



## Student Return to Campus Guide

Winter 2021

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## FROM THE CHANCELLOR

South University Students,

We welcome this New Year and look forward to the prospect of great things to come! We will begin 2021 with the hope to include additional plans to open our campus for student life and learning. While the experience on campus will not yet be exactly the way you experienced student life in the past, the “new normal” will allow you to continue learning in the modality you choose, with safety as our top priority.

In March, I appointed a COVID-19 Health and Safety Committee, consisting of esteemed faculty from our Public Health, Nursing, Pharmacy, and Physician Assistant programs to provide recommendations based on the Centers for Disease Control (CDC) guidelines, research, and years of healthcare expertise, to guide us in the safe protocols for reopening of our campuses.

The South University faculty and staff have worked tirelessly over the past several months to deliver remote learning and limited on-campus lecture and lab courses, so students can continue their path to graduation.

Future phases of our Return to Campus Plan, will outline to deliver a flexible approach to offering on-campus courses and support services, while keeping in mind that adjustments will be made if health conditions improve or worsen.

This flexibility allows you to choose the learning modality that best meets your needs. As such, the University will offer select courses on-campus with face-to-face instruction by faculty (safety plans are outlined in this document). You will continue to have the option to take courses through *South VR*, which is the live delivery of virtual learning. Finally, online courses will be offered to provide further flexibility for some students.

Services to support student learning will be delivered on-campus and remotely, utilizing various online platforms.

South University's culture of caring starts with everyone's commitment to our personal behavior and the acceptance of our responsibility for keeping our campuses safe places to teach, learn and serve.

Our goal is to advance your health and wellbeing while achieving your personal and professional aspirations by this comprehensive Return to Campus Plan. With your success and safety in mind,

Steven K. Yoho, PhD.

Chancellor

## COMMITMENT TO PROTECTING OUR COMMUNITIES ON AND OFF CAMPUS

*“South University has a goal to provide a comprehensive education that instills within its students a philosophy that values not only learning and professionalism, but also contribution and commitment to the advancement of community.”*

This portion of the South University Mission statement is important today more than ever before as we are all responsible for maintaining the health of our faculty, staff, and students. It is everyone’s duty to act responsibly by following public health guidelines so that we can continue to provide the education students need to be successful. To reduce the risk of spreading or contracting COVID-19, employees and students must commit to following federal, state, and local public health guidelines, as well as fulfilling South University expectations for conduct both on and off campus. Only together will we be able to protect our campus communities and move forward.

### JOIN SOUTH UNIVERSITY IN THE FIGHT AGAINST COVID-19

*Getting a COVID-19 vaccine adds one more layer of protection against infection for you, your coworkers, students, and your families.*

South University supports public health officials' efforts to stop the COVID-19 pandemic, including the use of FDA approved vaccines. The University recommends that employees and students become vaccinated against COVID-19 as they are deemed eligible by public health officials.

Everyone should know the facts about COVID-19 vaccinations, review the [CDC website regarding vaccine safety](#), and discuss their choice with a healthcare provider. Information about vaccine administration in your area may be obtained from state and local health departments.

*\*As the risk for COVID-19 transmission after vaccination is undetermined at this time, employees and students will continue wearing masks, social distancing, and following all safety protocols while on-campus, regardless of vaccination status.*

# COVID-19 TASK FORCE

South University COVID-19 Task Force is responsible for the University's response to the COVID-19 pandemic.

The Chancellor's Task Force is responsible for collective decision making regarding phases (see page 6), communication strategy, and implementation, including planning, training, safety precautions, supplies, and technology.

The Health and Safety Committee, comprised of faculty and academic leadership with backgrounds in medicine, healthcare, public health, and pharmacy, advises the Chancellor's Task Force utilizing CDC Guidelines, research, and collective experience in the treatment and prevention of infectious disease.

