

St. Cloud State University  
Pandemic Plan

Draft

August 28, 2006

Revisions

July 12, 2006

June 19, 2006

Minnesota State Colleges and Universities  
Office of the Chancellor

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## Introduction

St. Cloud State University, in cooperation with the Office of the Chancellor, Minnesota State Colleges and Universities, intends to assure pandemic influenza preparedness in the event of such an epidemic on the campus of St. Cloud State University.

Six subcommittees met to actively compile plans under the five (5) scenarios established by the Minnesota State Colleges and Universities:

**Scenario 1:** The Avian flu has reached the US transmitted from wild bird to wild bird and from wild bird to human. Transmission is made by making direct contact with the wild bird itself, its blood or body fluids, bird droppings or eating uncooked bird. Review essential services and determine how this scenario will impact on campus activities and what if any countermeasures would you do to minimize the impact. (Your goal is to stay open.)

**Scenario 2:** An outbreak of Avian flu has occurred on campus, possibly caused by multiple direct contacts with an infected bird(s). There is a 30% reduction in the work force and a large portion of the student body is sick. Review essential services and determine how this scenario will impact on campus activities and what if any countermeasures would you do to minimize the impact. (Your goal is to stay open.)

**Scenario 3:** The Avian flu has changed and there is significant human to human transmission. As part of the local pandemic plan or by Governor's Executive Order the campus has become an inoculation site for the region. Review essential services and determine how this scenario will impact on campus activities and what if any countermeasures would you do to minimize the impact. (Your goal is to stay open.)

**Scenario 4:** Rescinded, per the direction of Minnesota State Colleges and Universities.

**Scenario 5:** By Governor's Executive Order the institution is directed to become a quarantine/isolation site for the region. This will mean that the Governor has closed the campus and students who could get home are sent home. Individuals from outside your campus community are being brought to your facilities. Review essential services and determine how this scenario will impact on campus activities and what if any countermeasures would you do to minimize the impact.

**Scenario 6:** By Governor's Executive Order the institution has been directed to close. This is a precautionary measure to help minimize the spread of the Avian Flu. Students are sent home. Review essential services and determine how this scenario will impact on campus activities and what if any countermeasures would you do to minimize the impact.

The five scenarios were examined by five subcommittees (Academic Administration, Communications, Facilities, Health Care, and Operations). Each committee report follows the same format which includes a pre-planning overview, plans for the five

scenarios (1-6 omitting #4), as well as a post planning section. A list of unresolved questions has been compiled at the end of this document.

Participants in the St. Cloud State University Pandemic Planning Coordinating Committee are:

**Coordinating Committee Co-Chairs**

Spitzer, Michael

Ludwig, Steve

**Title**

Provost and Vice President for  
Academic Affairs

Vice President for Administrative  
Affairs

**Subcommittee Co-Chairs**

**Academic Administration**

Rubinstein, Mitchell

Spitzer, Michael

**Title**

Interim Associate Vice President for  
Academic Affairs

Provost and Vice President for  
Academic Affairs

**Communications**

Boone, Loren

Rudnitski, Jill

Assistant Vice President for  
Marketing and Communications,  
University Communications

Vice President for University  
Advancement

**Facilities**

Heckendorn III, Miles

Williams, James

Director, Public Safety Department

Director, Buildings and Grounds

**Health Care**

Beckermann, Corita

Overland, Wanda

Director, Health Services

Vice President for Student Life and  
Development

**Operations**

Chambers, Larry

Christenson, Larry

Director, Human Resources

Director, Residential Life

**St. Cloud State University  
Academic Administration**

**Pre-Plan:**

**Technology and Communications**

- Develop web site for information and updates.
- Designate web location for every course where the faculty can post information.
- Assess capacity of LRTS to provide training for faculty in use of technology.
- Upgrade capacity to provide training as feasible.
- Designate a call center team that would be able to function off campus with high speed Internet access to D2L to give students specific information on their courses.

**All Staff in Academic Administration**

- Meet and confer on pandemic planning.
- Provide briefings and workshops explaining pandemic planning.
- Arrange presentations by external speakers with expertise or experience at a university dealing with long-term disaster, e.g. Red River Floods or Hurricane Katrina.

**Faculty**

- Meet and confer with Faculty Association about expectations of faculty to use communication and instructional technology.
- Provide initial training or refreshers for faculty in use of D2L and other technologies for instruction, including
- Encourage faculty to plan for a pandemic or other emergency by
  - leaving contact information with department chairs and deans about upcoming sabbaticals or travel
  - developing individual contingency plans
  - including statements in syllabi regarding contingencies
  - monitoring student attendance in order to track spread of disease and keep records for financial aid
  - determining the extent to which their courses lend themselves to distance delivery by D2L, e-mail, regular mail, and telephone
  - determining personal capacity for distance delivery of instruction, including
    - access to a telephone
    - access to and capacity of a computer
    - access to the Internet
    - access to the Internet with a high speed connection
    - computer skills
    - comfort and willingness to provide distance delivery
  - determining how much class work could be assigned as if it were independent study in the event of an emergency

### **Colleges**

- Develop contingency plans in each college.
- Develop contingency plans, including phone trees, each academic department,.
- Designate individual to oversee development of college and department plans.

### **Office of Academic Affairs**

- Review college and department contingency plans.
- Develop a phone tree for Office of Academic Affairs.
- Revise academic policy to allow for the following in the event of a pandemic or other emergency
  - extend withdrawal deadline from classes
  - extend withdrawal deadline from university
  - suspend class attendance policies
  - extend deadline for grade appeals
  - allow flexibility on student academic performance/probation to account for or to accommodate differences in student access and ability to use technology (avoid adverse affects on students with deficiencies in access or ability)

### **Admissions**

- Develop contingency plans, including phone trees.

### **Center for International Studies**

- Develop contingency plans, including phone trees.
- Monitor flu status at study abroad locations and apprise provost of any issues.

### **Records and Registration**

- Develop contingency plans, including phone trees.

### **Identification of Contingencies beyond Institutional Control**

- Overload or breakdown of telecommunication service
- Overload or breakdown of internet
- Overload or breakdown of health care system
- Overload or breakdown of transportation system
- Weather: blizzard, ice storm, flooding
- Breakdown of civil order

## Scenario Responses

### **Scenario 1:**

#### **Technology and Communications**

- Review and update of plans for
  - web site for information and updates

- designation of web location for every course where the faculty can post information
- assessment of capacity of LRTS to provide training for faculty in use of technology
- upgrade of capacity to provide training as feasible
- designation of a call center team that would be able to function off campus with high speed Internet access to D2L to give students specific information on their courses
- Notify by e-mail to the entire university community to monitor designated web sites and other official sources of information for updates on the flu.
- Notify by e-mail to the entire university community regarding availability of technical resources and training to use them.

### **All Staff in Academic Administration**

Meet and confer to review and update plans for pandemic.

