

# **Pandemic Plan**

*Appendix G4*

# Pandemic Planning Summary Document\*

This plan is based on the following flu phases:

- **Pre-Level I:** Prior to efficient human-to-human transmission
- **Level I:** First case of efficient human-to-human internationally— campus open, business as usual, enhanced planning.
- **Level II:** First verified case in North America AND one or more triggering events. Implement social distancing measures; prepare to cancel classes and/or other scheduled activities; prepare for closing; begin liberal leave for non-essential employees; healthy essential employees report to duty.
- **Level III:** Within 1-5 days of declaring Level 2 and depending on national and local conditions – All University residences will close; thereafter as soon as practical most administrative offices and academic buildings will close.
- **Level IV:** As soon as practical following Level 3 – Campus Closed; declared emergency condition; evacuation of campus; all facilities closed except skeletal services for infirmary, temporary emergency shelter housing for students with extreme hardships, and essential research; access to campus sealed off; closure sustained.
- **Recovery Level:** Recovery stage once pandemic is under control – Campus poised to re-open.

**Please note: These levels do not correspond to the levels as determined by the World Health Organization.**

\*Units have individual, detailed, and specific plans

### **HUMAN RESOURCES**

#### **Pre Level I**

- Assist Public Information as needed to develop a rapid communication system for all essential University employees
- Develop a plan for providing essential services
- Work with Director of Student Health Center to provide general training to employees
- Work with Vice Presidents on designation of essential employees
- Identify and develop a list of current essential personnel and a pool of possible replacements
- Provide preparedness training for staff

#### **Level I**

- Communicate expectations to campus community
- Identify any faculty, staff or students who are traveling abroad
- Review all upcoming travel for school sponsored groups

#### **Level II**

- Schedule and communicate with staff needed to maintain essential functions
- Implement telecommuting policy
- Begin voluntary leave for nonessential employees. Only healthy employees should report to work
- Implement social distancing for employees as needed

#### **Level III**

- Activate emergency voice mail message and transfer calls to cell phones and home phones where appropriate and possible
- Work to maintain essential services from remote sites
- Assist employees with processing claims as needed through electronic communications
- Assist employees with Corporate Travel Card issues if any are stranded in other countries through electronic communications

**Level IV**

- Work to maintain essential services from remote sites

**Level V**

- Implement return to work policy
- Employees to return to their job sites

**CONTROLLER'S OFFICE****Pre-Level I**

- Provide staff training
- Develop a plan to provide essential functions from campus or remote location
- Identify essential staff and backup operators
- Make necessary banking arrangements
- Provide preparedness training for staff

**Level I**

- Develop timeline to implement plan should the University be closed
- Identify essential staff

**Level II**

- Additional persons serving as backup operators for cutting checks be given ACH access in Payroll and Accounts Payable
- Communicate with employees relative to the operations of the office especially as it relates to payroll
- Implement plan for maintaining payroll and accounts payable from campus or remote site

**Level III**

- Implement plan for managing TimeCentre functions

**Level IV**

- Work to maintain essential services from remote sites

**Level V**

- Implement return to work policy
- Employees to return to their job sites

## **ATHLETICS**

### **Pre Level I**

- Communicate with staff, student athletes and Southland Conference as necessary regarding current situation
- Provide preparedness training for staff
- Review team travel schedules and whereabouts

### **Level I**

- Communicate with student-athletes, coaches and staff concerning the situation
- Identify essential staff
- Cancel team travel / events as appropriate

### **Level II**

- Communicate with the Southland Conference and North Oaks Health Systems concerning social distancing related to game cancellations and large events
- Communicate with coaches and teams regarding travel/game decisions
- Communicate with parents of student-athletes as needed

### **Level III**

- Games cancelled and public notified

### **Level IV**

- Same steps as Level 3

### **Recovery Level**

- Athletes and staff return to campus
- Athletic schedule/revised schedule is resumed

## **UNIVERSITY COUNSELING CENTER**

### **Pre-Level I**

- Provide preparedness training for all professional counseling staff
- Communicate that in the event of campus closing due to an emergency, essential counseling will be provided via telephone and internet
- Provide preparedness training for staff

### **Level I**

- Create “psychological first aid” webpage
- Communicate psychological self-care information to campus community
- Identify essential staff

**Level II**

- Suspend day to day operations
- Activate “psychological first aid” information on website
- Implement on-call crisis management (24/7): Counseling via phone/internet for students, faculty, and staff who are off-campus
- Assess need and provide short-term stress counseling for on-campus community
- Attend to first responders
- In case of incapacitation of all UCC counselors, the Department of Counseling and Human Development will provide back-up counseling services.

