COVID-19 and Higher Education: The University of the Virgin Islands’ Spring 2021 Plan

PREAMBLE

The policies and requirements contained in the below Board of Trustees approved plan for resuming in-person classes and work in Spring 2021, are intended to supplement the University’s existing Human Resources Manual and the Student Code of Conduct. These requirements, rules and obligations are binding upon members of the UVI Community. If there are any conflicts or inconsistencies between the policies contained in this plan and existing policies, these new policies should prevail.

All members of the UVI Community are required to comply with all policies and procedures contained in this document. In the spirit of keeping our community safe and preserving each other’s lives, we are all responsible for encouraging others to comply with these policies. If you observe individuals who, for example, are not wearing a mask or observing social distance, please in a respectful manner, bring this to their attention and encourage them to comply. If they refuse, please bring the matter to the attention of the person’s supervisor, the Dean of Student Affairs or others in supervisory positions. In urgent and compelling situations, please contact the Security Office on your campus. There will be no retaliation or other negative actions taken against those who attempt to ask others to comply with these policies and procedures. Any instances of retaliation should be reported immediately to the Human Resources or Student Affairs departments.

We can collectively curtail this virus if we all work together in a cooperative, respectful and thoughtful manner. The safety of each other is our paramount responsibility.
INTRODUCTION

One of the critical decisions for colleges and universities across the nation, and in certain parts of the world, is whether they will resume in-person instruction and have students live on campus in the Spring. UVI is no exception and contained within this report is the Administration’s recommendations for a path forward. A Taskforce of 27 individuals (UVI COVID-19 Taskforce) across both campuses has been meeting, researching and discussing the University’s response to COVID-19 for many months. Their work serves as a basis for these recommendations, though the Administration also received input from the Academic Deans, and the President’s Cabinet clarified and added to the Taskforce’s recommendations.

Since the pandemic occurred, the University has been responding in a manner that attempts to accomplish two important goals. The first goal is to be guided by established and accepted information and insights which will enable us to curtail the risk of spreading the virus and thus preserve the health and safety of our students, employees, and the public. The second goal is to ensure that our academic mission and work can proceed so that students can achieve their academic dreams in a supportive and creative manner. These two goals are embedded in the recommendations contained in this report. There is no perfect solution in addressing this health and educational crisis, and institutions of higher education are taking various approaches. These recommendations are premised on the following guiding principles:

1. The health and safety of our students, employees and the public must be considered in all actions and decisions.
2. The University’s policies and decisions will be based on local government policies and conditions in the Territory regarding COVID-19, especially the guidelines and advice of the Virgin Islands Department of Health (VIDOH).
3. The information and guidance of the Centers for Disease Control and Prevention (CDC) must be incorporated into all recommendations and should continue to guide the University’s policies.
4. If circumstances in the Territory regarding COVID-19 dramatically change, these recommendations will be revisited and changed accordingly.

The approach proposed by the Administration can be summarized as a gradual resumption of in-person instruction, with numerous restrictions, limitations and preventative measures and the relaxation of some of the restrictions in the Spring if warranted by existing conditions and experiences from the Fall. (See Reopening Phases)
The Recommendations fall into seven categories. There is information in the appendices that support or provide background information for certain recommendations. The seven categories are:

1. The Campus Environment
2. The Work Environment
3. Instruction and Classes
4. Campus Housing
5. Facilities and Events
6. Taking Care of Everyone
7. Stay Informed!

The academic instruction recommended for the semester is a mixed modality approach. There will be a combination of in-person and remote instruction. The recommendation contains some examples of mixed modality approaches, but assumes that the Provost, Academic Deans, faculty, and support staff will be creative and innovative in determining the appropriate approaches.

Some recommendations will require the development of more specific guidelines, which must be in place by the start of the semester. Other recommendations will require physical enhancements to the work environment and the acquisition of additional equipment and devices. The Administration is committed to securing the funding to support the implementation of these initiatives, despite the current financial challenges. The recommendations related to testing and temperature screening are requiring the University to venture into areas that have not been the domain of higher education. The surrounding conditions have dramatically changed requiring the expansion of the boundaries of the University’s operations.

