

# INDIANA STATE UNIVERSITY PANDEMIC OPERATIONS PLAN

## INTRODUCTION

The World Health Organization (WHO) and the Center for Disease Control (CDC) has warned that there is a high risk of the H5N1 avian influenza virus becoming the next human influenza pandemic. Although it is not known when such a pandemic will occur, it is certain that eventually our country will be faced with a major pandemic which will result in large scale curtailment, if not cessation, of normal services. As a result this plan has been drafted in an effort to mitigate the impact of such an emergency at Indiana State University.

Unlike many other disasters which have the potential for destroying or disrupting a large portion of the University's infrastructure, a pandemic's greatest impact will be on personnel and absenteeism leaving our facilities largely untouched. Disruptions that do occur will result from insufficient numbers of personnel available to provide expected services. Higher education will be among the industries most severely impacted because of risks resulting from international travel by students, faculty and staff and because our campuses are open and accessible to the local community at large. In recognition of this fact, the following offices and departments have all made significant contributions to this document:

- Academic Affairs
- Business Affairs
- Communications and Marketing
- Counseling Center
- Facilities Management
- Financial Aid
- Food Services
- Health Center
- Human Resources
- International Affairs Center
- Information Technology
- Public Safety
- Residential Life
- Risk Management
- Study Abroad Program

## OBJECTIVES

This plan is guided by the following principles:

- To protect and support the health, safety and welfare of our students, faculty and staff, as well as the assets and property of the University.
- Maintain our commitment to fulfilling the University mission to provide teaching, research and service as long as possible.
- Establish a multi-faceted approach to communicate with the campus and the larger community.
- Establish “triggers” in advance of an influenza pandemic to signal University response or alternative actions.
- Recover from any disruption of services as quickly as possible

## ASSUMPTIONS

In order to make planning for this event possible, the University must make a number of assumptions that apply to the campus as a whole; these are listed below. Assumptions that apply only to a specific area are outlined in that area’s plan.

An influenza pandemic may occur at any time during the year, not just during “traditional” flu season.

In the event a major pandemic event reaches this area assistance from off campus agencies will be minimal.

A pandemic event may last up to eight weeks.

As many as 1000 persons may be unable to leave campus during this emergency.

As many as 300 persons on campus may be in need of medical care.

The availability of scalable distance education courses will lessen the need to cancel on-going classes.

“Business as usual” will not be possible during a pandemic event. Only “essential functions” as defined below will be maintained.

It is expected that this campus will be closed within five days of confirmation that the pandemic has been confirmed in North America.

## DEFINITIONS

The following definitions are intended to apply to all University divisions, departments and offices. Terms that are area specific are defined in that area's plan.

- Essential functions – University functions which directly protect the health, safety and/or welfare of students, faculty, staff and visitors or preserve the assets, property, and information infrastructure of the University.
- Essential personnel – Persons identified by their dean or director as having a direct role in the protection of the health, safety and/or welfare of students, faculty, staff and visitors or the preservation of assets and property of the University. Additional essential personnel include those persons identified by their dean or director as persons who provide direct support services to staff members charged with protection of the health, safety and/or welfare of persons or the preservation of property.
- Pandemic Event – An influenza outbreak meeting the following criteria:
  - A new flu virus must emerge from the animal reservoirs that have produced and harbored such viruses – one that has never infected human beings and therefore one for which no person has developed antibodies.
  - The virus has to make humans sick (most do not).
  - It must be able to spread efficiently through coughing, sneezing, or a handshake, or through contaminated media such as doorknobs. (Source – National Governors Association Center for Best Practices)
- Pandemic Levels – In an effort to establish “triggers” which will signal University response at different stages of the emergency the pandemic event has been divided into the following levels:
  - Pre-Level 1 – Influenza detected in animals, limited animal to human transfer.
  - Level 1 – First cases of efficient human-to-human transmission internationally.
  - Level 2 – First verified human-to-human transmission is detected in North America.
  - Level 3 – No later than five days after the declaration of Level 2 Level 3 will be activated – campus will be closed.
  - Recovery – Upon declaration of termination of the pandemic by the World Health Organization the University will begin its recovery period.

## OPERATIONS PLAN

The following pages contain the operation plan of each University department/office that has a role in preparing for, dealing with, or recovering from a pandemic influenza event. These plans indicate what actions each office will be taking at each level of the emergency and designate persons essential to carry out those actions.

