



University
of Windsor

Frequently Asked Questions from the University of Windsor Community About Coronavirus

Version 1.0 – March 6, 2020

1. What is the Coronavirus?

Coronaviruses are a large family of viruses that originate in animals but are known to cause respiratory illness in humans, particularly during the fall and winter months. Other novel coronaviruses have included Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS-CoV).

In January, 2020, a novel (new) coronavirus (2019-nCoV also known as COVID-19) was identified as the cause of an outbreak of pneumonia originating in Wuhan. The latest statistics for Ontario are available at: ontario.ca/coronavirus.

At this time, there are no known cases of COVID-19 in Windsor-Essex

2. What is the risk?

Public Health Ontario advises that the risk to Ontarians is still considered low as of March 4, 2020. The situation is rapidly evolving and the University is taking its guidance from public health agencies at the local, provincial and federal level, who are closely monitoring the outbreak, conducting surveillance and appropriate laboratory testing, and providing public health and infection control guidance.

To date, cases have been reported in several countries throughout the world with large numbers in China, Iran and Italy (see this [tracking web page](#) for daily updates on where the virus is located).

The risk of more severe illness may be higher for individuals with weakened immune systems such as older people or chronic diseases such as diabetes, or heart, renal or chronic lung disease.

3. What are the symptoms of novel Coronavirus?

Symptoms range from common to severe respiratory illnesses and include:

- fever
- cough
- difficulty breathing

Many of these symptoms are similar to seasonal influenza. Should you experience these symptoms AND have recently travelled internationally, avoid contact with others and follow-up with your health care professional. Advise your health professional in advance of attending clinic of your symptoms and travel history. **It is recommended that you call your doctor's office in advance of attending their location.** If you do not have a regular family physician and visit either [Student Health Services](#) on campus or an off-campus walk-in clinic and you have the symptoms indicated above, **please call in advance of any physical visit.** Alternatively, contact the [Windsor-Essex County Health Unit](#).

4. What can I do to protect myself?

As usual, continue to practice good hand washing techniques and hygiene practices. This includes washing thoroughly with soap and water, using hand sanitizer, coughing or sneezing into your elbow, refraining from shaking hands, and staying at home or in your residence room if you are experiencing flu-like symptoms.

5. What is the University of Windsor doing to address the Coronavirus:

UWindsor has taken several steps in response to this spread of the Coronavirus and will be taking several more in the coming days and weeks. These actions include:

- Creating a [website](#) that has key information on Coronavirus. This page is being updated continually, with the latest update as of March 4.
- Producing a variety of awareness products including posters and videos by our Lead Physician in Health Services, posters on flu and colds and handwashing
- The University's Pandemic Planning Committee was recently re-established and it is looking to address a range of preventative and preparatory issues.
- The regular filling of all hand sanitizer stations on campus and adding new standalone hand sanitizer stations to key locations on campus
- Issuing regular communications to student through the student newsletter and to staff and faculty via the Daily News.

6. Should students, staff or faculty with flu-like symptoms attend class/work?

As is recommended with the flu, those with severe symptoms should stay at home or in their residence room. Students should continue to report illness as they usually do to their instructors for missing assignments, etc. Students in residence should inform residence staff they are unwell. For staff, please report your absence promptly to your supervisor per normal practice.

7. I live in residence and think I may have flu-like symptoms. What should I do?

If you experience symptoms while living in residence, please email Residence Services at: resservices@uwindsor.ca. As it is also influenza season, you may want to purchase the following items to keep on hand as a precautionary measure:

- Over-the-counter medication to reduce aches and fever (e.g., acetaminophen or ibuprofen)
- Cough medicine and throat lozenges
- Any prescription medicines you take
- A thermometer (non-mercury)
- Tissues
- Hand sanitizer (should contain at least 60% alcohol)
- Disinfecting wipes or cleaning products to clean your shared and personal space
- A water canteen or bottled water, and juice

8. Should students, staff or faculty with flu-like symptoms be excluded from class/work?

No one should be excluded or banned from attending classes or work. Students, staff and faculty with flu-like symptoms are encouraged to stay home, but some may choose to attend classes and work. At this time, the risk of contracting the novel coronavirus is low. If you are feeling unwell and you are going to be on campus it is important to exercise proper wellness etiquette: regular handwashing, coughing/sneezing into your elbow, not touching your face, and refraining from shaking hands.