## COVID-19 TASK FORCE

- Dr. Steven Yoho, Chancellor
- Dr. Brian McAulay, Vice Chancellor for Academic Affairs
- Dr. Gina Scarboro, College Dean for Health Professions and COVID-19 Health and Safety Committee Chair
- Alisa Krouse, Vice Chancellor for Student Success and Administration
- Lynne Haines, Vice Chancellor for Human Resources
- Jennifer Flatt, University Director of Local Marketing
- Jocelyn Piccolo, Executive Assistant to the Chancellor
- John Bialowas, University Director of Facilities
- Dr. Patti Black, Assistant Dean for South University School of Pharmacy
- Dr. Valarie Trimarchi, Campus President for South University Savannah
- Dr. Jason Crittenden, Campus Director for South University Richmond

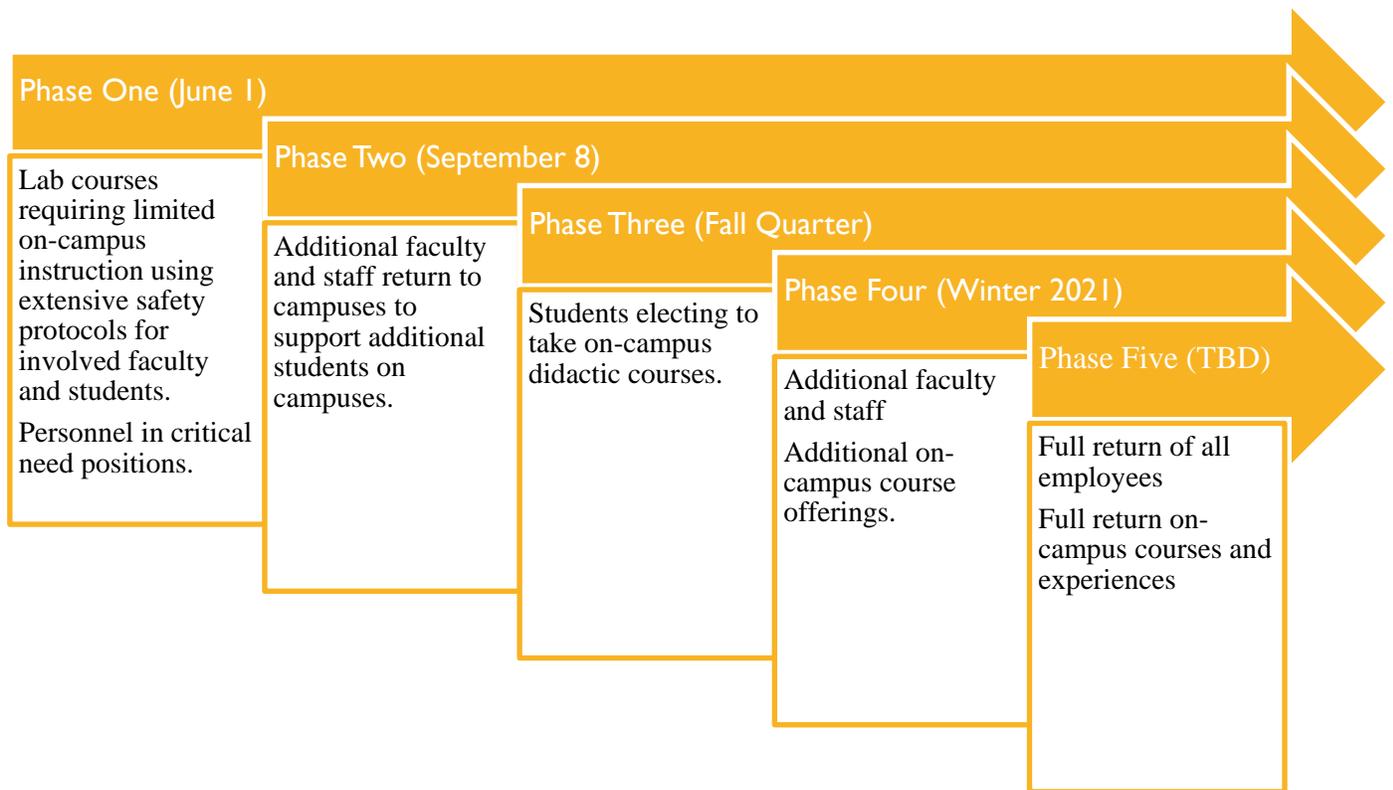
## COVID-19 HEALTH AND SAFETY COMMITTEE

- Dr. Gina Scarboro (lead), Dean of the College of Health Professions, DBA, CAA

- Margaret Andrews, Assistant Dean, College of Nursing, DNP, RN, LNP, WHNP-BC, FNP-BC, CNE, CDP
- Elizabeth Kostal, MD, Academic Program Director, Health Sciences & Public Health
- Angelique Pereira, Pharm.D., BCPS, Assistant Professor of Pharmacy Practice, School of Pharmacy
- Kristen Smethurst, PA-C, Director of Didactic Education, Physician Assistant Program, West Palm Beach
- Lilia Macias-Moriarty, Ph.D., M.P.H., Associate Professor of Pharmaceutical Sciences, School of Pharmacy
- Sandra Tucker, MSN, RN, CNE, Undergraduate Nursing professor, Columbia