**<ACADEMIC AFFAIRS>  
PANDEMIC OPERATIONS PLAN**

Assumptions made in order to draft this plan:

The General Education Coordinator will work with deans to develop scalable distance education courses in all GE categories over the next 2-3 years.

2. If the University is required to close during the spring or fall semester(s) for one to two weeks, students will make up work missed without significantly altering the semester calendar/structure.
3. Academic Affairs will establish a fund to encourage the development of Web based or hybrid versions of large-enrollment classes.
4. Primary assumption is that the needs of the students will be met.
5. That Academic Affairs will use the planning for the event, and if it actually occurs the event, as a learning experience for our students. Professor in the College of Nursing and Professor in Communication both have classes that will be engaged developing awareness and training in crisis management and disaster preparedness, and will also look over policy and practice in an endeavor of optimizing what we are doing.

Timing considerations:

1. If and when the University closes for an extended time period due to pandemic flu, consideration will be given to the timing and duration of the closure. The best alternative is the University calendar allows classes to be postponed during the flu closure and continue when the University reopens.
2. If the University were required to close during the spring or fall semester(s) for up to two weeks, there would be an opportunity to make up work missed and provide the required class credit without significantly altering the semester calendar/structure.

3. For any closure extending beyond two weeks—the University will consider extending the semester through the end of May (with Commencement held before the end of the semester), and/or through summer session I and II. If necessary the fall semester could be extended into the end of December and/or winter term.

If the University closes near the end of the semester (within four weeks of semester end), the University could make an exception to required contact hours and allow the award of grades based on the grade in place at the time of the closure. By June 1, 2007, the Provost will develop plans for off site programs and branch campuses.

### **Alternative Forms of Instruction**

In light of federal recommendations that alternate forms of instruction be considered, an assessment of current University offerings revealed that slightly fewer than ten percent of all courses are administered online. Assuming internet systems are operable, these courses could continue. Seminar classes with ten students or fewer could continue through conference call classes- this accounts for 10-20 percent of undergraduate courses and 25-35 percent of graduate courses.

Some courses could be completed through independent study, directed reading, and written assignments via e-mail, list serve, and mail. Depending on the health of faculty and students, an estimated 20-25 percent of courses could be completed through this alternative.

At this time fewer than 15% of faculty offer or have the ability to offer some aspect of their course online through Blackboard. By June 2007, schools and colleges, in concert with the Provost, will assess which of their courses could, in a crisis, effectively use these technologies.

Listed below are technology options that will be utilized in the Division of Academic Affairs:

#### Short-Term Options

The following recommendations are based on the assumption that the e-mail system and course management system servers are functioning:

- Schools and colleges will ask faculty to create list serve for all classes to be used if the University is closed for more than two weeks.

- Basic minimum: Telephone conference call support.
- OIT/Academic Affairs will provide support for setting up of conference calls. Faculties without computer access or computer skills have the option to set up conference calls with their students to facilitate discussions. Faculty will receive instruction from OIT by June 2007, for this technology.

### Mid-Level Support

A basic course space can be set up for every course that is being offered during the term affected. This space can support presentation of course materials, communications/ discussions with students, handling assignment submissions, etc. With the help from OIT, the faculty will receive instruction from the Provost by June 2007, for this technology.

Audio capture for every course:

Software is currently available that can capture audio and these programs do not require a high-end computer in order to work. Faculty will need computer microphones to use this option. The Provost and Deans will assess which courses are suitable for this technology by June 2007.

### **Definitions, Pre-Event Planning, Event Planning, and Post-Event Action: What Steps Your Area Will Need to Take to Restore Normal University Functions.**

#### Academic Programs

- The University currently has an established refund policy on tuition, room, board, and fees. Any modifications to this policy would need to be determined based on decisions regarding length of closure, cancellation of classes/services, and granting of academic credit.
- During the closure period, access to the campus will be severely restricted for safety reasons and due to the absence of fully operational support systems. Most research activities that depend upon campus facilities will be temporarily suspended, with exceptions made for those having unique difficulty in closing. Examples include labs where live animals are housed and failure to tend to them would cause significant loss of life.

#### **Animal Care**

The Animal Care facility used by both Life Sciences and EOB would need to remain open. Swapan Ghosh is Chair of Life Sciences; his phone is x2416 and his office is Science S 287G. Charles Amlaner is Chair of EOB; his phone is x2404 and his office is Science S 283A. The Supervisor of ISU's Animal Care facility is Renee Hawkins. Her phone number is x3288 while office is Science North 1. Renee's assistant is Brian Foster and shares her phone number and office. The Animal Care facility must remain open in order to maintain proper care of animal and/or due to the possibility of a mandatory euthanize requirement because of outbreak.

