

Flu Pandemic Preparedness

<i>Department</i>	<i>Level I Human to Human Transmission</i>	<i>Level II Suspected or Confirmed Cases-Midwest</i>	<i>Level III Flu on Campus</i>	<i>Recovery</i>
Campus Emergency Action Team (CEAT)	<ul style="list-style-type: none"> • Review pandemic plan and other emergency plans as necessary • Consider criteria for limiting travel to affected areas • Communicate with city, county, state and federal agencies • Trigger Level I responses for campus departments 	<ul style="list-style-type: none"> • Trigger Level II campus responses • Communicate with city, county, state and federal agencies • Oversee communications to and from the campus regarding the flu • Consider options for closing the campus (cancellation of classes, sporting events and/or other public events) 	<ul style="list-style-type: none"> • Consider closing the campus • Trigger Level III campus responses • Communicate with city, county, state and federal agencies • Oversee communications to and from the campus regarding the flu 	<ul style="list-style-type: none"> • CEAT Team declares campus reopened • Oversee campus efforts toward recovery and return to normalcy • Communicate with city, county, state and federal agencies • Oversee communications to and from the campus regarding the flu
Academic Affairs	<ul style="list-style-type: none"> • Have phone trees for Academic Affairs personnel ready and available from both home and office by key people 	<ul style="list-style-type: none"> • Help to craft response for incoming calls from parents or students based on College's decision • Have access at home (via laptops) to Datatel and phone numbers by at least two people • Work with department chairs to plan for possibility of lapses in classes due to possible school closing, based on time of year of problem and to work with contact of key faculty in event of a school closing 	<ul style="list-style-type: none"> • Reduce hours of operation in Advising and Registration, if needed, because of employee illness • Reduce appointments in Advising Office; shift advising registration schedule, if appropriate • Work with other constituencies on graduation ceremony issues, if ceremonies will be affected • Adjust deadlines to drop/change grade preferences if needed • Contact students via email and web bulletins of plans for future academic adjustments (make-up times, changes in add/drop deadlines, changes in advising/registration dates, etc.), if needed • Inform students of strategies created at Level II to deal with any lapses in classes • If school closes, assign responsibilities based on 	

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			<p>computer access, phone access, health of individuals and their families, and time of year that can be accomplished from home (e.g., answering voicemails and emails, contacting department chairs of relevant pieces of information not found on web, contacting PR for web updates,...) Implement strategies to deal with lapses in classes</p> <ul style="list-style-type: none"> • If length of time of closing longer than expected, work with students, Advising, and Records and Registration, Student Accounts,... to help students with processes for determining ways to timely graduation, substitution/non-traditional completion of courses, and tuition adjustments, if necessary. • If necessary to complete already started but prematurely halted term, adjust dates of subsequent term. 	
Academic Affairs Adult Students	<ul style="list-style-type: none"> • Review planning procedures, communication processes, etc., with SAL staff and Office of Academic Affairs. • Obtain and distribute information from Health Services regarding flu symptoms/ treatment / procedures, etc., to all SAL staff. (Ask staff to keep one copy at work and one copy at home.) • Confirm “SAL Phone Tree” and current home and work e-mail addresses. • Update contact info on all corporate partner contacts and 	<ul style="list-style-type: none"> • Ask for permission/instructions from Telecommunications on how to access “All Campus” voice mail (if necessary). • Contact all corporate partners and SAL adjunct faculty and advise them of planning procedures and communication processes in the event of a flu outbreak. • Contact all corporate partners to ascertain their pandemic plans. • Advise SAL staff of appropriate action to take if they become sick. 	<p>This is the level at which the campus is officially closed.</p> <ul style="list-style-type: none"> • Contact all corporate partners to determine extent of contagion at their site. Notify adjunct faculty accordingly. • Make determination as to when/where/if we should cancel classes. Notify all affected students, faculty, and corporate partners accordingly. • Advise Academic Affairs and Human Resources of SAL absenteeism due to illness. • Upon official verification that the 	<ul style="list-style-type: none"> • All SAL staff (who are able) return to work. • Have full staff meeting to determine priorities for resuming normal operations. • Contact all corporate partners to determine viability of resuming classes on their sites. • Determine “next step” procedures for: students, corporate

