

Brock COVID-19 update for Monday, March 30

Brock University Communications <universitycom@brocku.ca>

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Here's a look at some of the updates to Brock University's COVID-19 response for Monday, March 30:

The Province of Ontario enacted stricter rules around public gatherings over the weekend, [prohibiting organized public events and social gatherings of more than five people](#). On Monday, as new data showed that the number of COVID-19 cases here in Niagara dramatically increased to 34, [Ontario's Chief Medical Officer of Health strongly urged](#) everyone over age 70, or those with compromised immune systems or underlying medical conditions, to stay at home.

Niagara community encouraged to contribute to Brock's COVID-19 archive

Brock University's Archives and Special Collections and Digital Scholarship Lab have created a website to gather and preserve photos, text, video and other forms of communication that capture the experience of living in the Niagara region during the COVID-19 pandemic. Contributing materials to the archives will allow for more organic, natural history, while also providing a platform to share experiences that may alleviate feelings of isolation.

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

Medical Sciences students help with COVID-19 screening

Medical Sciences students Kate Scully and Sarah Trudel are completing the final semester of their undergraduate studies online while also offering much-needed support and expertise in the fight against the COVID-19 pandemic.

Scully has become the administrative co-ordinator for the COVID-19 Assessment Centre in Midland, Ont., and Trudel is working as a screening clerk at a long-term care home in Beaverton, Ont.

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

Brock ITS offers employees improved option for remote connectivity

Due to increased usage from employees working from home, Brock has encountered capacity problems with Brock's virtual private network (VPN) service, causing slow performance or an inability to connect.

To alleviate these issues, Brock ITS has deployed a new, more effective solution for remote connectivity, allowing access directly to office computers without the need for VPN. These services are for staff and faculty use.

If you're already using Remote Desktop over VPN, you're configured to use this new service and can enable it by following the instructions in the [Using Remote Desktop](#)

[job aid found on the ITS SharePoint site](#). If not, you will need to request access. Please visit the ITS SharePoint site and review the job aids [Requesting Access For Remote Desktop](#) and [Using Remote Desktop](#).

Anyone still using VPN for other services, such as accessing shared drives and other uses, should contact the IT Help Desk at x4357, or [submit a ticket online](#) so they can assist you with the right solution. VPN is to be used for critical access.

If you are able to migrate documents to OneDrive and/or SharePoint, it may eliminate the need for either of these solutions. Please see the job aid [Working with OneDrive](#) on the ITS SharePoint site.

Reminder: Reduced entrance points for staff and students at Brock

Access to Brock University main campus buildings has been reduced. Employees and individual students who do not have swipe card access to their regular entrance must use one of two entrances:

Entrance 1

- Main doors of Schmon Tower at the Rankin Family Pavilion
- Open daily 7 a.m. to 11 p.m.

Entrance 2

- Welch Hall entrance – for students accessing Computer Commons and ITS Help Desk
- Open Monday to Friday, 10 a.m. to 2 p.m.

The University has enacted stringent off-site working arrangements, which remain in effect. Individuals who need to be on campus to provide essential services can still use their Brock access proxy cards once they have passed through one of the two entrances.

Dining update

Starting Tuesday, March 31, Lowenberger dining hall will be open daily from noon to 4 p.m. as the only food option at Brock. It is open to anyone on campus.

Brock Central (Office of the Registrar) updates

Brock Central, which houses student services such as the admissions, records and registration, is committed to serving the student community during this time of transition. Brock Central can be reached through email at central@brocku.ca from 8:30 a.m. to 4:30 p.m. Monday to Friday.

The team is available to provide prompt responses through email and can arrange for phone service through Microsoft Teams. In order for Brock Central to respond to

inquiries regarding financial or academic status, emails must be sent from a Brock student email account.

IT Help Desk access

The Computer Commons (Fish Bowl) and IT Help Desk located in it are open Monday to Friday from 10 a.m. to 2 p.m. and closed on weekends. Remote support will be available from 7:30 a.m. to 10 p.m. Monday to Friday for faculty, staff, students and the rest of the Brock community.

Questions can be directed to ithelp@brocku.ca

COVID-19 phishing scam warning

Brock is warning students, faculty and staff about a COVID-19 phishing scam currently circulating.

Please exercise caution opening, answering or clicking on links outside of the brocku.ca domain related to the COVID-19 virus.

If you receive an email related to COVID-19 you're suspicious of, please phone the Help Desk at x4357 and forward the email to itsecurity@brocku.ca

Student Health Services changes

In-person appointments are no longer available for Student Health Services (SHS) at Brock. However, students can access health services over the phone from 8:30 a.m. to 4:30 p.m. Monday to Friday.

For questions or to make a phone appointment for health services, students can phone SHS at 905-688-5550 x3243 or reach out via email to referralstaff@brocku.ca. For medical emergencies, students should dial 911.

Wi-Fi drive-in available to students with no home internet access

Brock students who don't have internet access at home can participate in a 'Wi-Fi drive-in' in the University's parking lots. Students can park their cars for free in select parking lots to use the University's internet access through its wireless network.

To ensure physical distancing, students are asked to space out their cars when choosing a parking spot and to not gather in groups in their cars.

For more information on which parking lots are available for use, [read the story in The Brock News](#).

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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