The Animal Care facility houses birds in the science building at almost any time of the year, and every one of them is or could be susceptible to avian flu. The USDA "federal" inspector would decide what to do with them if avian flu were to break out in this area. It is possible that we would have to euthanize them all or wait for the USDA inspector to euthanize them; who is responsible to destroy birds under these circumstances is not clear at present. The USDA inspector is stationed in Michigan. USDA inspector would most likely be required to destroy all bird in the immediate vicinity in the event of an outbreak.

The ISU IACUC should be involved, Diana Hews, chairperson of the committee, and Mark Green, CRO, would need to be in the loop along with Renee Hawkins, the senior animal caretaker, and Charlie Amlaner the science building animal facility manager. Steve Lima would be instrumental on this issue, since he is keeping on top of the avian influenza issue worldwide. All other animals on the campus (mice, rats, reptiles, rabbits) are not susceptible to this flu (as far as we know) but that could change if a genetic mutation was to take place.

<u>Pre-Level 1</u>	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Recovery</u>
<b>Influenza detected in animals, limited animal to human transfer.</b>	<b>First cases of efficient human-to-human transmission internationally.</b>	<b>First verified human-to-human transmission in detected in North America</b>	<b>No later than five days after the declaration of Level 2, Level 3 will be activated – campus will be closed.</b>	<b>Upon declaration of termination of the pandemic by the World Health Organization, the University will begin its recovery period.</b>
The Office of the Provost will work with colleges and depts. to develop unit emergency plans, including plans for dealing with research and research facilities.	Academic Programs:  Preparations will continue for possible lapse in class schedule.  Classes will continue on	Decision criteria/triggering events:  World Health Organization	Academic Program:  Immediately, faculty can conduct coursework from off-site using list serve to	Academic Program:  In coordination with other response teams, Academic Affairs will coordinate the

<p>Each school/college will designate an emergency point person(s). Each college and department will designate an emergency contact person. Each college and department will distribute emergency contact information to critical/essential staff. Emergency contact information for critical/essential staff will be distributed through colleges and departments, then to the Provost.</p> <p>Deans will ask faculty members to briefly discuss (approx. 10 minutes) class activities / actions to be implemented in case the campus is closed due to an Avian Influenza outbreak or other emergency. Faculty will also be requested to include a paragraph in their syllabi outlining how their course will be continued / completed in the case of an emergency. Faculty members will be asked to set up an e-mail listserv for their classes and to consider how online teaching platforms and other technologies could be used in their courses.</p> <p>The Provost will provide</p>	<p>campus uninterrupted.</p> <p>Faculty will develop plans to address issues of student absenteeism.</p> <p>Faculty will consider experimental protocols and identify essential research and make plans for possible interruptions in research schedules.</p> <p>OIT will automatically create and populate Blackboard with student information for all courses. The Blackboard course will be created in an inactive mode and the decision to activate a course will be at the discretion of the faculty members.</p> <p>OIT will plan and deploy additional digital storage and network access capabilities sufficient to support the University in a “virtual operation” mode (fully online).</p>	<p>declaration of Phase 6—Pandemic period: Increased and sustained transmission in the general U.S. population.</p> <p>Confirmation of a high rate of infectivity, rate of infection and/or (death rate)</p> <p>Rate/speed of disease spreading</p> <p>Local public health recommendations to curtail/cancel public activities in county or state</p> <p>Falling class attendance, students leaving campus</p> <p>Rising employee absenteeism</p> <p>Transportation systems closing/curtailing</p>	<p>communicate with students or telephone conference call support.</p> <p>Alternative methods of instruction will continue where possible.</p> <p><b><u>Essential Personnel</u></b></p> <ol style="list-style-type: none"> <li>1. Assoc. Vice President</li> <li>2. Asst. to the Provost</li> <li>3. Registrar</li> <li>4. Director, Admissions</li> <li>5. Director, Financial Aid</li> <li>6. Dean, College of Technology</li> <li>7. Dean, College of Arts &amp; Sciences</li> <li>8. Dean, College of Nursing</li> <li>9. Dean, College of Business</li> <li>10. Dean, College of HHP</li> <li>11. Dean, Graduate School</li> </ol>	<p>resumption of classes and other academic activities.</p>
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<p>training/incentives for faculty to move appropriate segments of classes online or to Blackboard, and to learn how to use appropriate technology in cases of emergency so that their courses can continue.</p> <p>Academic Affairs will develop a basic template and directions that will be sent to deans/departments/faculty. The basic template will include emergency contact information, lab protocol, and animal care procedures that would be implemented if the University were closed for more than two weeks. Unit emergency plans will be developed by each college. These plans will include plans for dealing with research and research facilities. Each college and department will develop a basic written plan of operations that outlines preparatory actions and that defines “mission critical” activities that the department and/or college must and will maintain during the course of an epidemic.</p> <p>Academic departments and</p>		<p>interstate travel</p> <p>Academic Program: On-campus classes will be canceled.</p> <p>Alternative instruction methods will be employed where possible.</p> <p>Most research activities that depend upon campus facilities will be temporarily suspended.</p>		
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<p>faculty will need to strategize about their classes/research and how their work can be sustained during an emergency. Strategies may be different for a small class as compared to a large class, and undergraduate and graduate students/programs, etc. Requirements in one class should not preclude the student from completing the requirements in another class.</p> <p>Chairpersons and course coordinators will work with and inform adjuncts of plans and requirements.</p> <p>CIRT will provide training to faculty to move appropriate segments of classes online to Blackboard, and to learn how to use appropriate technology in cases of emergency so that their classes can continue.</p>				
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**<BUSINESS AFFAIRS AND FINANCE>  
PANDEMIC OPERATIONS PLAN**