The risks associated with COVID-19 cannot be eliminated. These recommendations are an attempt to significantly reduce those risks as the University fullfils its mission.
RECOMMENDATIONS

1. THE CAMPUS ENVIRONMENT

COMMUNICATION
COVID-19 Guidelines and Protocols will be strategically posted and distributed across both campuses, as well as on the University’s website, digital bulletin boards and social media platforms and pages. Meticulous adherence to public health practices including hand hygiene, physical distancing, proper cough/sneeze etiquette, frequent disinfection of common and high traffic areas, symptom assessment, testing and/or temperature checks, and appropriate face coverings in public is the campus environment’s new normal.

HEALTHY HYGIENE PRACTICES
The use of face masks, cloth face coverings or face shields, properly worn (over nose and mouth), is required while individuals are on campus. Religious veils such as a hijab is acceptable. Face masks and facial coverings are to be worn in public settings and in common areas, particularly where social distancing measures are difficult to maintain. Face masks and facial coverings are also to be worn when in direct contact with colleagues, customers or members of the public. Face masks are preferred when on campus, however certain other facial coverings such as neck warmers, buffs, scarves, head ties/wraps, and bandanas are acceptable.

Face masks and facial coverings with demeaning, inappropriate or derogatory logos, language or imagery including profanity, racist, sexist and other offensive script, weapons, alcohol, and illegal drugs and related use are not permissible. Under no circumstances are ski-masks or other things that cover the entire face permissible.

Students and employees are responsible for obtaining and cleaning face masks, facial coverings and face shields. Each person has a responsibility for their health and for that of others within the campus environment. To assist with meeting this requirement, the University will provide one reusable face mask to each of its employees and students.

Some employees or students may have appropriately documented medical conditions or a disability that limit their ability to wear a face mask. Any accommodations must be pre-approved and will be addressed on an as requested basis. Where possible, a face shield or pre-approved modified face mask or facial covering should be worn.
Masks, gloves, and other protective equipment will be provided for essential staff who are required to clean, repair and sanitize the campuses. Hand sanitizers will be placed at high traffic areas and in each office to support good hygiene practices. Healthy Hygiene flyers will also be posted across both campuses.

**CLEAN & DISINFECT**
Custodial staff will increase cleaning and disinfecting high-touch areas, such as soda machines, snack machines, door handles, etc., in addition to regular routine cleaning. Disinfecting wipes will be provided in high traffic areas so that commonly used surfaces can be wiped down frequently by users. Enhanced cleaning protocols for facility rentals will also be required, as detailed in the new guidelines and protocols contained in attachment (See attached Facilities & Events protocols).

The University is aware of growing research that suggests that air conditioning in offices and other indoor settings may pose a risk in the spread of COVID-19. As part of its enhanced protocols, the University will increase the frequency of cleaning air conditioning vents and the replacement cycle of High Efficiency Particulate Air (HEPA) filters.

**SOCIAL DISTANCING**
In adherence to the social distancing guidelines, individuals congregating in all indoor and outdoor gatherings, classes, waiting rooms and lobbies will be required to maintain a distance of at least six feet (6ft) from each other. This may include reducing the number of seats in certain areas and spaces. Furniture will be rearranged to adhere to the physical distance required and should not be moved or rearranged by users. Group gatherings outdoors should be limited.

**UNIVERSITY VEHICLES**
Individuals who are using University vehicles that transport multiple individuals are required to clean and disinfect commonly touched surfaces before and after each use. When there are multiple occupants in the vehicle, the use of acceptable face masks or facial coverings is required.

With regards to the campus shuttle on the St. Thomas Campus, the passenger capacity will be reduced to one half of the previously allowable capacity. Face masks and facial coverings are required while on the shuttle. Cleaning and disinfecting commonly touched surfaces in the shuttle at the beginning and end of each shift and throughout the day between transporting each group of passengers will occur.
Users are reminded to practice safe social distancing when possible and good hygiene etiquette including hand washing and use of hand sanitizer.

2. The Work Environment

OFFICE SPACE
The University will continue to monitor and follow CDC guidance on safety measures. (See attached CDC Information Flyers.) Offices will be required to adhere to the social distancing requirement of 6ft for employees. In shared offices, where 6ft distancing cannot be achieved, staggered work hours and/or days will be required. Furthermore, even when the social distancing requirement has been met, individuals are to wear masks. Teleworking will be permitted in certain circumstances with the approval of direct supervisors and Component heads. Factors to be considered include health vulnerabilities, childcare responsibilities, and other factors to be further identified and developed into a set of guidelines.

