will be posted at the door of the Centre and users must sign-in for open, 30-minute time slots.

Due to the need to maintain safe distance between students while inside campus buildings, the Fitness Centre will open at a capacity of two people. Equipment and areas for physical activity will be clearly marked out for one person to use at a time.

Any equipment that was used or touched during a workout must be wiped down immediately after use. Wipes and cleaners will be made available for regular use. If you require a spotter, they must wear a mask.

Water bottles that are brought into the Centre will need to be clearly marked and taken with the person after use of the facilities. Any bottles left in the centre will be disposed of at the end of the day.

Campus Life continued

Gym and Sports on Campus

All activities in the Gym at Heritage must be approved by DJ Mudde, Dean of Student Services, who can be contacted at dmudde@heritagecs.edu.

When participating in any physical activity in the Gym, people will be required to sanitize their hands and wipe down all equipment used before and after usage. All users of the gym will also be required to maintain physical distancing guidelines of six feet between other people at all times.

If there are any concerns that are raised about the activities happening in the Gym, the privileges surrounding the use of this space will be evaluated and revoked if necessary.

Cafeteria

All furniture will be rearranged in the Heritage Cafeteria in order to ensure physical distancing is maintained throughout the academic year. All chairs and tables will be required to stay in their given space and must not be moved.

Students will be required to limit table capacity to a maximum of three people. If the Cafeteria reaches its capacity, the Connections Café will be set up to accommodate overflow. Also, if the weather is conducive, outdoor seating will be available on the patio.

All meals will be safely plated and served to students by Food Services staff according to the customer's requests. Students who wish to not eat in the cafeteria will have the option of picking up grab-and-go food options for each meal.

Chapel

Heritage College & Seminary will be hosting one, all-institution chapel on Tuesdays in the Gymnasium located in the HCC starting at 11:30am. All on and off-campus students, faculty, and staff are encouraged to attend either in person or online by livestream.

To maintain distancing and keep attendees safe, ushers will be present to guide people to their seats while counting the amount of people who enter the chapel. Once the Chapel has reached capacity, people will be directed to tune into the livestream of the week's chapel service.

Once at your seat, all attendees will be required to keep their masks on for the duration of the Chapel service.

This year, Chapel will consist of a time of prayer and a sermon. Plans are currently being made to include instrumental or pre-recorded music that can be played as a part of the service.

Residence Life

Cleaning Requirements

All residence students are expected to maintain an acceptable level of cleanliness in all living spaces, shared or personal. Residents living at Heritage share equal responsibility for this high standard of cleanliness to be maintained throughout the semester.

Students will be expected to participate in a thorough cleaning of their apartments once per week. To help in the cleaning process, apartments will be provided a checklist of items that need to properly and frequently cleaned and sanitized.

Residence Assistants will be conducting weekly inspections of all student living areas in residential apartments to ensure they are kept clean and tidy.

Kitchens and Washrooms in apartments will need to be frequently kept clean and sanitized throughout the semester for the safety of all in the Heritage community and to avoid health issues that may arise from improper cleaning.

All rooms will be provided with a daily washroom cleaning and sanitizing checklist to follow. Each residence student is responsible for the sanitization tasks that are outlined on the checklist.

High touch areas within residence buildings outside of the apartments including the laundry room, stairwell and main door handles, and bannisters will be frequently cleaned and sanitized by Heritage staff.

Recommended Cleaners

Each student should bring the appropriate products to disinfect surfaces. Please consult the other users of the space before using scented cleaning products. These include:

- Bathroom and/or toilet (non-abrasive) cleaning products.
- General purpose (non-abrasive) cleaning products.
- Window cleaning products for mirrors.

For more information on recommended cleaning products, visit regionofwaterloo.ca/covid19.

Use of Common Spaces in Residence

Students will be able to meet with the students who reside across the hall and who are part of their Impact Group in the common room area of the two apartments. All students will be required to wear their masks and follow physical distancing guidelines when meeting in these common rooms.

Student bedrooms will be for the use of only the student who is assigned to that one room. Bedrooms will only be accessible by others in the event of a personal emergency and by campus approved personnel (ex. Residence Directors, Support Staff, or Assistants).

Residence Life continued

Open Dorm and Overnight Guests

This academic year, open dorm times will not be permitted in order to further guard the health of the Heritage community. Approval for overnight guests in residence will also not be permitted until further notice.

Student Lounge in Residence

The student lounge can be found on the lower floor of each residence building across from the laundry room. In order to use the lounge, students living in residence will be required to sign-up for a one-hour time slot on the sheet located on the door of the room.

There should be no more than two students in these rooms at the same time, and each student will be required to wear a mask. Each lounge is to be used for only studying and meetings with another student from within the building.

Laundry Room

The laundry rooms, located on the lower floor of both residence buildings, will be available to residence students only. Masks will be required when using the laundry facilities and physical distancing will need to be adhered to.

Students will be required to write their name and phone number on the whiteboards located on top of the washer and dryer that they are using. Laundry within a washer or dryer cannot be moved or touched by another student. As a result, students will be required to contact the user of the washers and dryers by phone or text message to request that laundry be removed from machines.

Laundry will not be allowed to be left unattended for more than one hour. When doing laundry, you are encouraged to set a timer or a reminder on your phone to pick up your laundry when finished. No laundry is to be left in a basket on a counter inside the room.