**Assumptions**

1. The University will identify essential functions that must continue to be supported during event.
2. The University will outline policies on how employees are to be paid in the event of a Pandemic.
3. OIT and Telecommunications will provide necessary support to allow essential functions and essential employees to work from remote locations.
4. The Office of the Controller will be able to receive and send ACH files electronically to the Federal Reserve and make other required payments associated with payroll such as tax deposits and benefits and deduction payments to appropriate outside vendors.

<b>Pre-Level 1</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Post-Event Actions</b>
Influenza detected in animals, limited animal to human transfer,	First cases of efficient human-to-human transmission internationally.	First verified human-to-human transmission is detected in North America.	No later than five days after the declaration of Level 2, Level 3 will be activated – campus will be closed.	Upon declaration of termination of the pandemic by the World Health Organization, the University will begin its recovery period.
Define essential employees based upon identified essential functions that must be performed. Compile list of technology requirements in order to perform essential functions from campus and	<ol style="list-style-type: none"> <li>1. Review check list of tasks as defined in this document to make sure all contingencies are addressed.</li> <li>2. Evaluate plans of other areas impacting Business Affairs/Finance and respond accordingly.</li> </ol>	<ol style="list-style-type: none"> <li>1. Communicate any known required duties to essential Business Affairs/Finance employees and monitor activities to ensure deadlines are met.</li> <li>2. Post hours and services available on web</li> </ol>	<ol style="list-style-type: none"> <li>1. Secure Business Affairs/Finance offices.</li> <li>2. Post any on-line services available from web sites.</li> <li>3. Transfer main Business Affairs/Finance office phone lines to individual employees</li> </ol>	<ol style="list-style-type: none"> <li>1. Develop a timeline as to when all activities deemed non-essential during pandemic event will be resumed.</li> <li>2. Notify necessary employees to return to work as appropriate.</li> <li>3. Review any documentation received during the event to ensure it will meet required audit</li> </ol>