**Level III**

- Continue to assess and provide crisis response intervention strategies as listed in Level 2 plans
- Maintain contact with other essential personnel on campus

**Level IV**

- Continue to assess and provide crisis response intervention strategies as listed in Level 2 plans
- Maintain contact with other essential personnel on campus

**Level V**

- Normal operations are resumed on campus as campus reopens

**UNIVERSITY POLICE DEPARTMENT****Pre-Level I**

- Director and/or his designated representative will review the Southeastern Louisiana University Pandemic Emergency Operations Plan and brief all supervisors
- Provide preparedness training for staff

**Level I**

- Initiate planning for traffic control, building checks, and overall security for the campus and other duties as assigned
- Identify all essential staff

## **Level II**

- Finalize all plans for traffic control, building checks, and coordinate with the Director, Physical Plant for the delivery of barricades to pre-determined locations, and the overall security posture of the campus
- Finalize planning and coordination with state and local agencies. Place all police officers, radio dispatchers, and key personnel on stand-by status and brief all supervisors on the outbreak status
- Coordinate with the officers at satellite centers
- Activate all phone and data lines in Department's EOC Room, Pride Hall.
- Continue regular law enforcement and security operations
- Update radio dispatchers with the most current information
- Continue coordination with the Louisiana Governor's Office of Emergency Preparedness and the Tangipahoa Parish Office of Homeland Security and Emergency Preparedness
- Prepare for imminent closure of campus
- Request support from external agencies as may be needed

## **Level III**

- Maintain and secure campus during closure

## **Recovery Level**

- Notify all key personnel by telephone that the campus is open for business
- Continue traffic control, building check, campus security operations as well as regular law enforcement operations
- All administrative employees return to duty and begin routine operations

# **PHYSICAL PLANT**

## **Pre-Level I**

- Identify essential buildings that will remain in operation
- Evaluate and assess inventory of supplies relative to event and make purchases as needed
- Provide preparedness training for staff

## **Level I**

- Inform maintenance staff of pandemic flu emergency and begin to prepare non-essential buildings to be secured and vacated
- Identify all essential staff

## **Level II**

- Eliminate non-essential, routine maintenance on campus
- Require all designated maintenance and custodial staff to report and maintain all essential buildings

- Contact all outside contractors working on campus and notify of potential campus closure

### **Level III**

- Director and designated representative manage the essential personnel working on campus
- Maintain essential Physical Plant services on campus
- Verify all outside contractors working on campus have been notified and have vacated campus

### **Level IV**

- Director and designated representative manage the essential personnel working on campus
- Ensure essential services on campus

### **Recovery Level**

- Contact all Physical Plant personnel and report re-opening of University and to report to work
- Assist University Police in opening buildings
- Perform building inspections and report deficiencies

## **OFFICE OF TECHNOLOGY**

### **Pre Level I**

- Review the Southeastern Louisiana University Flu Pandemic Plan and ensure employees are knowledgeable of the plan
- Update staffing changes and emergency contact information for all employees
- Develop plans to support emergency support personnel/activities that may locate on the campus in support of emergency operations in the immediate or regional area
- Identify all essential staff
- Provide preparedness training for staff

### **Level I**

- Directors will ensure the Assistant Vice-President for Technology, is informed of actions being taken

### **Level II**

- Ensure that communication systems are established and operational at the University Police Department and other essential locations on campus as needed
- Ensure essential technology systems are maintained

### **Level III**

- Ensure that communication systems are established and operational at the University Police Department and other locations on campus as needed
- Ensure that essential technology is maintained and update as needed