In service areas where social distancing may be difficult to achieve, for example the library, registrar’s office, health services, cafeteria service line, snack bar, bookstore and other high-volume reception areas, shield barriers will be installed to help achieve physical distancing and safety, especially between employees in the area and users. (See attached Sample Shields.)

All employees, students, visitors or vendors who come to an office or on campus are required to properly wear face masks or approved facial coverings and admission to any office is dependent upon compliance with this requirement. In line with guidelines for safety in the workplace, employees are required to maintain a sign-in sheet of all office visits. Visitors are required to wear face masks/facial coverings and maintain social distancing requirements at all times. Offices with controlled access are required to use discretion to limit physical contact with students, employees and other visitors.

BUSINESS PROCESSES
Employees are required to continue to have virtual meetings. To reduce or minimize face-to-face conversations, employees should inform others of their office hours and availability and students and co-workers should make appointments prior to an in-person office visit. Social distancing policies must also be followed in all common areas on campus.
NEW EMPLOYEES
The Human Resources office has resumed recruitment activity. New employee orientation sessions will be conducted online. Off-island new hires must self-quarantine for 14 days or provide a negative COVID-19 test (nose or throat) result from a lab in the US Virgin Islands before reporting to campus and after at least 7 days in the Territory. Travel to the island is regulated by the Government of the US Virgin Islands and must be adhered to.

HUMAN RESOURCES POLICIES
Employees who are sick are required to stay home and utilize their sick leave benefits. The donated sick leave policy will continue for those who don’t have sick leave or have exhausted their sick leave. Employees are encouraged to consult with and visit their physician if they have symptoms of COVID-19. If tested positive for COVID-19 employees must alert their direct supervisor and Human Resources so that preliminary precautions can be put in place.

TRAVEL RESTRICTIONS
During the Spring semester, business travel will be restricted. Travel that utilizes institutional or grant funds will only be permitted in compelling situations as identified below:

- An example of compelling circumstances for students would be travel necessary to stay on track for graduation or to participate in an academically relevant event related to their educational development that cannot be accomplished remotely.

- With regards to faculty and staff, an example of compelling circumstances would be to participate in a professional event that is critical to their professional advancement, including for research purposes, and which cannot be accomplished remotely.

Where compelling circumstances exist and approval for travel has been granted, the individual is required to sign a liability waiver agreement that releases the University from any legal responsibility related to their travel in regards to COVID-19 prior to permission for travel being granted. In addition, upon return to the Territory, the individual must follow a strict COVID-19 protocol that includes quarantine, testing and authorization from the nurse on the particular campus for the person to resume normal interactions.
Individuals returning from business or personal travel outside of the Territory must self-quarantine (or work from home) for 14 days prior to returning to campus. In lieu of a self-quarantine, the employee may provide a negative COVID-19 test result from a lab in the US Virgin Islands after at least 7 days of quarantine.

3. Instruction and Classes

CLASSROOMS & INSTRUCTION SPACES
Classroom capacities on the campuses will be adjusted to comply with the social distancing and safety precautions. On the Albert A. Sheen Campus, overall seating capacity will be reduced from 840 to 259, and on St. Thomas Campus from 911 to 276. (See detailed analysis for Room Capacity.)

MIXED MODALITY
The Academic Deans and faculty are asked to develop a system for offering courses that can accommodate the needs of our students while adhering to the social distancing restrictions which may result in decreased classroom capacity. Mixed modality approaches will include a combination of in-person, remote, flipped instruction, video-conference or a combination thereof. The following are a few examples of mixed modality approaches but are not intended to limit the ideas and creativity of the faculty.

- In-person classes will occur for those courses where the class size fits within the reduced classroom capacity.
- Classes that exceed the capacity of the classroom can be taught remotely, or in a hybrid manner that can include flipping the classes, with cohorts of students attending in person on different days.
- A class may be divided into cohorts where a portion of the class is in-person and the remainder are participating from a distance. The cohorts can be reversed weekly or at some other predetermined frequency. Special consideration will be given to out of Territory students who may be unable to be present for the in-person portion of the class.
- A course may be offered remotely, while the lab is conducted in-person.
- Using existing video, Zoom or Teams technology, a course can be offered across both campuses with each room complying with the social distancing requirements.
- Faculty members and students who have health vulnerabilities should be provided with the option and flexibility to carry out their teaching and academic responsibilities in a remote or virtual environment, while meeting the requirements of the particular course. If this is not possible, other arrangements may have to be
made; for example, switching schedules so that courses that cannot be adequately offered or taken might be taken in a subsequent semester.