Impact Groups

Students who will be living in residence will be required to be a part of an Impact Group. These groups will consist of the people from two apartments located across the hall from one another.

Each group will consist of a maximum of six people. Students who are residing off campus will be able to join an Impact Group via online video chat. All students – on and off-campus – will have the same attendance and expectation requirements throughout the academic year.

The groups will be meeting in the common area of one of the apartments while ensuring all attendees are practising physical distancing and all are wearing masks.

Quarantine Protocol

Symptoms of COVID-19

All members of the Heritage community – both on and off-campus – should daily review their personal health to ensure that they are not experiencing two or more of the common symptoms of COVID-19 which include:

- fever (feeling hot to the touch, a temperature of 37.8 degrees Celsius or higher)
- chills
- cough that's new or worsening (continuous, more than usual)
- barking cough, making a whistling noise when breathing (croup)
- shortness of breath (out of breath, unable to breathe deeply)
- sore throat
- difficulty swallowing
- runny, stuffy or congested nose (not related to seasonal allergies or other known causes or conditions)
- lost sense of taste or smell
- pink eye (conjunctivitis)
- headache that's unusual or long lasting
- digestive issues (nausea/vomiting, diarrhea, stomach pain)
- muscle aches
- extreme tiredness that is unusual (fatigue, lack of energy)
- falling down often

People who are experiencing any of the following symptoms are considered extremely at risk and are to see immediate medical attention and call 911:

- severe difficulty breathing (struggling for each breath, can only speak in single words)
- severe chest pain (constant tightness or crushing sensation)
- feeling confused or unsure of where you are
- losing consciousness

On-Campus Student Case Management

In the event that a student living in residence began to display two or more of the symptoms of COVID-19, the following protocol will be followed:

- The student will have to be in contact with the Residence Directors immediately after experiencing two or more of the symptoms of COVID-19. This is also the case if they believe or have found out that they have been in close contact with someone that has contracted COVID-19.
- The student will be required to self-isolate until further notice.
- After this initial contact with the Residence Directors, the student will be directed to go and get a test at the Cambridge – North Dumfries Community Assessment Centre.

On-Campus Student Case Management continued

- While awaiting test results, the student will be required to continue self-isolation in their bedroom.
- If the student's test is returned negative, then the situation will be re-evaluated by the COVID-19 Response Team to see if continued self-isolation is required based on recommendations from the Region of Waterloo Public Health.
- If the student receives a positive COVID-19 test, the student will immediately enter a 14-day isolation on-campus following the recommendations from the Region of Waterloo Public Health. Each quarantine situation will be coordinated with guidance from Public Health and the support of Heritage's COVID-19 Response Team.
- No other students will be permitted to enter the affected apartment, bedroom or the quarantined apartment at any time.
- After the 14 day quarantine, the student will have to provide Heritage an official note or approval from public health to end quarantine and will have to not be displaying any symptoms before re-entering campus.

Off-Campus Student Case Management

For students who are residing off-campus while studying at Heritage, the following protocol will be followed in the event that one or multiple people contract COVID-19 in order to protect the health of the Heritage community.

- The student will have to be in contact with the COVID-19 Response Team by email at covidresponse@heritagecs.edu immediately after experiencing one or more of the symptoms of COVID-19. This is also the case if they believe or have found out that they have been in close contact with someone that has contracted COVID-19.
- The student will be required to follow self-isolating guidelines from Public Health until further notice.
- After this initial contact with the Response Team, the student will be directed to go and get a test at the Cambridge – North Dumfries Community Assessment Centre.
- While awaiting test results, the student will have to remain in self-isolation.
- If the student's test is returned negative, then the situation will be re-evaluated by the COVID-19 Response Team to see if continued self-isolation is required based on recommendations from the Region of Waterloo Public Health.
- If the student receives a positive COVID-19 test, the student will immediately enter a 14-day isolation in their place of residence following the recommendations from the Region of Waterloo Public Health. Each quarantine situation will be coordinated with guidance from Public Health and the support of Heritage's COVID-19 Response Team.
- If the student resides with other students attending Heritage, all members of the household will be required to immediately go and get a test of the Community Assessment Centre, begin to self-quarantine and will be prohibited from coming on campus.
- Before the student or students are allowed to return to campus, all will have to provide a negative COVID-19 test and confirm that they are not displaying any symptoms. This applies to all within the household.

Contact Tracing and Follow Up

If there are one or multiple of cases of COVID-19 on campus, the following protocol and efforts will be made in order to protect the health of the people on campus.

- The COVID-19 Response Team at Heritage will work with the Region of Waterloo Public Health to
- coordinate efforts to follow official contact tracing protocol after a positive case is confirmed.
- If a student's roommate tests positive for COVID-19, the other students in that room will be required to go and be tested for COVID-19.
- Students who are part of the student's or students' apartment and Impact Group may have to begin self-isolation for 14 days and follow the recommendations given from the Region of Waterloo Public Health. Each student will be asked to continue to regularly assess their symptoms on a daily basis.

Supports for Those in Quarantine on Campus

The COVID-19 Response Team at Heritage will provide those students who will be placed in quarantine with the services needed to stay safe and protect their mental health during this time. This will include:

- Assistance in coordinating academic needs during quarantine (ex. Live-stream class coordination)
- The safe delivery of food from both the cafeteria and the grocery store and other necessities as required.
- Coordinated times for being outside while maintaining physical distancing requirements and appropriate personal protective equipment being used at all times.



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