

## **Brock COVID-19 update for Monday, April 6**

Brock University Communications <universitycom@brocku.ca>

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To:

Here's a look at some of the updates to Brock University's COVID-19 response for Monday, April 6:

### **Parking permit holders to get pro-rated reimbursements for April**

Brock University faculty, staff and students holding campus parking passes will receive pro-rated refunds or credits for the month of April. The reimbursement process will vary depending on the nature of accounts or payment methods.

[For full details, see The Brock News.](#)

### **Clarification around the use of non-medical face masks**

Questions are growing among the Canadian population relating to the suitability of wearing face coverings or non-medical masks based on a recent pronouncement of the Centre for Disease and Control (CDC) in the U.S. The Public Health Agency of Canada (PHAC) said on Monday that wearing a non-medical mask “can reduce the chance of your respiratory droplets coming into contact with others or landing on surfaces.”

Brock's Department of Health, Safety and Wellness has updated its FAQs on the Coronavirus webpage to reflect the most up-to-date PHAC information.

[Read more here.](#)

### **Now is the time to learn a new skill, says Brock professor**

As physical distancing measures continue and more people are forced to stay home, now is a great time to go back to basics, says Brock University Professor Liette Vasseur.

People can do more than they think – and with less – during this unusual time. Vasseur believes many people have either abandoned or never learned traditional skills such as sewing or gardening because it was never a necessity or came with a time commitment.

“Engaging in these simple and practical hobbies can help you to stay busy, connect more deeply with nature and your surroundings, and give a boost to your mental health,” she says.

[Read the full story in The Brock News.](#)

### **Brock further limits access to University buildings**

Access points to Brock University buildings have been reduced as the institution moves to further discourage non-essential visits and reduce the frequency of people leaving their homes and travelling through the community during the COVID-19 pandemic.

The new protocols apply to all Brock academic facilities at the main campus and at the Marilyn I. Walker School of Fine and Performing Arts (MIWSFPA) in downtown St. Catharines. (Brock's Hamilton Campus remains closed and is not accessible.)

Swipe-card access through exterior entrances is being suspended. All visitors will need to check in and check out with Campus Security at designated entrances.

[Read the full story in The Brock News.](#)

### **Questions answered about Library services and resources during COVID-19**

While the physical spaces of the Brock Library are closed, services, resources and support systems continue to remain operational online.

[The Library has created a Frequently Asked Questions page](#) to collect many common questions such as:

- Will I have a late fee if I don't come to campus to return my book?
- What is the best way to find electronic resources from the Library's collection?
- If a resource I need doesn't appear to be in the Library's collection, how can I access it?
- Are there additional e-resources available due to the University's COVID-19 measures?
- I'm teaching a Spring/Summer course and would like a library instruction session. How can this be arranged?
- I just want to get in touch with a person to get some help - how do I do that?

If you have a question that hasn't been addressed, email [libhelp@brocku.ca](mailto:libhelp@brocku.ca) at any time.

**Note to instructors:** If you have a need to make a resource available as a course reserve for the Spring/Summer Term, you are encouraged to make your requests as early as possible to avoid delays. We can help find alternatives to print reserves, or answer questions about options. Email [reserves@brocku.ca](mailto:reserves@brocku.ca) or visit the [Course Reserve Services](#) webpage for more information.

**Accessing Microsoft Teams by telephone**

Brock IT is reminding faculty and staff that Microsoft Teams and Lifesize are both available for video conferencing.

Logging into meetings using the Teams and Lifesize apps is the best way to access the services, but anyone calling into Microsoft Teams meetings from a landline or cell phone is asked to use the toll-free number 888-862-4985, which is significantly more cost-effective than the local number.

**For those who may be using Zoom** as their communication and collaboration tool, please be aware of the latest critical privacy and security issues with the [FBI issuing a warning Friday](#). Microsoft Teams is Brock's enterprise communication and collaboration tool. If you need assistance, please contact the [Help Desk](#) or visit the [ITS SharePoint site](#) to learn more about Teams and how to adopt it.

### **IT Help Desk**

The IT Help Desk located in the Computer Commons is open Monday to Friday from 10 a.m. to 2 p.m. and closed on weekends. Remote support is available from 7:30 a.m. to 10 p.m. Monday to Friday, and has now been expanded to weekends, from 10 a.m. to 2 p.m. on Saturday and Sunday. Remote support is available to faculty, staff, students and the rest of the Brock community.

Please note, remote support will be extended to 7:30 a.m. to 10 p.m. on Saturday, April 18 to support the Brock community during the only weekend day when online exams are being held.

Questions can be directed to [ithelp@brocku.ca](mailto:ithelp@brocku.ca)

### **Mental health supports available for students and employees**

With students transitioning to online learning and many employees working from home, mental health support resources for members of the University community remain available.

Students can access mental health support over the phone by calling Student Health Services at 905-688-5550 x3243, Community Addictions Services of Niagara at 905-684-1183, Good 2 Talk at 866-925-5454 or Morneau Shepell at 833-276-2533.

Employees can also access immediate support for mental health and other challenges through the [Employee and Family Assistance Program](#), which has been made available to all current Brock employees as part of the University's response to the COVID-19 pandemic.

Message sent by

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