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	adjunct faculty teaching at corporate locations. (Distribute list to designated SAL staff.)		campus will be closed, lock-down office accordingly. <ul style="list-style-type: none"> Make sure that current information effecting SAL students and adjunct faculty is posted on the College website. 	partners, SAL faculty. <ul style="list-style-type: none"> Contact all adjunct faculty with “next step” instructions. Contact all SAL students with “next step” instructions. Communicate “next step” instructions to Academic Affairs, Student Affairs, and switchboard.
Admissions	<ul style="list-style-type: none"> The Admissions plan will hinge on the reaction of high schools and community colleges. 		<ul style="list-style-type: none"> Unless we are operating more or less normally, having guests will be highly problematic Admission will call and e-mail students at home. Direct mail will continue to prospective students if printers and fulfillment houses we use are operational. Use phone tree to assure that messages are quickly disseminated to all staff members. Counselors all have lap top computers and generally stay in touch with each other for day to day scheduling. 	
Campus Security	<ul style="list-style-type: none"> Advise campus security staff where to find current and reliable pandemic information Ensure that pandemic influenza planning is consistent with the College’s emergency plan Review emergency communication plan and revise regularly Review list of staff that are on-call. Use backup list as needed (Facilities Management) 	<ul style="list-style-type: none"> Implement an exercise/drill to test our emergency plan, and revise it regularly Execute the script to address the potential fear and anxiety of employees and students and all incoming calls. Maintain rapport with health services for the dissemination of information from the local health department 	<ul style="list-style-type: none"> Secure protected areas on campus and provide signage (i.e., “quarantine”) Assure the provision of redundant communication systems that allow for immediate transmission and receipt of information Secure all buildings when the campus closes Identify measures for personal protection (i.e., gloves, 	<ul style="list-style-type: none"> Have staff available to resume business as usual Check to ensure all buildings have been cleared for re-entry by emergency personnel Execute plan for traffic pattern (personnel to direct

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	<ul style="list-style-type: none"> Review list of cross-trained and backup personnel for key functions, access control systems and particular critical functions involved. 	<ul style="list-style-type: none"> Develop and test platforms (e.g., hotlines, telephone trees) for communicating with College 	<ul style="list-style-type: none"> respirators, fit test, etc.) Allow exceptions for CEAT team to enter secure buildings. 	<ul style="list-style-type: none"> traffic flow)
Computer Services	<ul style="list-style-type: none"> Update the EOC disk (contains name and address information on students / staff). Update vendor name / address information. Activate VPN licenses for remote access. 	<ul style="list-style-type: none"> Train potential telecommuters in VPN usage. Provide Datatel client software. Have users test from home. Contact 3rd party vendors on their possible involvement. 	<ul style="list-style-type: none"> Execute level 2. Keep some CS staff at home and some at work (depending on their health condition) 	<ul style="list-style-type: none"> Restore any backlogs of data manually done during Level III. (e.g., updating payroll information after issuing manual paychecks).
Facilities Management	<ul style="list-style-type: none"> Update contact info for all FM staff Stockpile cleaning and sanitation supplies Work with Health Service and Res. Life to identify buildings to be used for quarantine area, if needed. Study what must be done to isolate quarantine areas Develop a staffing plan in the event of a campus closing Determine the level of personal protective equipment required for FM staff to perform routine tasks Identify critical functions which must be staffed during a campus shutdown or absence of key personnel 	<ul style="list-style-type: none"> Purchase disposable masks and other PPE needed for FM staff. Cross train employees to perform critical functions Determine what must be done to re-open the campus after a shutdown and design a staffing plan to achieve it Train all FM employees how to access HR info on-line Make any building or HVAC modifications required to create quarantine areas, if needed Copy all required info and plans so that key personnel may keep a copy at home in the case of a shutdown Develop a list of vendors and others who should be notified in the event of a shutdown 	<ul style="list-style-type: none"> Turn off equipment or utilities, as needed Change filters on HVAC Systems more frequently Clean shared work areas, counters, railings, door knobs and stair wells more frequently <p>SHUTDOWN</p> <ul style="list-style-type: none"> Notify vendors and others Implement plans for closing campus Prepare to reopen campus 	<ul style="list-style-type: none"> Implement plans to clean and disinfect buildings, change air filters and start up equipment Assist other departments as needed
Financial Affairs	<ul style="list-style-type: none"> Based on the needs of other areas, prepare a listing of supplies and products needed during the emergency Identify businesses that can provide emergency supplies and products Exchange phone numbers and 	<ul style="list-style-type: none"> Communicate and maintain relationships with businesses that can provide emergency supplies and products as identified Provide listings to key employees of businesses and contacts which will provide emergency supplies and products 	<ul style="list-style-type: none"> Make a connection to Datatel or other networks available to key employees as previously identified Obtain cash from bank to have on hand for unexpected needs. Make bank transfer where necessary as previously identified 	<ul style="list-style-type: none"> Return excess cash on hand to bank Review cash needs and make appropriate transfers Contact various businesses concerning delayed