# PHASES

South University's return to operations will take place in a gradual manner, utilizing the five phases briefly summarized below. Vice Chancellors, Campus Leaders, Deans, Department Chairs, and Directors have the responsibility to develop campus/department plans for the staggered return of students, faculty and staff as well as the flexibility to determine those who should be brought back to campus during each phase.



# COVID-19

## WHAT IS COVID-19 AND HOW DOES IT SPREAD?

- A novel coronavirus is a new coronavirus that has not been previously identified. The virus causing coronavirus disease 2019 (COVID-19), is not the same as the coronaviruses that commonly circulate among humans and cause mild illness, like the common cold. On February 11, 2020 the World Health Organization announced an official name for the disease that is causing the 2019 novel coronavirus outbreak. The new name of this disease is coronavirus disease 2019, abbreviated as COVID-19. In COVID-19, ‘CO’ stands for ‘corona,’ ‘VI’ for ‘virus,’ and ‘D’ for disease. Formerly, this disease was referred to as “2019 novel coronavirus” or “2019-nCoV”.
- The virus that causes COVID-19 is thought to spread mainly from person to person, mainly through respiratory droplets produced when an infected person coughs, sneezes, or talks. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. Spread is more likely when people are in close contact with one another (within about 6 feet). (Centers for Disease Control, 2020a)

## SELF-MONITORING SYMPTOMS OF COVID-19

All students should consider the health and safety of each other and themselves. There are a few basic principles of self-monitoring for those individuals coming to campus, whether they are faculty, staff, visitors, or contractors. You must self-monitor and acknowledge that you are not aware that you have signs and/or symptoms of COVID-19 before coming to campus each day. According to CDC (Centers for Disease Control, 2020b), people with COVID-19 have reported a wide range of symptoms, ranging from mild to severe. Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing

- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

This list does not include all possible symptoms. Reported less common symptoms include gastrointestinal symptoms like nausea, vomiting or diarrhea. For the most up-to-date information on COVID-19 symptoms, transmission, and prevention, faculty and staff should consult the Centers for Disease Control (CDC) website: <https://www.cdc.gov>.

Before coming to campus, a student will acknowledge that they have completed the self-monitoring requirements earlier that day and confirmed that they do not have signs/symptoms of COVID-19.

# SELF-ASSESSMENT PORTAL

The self-assessment portal is an online platform that will allow students, staff, faculty, vendors and visitors to virtually “check in” to campus, complete a symptom assessment, and attest to their health on a daily basis. It is very important that an honest assessment of health is provided, as it is everyone’s responsibility to be mindful of not only our wellbeing, but also those around us.

A self-assessment portal account will be created for every student registered to take a course delivered on the campus. South University has collaborated with (SymTem) to provide a health screening assessment via an app easily downloaded on a smartphone, accessible online, or by QR code available on posters located at each entry point of the campus.

Students, staff and faculty are required to take the self-assessment at home prior to reporting to campus to receive their daily digital badge, which allows entrance to the facilities. Students must check in at a designated meeting spot on campus before attending class, or with the front desk if they are on campus to attend a meeting, utilize support services, or for other activities on campus.