- Technology training for faculty and students will continue to be available.

Additional equipment will be needed for some of these examples, and the Administration is in the process of securing this equipment. In addition, the Center for Excellence in Teaching and Learning will work with faculty to ensure that these mixed modalities are occurring in a pedagogically sound manner. Faculty are encouraged to attend training offered on the use of Blackboard and general technology.

**IN-PERSON ATTENDANCE**

The use of appropriate face masks, facial coverings, and face shields are required to be worn on campus including when entering and exiting classrooms. While in classrooms, students even though seated at 6ft physical distance, are required to wear masks during the class session. Faculty members will also be required to wear face masks or face shields or to be teaching from a classroom where there is a protective shield already installed and consistent with the appropriate social distancing protocols.

The safety and well-being of our campus community is our highest priority. As a result, the use of appropriate face masks, facial coverings and face shields will be enforced. After reasonable attempts have been made by faculty to get students to comply with this policy, should students fail to comply with this request, Campus Security will be asked to assist with escorting students out of the classroom.

**LABS**

Capacity in the labs and study areas will be reduced to adhere to social distancing guidelines. Enrolled students will be allowed to use computer labs or other approved study locations on campus for a two-hour block. All users will be required to sign-in and wipe down areas prior to use. Users with flu-like symptoms will not be allowed on campus. Protocol for wiping down areas and relevant materials will be provided by the University.
COMMUNICATION
Faculty are encouraged to increase the use of Blackboard to enhance their communication and engagement with students and reduce the passing of paper. Examinations and assignments should be submitted via Blackboard and returned via Blackboard. Faculty and students are also encouraged to use chats and other modalities for interaction. The Center for Excellence in Teaching and Learning offers courses in effective use of Blackboard.

CLASS EQUIPMENT & FURNITURE
To enhance the safety in the classrooms, labs and computer labs, these rooms will be equipped with disinfecting wipes. Students and faculty will be required to clean and disinfect furniture and equipment prior to use. Computers, mannequins, and other equipment in laboratories will be cleaned and sanitized by the custodial staff between classes, but students and staff should be mindful of sanitizing computer and lab equipment when multiple individuals are using them during a class. Protocol for doing so will be placed in all classrooms.

4. Campus Housing

OCCUPANCY
The residence halls will be available for students during the semester at a reduced capacity. Given the size of each room, and in adherence with physical distancing requirements, only single room occupancy will be permitted. Students will however be charged at the double occupancy rate. In limited circumstances, the Administration may permit certain exceptions for double occupancy with strict protocols and the students’ signed acknowledgement of a liability waiver.

The move-in processes will be staggered to minimize large groups waiting to check-in, and the same process will occur during check-out at the end of the semester. Social distancing protocols will be followed during the move-in and move-out processes.

The Residence Hall staff have developed priority guidelines for determining which students should live on campus. Those guidelines were approved by the Administration and will be communicated to all housing applicants.
In preparation for the semester, testing for COVID-19 will be mandatory for all students who reside on campus. For out of Territory students, the Government of the US Virgin Islands has implemented travel protocols to the Territory providing guidance on testing requirements which should be followed prior to arrival to the US Virgin Islands. Updates will be provided on the testing and quarantine protocols for residents and travelers.

 COMMON SPACE USAGE
Residents will be required to maintain social distancing protocols while in common areas in the residence halls, including lobbies, study halls, and outdoor courtyard areas. Use of laundry facilities will be managed by an appointment system only. The custodial staff will conduct regular and rigorous sanitization of all common spaces and bathrooms.

 DINING FACILITIES
Dine-in options will be available on a limited capacity during the semester. On-campus dining services will utilize disposable and single use options. The serving line area will be marked to adhere to physical distance guidelines. Food will also be available for take-out. Extended hours of operation will facilitate the ability to meet customer needs and physical distancing guidelines. Catering services will be limited and only available on a ‘grab and go’ basis.