### **Faculty**

- During faculty meet and confer, review
  - expectations of faculty to use communication and instructional technology
  - availability of training in use of D2L and other technologies for instruction
  - leaving of contact information with department chairs and deans about upcoming sabbaticals or travel
  - development of individual contingency plans
  - inclusion of statements in syllabi regarding contingencies
  - monitoring and reporting of student attendance in order to track spread of disease and keep records for financial aid

### **Colleges**

- Review and update contingency plans by each academic department, including phone trees.
- Review and update contingency plans by each college, including
  - monitoring and reporting of student absences
  - monitoring and reporting of faculty absences
  - establishment phone tree
  - priorities for services
  - provisions for back up of staff

### **Office of Academic Affairs**

- Review and update contingency plans
  - establishment phone tree
  - priorities for services
  - provisions for back up of staff
  - monitoring and reporting of student absences
  - monitoring and reporting of faculty absences

- Review and update as appropriate the contingency plans for colleges, academic departments, and administrative offices.

### **Center for International Studies**

- Record and compile e-mail addresses of individuals served by Center.

**Admissions** (see plan of Operations Subcommittee)

**Records and Registration** (see plan of Operations Subcommittee)

### **Scenario 2:**

#### **Assumptions for Academic Administration**

The source of contagion will be found and removed within two weeks.

The incidence of disease will diminish rapidly upon removing the source of contagion.

System-level services such as ISRS and support for D2L will continue.

Faculty and staff will work from home as much as possible and avoid coming to campus.

Learning Resources Center will remain open for services and transactions not feasible to provide on-line.

Sponsored research activities will continue.

Commencement will be cancelled if outbreak occurs after the tenth week of the semester.

#### **Technology and Communications**

- Activate contingency plans for priorities to provide services and back-up for absent employees.
- Activate phone tree to transmit information and monitor employee absence.
- Report employee absences daily to Office of Academic Affairs coordinated with Human Resources.
- Activate central web site for information on the current situation including expectations for continuity of instruction.
- Activate web site for every course at the university.
- Activate D2L capacity for every course at the university with priority assigned to upper division courses.
- Establish and activate an off-campus call center with high speed Internet access to D2L to give students specific information on their courses.

#### **Faculty**

- Submit contingency plans to department chairs.

- Perform work from home as much as possible to avoid coming to campus.
- Activate or expand use of web sites for every course to communicate information to students; minimal content per course – syllabus, assignments, and contingency plan.
- Activate or expand use of D2L to offer as much instruction and advising on-line as possible; minimal content per course – syllabus, assignments, and contingency plan.
- Monitor daily of attendance in classrooms and participation on-line and submit information on absent students (name of student, student ID, and course) to the appropriate office.
- Continuously update grades in the event that ends a semester early with grades assigned on performance to date.
- Maintain grades in a place accessible to the department chair or dean in case illness interrupts teaching responsibilities.

### **Colleges**

- Activate contingency plans for priorities for services and provision for back-up of services in the event of absent employees.
- Activate department and college phone trees.
- Compile daily faculty absences based on direct communication with faculty members and other sources and submit reports on absences to Office of Academic Affairs.

### **Office of Academic Affairs**

- Activate contingency plans establishing priorities for activities and providing back-up for absent employees.
- Activate Office of Academic Affairs phone tree to transmit information and monitor employee absence.
- Develop plans to provide for students who do not have technological resources or skills to participate in off-campus instruction.
- Review and submit daily to University-level coordinators reports on absences of faculty and students.
- Suspend student appeals and postpone deadlines pending end of emergency.
- Suspend faculty evaluations and reviews for promotion, tenure, and renewal and postpone deadlines pending end of emergency.
- Suspend all other academic policies and postpone deadlines pending end of emergency.

### **Center for International Studies**

- Activate contingency plans for priorities to provide services and back-up for absent employees.
- Activate phone tree to transmit information and monitor employee absence.
- Report daily employee absences to Office of Academic Affairs.

**Admissions** (see plan of Operations Subcommittee)

**Records and Registration** (see plan of Operations Subcommittee)

### **Scenario 3:**

#### **Assumptions for Academic Administration**

Instruction will continue with the goal of reaching end of eighth week of the semester, then end of tenth week, end of twelfth week, or end of semester.

System-level services such as ISRS and support for D2L will degrade to the point of cessation within two weeks.

Faculty and staff will work from home as much as possible and avoid coming to campus.

Learning Resources Center will remain open for services and transactions not feasible to provide on-line.

Sponsored research activities will continue.

Commencement will be cancelled.

#### **Technology and Communications**

- Activate contingency plans for priorities to provide services and back-up for absent employees.
- Activate phone tree to transmit information and monitor employee absence.
- Report employee absences daily to Office of Academic Affairs coordinated with Human Resources.
- Activate central web site for information on the current situation, including expectations for continuity of instruction.
- Activate web site for every course at the university.
- Activate D2L capacity for every course at the university with priority assigned to upper division courses.
- Establish and activate an off-campus call center with high speed Internet access to D2L to give students specific information on their courses.

#### **Faculty**

- Submit contingency plans to department chairs.
- Perform work from home as much as possible to avoid coming to campus.
- Activate or expand use of web sites for every course to communicate information to students; minimal content per course – syllabus, assignments, and contingency plan.
- Activate or expand use of D2L to offer as much instruction and advising on-line as possible; minimal content per course – syllabus, assignments, and contingency plan.
- Monitor daily attendance in classrooms and participation on-line and submit information on absent students (name of student, student ID, and course) to the appropriate office.
- Continuously update grades in the event of a campus closure (Scenarios 5 and 6) that might end a semester early with grades assigned on performance to date.

- Maintain grades in a place accessible to the department chair or dean in case illness interrupts teaching responsibilities.

### **Colleges**

- Activate contingency plans for priorities to provide service and back up for absent employees.
- Activate department and college phone trees.
- Compile daily faculty absences based on direct communication with faculty members and other sources and submit reports on absences to Office of Academic Affairs.

### **Office of Academic Affairs**

- Activate contingency plans for priorities in provide service and back-up for absent employees.
- Activate Office of Academic Affairs phone tree to transmit information and monitor employee absence.
- Develop plans to provide for students who do not have technological resources or skills to participate in off-campus instruction.
- Review and submit to University-level coordinators daily reports on absences of faculty and students.
- Suspend student appeals and postpone deadlines pending end of closure.
- Suspend faculty evaluations and reviews for promotion, tenure, and renewal and postpone deadlines pending end of closure.
- Suspend all other academic policies postponement of deadlines pending end of closure.

### **Center for International Studies**

- Activate contingency plans for priorities to provide and back-up for absent employees.
- Activate phone tree to transmit information and monitor employee absence.
- Reporting daily employee absences to Office of Academic Affairs.
- Use emergency business cards, distributed prior to travel, for participants in Study Abroad that provide faculty, students, parents of students with emergency contact information of staff in CIS.

**Admissions** (see plan of Operations Subcommittee)

**Records and Registration** (see plan of Operations Subcommittee)

### **Scenario 5:**

#### **Assumptions for Academic Administration**

A semester has begun.

Closing the campus means that all regular functions of the university, including instruction (on-campus, off-campus, and on-line) will cease.

Commencement will be cancelled.

Students, as feasible, will have departed for the duration of the closing and will be encouraged to limit use of on-line services to obtain updates on the situation at the university.

Faculty and staff, except essential personnel, will be directed not to appear on campus or at off-campus sites.

Programming of office telephones to answer incoming calls with the message that the campus is closed until further notice.