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	<p>email addresses of employees within the Financial Affairs office</p> <ul style="list-style-type: none"> Identify the “key” employees in Financial Affairs, Payroll, Student Accounts and Telecommunications who would need a connection to Datatel or other network during Level III 	<ul style="list-style-type: none"> Decide on the amount of cash to have on hand for unexpected needs during Level III Decide on the amounts needed in General and Payroll checking accounts during Level III 		<p>payments</p>
Food Service	<ul style="list-style-type: none"> Establish communication with dining staff and revise plan of action. Nominate or get volunteers to take up the responsibility and be present if their health permits. Reinforce infection control procedures. (Washing of hands, sanitizing utensils and counter tops). Revisit all agreements with vendors to make sure we have continued deliveries in case of an emergency. Check and verify if stockpile of non-perishable items has an extended expiry date. Check if emergency stockpile of food and water is sufficient and if not place order to bring inventory level back to approved 72-hour limit. Make sure the inventory reflects the appropriate type of food we would need. 	<ul style="list-style-type: none"> Gather information and communication from College decision makers as to action the College is taking. Educate associates of appropriate action if sick. Stay home and seek appropriate medical attention. Identify staff that will be available and communicate to College. Check and verify what the effect of the pandemic flu has on our supply chain. Place orders with vendors to establish confirmed inventory stock of food and water. Remind associates of proper food handling and sanitizing to prevent the spread of the flu. 	<ul style="list-style-type: none"> Gather appropriate communication as to what direction the College is taking. (Shut down or lock down) Put action plan into working mode. Contact associates to be present or disperse the ones who have to attend to family and retain the identified associates. Quarantine any associates to eliminate the spread of the flu and set up to provide food and water to the isolated individuals. Communicate with College as to where our staging areas are and get ready to provide food, water and support. Start communication process to replenish our inventory with approved and contracted vendors for this situation. 	<ul style="list-style-type: none"> Ensure all associates are well and able. Alert all associates that we are back online and regular service is to be provided. Reestablish working schedules. Resume vendor orders to bring service back to normal.
Human Resources	<p><u>Area and Department Heads:</u></p> <ul style="list-style-type: none"> Update emergency notification data and the internal communication system (e.g., telephone tree). Develop method for reporting absences. Meet with staff and review critical functions to be performed for Office/Area continuity. Cross- 	<p><u>Area and Department Heads:</u></p> <ul style="list-style-type: none"> Implement plans developed in preparatory phase. <p><u>Human Resources:</u></p> <ul style="list-style-type: none"> Prepare for possible closing of campus Employees who are able are expected to perform those of their functions possible either on campus or in a telecommunicating 	<p><u>Area and Department Heads:</u></p> <ul style="list-style-type: none"> Implement plans developed in preparatory phase. <p><u>Human Resources:</u></p> <ul style="list-style-type: none"> It is assumed that the College is closed and only maintenance and security personnel continue to operate. Only designated employees are 	<p><u>Area and Department Heads:</u></p> <ul style="list-style-type: none"> Notify personnel of school reopening and to report to work. Make decisions on individual work and absence terms Employees who are able are expected to