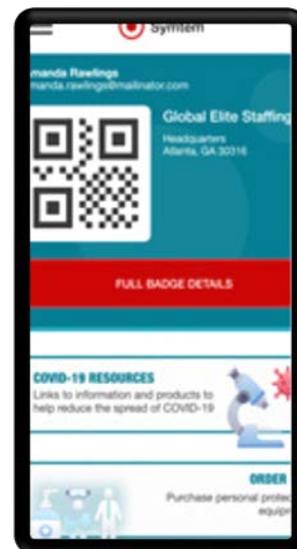
Setting up your SymTem account:

- Download the app or log into the webpage
- Use the QR or specialized South University code
- Select your password

Every day before coming to campus:

- Receive a daily reminder at home
- Complete the symptom assessment
- Review and submit results
- Receive the digital badge

If a student believes a badge was received in error, he or she should contact the Dean of Student Affairs



# SAFETY PROTOCOLS

## GENERAL SAFETY PRACTICES

South University has adopted the recommendations of the Centers for Disease Control (2020d) for campus operations to prevent the spread of COVID-19.

- If you believe that you have been in close contact with someone positive for COVID-19, do not come to campus until you have tested negative for COVID-19
- Recognize the CDC listed [COVID-19 symptoms](#) (Centers for Disease Control, 2020b)
- Check in daily with the Self-Assessment Portal prior to reporting to campus
- South University faculty, staff, students, and visitors are required to wear a face mask while inside campus facilities/buildings in all common areas.
- Wash your hands often with soap and warm water for a least 20 seconds – use an alcohol-based hand sanitizer (at least 60% alcohol) if soap and water are not available.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- **Stay home if you are sick.** If you become ill while on campus, go home and e-mail your faculty immediately.
- Avoid close contact with people who are sick.
- Get a flu shot. A flu shot will not protect against COVID-19, but if you do get the flu, your symptoms will be less severe, easing the burden on healthcare facilities (Centers for Disease Control, 2020c). It will also reduce your chances of being mistakenly quarantined for COVID-19, when you have an unrelated illness.
- Avoid sharing common supplies such as pens and notebooks.
- Be mindful of areas with commonly used or shared equipment, tools, computers, copiers, etc. and follow proper sanitizing practices.

## SOCIAL DISTANCING

Since people can spread the virus before having symptoms, it is important to keep physical distance from others when possible. When possible, students should use the following safety practices:

- Maintain six feet (about two arms' length) of distance from other people.
- Avoid gathering in groups in common areas in buildings.
- Continue to limit large group meetings.
- Comply with signage to remind practicing social distancing in shared areas.

#### FACE COVERINGS AND MASKS

South University requires all staff, faculty, students and visitors to wear face masks/coverings when inside campus facilities/buildings that meet current CDC requirements. Face mask use will be in addition to, and is not a substitute for social distancing. Face masks will not be required in campus outdoor settings where social distancing requirements are met. Anyone not using a face mask when required will be asked to wear one or leave the area. Repeated refusal to comply with the requirement may result in discipline through the applicable code of conduct for faculty, staff, or students.

Reasonable accommodations may be made for those who are unable to wear a face covering for documented health reasons. Disposable facemasks are available at all campuses for faculty, staff and students.

#### FAILURE TO COMPLY

Students, staff and faculty that refuse to comply with South University safety measures are in violation of the Code of Conduct. Following initial verbal instruction to correct a behavior that compromises community safety or the established safety protocols, further student violations will be referred to the Dean of Student Affairs as a Code of Conduct violation, and employee violations will be referred to Human Resources.

Vendors or visitors that fail or refuse to comply with safety protocols will be asked to leave the premises.

# FACILITY SAFETY AND CLEANING PROTOCOLS

## CAMPUS ENVIRONMENTS

Classrooms, laboratories, and common areas are different and may require different types of risk mitigation strategies. Supervisors will assess work environments to determine the best mitigation strategies.

At this time, some areas on the campus will remain closed. For example, at some locations, the student lounge and group study spaces remain closed until they can safely re-open (consult with your program director or Dean of Student Affairs regarding spaces for dining or studying). Certain classes, labs, and learning spaces may be closed for cleaning or to limit use of disinfected spaces.

## CLEANING AND DISINFECTING

South University follows current **EPA and CDC guidance on cleaning and disinfecting** schools and businesses (Centers for Disease Control, 2020e).

- Campus facility personnel will continue to evaluate university cleaning practices regularly as more is known about preventing the spread of COVID-19
- South University utilizes a natural and safe *Bioesque Disinfectant Solution* product as our first choice to disinfect all areas, is an approved disinfectant for use against SARS-CoV-2 (COVID-19) (EPA, 2020).
- Additionally, South University has purchased *Victory Electrostatic Sprayers* with their patented technology to provide an electrical charge to the *Bioesque Disinfectant Solution*, allowing them to wrap conductive surfaces with an effective and even coverage of disinfectant.
- Facilities staff will clean touch surfaces, restrooms, and common areas on a more frequent basis.