Essential maintenance of research projects and facilities, including care of animals and plants, will continue.

Faculty and staff involved in externally supported programs may engage in work related to the programs from home so long as the work does not require use of campus resources.

Activity of university staff will focus on

- essential maintenance of facilities,
- safety and welfare of individuals associated with the university who must be on campus or who depend on university services, and
- support of functions that the governor has assigned to the campus

### **Academic Contingencies**

Contingency A: Closure after the Twelfth Week of a Semester

- Administration will declare the semester to have concluded.
- Students will receive grades in courses based on performance through time of closure.
- Faculty will have discretion to permit individual students to complete requirements of courses for different grades.
- Students registered for off-campus internships, practica, or clinical experiences will comply with directives of host organizations.
- Recording of grades will occur upon reopening of the campus.

Contingency B: Closure after the Tenth Week but before the End of the Twelfth Week of a Semester

- Administration will declare the semester to have concluded.
- Students will receive either an S or U in courses based on performance through time of closure.
- Faculty will have discretion to permit individual students to complete requirements of courses for letter grades.

- Students registered for off-campus internships, practica, or clinical experiences will comply with directives of host organizations.
- Recording of grades will occur upon reopening of the campus.

**Contingency C: Closure after the Eighth Week but before the End of Tenth Week of a Semester**

- Administration will suspend the semester for resumption at a later date for up to four weeks to complete twelve weeks of instruction for computation of letter grades.
- Students registered for off-campus internships, practica, or clinical experiences will comply with directives of host organizations.
- Students not returning for continuation of semester will received an official withdrawal from courses.

**Contingency D: Closure before the End of the Eighth Week of a Semester**

- Administration will cancel the semester.
- Students will receive no recognition of academic performance.
- Students will receive either full refund of tuition and fees or credit toward tuition and fees in a future term.

**Technology and Communications**

- Maintain essential services such as telecommunications, e-mail, and web sites.
- Program office telephones to answer incoming calls with the message that the campus is closed until further notice.

**Colleges**

- Notify faculty who are out of the country or on sabbatical that the campus is closed until further notice.
- Program office telephones to answer incoming calls with the message that the campus is closed until further notice.
- Continue work of essential employees.

**Office of Academic Affairs**

- Suspend student appeals and postpone deadlines pending end of closure.
- Suspend faculty evaluations and reviews for promotion, tenure, and renewal and postpone deadlines pending end of closure.
- Suspend other academic policies postpone deadlines pending end of closure.
- Program office telephones to answer incoming calls with the message that the campus is closed until further notice.
- Continue work of essential employees on campus or by telecommunications.

**Center for International Studies**

- Notify study abroad students and their contacts that the campus is closed until further notice.
- Notify faculty abroad of the closure.

- Notify international applicants and admits of the closure and advise them not to travel to St. Cloud until further notice appears on the university's web site or they receive a direct communication from the university.
- Continue work of essential staff on campus or by telecommunications
  - to assist international faculty and students with situations related to immigration status or conditions in their homelands
  - to respond to inquires regarding SCSU students studying abroad
  - to update of web sites

#### **Office of Sponsored Programs**

- Continue work of essential employees.
- Comply with sponsor's requirements and deadlines as circumstances permit.
- Program of office telephones to answer incoming calls with the message that the campus is closed until further notice.

**Admissions** (see plan of Operations Subcommittee)

**Registration and Records** (see plan of Operations Subcommittee)

#### **Scenario 6:**

(Plan for Academic Administration under Scenario 6 is same as under Scenario 5)

#### **Post-Plan:**

Issues that will require additional attention include:

- Conduct backlog of students' grade appeals preceding appearance of pandemic.
- Undertake new grade appeals resulting from pandemic, especially with shortened semester.
- Compute and process grades for faculty members who cannot return to work.
- Replace faculty who cannot return to work.
- Process records, especially transcripts, for graduation.
- Reschedule uncompleted portion of a semester under certain circumstances.
- Reschedule subsequent semester or semesters under certain circumstances.

## **St. Cloud State University Communications**

The overall communication goal during a potential pandemic is to provide as much information as possible, as quickly as possible to the university's many constituents. University Communications serves as the official representative to the internal and external constituencies. In the case of a pandemic, all information is to be funneled through University Communications.

### **Pandemic Planning - Mechanisms in Place**

(All also accessible from home for Jill, Loren, Marsha, Marge)

- Crisis contact list.
- List of constituent groups, communication vehicles to reach each, contacts.
- Fax lists, e-mail lists, phone lists, in both electronic and hard copy formats.
- Campus voicemail procedure.
- SCSU telephone system message procedure.
- Residence hall contact list.
- Interview protocol.
- On-campus conference capability.
- Teleconference procedures for off-site "meetings".
- Emergency class and event cancellation/delay plan.

### **Pre-Plan:**

- "Cover Your Cough" posters are displayed in every restroom on campus accomplished in early May, 2006.
- Web site to be operational by Aug. 1, 2006.
  - MnSCU strategies will be implemented when they arrive.
  - Pandemic Web site will include aspects from all other sub-committees involved in the pandemic planning
  - A link from the SCSU main Web page will be developed.
  - Create link to MnSCU Web site
- Technology training for members of the communications team will be accomplished prior to Oct. 1, 2006.
  - This training will include, but is not limited to:
    - Creating the ability for the team to post e-mails to all students, faculty, and staff from off-campus locations
    - Creating the ability for members of the team to post information to the pandemic Web site from off-campus locations.
- Mechanisms will be developed to support the communication needs of other sub-committees and the overall SCSU Pandemic Planning Committee.
- Sub-Committee members will be involved in the development of programs on Pandemic Planning which will be developed for Convocation Week 2006 to be held in late August.

- Plans will be developed to further educate the campus community to go to the SCSU Web site for the latest information on most campus issues, including Pandemic Planning.
- Continue to update and maintain communication contact lists.
- Develop list of Frequently Asked Questions for use in pandemic planning and posting on Web site.
- Develop protocol on how to make changes to the Web site.
- Develop Calling Tree procedures and document by Aug. 1, 2006.
- Include pandemic planning information in campus publications.
- Need to pull in other communications efforts from other sub-committee plans.
- Department phone tree.
- Student list serve access for department staff, procedure.
- Web administration access for department staff, procedure.
- Means to put announcements on Promo-TV in campus building where available.
- Means to handle large volume of incoming calls—admissions phone bank and SCSU Survey site.
- Set format and procedure to maintain log of activities during a pandemic.

### Scenario Responses

#### **Scenario 1:**

- Implement Steps 1– 3 (see next page), being sure to include student, faculty/staff, parent, future students, alumni, and public constituencies.

#### **Scenario 2:**

- Implement Steps 2 – 9 (see next page), being sure to include student, faculty/staff, parent, community, and public constituencies.
- Student workforce should also be immediately notified – can be done using contact list from SCSU4U computer.
- Voice messaging system on individual counselors, toll free hotline and main desk phone messages will be changed to include updated information on travel, operations of classes and events, and notify tour guests about cancellations.

#### **Scenario 3:**

- Implement Steps 2 - 9 (see next page), being sure to include student, faculty/staff, parents, and community and public constituencies.