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	<p>train staff in the conduct of these functions.</p> <ul style="list-style-type: none"> • Coordinate with the Office of Computer Services to ensure employees can work from home (if appropriate). • Develop an Office/Area operation plan in the event of loss of access to the campus. • Specifically address attendance reporting and personal need requirements. <p><u>Human Resources:</u></p> <ul style="list-style-type: none"> • Issue Level 1 policies as directed by CEAT. • Update emergency contact information, College-wide. • Review Human Resources Office emergency response plans and prepare staff for functioning in the event of loss of access to the campus. • Clarify support arrangements with major benefit providers. • Prepare, in advance, instructions to supervisors and employees for Levels I, II, III and recovery. 	<p>mode.</p> <ul style="list-style-type: none"> • Employees are required to check the College Avian Pandemic website or a recorded message. • Prepare for employee pay and benefits to continue based on scheduled hours in the event of a campus closing. • When the campus is closed, employee pay and benefits will continue in accordance with scheduled hours. • Issue Level II Human Resources policies as directed by the CEAT. • Issue Level III Human Resources policies as directed by the CEAT. • Issue Recovery Human Resources policies a directed by CEAT. <p>The basic outline of policies follows:</p> <ul style="list-style-type: none"> • Well and available employees are expected to operate from their normal offices and conduct routine functions in accordance with College-wide guidance. • Employees who exhibit flu-like symptoms may be directed by their supervisor to report to the Wellness Center for examination and clearance to return to the workplace. • Contact between employees/ students should be limited to email or phone, and face-to-face contact should be limited. • Masks or other prophylactic measures may be considered. <p>Current illness, vacation, and disability policies are in effect; however, employees may use accrued</p>	<p>required to be on campus.</p> <ul style="list-style-type: none"> • Employees who are able are expected to perform those of their functions possible in a telecommunicating mode. • Employees are required to check the College Avian Pandemic website or a recorded message • When the campus is closed, employee pay and benefits will continue in accordance with scheduled hours. • Reports of serious illness or death reported to Human Resources. 	<p>return to their workplace at scheduled hours.</p> <ul style="list-style-type: none"> • Restrictions on travel, meetings, personal contact, may or may not be lifted as determined by the CEAT. • Employees unable to return to work must inform their supervisor of their status. • Continuation of expanded telecommunicating is determined on a case-by-case basis by Department or Area Head. • Current illness, vacation, and disability policies are in effect; however, employees may use accrued illness time or accrued vacation to care for ill family members. • Human Resources to update employee records and Datatel system as appropriate or necessary.

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		illness time or accrued vacation to care for ill family members.		
International Students	<ul style="list-style-type: none"> • Determine the extent of the threat in the United States by monitoring news reports, Center for Disease Control bulletins, and government releases. • Determine the extent of the threat worldwide, paying particular attention to countries that are affected at an epidemic level. • Consult with NAFSA professionals regarding best practices in advising international students. • Inform international students of the status of the outbreak and advise them to avoid travel to affected areas. • Distribute flyer with common-sense suggestions for reducing the risk of contracting the virus. 	<ul style="list-style-type: none"> • Determine the extent of the threat in the Midwest utilizing available, reliable sources of information, such as the local health departments. • Monitor the local existence of influenza. • Inform international students of the status of the outbreak in the Midwest and advise them to avoid participating in activities that would bring them into contact with large numbers of people. • Provide international students with appropriate information regarding whom to contact should they feel ill. 	<ul style="list-style-type: none"> • Inform international students of the status of the outbreak on campus and advise them to follow campus-wide plans for reducing the risk of spreading the virus. • Provide international students with appropriate information regarding whom to contact should they feel ill. • If campus housing closes during an outbreak on campus, international students who reside on campus will be housed in private homes of individuals who have previously offered to accommodate them. • If students and their families are concerned enough to think it necessary that they travel to their home country, the International Education office will assist students in their travel plans. • If it becomes necessary to cancel classes, appropriate measures will be taken by the International Student Services Office to assist international students in retaining their valid student immigration status. 	
International Studies	<ul style="list-style-type: none"> • Contact the third-party providers in the affected countries. • Monitor the sites of the CDC and U.S. State Department for their suggestions in responding. • In the case of quarantines which mandate the suspension of classes, work with foreign 	<p>If in the continental U.S. the following steps will be put in motion:</p> <ul style="list-style-type: none"> • Determine the degree of threat of the disease spreading by monitoring news reports and the CDC website. • Communicate with the Wellness 	<ul style="list-style-type: none"> • Meet with the on-campus crisis team to determine whether or not it is possible to go ahead with study abroad courses. • Communicate with students already abroad as to whether or not it is safe to return to the U.S. • In the case where courses going 	<ul style="list-style-type: none"> • If health issues and calendar permit, search for ways to carry the course forward even if in a shortened version.