 VISITOR POLICY
Based on the guidance on physical distancing, no visitors will be allowed in the residence halls during the semester.

5. Facilities & Events

 ACTIVITIES/EVENTS/GROUNDS
Plans have been developed for the use of facilities and grounds for activities and events in adherence to guidance and recommendations from CDC, VIDOH, and local government as it relates to large group gatherings and settings. Modifications to facility layouts will adhere to social distancing protocols of 6ft, thus significantly reducing the capacity of the assembly areas. Regular cleaning and sanitization are required by both the University custodial department as well as the user group. Food services provided during the activity/event will be allowed as a ‘Grab & Go’ distribution only. Buffet-style service will not be permitted at any campus facility during this period.
On-campus events will remain suspended except for critical activities/events needed and approved by the Administration. Outdoor activities and events in the semester will be considered and will need to adhere to social distancing guidelines.

Resumption of activities will be gradual and phased based on local public health conditions as well as institutional capacity. The administration of intercollegiate athletics activities, including participation in competitive sports, will be determined in consultation with the governing body of our athletics programs, the National Association of Intercollegiate Athletics (NAIA), and consistent with public health guidelines and requirements.

**OTHER CAPACITY ASSESSMENT NEEDS**
Capacity assessment for use of outdoor common areas, lobbies, game rooms, fitness rooms, and large group gatherings are still under consideration. Assessments will be completed in adherence to large group guidelines and health safety protocols.

### 6. Taking Care of Everyone

**HEALTH SERVICES**
The Campus Health Services Departments will continue to provide all health services to the University Community via Tele-Health options. Consultations will be conducted via telephone and/or video calls. Walk-ins will not be allowed. In-person appointments will require the use of personal protective equipment, particularly masks or face coverings. The department will continue to monitor and follow guidance from the CDC, VIDOH and the American College Health Association.

**COVID-19 TESTING AND TEMPERATURE SCREENING**
Any employee who physically engages with the campus on a regular basis and has flu-like symptoms associated with COVID-19 is required to be tested before they commence or continue their work. Human Resources should be informed of all positive cases and those individuals will not be permitted to commence or return to work until they can provide evidence to Human Resources that they have tested negative. All employees who are sick, especially with COVID-19 symptoms, should remain at home and utilize their sick leave. Supervisors must assist in enforcing this policy. A positive test result will be referred to the VIDOH.

Any student who physically engages with the campus on a regular basis and has flu-like symptoms associated with COVID-19 is required to be tested before they commence or continue their in-person classes or use of campus facilities. The nurses at the respective Campus Health Services Departments should be informed of all positive cases and those
students will not be permitted on campus until they can provide evidence to the Campus Health Services Departments that they have tested negative. The Deans of Students will assist in enforcing this policy. A positive test result will be referred to the VIDOH.

**UVI STAFF/FACULTY OUT OF TERRITORY**

All UVI employees who are out of territory will be required to submit a PCR test based on the VIDOH guidelines. Upon arrival or return to the island, employees are required to quarantine for 5-7 days then be tested on island. UVI employees can choose to be tested at any facility of their choice. Employees should submit their test results to the UVI Human Resources Department. If the test result returns negative, employees are cleared to return to campus following the protocol outlined below. If the test result however returns positive, employees should continue in isolation until given the clearance by their physician or the VIDOH.

Those who refuse to do the initial test should notify Human Resources and quarantine for 14 days. If employees exhibit any symptoms during the quarantine period, they will be required to test, and submit documentation to the Human Resources Department.

**UVI STAFF/FACULTY ON ISLAND**

UVI employees presently on island are not required to submit a COVID-19 test prior to returning to work. If employees are planning to travel for the holiday season, upon arrival back to the Virgin Islands, they should follow the same protocol as Out of Territory employees outlined above.

**CAMPUS CLEAR**

All UVI employees will be required to download the Campus Clear App to their mobile phones. The App is free of charge. It monitors the individual’s symptoms and gives a free pass or not after answering ten required questions. Employees must answer the questions prior to arrival on campus, and follow the instructions given by the App. If given the all-clear, upon arrival to work, employees’ temperatures will be taken prior to the start of the workday. Temperatures should be checked daily and should be carried out by each department.