### **Scenario 5:**

- Implement Steps 2 – 9 (see below), being sure to include student, faculty/staff, parent, community, and public constituencies.

### **Scenario 6:**

- Assure phone machines and services have appropriate messages and forwarding info.
- Implement Steps 2 – 9 (see below), being sure to include student and parent constituencies.

### **Steps**

1. Develop communication on our proactive planning.
2. Ascertain facts of the situation.
3. Use range of communication vehicles to share federal, state and MnSCU information with appropriate constituencies (see following page).
4. Provide information for Web site.
5. Initiate calling tree.
6. Prepare fact sheet and news release; update as situation changes.
7. Prepare backgrounders for distribution to news media.
8. Prepare special communications for constituencies (see attachment).
9. Manage news media on site, meeting if appropriate with security to determine if and how to manage news media.

### **Post-Plan:**

- Maintain up-to-date operational plan for communications during a pandemic.
- Revise lists as needed.
- Hold regular refresher opportunities for technology education.
- Gather, confirm, and communicate impact of event.

### **Pandemic Planning – Communication vehicles to reach constituencies**

<u>Vehicles available</u>	<u>Handles physical mechanism</u>
<b>STUDENTS</b>	
List serve (e-mail)	Univ Comms, St. Life/Devlpn, Student Health Services
Campus phone voicemail message	Univ Comms (see Univ Comms calling tree)
Residence halls	Larry Christenson, director residential life, 308-2166
Study abroad	Linda Raine, study abroad coord., 308-4288
Admitted students (orientation list)	Admissions Office, reception desk, 308-3981
<b>FACULTY/STAFF</b>	
List serves announce and discuss	Univ Comms, Student Life/Dvlpmt, Student Health Services
Campus phone voicemail message	Univ Comms (see Univ Comms calling tree)
Study abroad	Linda Raine, study abroad coord., 308-4288

**PARENTS**

John Weber  
Dave Kosel, 15,000-16,000 quantity, LR&TS  
database technician, 308-4815

**PUBLIC**

E-mail lists to reach media (See Univ Comm. calling tree)  
Fax lists to reach media (See Univ Comm. calling tree)  
Phone lists to reach media (See Univ Comm. calling tree)  
Message on SCSU phone number (See Univ Comm. calling tree)  
Channel 19 (See Univ Comm. calling tree)  
UTVS News desk 308-5078  
KVSC News desk 308-3066

**COMMUNITY**

Hospital Jeanine Nistler, 251-2700 x 54194  
Police Sgt. Jerry Edblad, 251-1200  
County Janet Midas, 656-3968

**ALUMNI**

E-mail Dottie Seamans, director alumni rltns, 308-4242  
Letter or postcard mailing Dottie Seamans, director alumni rltns, 308-4242

**FUTURE STUDENTS**

Interested students Admissions Office, desk, 308-3981  
High school counselors Admissions Office, desk, 308-3981

**LEGISLATORS**

Bernie Omann, 308-1600, cell 320-290-6026

**DONORS**

E-mail Eric Kautzman, Assoc VP Dev, 308-4998  
Letter or postcard mailing Eric Kautzman, Assoc VP Dev, 308-4998

**ADVISORY BOARDS**

- College of Business (Mary Jo Klaverkamp, 308-3213)
- College of Education (Darlene Klitsch, 308-3023)
- College of Science & Engineering (Judi Schindele, 308-2192)
- SCSU Foundation (Jill Rudnitski, 308-4072)
- SCSU Alumni Association (Dottie Seamans, 308-4242)

**ALL AUDIENCES**

Web site (starting Aug. 1) Univ Comms (see Univ Comms calling tree)  
Sara Grachek, multimedia assist. director, 308-4805  
home 320-253-7038

## **St. Cloud State University Facilities**

### **Pre-Plan:**

The academia-related, student services, housing, recreation, athletic, physical plant, and public safety issues will continue to be addressed and refined in support of the University's composite efforts to address Pandemic Planning:

- Current efforts to minimize the spread of bird droppings throughout campus will continue.
- As Buildings & Grounds, Public Safety (and on-campus Residential Life) are 24-hour operations, due attention will be given to the need to develop plans to assure the ongoing provision of essential services in the event of a reduction in work force.
- Awareness of already established on-campus facilities designated as potential shelter, inoculation or triage areas, as cooperatively established between the University and City/County Health/Emergency Operations authorities, will be made known to those involved in such planning.
- Appropriate types and amounts of germicidal and disinfectant supplies will be determined in collaboration with campus.
- Knowledge of necessary and sufficient facilities and transportation supplies (e.g. fuels, refuse, and personal safety) will be determined and acquired.
- Acknowledgement is given for the maintaining of all regulated/licensed operations (e.g. boiler operations, special equipment use) and contract services in such times of crisis, inclusive of all potential weather conditions.
- Ability to supply general security and site-specific (e.g. health facilities, food services, communication/dispatch centers) security requirements under various sets of circumstances.
- Maintain a highly visible presence of safety/security personnel and vehicles with the ability for constant/on-going communication by Public Safety authorities with on-campus administration and with all city/county/state emergency management, health service, and law enforcement organizations.
- Active participation by Buildings & Grounds and Public Safety administration in all emergency management and/or incident command center training or discussions.
- Potential to need to safeguard campus consumer commodities (e.g. food, water, healthcare items).
- Support necessary services for on-campus students, facilities, and personnel, such as utilities, access control, delivery of materials and supplies, and isolation considerations.
- Develop succession plans for key positions.

## Scenario Responses

### Scenario 1:

- Twenty-four hour operations of Buildings & Grounds and Public Safety personnel will remain constant, with all relevant information communicated in a timely fashion with departments' personnel.
- Preparation of plans for previously designated on-campus reception and storage facilities are enacted.
- Preparations will include the creation of a campus map specifically listing central and supplemental receiving venues; all such secure storage areas, as well as protocol for dissemination or distribution of these supplies and materials.
- Establish and assure control, security, and inventory protocol for all such areas.
- Coordinate with university purchasing, University Dining Services, Health Services and other essential personnel to become knowledgeable of quantity and storage space requirements for all related purchases (e.g. disinfectants, sanitation supplies).

### Scenario 2:

- Clean up and mitigate the source of contamination.
- On-going communication with all frontline, on-duty personnel is crucial. Establish pre-shift briefings by supervisors who supply direction for activities to designate specific responsibilities to on-duty persons. Such briefings will include:
  - Specific pandemic information
  - Specific work-related precautions
  - Prioritization of day's/shift's functions/duties (e.g. sanitation, clean up, trash removal, continuous boiler operations)
  - Review of specific (personal) safety precautions and expectations
  - Direction regarding need to minimize personal contacts
- Enhance communication avenues between and among Buildings & Grounds and Public Safety personnel and make sure all relevant communications and information are made known to University Communications.
- Maintain policies and procedures documenting incidents (e.g. calls for service, incident reports, safety/security-related matters) while supporting University Communications as the campus' "central log" location.
- Analyze HVAC systems to isolate or dilute any contaminants.

### Scenario 3:

- Buildings & Grounds and Public Safety will maintain a proactive communication process with all their employees on issues of cause and effect as well as response expectations.

