

Guidance: Addressing Students with Visible Symptoms of Illness

At Columbus State Community College, we're committed to providing every student access to a quality education. We strive to provide excellent support services, a warm and welcoming campus culture, and a student-centered approach to learning.

In response to this current pandemic, we have prioritized the health and safety of our campus community because we value our students, faculty, staff, and community. While individuals are asked to prepare to return to campus by reviewing updated [procedures and practices](#), there could still be situations where someone may exhibit physical signs of illness while on College-controlled property.

Aligned with our commitment to safety, communication, and compassion, the following has been prepared to help guide CState community members in facilitating difficult, yet respectful, conversations about visible symptoms of illness.

What to keep in mind:

- Conversations about health and visible symptoms are best held away from others to avoid embarrassment or escalated concern among others in the area.
- Access to healthcare, fear about taking time away from work/school, and financial strains may be of concern to some individuals during this time, and this may be what is behind resistance to resting or receiving medical attention. This reality means individuals may respond emotionally when engaging in conversations about visible symptoms.
- Remote services will continue to be available during standard business hours, even though in-person services will be re-instituted. Individuals may believe they need to be on campus to access services. However, in most cases, we can reassure a student that remote support is available and that someone will follow up with them once they leave College property in an effort to put their health first.
- Centering the conversation on care for the individual's health and wellness, not necessarily on impact to others, aligns well to our culture of compassion and may avoid escalation or defensiveness.
- When speaking with the student, keep the safety of both you and the student in mind by utilizing social distancing and facial coverings, when possible/appropriate.

Examples for engaging in difficult conversations:

- "I notice you are coughing/sneezing/[insert other observation], and I am concerned you may not be feeling well. We can work with you away from campus today/until you feel better, and I can

connect you with someone to follow up (or I will follow up) once you are situated. What is the best way we can reach you to finish what we started today?

- The College’s COVID Student Support Team (CSST) is a great resource for follow-up with individuals for whom you are concerned. Simply asking something like “would you like for someone to follow up with you today?” and then submitting it on the [Informational Form](https://cm.maxient.com/reportingform.php?ColumbusStateCC&layout_id=17) at - https://cm.maxient.com/reportingform.php?ColumbusStateCC&layout_id=17, or contacting the CSST via email (covidcare@csc.edu) or phone (614-287-2728).
- In cases of escalation, it is appropriate to respectfully establish a boundary, such as: “I am here to help you, but am going to ask you not to raise your voice (or other observed behavior). Can we agree to have this conversation in way that allows us both to be heard and come to a resolution to get you the assistance you need?”

Resources:

College Updates and resources

<https://www.csc.edu/services/student-advocacy/covid-coronavirus-resources.shtml>

Emotional and Behavioral Health Resources

<https://cm.maxient.com/reportingform.php?ColumbusStateCC>

Emergency and Community Resources

<https://www.csc.edu/services/student-advocacy/covid-coronavirus-resources.shtml>

Other Online/ Phone COVID-19 Resources:

Ohio Department of Health

1-833-4-ASK-ODH (1-833-427-5634)

<https://coronavirus.ohio.gov/wps/portal/gov/covid-19/home>