9. Should anyone with a travel history to an affected region be excluded from class/work?

Students, staff and faculty with symptoms who have visited the affected region recently should contact their health care provider.

On campus, for registered students this is [Student Health Services](#). For staff and faculty, contact your family physician or a [walk-in](#) clinic. If you are experiencing flu-like symptoms, it is important to call in advance to make an appointment.

You can also contact Telehealth Ontario at 1-866-797-0000 or the [Windsor-Essex County Health Unit](#) for direction and assistance.

10. I am University of Windsor student who is coming to UWindsor for the first time or is returning to my studies and I'm from a region where there are higher incidences of the Coronavirus *BUT* I do not have any flu-like symptoms. What should I do?

Persons who have returned from Hubei province, including Wuhan City, should:

- Contact the Windsor-Essex County Health Unit within 24 hours of arriving in Canada
- **Stay at home and avoid close contact with others, including those in their home**, for a total of 14 days from the date they left Hubei province

- Contact Telehealth Ontario at 1-866-797-0000 or the [Windsor-Essex County Health Unit](#) if you experience flu-like symptoms

Persons who have returned from areas under a travel health advisory for Coronavirus should:

- Monitor themselves for symptoms of the Coronavirus for 14 days after leaving the affected area
- Contact Telehealth Ontario at 1-866-797-0000 or their [Windsor-Essex County Health Unit](#) if they experience symptoms of the Coronavirus (see question 3 above)

11. Will classes be cancelled?

As with any class cancellation or change, students will be advised by their instructor via email or Blackboard.

12. Should we be canceling events?

At this time, there is no significant risk of community transmission of the novel coronavirus in Canada. Should the situation change, the University will provide advice on this website.

13. Should I wear a mask?

Generally, a mask is not required at this time although some may choose to wear one. Surgical masks, such as those sold in pharmacies, have limited value. Those in health care settings will follow the requirements of their facilities with respect to appropriate protective gear if they are working with suspected or confirmed cases.

14. I am student in a health care setting off-campus. Are there additional precautions I should take?

For our students who are doing placements in health care settings, the Faculty of Nursing and the Schulich School of Medicine and Dentistry are in consultation with the University's various health care partners. In the event any action or precautions are to be taken concerning the Coronavirus, students in these programs will be advised promptly by their program administrators or by their placement organization. Students in placement or volunteering at the Windsor Regional Hospital (WRH) will or should be receiving information and direction about travel outside of Canada.

15. I am affected by travel restrictions and cannot return to Canada. What should I do?

If you are a student and are unable to return to the University as a result of the travel restrictions, they should contact the Office of Student Experience (studentexperience@uwindsor.ca) and seek direction. If you are a faculty or staff member, contact your department head or director, or your supervisor for support and further direction.

16. I am planning to travel in the coming days. What should I do?

Students, staff and faculty may refer to the Government of Canada's travel advisory website travel.gc.ca/travelling/advisories. Careful consideration should be given to travel advisories. In some cases, travel and health insurance can be impacted and voided if you travel to regions which have been

deemed *Non-Essential* or where there is an *Avoid All Travel* advisory. It is important to consult with your health insurance provider before travelling to confirm their coverage.

For many students, staff and faculty, out of country health coverage is provided by Green Shield. Please consult their [online information](#) regarding Coronavirus.

17. Important Contact Numbers:

Windsor-Essex Country Health Unit: 519-258-2146 ext. 1420

The Windsor-Essex County Health Unit (WECHU) is the regional health organization that is responsible for public health in the Windsor Essex region. WECHU works closely with [Public Health Ontario](#) and the [Public Health Agency of Canada](#) to track, manage and respond to pandemic-related concerns.

Telehealth Ontario: 1-866-797-0000

Telehealth Ontario is a free, confidential service you can call to get health advice or information. A Registered Nurse will take your call 24 hours a day, seven days a week.

Contacts for University of Windsor students

Student Health Services
519-973-7002

Contacts for UWindsor employees:

Contact your family doctor, a local walk-in clinic or Telehealth Ontario at 1-866-797-0000