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	<p>universities and third-party providers to assist students in still getting credit for their coursework.</p> <ul style="list-style-type: none"> • International Education office contacting all parents and/or partners about what plans are in place. 	<p>Center on campus about the possible impact of the pandemic on traveling outside the U.S.</p> <ul style="list-style-type: none"> • Communicate with students already abroad as to whether or not it is safe to return to the U.S. <p>If in the Midwest, the following steps will be put in motion:</p> <ul style="list-style-type: none"> • Determine the degree of threat of the disease spreading by monitoring news reports and the CDC website. • Communicate with the Wellness Center on campus about the possible impact of the pandemic on traveling outside the U.S. • Meet with the on-campus crisis team to determine whether or not it is possible to go ahead with study abroad courses. • Communicate with students already abroad as to whether or not it is safe to return to the U.S. 	<p>abroad must be cancelled, work with travel providers to recover as many of the costs as possible. Unrecoverable costs will probably have to be bourn by the College.</p>	
Payroll	<ul style="list-style-type: none"> • Decide what information is to be included on the web and in the documentation with the paycheck concerning the Payroll Contingency Plan during Level III • Make available supplies (blank checks and envelopes) needed for processing the emergency payrolls • Review emergency plan with employees handling payroll 	<ul style="list-style-type: none"> • Distribute information on the Payroll Contingency Plan during Level III with paychecks • Print two sets of payroll checks off the Datatel “Test” system for one monthly and two hourly payrolls at regular hours for all employees (no direct deposits). Have checks sealed and hold in safe for Level III • Determine designated employees who will maintain emergency paychecks if needed during Level III. Set up communication system between designated employees 	<ul style="list-style-type: none"> • Upon entering Level III, payroll will continue to process as normal unless staffing is not available. • Check and direct deposit availability will be communicated via voice mail and email prior to each monthly and hourly payroll. • Have emergency payroll checks stamped. When campus closing is determined, distribute one set of emergency payroll checks to each of two designated employees to take home for distribution during the closing if necessary 	<p>Manually record payroll information into Datatel for all payrolls using the “Test” system.</p>
Public Relations	External Communication in a Level	External Communication in Level	External Communication in Level	

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	<p>I scenario (primary audience is the campus)</p> <ul style="list-style-type: none"> • Inform quickly without raising unnecessary alarm; use the web and the media. • Short communication is best; get the info out, but be terse. • Define: “What’s a pandemic?” • Give latest news on the subject (“Today, there’s no human immunity, no vaccine available.”) • How this affects EC • Do’s & Don’ts • Urge word-of-mouth distribution of info; every person must be a communicator. • Prepare lists of persons/media to contact in the event that we escalate to Level II or Level III Use disk from Computer Services in flu/pandemic paper file in PR office. • Arrange voicemail message(s) for incoming callers with info: <ul style="list-style-type: none"> ▪ Hotline with recorded update ▪ Outgoing voicemail tape in PR that “answers” even when voicemail is full. <p>Communication vehicles</p> <ul style="list-style-type: none"> • College web site (best choice by far) • Email to campus community • Voice mails across campus • Telephone trees • Possibly Radio station • Campus TV screens (if can’t be updated as often, they CAN refer 	<p>II scenario (audiences include parents, commuters, EC students studying elsewhere)</p> <ul style="list-style-type: none"> • News • How this affects EC • Do’s & Don’ts • A “No worries” list and a “TAKE THIS SERIOUSLY” list • Prepare “Level III” release/statement, in case it’s needed • Consider which local entities (hospital, City Hall) should be informed • Note that EC students are Emailable, but most EC parents and spouses are <u>not</u>. • Notify Geo. Geis, M.D., 833-1400, ext 45193 	<p>III scenario (frequent updates needed. Audiences include those in Level II plus media)</p> <ul style="list-style-type: none"> • News • How this all affects EC (“local preparedness is the key. We’re on our own.”) • Do’s & Don’ts • “No worries” list and “TAKE THIS SERIOUSLY” list • Silver lining! <p>Communication vehicles</p> <ul style="list-style-type: none"> ▪ College web site (best choice by far) ▪ Email to campus community ▪ Voice mails across campus ▪ Telephone trees ▪ College radio station ▪ Campus TV screens (if can’t be updated as often, they CAN refer people to web site) ▪ Leaflets posted <p>Potential communication problems</p> <ul style="list-style-type: none"> ▪ PR Dept. must learn who can distribute campus voicemail ▪ Are departmental telephone trees updated? <p>Emergency Update Procedure for the College Website In the event that only the <u>news</u> stories need to be updated on the homepage, contact PR, Communications and Computer Services.</p>	