- Establish on-campus incident command center communication capability with the Office of the Chancellor, city, county, state, public health, and law enforcement personnel located in Administrative Services Building, room 201.
- Support facilities and security needs for all on-campus inoculation or treatment centers, parking access while addressing material and personnel needs (e.g. tables, cots, towels, linens).
- Address issues relevant to establishment allocation, distribution, and restocking of supplies.
- Close specific areas of the campus that are identified as contaminated.

### **Scenario 5:**

- Staffing reduced to minimum essential.
- Continued individual shift briefings with clear expectations of performance and duties by on-duty personnel. Discontinue numerous non-critical activities (e.g. parking citation processes, fleet reservations and services, non-emergency contractual services) of both Public Safety and Buildings & Grounds.
- Continue support for on-campus incident command center activities.
- Discuss consideration to physically close individual facilities or segments of campus (e.g. commons/community facilities, recreation/sports facilities).
- Discuss and address specific personnel, facilities, and general campus safety/security issues.
- Discuss and address extra (or special) staffing and patrol needs.
- Consideration for 24/7 Operations of Public Safety and Buildings & Grounds to become more integral as the “first” contact centers; with the following direct phone numbers generally publicized as contact locations:  
     Public Safety - #(320) 308-3333; (xt. #8-3333, dialing from on-campus)  
     Buildings & Grounds - #(320) 308-3166; (xt. #8-3166 from on-campus)
- Address personnel and staffing issues in support of safety/security-related issues for on-campus students/individuals being transported to campus to maintain presence of Buildings & Grounds and Public Safety personnel on-campus, even in the event the University’s primary activities close.
- Isolate facilities that provide basic services to remaining campus residents from areas servicing incoming quarantine/isolation individuals.

### **Scenario 6:**

- Issue of presence of some students will need to be supported. This will be in conjunction with other University authorities and departments.
- Employees deemed essential continue to report for work. Reduction of staff (for both Buildings & Grounds and Public Safety) will be addressed; considerations must include large numbers of student-employees who are employed by either and/or both departments. Focus on safety, cleaning and the environment.

- Define and establish key functions and performance expectations of personnel for both departments.
- Public Safety and Buildings & Grounds personnel must have access to necessary personal protective gear and other pertinent materials and supplies.
- Closing the campus dictates all regular functions of the University, including all on-campus, off-campus and on-line academic services will cease.
- Activity of the University will focus on essential maintenance of facilities, safety and welfare of individuals associated with the University who must be on campus or who depend on University services while supporting health care and law enforcement authorities.

**Post-Plan:**

All Buildings & Grounds and Public Safety post event activities will combine efforts to return the University’s full complement of services as quickly as possible, while actively participating in any post event critique and review.

Facilities Subcommittee Members’ Contact Information

<u>Name</u>	<u>Department</u>	<u>Telephone Numbers</u>		
		<u>Work</u>	<u>Cellular</u>	<u>Home</u>
Benson, Darla	B&G	320-308-2266	N/A	320-252-8588
Decker, Diane	B&G	320-308-2267	N/A	320-685-8082
Freese, Terry	B&G	320-308-4829	320-293-6776	320-387-3281
Heckendorn, Miles	PS	320-308-2038	320-420-7761	320-529-1269
Krippner, Louie	B&G	320-308-4712	320-293-6806	320-251-7230
Seibring, Ron	SF	320-308-3325	320-333-7144	320-251-7815
Stavos, Karla	B&G	320-308-4075	320-293-6840	320-743-3931
Williams, Jim	B&G	320-308-4073	320-293-6783	320-259-8609

[B&G – Buildings & Grounds, PS – Public Safety, SF – Sports Facilities]

## St. Cloud State University Healthcare

### **Pre-Plan:**

- Prepare and deliver training to identified groups for:
  - Influenza signs and symptoms and universal precautions (faculty, students, staff)
  - Psychological First Aid via American Red Cross (Residential Life, nursing students, and any other interested employees or students).
  - Disaster Mental Health via American Red Cross (licensed staff).
- Develop health information for web page designed by University Communications and make links internally and externally.
- Work with local clinics on partnerships and strategies for coverage in crisis.
- Meet with St. Cloud Technical College nursing staff and administrators regarding Health Alert Network (HAN), health care for students, participation in training exercises, and use of nursing students.
- Contact St Cloud Hospital for planning around use of Emergency Department, infection control ideas, negative pressure room options on campus, fit testing of masks.
- Begin personal and family preparedness training for all students, staff and faculty on line and through other mechanisms (some resources for this are available at American Red Cross, and at the Minnesota Department of Health [MDH] and Center for Disease Control [CDC] web sites).
- Begin discussions on scope of practice considerations for health and counseling services to include care of faculty and staff during peak illness times (community infrastructure could also be seriously compromised).
- Review and tighten systems for managing information about International students and others who might fall into the category of being unable to leave the campus. Develop a tool and encourage them to plan ahead for “What would you do, where might you go if campus had to close?”

### Scenario Responses

#### **Scenario 1:**

- Communication.
  - Develop and provide information for web site developed by University Communications.
  - Email announcements to students, faculty, and staff
  - Departmental/Committee/Community telephone trees (buddy system)
- Worried Well.
  - Referrals to Counseling and Psychological Services
- Training.
  - Develop and maintain an emergency training schedule
  - Develop training curriculum

- Phone Bank.
  - Work with University Communications
- Supplies (to be determined).
  - Inventory
  - Purchase
  - Distribution plan

**Scenario 2:**

- Establish (confirm) an incident commander.
  - Fall in line with public health protocols
- Maintain staffing.
  - Supplement Health Services with emergency medical services in community
  - Supplement Counseling and Psychological Services with community resources/academic counselors
- Hours of operation for Health Services and Counseling and Psychological Services.
  - Increase/decrease as needed and able
- Service delivery-reduce face to face contact.
  - Face to face contacts with masks
  - Webcam
  - Phone
  - Email
  - Health Services moves to “two-door” model, which means triage/exam will be in the Conference Room, and other patients will enter through the break room door
  - Use algorithms to screen/triage clients

**Scenario 3:**

- Establish an incident commander.
  - Fall in line with public health protocols
- Establish site for inoculation.
  - Halenbeck Hall
  - Atwood Ballroom
  - Eastman gym
- Establish staffing for inoculation.
  - Nursing students
  - Public Health
- Travel policies.
  - Develop and implement
- Supplies.
  - Allocation
  - Distribution
  - Restocking

- Service Delivery-reduce face to face contact.
  - Face to face contacts with masks
  - Webcam
  - Phone
  - Email
  - Health Services moves to “two-door” model
  - Use algorithms to screen/triage clients
- The Department of Residential Life staff will issue thermometers, gloves, masks, and antiseptic wipes to students (as recommended by medical/health officials) to assist residents with self-monitoring of their health.