### **Level IV**

- Release all non-essential employees
- Transfer the University switchboard to the radio dispatch/communications office, University Police Department
- Power down all non-essential telecommunications systems.
- Directors will inform the Assistant Vice-President for Technology, of actions taken and actions to be taken

### **Recovery Level**

- Recall all employees released
- Resume normal operations

## **HEALTH CENTER**

### **Pre Level I**

- Staff members remain up to date on pandemic preparedness utilizing CDC and ACHA pandemic preparedness documents.
- Monitor the CDC, WHO, and ACHA websites for the latest developments and updates on planning recommendations
- Alternative staffing possibilities will be reviewed
- Annual staff yearly training on PPE will be provided
- Protocol for transport to medical facilities will be developed
- Voice message and web based information systems will be developed to provide students information about seeking medical care at the clinic or outside agency
- Medications will be available as provided by the Office of Public Health, State of Louisiana
- Provide preparedness training for staff

### **Level I**

- Continue to monitor recommendations from WHO, CDC, and ACHA
- Essential campus personnel will be fitted with N95 respiratory protection
- Identify essential staff

## **Level II**

- Complete listing of all students/staff remaining on campus along with personal information including how to notify next of kin must be available in the University Health Center

## **Level III**

- Update list of all emergency medical supplies on-hand and available at Health Center
- Provide staffing as needed if Health Center will be operational
- Assist with prescriptions for staffing if unable to obtain for OPH

## **Level IV**

- University Health Center closed for normal operations
- Special operations will be housed in the Health Center facility

## **Recovery Level**

- University Health Center staff return to work
- Regular operations of the center return

# **UNIVERSITY HOUSING**

## **Pre-Level I**

- Provide training for students and professional staff
- Develop an educational and communication plan for resident students
- Assess need for emergency supplies
- Provide preparedness training for staff

## **Level I**

- Provide updates to students as the situation changes
- Schedule planning meetings with students and professional staff
- Inventory emergency supplies and purchase essential items
- Meet with UPD, Health Center Director and UCC to review, update, and coordinate plan of action for potential closure
- Identify essential staff

## **Level II**

- Prepare and implement, as appropriate, closure of the residence halls and determine status of students who cannot go home
- Determine housing and meal needs for students who must remain on campus
- Place all essential professional staff on-call 24/7
- Up-date website on all residence hall closures
- Provide list of students remaining on campus to University Officials

- Coordinate with Physical Plant to insure cleaning of rooms of any ill students

### **Level III**

- Normal residential services suspended
- Allow any non-essential staff to go home
- Inventory students remaining on campus and develop a consolidation plan
- Maintain contact with remaining resident students

### **Level IV**

- All residence halls closed

### **Recovery**

- Clean Buildings
- University housing is re-opened to students

## **PUBLIC INFORMATION**

### **Pre-Level I**

- Develop a crisis communications plan focused on an influenza pandemic that will address both internal and external communications needs
- Cross-train departmental staff to ensure critical functions are covered
- Develop educational material and “key messages” to educate university community about the possibilities of pandemic influenza
- Identify essential staff
- Provide preparedness training for staff

### **Level I**

- Communicate pandemic information to campus
- Revise “key messages” according to new information
- Develop key messages for possibility of classes or university being closed

### **Level II**

- Activate university info phone line
- Activate communications plan on where media calls go, where parent calls should be routed, and where other public calls should be directed
- Activate pandemic emergency webpage and communications
- Activate a university Communications Center in conjunction with the EOC
- Refine key messages
- Activate telephone messaging system
- Update pandemic flu website and university home page
- Update e-mail messages for university community

- Issue news releases updating media on campus status
- Handle media inquiries, arrange interviews as needed

### **Level III**

- Healthy essential staff report to work, others work from home
- Staff university Communications Center
- Collect information from departments needed to communicate to key audiences
- Update and refine key messages
- Update telephone messaging system
- Update e-mail messages to university community
- Make Southeastern's home page THE pandemic flu web site for the latest information on the university's status. Website will include information on how individuals can protect themselves and links to other sources of information
- Update web page as needed
- Issue news releases on developments and handle media inquiries