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	<p>people to web site)</p> <ul style="list-style-type: none"> • Leaflets posted <p>Potential communication problems</p> <ul style="list-style-type: none"> • Until further notice, Telecommunications staff must be here to distribute campus voicemail • Are departmental telephone trees updated? <p>Emergency Update Procedure for the College Web Site In the event that only the NEWS stories need to be updated on the homepage, contact PR and the Communications Dept.</p> <p>In the event that DESIGN changes are needed to the homepage, contact Marketing Communications</p>			
Residence Life	<ul style="list-style-type: none"> • Department Meeting – review procedures for Level I & II & III • Area meetings conducted by RLC – review Level I, II & III procedures • Update Health Education boards with current events information • Identify resident students from specific reported area of country - check recent travel (may need crisis care) 	<ul style="list-style-type: none"> • Identify resident students from specific reported area of country – check recent travel (may need crisis care) • Continue hall postings of current events releases/websites to self monitor • Department Meeting – review procedures for Level II, III & Recovery • Conferences – communicate current circumstances and Level III response – Conf. Services • Area meetings conducted by RLC – review Level II, III and Recovery procedures 	<ul style="list-style-type: none"> • Isolate infected students until family is reachable • Issue masks, gloves, etc. to essential personnel • Close residential facilities - all facilities (relationship to interruption in instruction) • Staff at entry doors with handouts – closing/re-opening • Coordinate meetings with Facilities Management, Campus Security, Dining Services during closing • Activate plan for students where distance will delay departure • Secure facilities for non-essential personnel (access card shut down, plug/construction locks, etc.) – collaborate with Campus 	<ul style="list-style-type: none"> • Dept. Meeting upon staff return – field the questions, have resources available, check-in • Re-open facilities (cleaning, access control systems, building locks, signage)– collaborate with Campus Security and Facilities Management • Collaborate with Crisis Care Team programming • Schedule debriefing opportunity (may

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			Security & FM <ul style="list-style-type: none"> • Communicate to vendors (e.g., vending, laundry) that facilities are closed/reopened • Open the calling center to answer questions • Forward/route key campus phones through one system – information desk, security, Res. Life, switchboard OR record a temporary script on voice mail greetings • Essential staff in key areas should field phone calls with a script as long as needed • Suspend meal plan and run individual balance reports in preparation for restarting plan • Determine staff’s return to campus – full-time, resident advisers, custodial 	need external counselors) for hall staff <ul style="list-style-type: none"> • Post handouts of College communication regarding resuming classes, dining, other services • Schedule floor meetings to return community functions – review community contracts and community hygiene standards
Student Accounts	None	Maintain communications with Financial Aid on the Department of Education's response to canceling classes and its affect on the students’ financial aid.	<ul style="list-style-type: none"> • Provide information to students in cooperation with the Financial Aid Office. • Maintain communications with Dean's Office concerning canceling classes and Financial Aid on the Department of Education's response to classes being canceled • Decide on extension of due dates for tuition payments. • Adjust normal fees and tuition billings as appropriate. 	<ul style="list-style-type: none"> • Prepare mailings as necessary to inform students of adjusted requirements for payment of tuition as needed. • Decide what adjustments are needed due to temporary changes in policy. • Adjust tuition billings as appropriate
Telecommunications	<ul style="list-style-type: none"> • Set up and test system to provide emergency information on a campus phone number • Identify various employees to give access to “all campus” voice mail and emergency information 	<ul style="list-style-type: none"> • Provide written instruction and access capabilities to employees identified for “all campus”: voice mails, emergency information number, and contact information for telephone repair. Set up the 	<ul style="list-style-type: none"> • Provide disinfectant for daily use on all common area telephones. 	<ul style="list-style-type: none"> • Provide disinfectant for daily use on all common area telephones.