Employees who are sick are required to stay at home. All are encouraged to consult their physician and or the VIDOH. All individuals who test positive should remain at home until clearance is given by DOH to return to work.
STUDENTS IN RESIDENCE HALLS

All students residing on campus will be required to submit a negative COVID-19 test result and complete the UVI Student Health Form prior to arrival.

Students will be required to quarantine for 5 days. After the five-day quarantine, all students will be tested using the Rapid PCR Test. During the quarantine period, students will be required to take their own temperatures and complete a COVID-19 tracking card distributed by Health Services. At the end of the quarantine and testing, all results and tracking card information must be submitted to Health Services. Students are required to report to Health Services if they develop any symptoms during and after quarantine.

The Red Hook Family Practice will conduct testing on campus. The Directors of Health Services and Red Hook Family Practice will work out the days and times for testing. All students who test negative will be released from quarantine. All students who test positive will continue to quarantine, and the VIDOH will be notified. Students who test positive will be temporarily isolated on campus and arrangements will be made with VIDOH for students to be housed in the VI government facility, as necessary.

OUT OF TERRITORY COMMUTER STUDENTS

All out of Territory commuter students will be required to submit a negative COVID-19 test result and complete the UVI Student Health Form prior to beginning classes. UVI students presently on island are not required to submit a COVID-19 test prior to returning to classes.

CAMPUS CLEAR FOR STUDENTS

All UVI commuter students are required to download the Campus Clear App to their mobile phones. Students must answer the questions prior to arrival on campus, and follow the instructions given by the App. If given the all-clear, students are free to visit campus.

Commuter students who are sick are required to stay at home. All are encouraged to consult their physician and or the VIDOH. All students who test positive should remain at home until clearance is given by VIDOH. A copy of the test result should be submitted to Campus Health Services. Students should also submit a copy of the clearance letter to Campus Health Services prior to attending classes.

The Rapid Diagnostic Test for symptomatic employees and students while on campus can be administered through February 2021 by the Campus Health Services Departments. A positive test result will be referred to the VIDOH for a confirmatory evaluation. The VIDOH has identified quarantine facilities on island and will provide UVI assistance with isolating off-campus any symptomatic residential students as may be required.
The University is also exploring the implementation of a temperature screening process that would be used when individuals are entering very sensitive areas or events. However, various offices will have temperature screening utilizing thermometers.

With respect to vendors, customers or others from the public who engage with the campus and who are symptomatic or sick, especially with COVID-19 symptoms, should remain at home. These individuals should be tested by their healthcare provider and are not permitted on campus without evidence of a negative test result.

**MENTAL HEALTH AND WELLNESS**

We recognize that the public health crisis creates very stressful and challenging situations for employees and students. Therefore, we encourage individuals to take advantage of the mental health and related resources that are available on campus.

**Contact Details:**

**For Students:**

**St. Croix:**
Patricia Towal
Director, Counseling and Career Services
340-692-4187
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**St. Thomas**
Dahlia Stridiron Felix
Director, Counseling and Career Services
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**For Employees:**

Valena “Veda” Richards
Associate Director for Human Resources and Organizational Development
   Director for Employee Benefits & Immigration Services
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ADDITIONAL CONCERNS
The Campus Health Services Departments will monitor additional concerns including COVID-19 late bloomers and the risks of coronavirus with the influenza. Periodic information notices will be distributed to the University Community to maintain vigilance and preparation.

While the University is working to prioritize the health and safety of students, faculty, staff, and visitors who return to campus, the uncertainty around COVID-19 and the potential for increased risk or related lawsuits is a concern going into the semester. As a result, the University has explored with legal counsel the appropriate liability protection for the institution.

7. Stay Informed!

The University needs the assistance of all students and employees to ensure that everyone remains informed! Everyone has a responsibility to read all updates and notices about COVID-19. A COVID-19 dashboard to track total number of tests administered, total positive cases, active cases by Students, Faculty and Staff by campus will be implemented.

The Campus Emergency Coordinators and Public Relations will monitor changes in the cases of community spread in the Territory. Signage and notices regarding COVID-19 safety and social distancing requirements will be placed in classrooms, offices, common rooms and bulletin boards across the campuses.

PUBLIC RELATIONS: COVID-19 COMMUNICATION STRATEGY
The Public Relations Department will provide regular updates via press releases on the COVID-19 UVI website page, through the UVI Messaging, BucsAlert, Facebook, Twitter, etc.