- Frequently touched surfaces may include interior/exterior doors, door handles, chair armrests, tabletops, handrails, podiums, light switches, trash receptacles, elevator buttons, drinking fountains, shared computer rooms, and lounge spaces.
- Additional disinfection between classes may be performed as desired using provided *Bioesque Disinfectant Solution*. Sanitizing wipes may also be used to disinfect classroom surfaces including tabletops, chair armrests, and computer workstations.
- For items such as keyboards and other types of technology equipment, alcohol based wipes may be used.
- Hand sanitizer has been placed in all common areas, labs, restrooms and other shared spaces for regular use as needed.

# PREVENTION STRATEGIES

## TRAINING PRIOR TO RETURN TO CAMPUS

- Campus leaders and faculty instructing in on campus laboratories received ongoing training beginning in March.
- Students returning for on-campus courses will receive an Orientation prior to the first day of class.
- Each South University location has selected a COVID-19 Committee to receive training and lead safety preparation and enforcement for the campus
- Additional training will be offered for students and employees as necessary

## POSTERS AND COMMUNICATION STRATEGIES

- Throughout the outbreak, South University has maintained a [COVID-19](#) website to share essential information with students, staff, faculty, parents, vendors, and the public.
- The campus will continue to publish and make available posters, PSA's, and routine updates to the campus community.

## CLASSROOM AND INSTRUCTIONAL STRATEGIES

- Measures are in place to limit class size and increase social distancing in the classroom.
- All faculty and students must wear face masks in classrooms, labs, communal office space, restrooms, or any campus setting where social distancing is difficult to maintain that meet current [CDC guidelines](#).
- Students may access campus resources, such as advisors, academic support or student support services on campus or remotely.
- Continued use of hybrid approaches to teaching and material dissemination using on campus, virtual remote (South VR) and online course content.
- Enhanced cleaning of classrooms.

# POSSIBLE EXPOSURE AND MITIGATING SPREAD

## WHAT TO DO IF SYMPTOMS DEVELOP:

If any symptoms develop, you must:

- Stay home. (Do not attend class if you are sick; if you become ill while on campus go home immediately.)
- Immediately inform your instructor, program director, dean, or department chair.

## IF STUDENTS THINK OR KNOW THEY HAD COVID-19 SYMPTOMS

According to the CDC (2020f), students should not return to campus if they think or know they had COVID-19

1. For at least 10 days since symptoms first appeared or a date of COVID-19 diagnosis was made **AND**
2. At least 24 hours fever free without fever-reducing medication **AND**
3. Symptoms have improved

*OR*

1. Resolution of fever without the use of fever-reducing medications, **AND**
2. Improvement in respiratory symptoms (cough, shortness of breath, etc.), **AND**
3. Negative results from two COVID-19 tests given 24-hours apart.

## IF STUDENT, STAFF OR FACULTY TESTED POSITIVE FOR COVID-19 BUT HAD NO SYMPTOMS

If you continue to have no symptoms, you may return to campus after:

- 10 days have passed since test

Depending on your healthcare provider's advice and availability of testing, you might get tested to see if you still have COVID-19. If you will be tested, you can be around others after you receive two negative test results in a row, at least 24 hours apart.

WHAT IF A STUDENT IS EXPOSED TO A PERSON IN THE COMMUNITY WHO TESTED POSITIVE FOR COVID-19 OR HAS SYMPTOMS AND IS BEING TESTED FOR COVID-19?