**Scenario 5:**

- Establish (confirm) an incident commander.
  - Fall in line with public health protocols
- Define “closed” campus.
- Identify the number of residents still on campus.
  - Health status
  - Mobility/Transportation
- Assess services available to remaining students.
  - Coordinate with facilities group to provide medical services

**Scenario 6:**

- Establish (confirm) an incident commander.
  - Fall in line with public health protocols
- Define “closed” campus.
- Identify the number of residents still on campus.
  - Health status
  - Mobility/Transportation
- Assess services available to remaining students.
  - Coordinate with facilities group to provider medical services

**Post-Plan:**

- Work to return to full health and counseling services as quickly as possible. Issues that will require additional attention will include:
  - Updating the campus community via website and email communications regarding health and counseling related topics including mental health, grief counseling concerns, post-traumatic stress, etc.
  - Inventory and restocking of supplies and medications for clinic use.
  - Documentation and records of medical care given including billing to payers.
  - Review, debrief and critique of event including adjusting plan for future events.

## St. Cloud State University Operations

### **Pre-Plan:**

The operations subcommittee has submitted individual reports based on the various scenarios. The subcommittee co-chairs will serve as coordinating communicators for all operations subcommittee functions and activities with links to the Pandemic Planning Coordinating Committee. Each operation's subcommittee commented on how they would handle the various scenarios. Pandemic planning requires responses based on the timing and severity of the Pandemic. If the most prevalent stages of the Pandemic were to occur during summer school for example, SCSU would have more time to react and take measures to keep the campus open for the fall semester. On the other hand, if virulent stages of the Pandemic were to impact the campus during the academic year, SCSU will have to determine what essential services are needed to keep the campus open depending on which scenario was immediate.

Services regarding communications can be broken down into two general areas: Services in support of communications and services in support of on-going operations.

**Center for Information Systems Services in support of communications:** There are several technologies currently available for communication and the delivery of information. The typical channels available at SCSU are:

- Traditional telephone services
- Voice mail services
- Cell phone services
- E-mail services
- Web based information services
- Others to be identified

These channels of communication are diverse and have strengths and weaknesses for various communication needs. The focus here is

- To identify the communication channels
- To seek ways to support the channels of communication during periods of unusual or stressful conditions
- To encourage planners to construct plans that recognize the fact that during a pandemic, some of the channels of communication may begin to breakdown due to lack of available support or overload of available resources. Those responsible for planning for communication should not rely on only one or two channels.

Support of these technologies is complex.

The on-campus telephone system, including voice mail, is dependent for on-going support from telecommunications vendors. The technologies are stable and mature technologies and widely used in this country. Should the on-campus telephone

technician not report to work, contracts are in place for the vendor to send other fully qualified staff to maintain the system. While no formal arrangements are in place, there are other local vendors that support the same equipment and in a crisis pandemic scenario SCSU would seek other support if needed.

Cell phones are supplied and supported by various vendors. Planning should speak to a redeployment of cell phones as needed to maintain communications in the event that that is the communications channel of choice for SCSU during various scenarios.

HuskyNet e-mail is available from any desktop computer, home or on-campus. It is dependent upon the Internet being available and on-campus mail servers being operational. The Internet is not under our control. Server support could be handled by several staff on campus or outside vendors. No arrangements have been made for outsourcing any of these services.

**Information Systems services in support of on-going operations:** The delivery of services in direct support of technologies that are used for on-going operations is also complex. Under planning scenarios where tech support staff are available on-campus, service can be delivered. Under scenarios where staff can not or should not report to work, only very limited or no technical support will be available. Limited support implies that as components break, they will not be fixed and may quickly degrade the overall system.

Telecommuting is the concept that as long as the Internet is up and available, then it is technically possible to allow staff to do computer related work from remote locations such as another MnSCU institution, at home, or other approved locations. SCSU has not promoted telecommuting for a variety of valid reasons, but under the more extreme scenarios, telecommuting could be offered as an alternative for some staff. The current Windows operating system has a native remote connection utility built into the software. This means that if approved and activated, and if the staff person is issued an SCSU laptop computer or has current equipment at home, then it is entirely possible that for those staff who could effectively utilize telecommuting, it could be offered with little cost. Software can also be purchased if that is deemed to be the better option due to features or response time. There are several vendors with proven products to support remote desktop connections. In most cases, a technician does not need to visit the remote location to enable the remote connection.

Based on the particular scenarios, and changing circumstances, essential staff or services can be estimated or determined in order to continue operations. Obviously, SCSU cannot say with a high degree of certainty what individuals will be critical, because some staff may not be available, certain critical functions can be addressed. The following comments are general and will evolve as the situation warrants.

## Scenario Responses

### **Scenario 1:**

While it is expected that all areas would operate as usual, the Operations Subcommittee would be activated to discuss plans should the Pandemic spread to scenario 2 or beyond. This would be a time for all areas to determine which services are essential to their area(s) of operation. SCSU may need to preposition office supplies; contact food vendors to ensure continuity of food service for the campus community; establish protocols for public safety; develop a tracking and reporting system to keep track of attendance; develop plans for plant maintenance and custodial services continuity; and establish work and computer stations for essential staff.

- Verify current updated status of Atwood Memorial Center (AMC) cross training staff training list, emergency contact info sheets with expanded information, and employee medical status and special needs forms.
- Center for Student Organizations and Leadership Department to begin planning how to deploy student volunteers.
- University Program Board to work with Health Services on programs related to medical precautions students can take and information that will reduce panic.
- AMC will work with University Dining Services and Residential Life to assure adequate supplies in case the Pandemic reaches Scenarios 2 and 3.

### **Scenario 2:**

Despite a significant outbreak of the avian flu, this scenario's goal is for the university to remain open. Each area is responsible for managing their areas and determining which should be continued. At this point, collectively as a subcommittee, we would be meeting frequently to establish protocols and services which can be maintained to continue basic services. At this juncture in the process, some customary services may have to be suspended while we struggle to maintain essential services such as getting people paid, taking care of their benefits, hiring temporary workers, maintaining boiler operations, dealing with health, sanitation, and safety needs.

- In-person contacts would be greatly reduced; increased use of telephone, email and online systems.
- Each unit would implement their essential services plan
  - Deans would identify other instructors if faculty are unable to complete their teaching responsibilities (if possible)
- Reinforce and expand cross training efforts.

Particular unit responses will include actions as follows:

- Admissions will maintain a folder on a shared “Z” Drive that will list all essential morning activities with instructions on how to complete activities. Each individual counselor will be able to handle these duties:
  - Printing morning online applications
  - Checking emails, voicemails, regular mail
  - MnSCU morning dupe reports
  - Email student staff as a list serve to inform them of that day’s work
  - See how many are able to work responding to phone calls
  - Any student with symptoms should stay home
- Admissions will cancel all student led tours and campus visits. Students who have registered for tours will be contacted via phone and/or email to notify them that SCSU is canceling tours to prevent the spread of the infection. Those who show up on campus will be warned about the outbreak and will be left to determine for themselves if they prefer to continue their visit individually or return home. Admissions will have a method to keep instructions for logging into tour site to find list of visitors accessible on shared “Z” drive for all staff members.
- AMC will consolidate services:
  - Essential Services - Food Service, Info Desk, Facility Setup/ cleaning
  - Important Services - Copy Center, Banking Services
  - Services to be dropped - Rec Center (Except for group events), Non essential meeting services
- Only prioritized business services operations would be covered; payroll for staff, faculty and students would be first priority, followed by accepting student payments, mail service, and making vendor payments.
- Routine purchasing would not take place; only items that are “emergency” in nature.
- If need would require, purchasing card limits could be changed to address emergency purchasing.
- Adapt procedures to ensure they would be in compliance with FEMA standards.
- Information Systems available employees would be reassigned to address critical information technology support needs. Outside vendors will be contacted and contracted to stand by to deliver technical support if needed.
- Human Resources will make the assumption that, due to an emergency, the Governor has suspended all Collective Bargaining Agreements and modified DOER policies.
- Video teleconferencing may play a very important role in enabling our top level administrators to meet with Office of the Chancellor’s staff and state government officials.
- Residential Life to monitor daily census in residence halls.
- Residential Life to monitor staff absenteeism in housing, Residential Life and University Dining Services.
- Student recreation services may need to be reduced as student employee numbers may decrease.
- Student recreation activities will be reduced based on employee availability.