### **Level IV**

- Get information needed from departments to communicate to key audiences
- Staff university Communications Center
- Update and refine key messages
- Update telephone messaging system
- Update e-mail messages to university community
- Update Southeastern's home page as needed with latest information
- Issue news releases on developments and handle media inquiries

### **Recovery**

- Update telephone messaging system
- Update e-mail messages to university community
- Update Southeastern's home page as needed with latest information
- Issue news releases on developments and handle media inquiries
- Departmental staff report to work and resume routine operations
- Review communications plan and procedures to identify and make necessary changes for future

## **INTERNATIONAL STUDENTS/STUDY ABROAD**

### **Pre-Level I**

- Track and keep up to date records on all active and planned study abroad students and make decisions necessary at this time
- Conduct orientation at Southeastern that includes health and safety information on Pandemic Flu

- Provide preparedness training for staff

### **Level I**

- Confirm home email and telephone numbers for international students
- Study Abroad Office (SAO) makes contact with travel advisory teams to assess situation
- Decisions are made relative to students who are out of the country as part of the Study Abroad Program
- An e-mail will be sent to all international students regarding the students mandatory attendance at a Town Hall meeting in regard to the possible threat

### **Level II**

- Remain in constant contact with travel advisory team
- Make sure funding is available for students who are unable to return. Funding will be used to provide shelter, food, water and other essentials.
- Students unable to return are kept up to date via phones and e-mails
- Individual plans put into place for those unable to return
- International students will be encouraged to go home if possible
- For those international students who can not return home, the University's plan for their housing, safety, food and health services will be disseminated to those living on campus

### **Level III**

- Follow up with travel advisory team and account for all students returned and not returned
- The plan for housing international students remaining on campus will be put into place

### **Level IV**

- Same as Level 3

## **ACADEMICS**

### **Pre Level I**

- Develop a list of current essential personnel and a pool of possible replacements, including a "chain of command" within academic departments and other units within the Division

### **Level I**

- Update contact lists of personnel within each unit (cell & home phone numbers, e-mail addresses, identification of text messaging capability)

- Develop next-of-kin list and contact information for essential personnel and replacement pool; each unit head within Academic Affairs does same for his/her reports
- Provost communicates as necessary with deans and directors who report information regarding current situation
- Deans communicate as necessary with their assistant deans, department heads, and directors information regarding current situation; department heads and directors following suit with their reports. Directors reporting to provost do the same with their reports.
- Develop a plan for addressing the interruption of academic services (make-up, cancellation of entire semester, refund issues, financial aid, etc)
- Develop a plan to address absenteeism due to illness prior to closure of the university
- Explore alternate teaching methods to allow continuation of coursework from remote locations utilizing technology (telecourses, internet, blogs, podcasting, WebCT, conference calls)
- Develop a research plan that will minimize the impact on ongoing research (address animal labs, research requiring data collection from human participants, etc.; address policies for GAs in research labs and closure)
- Develop plans for off campus sites

#### **Level II**

- As appropriate, prepare for cancellation of classes, exams, and/or other scheduled activities, including but not limited to functions both on and off campus
- Address travel issues
- Communicate as appropriate with deans, assistant deans, department heads, directors, faculty, and students about preparations for class/exam/activity cancellations
- Communicate expectations to students
- Confirm availability of healthy essential personnel and pool of replacements in the event of illness of essential personnel during anticipated university closure

#### **Level III**

- Classes, exams, and other scheduled activities cancelled
- Communicate with essential personnel or relevant replacements as appropriate to determine personnel health status and to continually monitor available essential personnel
- Implement alternate forms of academic instruction as feasible

#### **Level IV**

- Same steps as Level III

### **Recovery Level**

- Provost meets with deans and department heads to plan for resumption of classes/exams and making up missed days or extension of the semester; Deans/department heads communicate relevant plan information to faculty
- Provost meets with other direct reports to plan for campus re-opening and resumption of activities, who then communicate with their reports
- Provost receives and compiles reports from deans and other direct reports information regarding health status of personnel within each unit
- Backup plans are made to cover classes for faculty who are unable to return
- Essential personnel or relevant replacements as appropriate return to campus