Students who are scheduled to attend on-campus activities and are exposed to an individual who tests positive for COVID-19 in their community should determine their risk (CDC, 2020h)

- If the student had close contact (< 6 feet)\*\* for ≥15 minutes with
  - a person **with** COVID-19 who has symptoms (in the period from 2 days before symptom onset until they meet criteria for discontinuing home isolation; can be laboratory-confirmed or a clinically compatible illness)
  - or*
  - Person who has **tested positive** for COVID-19 (laboratory confirmed) but has not had any symptoms (in the 2 days before the date of specimen collection until they meet criteria for discontinuing home isolation)

If a student has an exposure as described, they should notify their program director, and instructor of their situation and **stay home and monitor their health.**

**Arrangements for participating in virtual remote classes will be made with the individual instructor**

- Stay home for 14 days after your last contact with a person who has COVID-19
- Watch for fever (100.4°F), cough, shortness of breath, or [other symptoms](#) of COVID-19
- If possible, stay away from others, especially people who are at [higher risk](#) for getting very sick from COVID-19

## WHAT IF A STUDENT CANNOT ATTEND LAB OR ON-CAMPUS ACTIVITIES DUE TO SELF-ISOLATION?

- When possible, faculty should try to allow students to participate in “virtual” lab sessions so that they can listen and observe activities- that would be counted as present for lab. This virtual attendance would not replace any requirements for hands-on demonstration of skills but would allow the student to maintain their enrollment and qualify for an incomplete grade or could return to class to make up the hands-on portion of the lab prior to the end of the quarter. Instructors will work with the student to reschedule the missed required lab activities once the student is able to return to campus. This option allows the student to maintain their seat in the cohort.
- If virtual attendance is not an option the student and instructor, together, have two options to consider: (these options would depend on how far along the student is in the course, and where a 2-week self-quarantine lands them in the course activities):
  - Student would be given an incomplete grade and the instructor would initiate scheduling the student for lab make up later in the quarter, between quarters, or early in the subsequent quarter.
  - Student would be given a WV grade and a course tuition waiver and allowed to reenter the program when the course is next offered (instructor and student need to be clear on when this next offering will likely occur since it could be 6 months to a year depending on the course offering schedule).

## SOUTH UNIVERSITY COVID-19 TEMPORARY ACCOMMODATIONS

As part of the institutional response to COVID-19, South University is committed to supporting faculty, students, and staff impacted by COVID-19. Because lingering effects of COVID-19 are varied, we recognize that there may be some limitations that require temporary reasonable accommodations under the Americans with Disabilities Act (ADA). The University has implemented guidelines to consider temporary reasonable accommodation requests for those who may be experiencing post COVID-19 medical conditions.

South University engages in the interactive process to determine if a student may be reasonably accommodated. Potential accommodations for students suffering from symptoms post-COVID, might include *Go to Meeting recordings, makeup exams, extra time on exams, priority registration to arrange courses in classrooms near each other, and courses modality recommendations*. Reasonable accommodations are granted on a case-by-case basis after proper analysis of the disability in question, the necessity of the accommodation and to ensure the modification does not cause an undue hardship (e.g. significant difficulty or expense) on the University. Students are encouraged to submit requests and medical documentation in advance of the need for accommodations.

**If you are not registered with the Office of Student Affairs/Disability Service, please complete the following steps:**

1. Register for services: Please contact your campus Dean of Student Affairs or [SUOD@southuniversity.edu](mailto:SUOD@southuniversity.edu) for online students
2. Complete an Accommodation Request Form
3. Submit medical documentation that includes an explicit recommendation for COVID-19 accommodations and why they are medically necessary.
4. Once steps 1-3 are completed, you are fully registered for services.
5. Your Dean will review all documentation and scheduled meeting to discuss your request(s). Accommodations are evaluated quarterly.

General Disability Services and Contact Information:

[https://catalog.southuniversity.edu/content.php?catoid=19&navoid=1024&hl=Disabilities&returnto=search#Disability\\_Services](https://catalog.southuniversity.edu/content.php?catoid=19&navoid=1024&hl=Disabilities&returnto=search#Disability_Services)

# STUDENTS IN CLINICAL AND FIELD PLACEMENT EXPERIENCES

South University students may participate in the care of patients who test positive for COVID-19 or patients who are considered Persons Under Investigation (PUI)<sup>1</sup> according to clinical institution policies and adhering to [current CDC guidance](#) for healthcare worker PPE use.

If a site is unable to provide PPE according to CDC guidance, the site coordinator/preceptor should contact the program office. Programs may be able to supply PPE and fit testing based on material availability. Students may not participate in clinical education if adequate PPE is not available.