### **Scenario 3:**

If the campus becomes an inoculation site for the region, essential services will be provided on a scale to continue instruction. Services will be maintained for students housed on campus.

- Focus on meeting needs of students with exposure.
- Stay open and provide classes to the student constituency.
- Off-site access to ISRS and online systems would continue if instruction continues.
- Review essential services plan and modify based on workforce availability.
- Staff will work from an off-site location if necessary.
- Identify locations within the university where essential services can be combined, if necessary.
- Possibly combine the workforce with other state universities. Share access to ISRS database
- Intercollegiate athletic and club contests will be suspended.
- Possibly the field house will be an inoculation site.
- Limit student and public activities on campus; for example, events and athletics.

Particular unit responses will include actions as follows:

- Admissions to cancel all outreach activities: high school visits, community college visits, and college fairs.
- Human Services will help respond to issues and concerns raised by faculty and staff. This will also include reporting critical incidence and documenting worker's compensation situations and events as necessary.
- Human Services to work with payroll to help insure continuity of paychecks and health insurance needs.
- Available Information Systems employees will be reassigned to address critical information technology support needs. Outside vendors will be contacted and contracted to stand-by to deliver technical support if needed. Telecommuting would be initiated for key staff.
- Depending on the number of remaining staff, Printing Services will require all data to be submitted digitally.
- All printing and duplicating projects to be determined by the number of staff remaining in Printing Services.
- Depending on demand and staffing; Printing Services will work with Copies Plus (student run copy center) to produce as much as possible for the campus community.
- Records & Registration to partner with other schools to facilitate transfer to other institutions
  - Waive transcript fee
- Residential Life to monitor and evaluate overall student health in each on campus residential facility.
- In the event that students are too ill to go to a medical facility, the Department of Residential Life staff will contact identified medical staff/health professionals for

assistance with evaluating and potentially transporting the students to a medical facility.

- Recreation/athletic facilities will stay open for recreation and classes.
- Organized intramural activities will be postponed although facility will stay open for informal recreation.

### **Scenario 5:**

Only essential staff will be necessary to support this kind of operation. We cannot anticipate exactly what will be needed until closer to the event, although it is expected housing, food service, critical maintenance, and public safety will be required.

- All non-essential buildings will be closed.
- Staff that can be productive will work from off campus.
- All voicemails will be updated to reflect the campus closing and will include alternate phone numbers to find out more information.
- Off-site access to ISRS and online systems will continue if instruction continues.
- Review list of essential services and staff who are capable of providing them and cross check with those present. Cross train as possible.
- Focus on providing essential services for limited campus residents.

Particular unit responses will include actions as follows:

- AMC to protect key assets (data projectors etc.) in safer rooms.
- All Business Services functions cease with the exception that staff will still attempt to process payroll.
- Human Resources to provide limited essential services.
- Human Resources staff involved with payroll or employee benefits will work at home or stay connected to the Office of Chancellor, DOER, or State web sites for ongoing instructions.
- Available Information Systems employees will be reassigned to address critical information technology support needs. Outside vendors will be contacted and contracted to stand-by to deliver technical support if needed. Telecommuting would be initiated for key staff.
- It will be critical that SCSU Web management staff be equipped with the tools needed to provide updates to SCSU's web site from a secure off campus location.
- This scenario would most likely require that campus administrators have the capability to communicate directly with Office of the Chancellor, state, local, and perhaps national authorities and other relevant entities. Maintaining SCSU's telephone system is critical as well as having full functionality and services from the videoconferencing department. Both of these systems have the ability of being managed remotely via access through the internet or via telephone modem. Information Systems to assure that the managers of these systems have the tools and facilities needed to operate these systems from secure off campus locations.

- Access to key copy centers will remain open for remaining staff to use as needed. (Cost of operation for these centers to be determined after the restrictions is lifted.)
- Residential Life to evaluate housing options for isolation and quarantine (facilities that meet the HHS guidelines).
- University Dining Services will prepare meals for delivery to students in isolation/quarantine. Meals will be delivered as advised by medical/health officials to ensure that appropriate precautions are observed. If University Dining Services staff is reduced, it may be necessary to have the Department of Residential Life staff and other University staff assist with the delivery of meals.
- All recreation and athletic events will be cancelled.

### **Scenario 6:**

The response to this scenario would be similar to Scenario 5 above. SCSU will support international students and other students staying on campus. Again critical basic services need to be provided for these services. This scenario may require services from limited staff.

- Staff that can be productive will work from off campus.
- Departments will work with payroll and computing services to generate paychecks in accordance with instructions from the Office of Chancellor, DOER, or the Governor's Office.
- All voicemails will be updated to reflect the campus closing and will include alternate phone numbers to find out more information.

Particular unit responses will include actions as follows:

- Admissions staff will continue to have the option to work from home.
- AMC to protect key assets (data projectors etc.) in safer rooms.
- All Business Services functions cease with one exception: Staff will still attempt to process payroll.
- Depending on the length of the closure other Business Services tasks could become re-instituted if deemed a priority over time.
- If the institution is closed, some technologies will continue to run for an indefinite period of time – from 1 day to a week or longer. System will begin to fail or become degraded with few or no options to bring them back on-line.
- This scenario would most likely require that campus administrators have the capability to communicate directly with Office of the Chancellor, state, local, and perhaps national authorities and other relevant entities. Maintaining SCSU's telephone system is critical as well as having full functionality and services from the videoconferencing department. Both of these systems have the ability of being managed remotely via access through the internet or via telephone modem. Information Systems to assure that the managers of these systems have the tools and facilities needed to operate these systems from secure off campus locations.