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	number <ul style="list-style-type: none"> Write detailed instructions on access to “all campus” voice mail and information on emergency number 	emergency information phone extension to provide information to campus on status and response to the pandemic. <ul style="list-style-type: none"> Purchase disinfectant for daily use on all common area telephones. 		
Wellness Center: Health Services	<ul style="list-style-type: none"> Monitor Avian Influenza/Pandemic websites for updated information. Serve as a liaison between the County Health Dept. and Pandemic Response Team Confirm network for obtaining antiviral meds, vaccine Contact campus physician and obtain standing orders In-service review on Influenza/Pandemic protocol for Student Health Service (SHS) nurses/staff Post signage at entrance to SHS asking clients with influenza profile and/or who have traveled to (or have been visited by persons from) affected countries to self identify. Standard universal precautions as directed Prepare for possible isolation and quarantine Respiratory protection equipment in place Follow County and State protocol for patient testing Provide essential personnel with fit test and training on respiratory protection Review policy on transporting patient to hospital Increase disease surveillance 	(In addition to Level I actions) <ul style="list-style-type: none"> Contact the Health Dept. for directives and prophylactic treatment of contacts Update Pandemic Response Team as information becomes available Notify Residence Life & Food Services of patients who may be isolated Isolate and monitor suspected case(s) Identify contacts of suspected case(s) Communicate with parent/guardian of suspected case(s) and explain procedure of care Collaborate with Public Relations to release information on campaign on self-protection, signs/symptoms and protocol for referral of suspected cases to campus community Expand hours of operation as needed Contact Telecommunications to establish phone triage lines for SHS 	(In addition to Level II actions) <ul style="list-style-type: none"> Isolation room/area (negative pressure) Locate individuals who have had contact by patient Arrange for screening of individuals who have had contact Assist with coordination of care for resident students Collaborate with Counseling Services for support/referrals Contact Coroner’s office if necessary 	<ul style="list-style-type: none"> Provide support for SHS staff, students and college community as needed Collaborate with Crisis Care Team Provide referrals for off campus support/therapy as requested/needed

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	<p>according to the Health Dept. and CDC</p> <ul style="list-style-type: none"> Collaborate with Public Relations to release informative/preventative information to campus community 			
Wellness Center: Counseling	<ul style="list-style-type: none"> Ensure that Counseling Services senior staff have information about procedures in case of a flu outbreak Give Counseling Services senior staff copies of flu procedures and related documents; have them keep copies at office and at home Ensure that Counseling Services staff all have emergency contacts/phone list Ensure that Counseling Services staff have contact information for clients in case of campus closing Communicate with other Counseling Services Directors via e-mail, listserv, and telephone re: their plans for responding to a flu pandemic 	<ul style="list-style-type: none"> Communicate with campus re: availability of Counseling Services for those who need to talk about feelings/reactions to the situation (include EAP info) E-mail, voicemail, and website postings re: Counseling Services hours and services (include EAP info) Meeting of Counseling Services senior staff to review flu procedures Distribute description of flu symptoms to Counseling Services staff, with instructions that staff members with any possible symptoms not come to work Distribute surgical masks to all Counseling Services staff (obtained from Health Services) Prepare Counseling Services staff for possible closing of campus Have Counseling Services staff communicate with their clients re: alternate systems of care should they be needed (e.g. phone sessions) Distribute current/updated referral list to all Counseling Services staff in case clients can't come to campus and need referrals 	<ul style="list-style-type: none"> If campus closes, move to reduced staff or staff available by telephone Have graduate student trainees stay home and contact their clients via telephone Provide clinical supervision to graduate student trainees as needed via telephone Maintain client care via telephone and/or referrals Communicate with campus via e-mail, voicemail, and website posting re: current availability of Counseling Services (include EAP info) Maintain communication among senior Counseling Services staff Hold meeting of senior staff to review procedures and plan for recovery 	<ul style="list-style-type: none"> When Campus reopens, hold meeting of senior Counseling Services staff to review procedures and plan for recovery Communicate with campus via e-mail, voicemail, and website posting re: Counseling Services hours, services, special walk-in hours, etc. (include EAP info) Hold walk-in hours during week following Campus closing that are open to everyone, including staff, faculty, administrators, and students If there have been flu-related deaths on campus, collaborate with Dean of Students and Chaplain's office so that there is a Counseling Services presence at memorial service, service of

Department	Level I <i>Human to Human Transmission</i>	Level II <i>Suspected or Confirmed Cases-Midwest</i>	Level III <i>Flu on Campus</i>	Recovery
				<p>remembrance, etc.</p> <ul style="list-style-type: none"> • If there have been flu-related deaths on Campus, collaborate with associated areas to provide support as needed (e.g. if resident student dies, work with Residence Life to hold support sessions for resident students; if Professor dies, work with Academic Affairs to hold support sessions for faculty, students, etc.) • Provide support for Counseling Services staff that may become overloaded and at risk for burnout (e.g. make time to discuss staff reactions, feelings, etc.; distribute flu-related work among staff members so that one person isn't overly burdened; etc.)