## WHAT IF A STUDENT HAS AN ASSIGNED CLINICAL ROTATION BUT DOES NOT WANT TO ATTEND DUE TO COVID-19?

- Students enrolled in a South University program who do not want to continue their participation in didactic or clinical courses may withdraw at any time.
- Policies regarding re-entry are program specific.
- Students who withdraw from South University should consult with their Financial Aid Counselor and review the South University Academic catalog policies regarding [official withdrawal procedures and institutional refund policies](#).

## CLINICAL/FIELDWORK/PRACTICUM REQUIREMENTS

- PPE supplies should be sufficient for South University students to have consistent access to appropriate PPE for all situations in which PPE use is indicated by facility administration and policies.

- New Students must complete the [WHO Infection Prevention and Control \(IPC\) for Novel Coronavirus \(COVID-19\)](#) training and submit confirmation of participation to their clinical coordinator before starting clinical/fieldwork experiences.

## CLOTHING



Clothing worn in a clinical setting must be changed before attending on-campus activities.

# COMMUNICATION

South University continues to keep students, staff and faculty updated with the COVID-19 Response and plans for campus operations. Understanding that as we move through our plan, the pandemic is fluid. Our Task Forces, in collaboration with local leadership, continue to monitor the current situation in the communities where campuses are located, and use available data and guidance to make contingency plans should the current situation improve or worsen.

Guidance and requirements are subject to change and will be updated in advance of future phases. The health and safety of our community is the top priority.

To receive the most up-to-date information regarding campus operations, visit the South University website, [Coronavirus Information and Updates](#).

In the event of an unexpected campus closure, or suspension of operations, students will receive an alert via the [My Campus Alerts](#) emergency notification system. Students registered with My Campus Alerts may opt-in to receive SMS text message and/or phone call with critical messages from the campus.

See the South University Student Handbook for registration instructions.

All students receive emergency notification messages to the South University e-mail account.

If a class meeting is changed, canceled, delayed or rescheduled, students will receive communication from their faculty or program director.

## CONTACT TRACING

Contact tracing is a strategy in which public health officials work with a patient to help them recall everyone with whom they have had close contact during the timeframe while they may have been infectious. The Department of Public Health will be responsible for all contact tracing on our campuses. For more information, contact your local Department of Public Health Office.

# CDC ADVICE ON VULNERABLE INDIVIDUALS

The Centers for Disease Control and Prevention (CDC) have identified broad categories of individuals, who are at higher risk for severe COVID illness, including:

- Older adults
- Those with certain underlying conditions (Centers for Disease Control, 2020g). For the latest information, please refer to the most updated list of risk factors on the [CDC website](#).

For the latest information, please visit the CDC guidelines for “[People at Higher Risk](#)”

## FOR CONCERNED INDIVIDUALS

If you are concerned that you may be at higher risk, South University has designated individuals to assist you with your questions.

Please contact your Dean of Student Affairs, Dean of Academic Affairs, or campus leader.

# STUDENT MENTAL HEALTH AND WELLBEING

South University students may access confidential counseling services at no additional cost, 24 hours/day, 7 days/week, by calling South University- Reach Student Assistance Program at 855-691-4941. Students may speak or video chat with a licensed counselor regarding any concern. Students may be referred up to six in-office counseling sessions with a networked counselor in the local community. A student in crisis should call a Reach counselor or “911”.

Additionally, South University- Reach counselors will connect students with no-cost legal services, financial advising, ID recovery, medical advocacy, and daily living resources and referrals.



Additional counseling and wellness resources are available through the [My Life Expert website](#) and My Life Expert app (company code: southuniv). Students should see the Dean of Student Affairs for log in credentials to access these digital resources.

# SOUTH UNIVERSITY COMMITMENT TO ANTI-STIGMA

South University is committed to mitigating COVID-19 stigma by:

- Maintaining the privacy and confidentiality of those seeking healthcare and those who may be part of any contact investigation.
- Quickly communicating the risk, or lack of risk, from contact with products, people, and places.
- Correcting negative language that can cause stigma by sharing accurate information about how the virus spreads.
- Speaking out against negative behaviors and statements, including those on social media.
- Making sure that images used in communications show diverse communities and do not reinforce stereotypes.
- Using media channels, including news media and social media, to speak out against stereotyping groups of people who experience stigma because of COVID-19.
- Suggesting virtual resources for [mental health](#) or other social support services for people who have experienced COVID-19 related stigma or discrimination.

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