- Many of the Information Systems responses will most likely already be in place by the time this scenario would be reached.
- Communication: Extensive use of telephone, email, and online systems.
- Off-site access to ISRS and online systems would continue if instruction continues.
- Staff will work from an off-site location if necessary.
- Leave access to the key copy centers open for essential staff to use as needed. (Cost of operation for these centers to be determined after the restrictions is lifted.)
- Residential Life to evaluate housing options for isolation and quarantine (facilities that meet the HHS guidelines).
- Residential Life to coordinate security with Public Safety Department.
- Residential Life to identify staffing levels to close the residence halls.
- The following staff within the Department of Residential Life have been identified as essential employees:
  - Potential Housing & Residential Life Essential Employees:
    - Director, Department of Residential Life
    - Associate Director, Department of Residential Life
    - Assistant Director, FYE
    - Assistant Director, Marketing
    - Room Coordinator (2)
    - Live-In Professional Residential Life Staff
  - Outlined below is the “Administrator in Charge” succession plan for The Department of Residential Life Housing & Residential Life (in order listed):
    - Director, Department of Residential Life (Christenson)
    - Associate Director (Schellinger)
    - Assistant Director (Sell Matzke)
    - Assistant Director (Hendrickson)
  - University Dining Services Essential Employees:
    - Director, University Dining Services
    - \* others \* TBD

**Post-Plan:**

- Policies and Procedures that will require follow-up will include:
  - Document attendance
  - Work with health care providers and employees for continuity of health services
  - Establish mental health counseling for employees experiencing personal losses
  - Assess permanent and temporary hiring needs
  - Assess staffing and programmatic needs in all operational units
  - Document personal stories for institutional records (how it affected people’s lives)
  - Publish vital information in campus newspapers
  - Expedite the hiring process
  - Train and promote current staff to do more senior jobs

## QUESTIONS/COMMENTS

1. What are additional liability issues for providers during crisis?
2. What expectations exist for providing health care and counseling to non-students?
3. Would a quarantine be feasible?
4. What does “closed” mean for the campus when students are still present?
5. What is the MnSCU system willing to suspend to ensure the health of the students, i.e. intercollegiate games, student teaching, study abroad, internships, faculty travel, teams, organizations, and workshops/conferences (facility rentals)?
6. What policies and procedures need to be re-evaluated so that departments can take preventive action (budgeting, purchase authority)? To include items based on Public Health recommendations:
  - a. Hand sanitizer
  - b. Sanitizing wipes
  - c. Tissues
  - d. Viruscide spray
  - e. Masks

### **Counseling**

1. Has a plan been developed to provide counseling services to faculty, staff, and students pre, during, and post event with special recognition to the significant number of death anticipated?
  - Prepandemic-staff training about pandemic flu (medical side); Psychological First Aid (for licensed staff)
  - American Red Cross Disaster Mental Health training (preferred training for licensed staff)
  - Providing workshops for mental health self-care
  - Developing staff phone tree and policy
  - Stockpiling masks
  - Self-protection for staff (Cover your Cough, wipes, alcohol based hand wash)
2. Has a procedure been developed to offer counseling services to faculty, staff, and students by means other than face to face?
  - Telephone consultation
  - Web link
  - Web cams
  - Email notification (students & faculty/staff)

### **Campus Health**

1. Have plans been developed to assure ongoing campus health services in the event of a reduction in work force?
  - Need guidelines about essential employees, union issues

- Review minimum standards for care & practitioner/patient ratio & practitioner/support staff ratio
  - Regional Communicable Disease Task Force- help other clinics- St. Cloud Technical College health care
  - Nursing students-supervision required (need a nursing department contact person) SCSU & SCTC
2. Has a policy been developed to bring in appropriate medical personnel to assist in managing an outbreak?
    - Retirees—Medical staff, Pharmacy, lab
    - Board of Nursing—nursing department to check
    - Contact Stearns County--MN Responds—MN emergency resource lists—in progress
    - Could we access other dept staff if no academic classes (clerical)
    - Student help (work study, peer educators, graduate assistants)
  3. Have protocols been established for communicating with local health department and hospital emergency rooms?
    - Health Alert Network
    - Local Public Health
    - State Department of Health
    - Emergency room liaison and Infection Control
  4. Have protocols been established for planning and communicating with parents?
    - Web site—Parent Link—symptoms list of what “sick” looks like
    - Child Care—make sure alternative child care provider
    - Husky Hotline to first year parents
    - Information to all students—emphasize on-line
    - Phone bank for incoming calls
    - Need for student confidentiality vs. parent need to know
    - Need to encourage student to call parents (add to discharge instructions if seen in clinic)
  5. Have plans and protocols been established for pre-event counseling with students including bird droppings, hunting and pet bird concerns?
    - Centers for Disease Control (CDC) Web site
  6. For campuses with health clinics, have a range of supplies and medications been identified and stockpiled?
    - Consider masks, gloves, syringes, alcohol based hand wash, eye shields, lab coats, disposable gowns, batteries, walkie-talkies, water, flashlights, disposable thermometers, lab swabs (Mn Department of Health Newsletter April 06)
    - Public Safety officers as first responders: Need Personal Protective Equipment (PPE)

7. Have appropriate type and amount of personal protective equipment been identified and a source located?
  - Identified above
  - Suppliers identified and contacts made
  - Contact St. Cloud Hospital Infection Control about fit testing N-95
  - “Pretty Bad Bug Box”—pandemic flu training for PPE for Health Service staff
8. Is there a process in place to ensure that stockpiled materials that have expiration dates have not exceeded those dates?
  - In place
9. Have policies and procedures been developed for fit-testing of respirators when required to be worn?
  - No
10. For campuses without health clinics, has a plan been developed for establishing one on campus?
  - SCTC has been contacted
11. Has an internal notification plan and alert mechanism been defined?
  - Pandemic Planning Committee
  - Health Service emergency phone tree
12. Has an external notification plan and alert mechanism been defined?
  - Plan partnership with University Communications
13. Has a negative pressure room been created for private evaluations of patients with flu like symptoms?
  - No, but access at St. Cloud Hospital
  - “Two door” model; conference room as triage/exam, other patients enter through break room door
14. Is there a plan for posting signs at all entry points to the health clinic directing patients with flu like symptoms and/or returning from recent international travel to areas where there have been avian flu outbreaks to self-identify and register with staff immediately?
  - See above for point of entry
  - Use communication tools for self-reporting of international travel
  - Liaison with Center for International Studies (CIS)
15. Have protocols been developed for evaluating patients with flu like symptoms to determine the likelihood of an avian flu exposure while minimizing contact and self-exposure?
  - Continue to watch CDC and MDH for assessment algorithms
  - Integrate self-assessment algorithms into communication system

16. Have protocols been developed for caring for students exposed to the flu but not symptomatic?
  - Continue to watch CDC and MDH
  - General precautions
  - Consider separate housing option (residential vs. off-campus)
17. Have protocols been developed for caring for students who are ill but not hospitalized?
  - Same as above
  - Caregivers??
  - Discharge planning for off-campus students vs. residential students
  - Consider “rounds” to dorms or follow-up phone calls
18. Has staff been trained in the safe disposal of hazardous waste resulting from a flu outbreak?
  - Use universal precautions
  - Watch CDC for specifics
  - Are masks hazardous waste?
19. Has staff been trained in each of the above noted protocols?
  - Health Service and General Maintenance Worker staff trained
  - Other staff needs prepandemic training
  - “Just in time” universal precautions tools
20. Have transportation policies to isolation areas been developed?
  - No
21. Have protocols been developed for the safe handling of corpses, respecting cultural and religious beliefs?
  - Refer to Stearns County Emergency Response annex
22. How do we best involve on-campus media outlets KVSC radio and UTVS television?
23. How do we communicate most effectively with persons with disabilities? (Call Owen Zimpel)
24. Who are essential employees for communications efforts for a pandemic?
25. Consult with human resources to determine if we could use or need a log-in system for announcements on the Web site for faculty and staff.