<p>remote locations. Develop an internal communication plan for Business Affairs and Finance staff. Coordinate planning to ensure a communication plan is in place to receive and send required information to complete essential functions. Identify all associated support offices required in order to fulfill identified essential functions and ask they confirm plans are in place to provide required support. Advise staff of planning for event. Encourage staff to make personal</p>		<p>site and physical office locations. 3. Ensure all essential areas are staffed as needed. 4. Staff will be advised of their work schedules and any changes to contact information. 5. Ensure appropriate security is provided to Office of Controller area. 6. Secure direct deposit information from any employee currently not on direct deposit.</p>	<p>home or cell phones. 4. Ensure physical needs of any staff remaining on campus are met. 5. Transfer all vault cash to financial institutions. 6. Staff will access and continue to monitor GroupWise email system. 7. Emergency purchase of departmental supplies will be made utilizing ProCards or Banner system from remote sites. 8. Normal time collection methods for payroll reporting will cease and Human Resources will</p>	<p>guidelines. 4. Request any needed follow-up documentation from campus departments and/or outside agencies for appropriate records retention. 5. Prepare a report outlining success and opportunities for improvement in operations, should another pandemic event occur.</p>
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<p>emergency preparedness plans.</p> <p>Identify what supplies are needed in the area.</p> <p>Identify what resources would be available for any staff that will be staying on campus (e.g. food, lodging, etc.)</p> <p>Develop a plan for ensuring safety of those working in the area.</p> <p>Determine who will decide hours of operation and services to be provided, if any.</p> <p>Provide additional cross training on essential functions.</p> <p>Determine cash needs and associated security issues.</p> <p>Investigate</p>	<p><b><u>Essential Personnel:</u></b> Full Staff</p>	<p><b><u>Essential Personnel:</u></b> 1. Vice President 2. Director-Purchasing 3. Asst. Controller 4. University Budget</p>	<p>monitor employee activities and provide a detailed listing of employees who are working, using authorized leave time, and those released.</p> <p>9. All employees being paid will receive pay via direct deposit.</p> <p>10. All vendor payments will be made using ACH. No paper checks will be prepared.</p> <p>11. Items normally sent to Central Receiving will be shipped directly to the on campus department ordering the supplies or off campus directly to the individual ordering, if</p>	<p><b><u>Essential Personnel:</u></b> Full Staff</p>
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<p>additional potential uses of the internet for unit responsibilities.</p> <p><b><u>Essential Personnel:</u></b> Full Staff</p>		<p>Officer</p> <p>5. Asst. Treasurer/ University Bursar</p> <p>6. Risk Manager</p> <p>7. Director-Payroll</p>	<p>needed.</p> <p><b><u>Essential Personnel:</u></b></p> <p>1. Vice President</p> <p>2. Director-Purchasing</p> <p>3. Asst. Controller</p> <p>4. University Budget Officer</p> <p>5. Asst. Treasurer/ University Bursar</p> <p>6. Risk Manager</p> <p>7. Director-Payroll</p>	
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## <COMMUNICATIONS & MARKETING> PANDEMIC OPERATIONS PLAN

### Assumptions:

- Job one will be communicating with the various audiences – students, faculty, employees, the media, Board of Trustees, parents, the general public and alumni. Other functions of our office will cease until the crisis passes.
- We will have to disseminate information quickly and accurately in order to head off a storm of rumors.
- Much of our work during this time will take place in campus, although some writing and updating of the website could be done off-campus.
- Essential personnel will serve 12 hour shifts. Personal days and vacation time will be cancelled.

### Definitions:

<u>Pre-Level 1</u>	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Recovery</u>
Influenza detected in animals, limited animal to human transfer.	First cases of efficient human-to-human transmission internationally.	First verified human-to-human transmission is detected in North America.	No later than five days after the declaration of Level 2, Level 3 will be activated – campus will be closed.	Upon declaration of termination of the pandemic by the World Health Organization, the University will begin its recovery period.
<p>1) Set up an Influenza website to educate the campus community on how to prepare and what to could happen. NOTE: This site went live Oct. 2. It can be accessed by going to <a href="http://www.indstate.edu/pandemic_flu/">http://www.indstate.edu/pandemic_flu/</a></p> <p>2) Work with Student Health Promotions on educating students as well as faculty and staff on the threat</p>	<p>1) Prepare fact sheets and background sheets for use in Media Center. Gather a stash of campus and local phone directories, campus maps, a list of media addresses, phone numbers and emails, paper and pens. Other items that will travel to the Media</p>	<p>1) Draft scripts for those communicating with parents (headed up by Student Affairs &amp; Communications Marketing).</p> <p>2) Establish a Media Relations</p>	<p>1) Promptly notify internal and external audiences (statewide and our Illinois waiver counties) of the disruption</p>	<p>1) Communicate via news media, post to Portal and communicate via emails and the Cancellation Line when the university will reopen and the procedure to begin business as usual.</p> <p>2) Communications</p>

<p>and infection control practices to ensure one universal message is conveyed.</p> <p>3) Extend ongoing education efforts to messages in Global E-mail and MyISU Portal.</p> <p>4) Be an active participant in campus planning and educating ISU Community on accessing information on the Influenza website, through Global/Cyberwires and the University Cancellation Line (7777).</p> <p>5) Setup a second option on the University Cancellation Line (7777). This option will provide information to employees, such as closure/reopening information and procedures, call-in, benefit information, etc.</p> <p>6) Work with Human Resources on Contact Cards -- cards that will have phone numbers for benefit carriers as well as important University phone numbers and websites.</p> <p><u>Essential Personnel:</u></p> <p>1. Director, Media Relations 2. Coordinator, Media Relations</p>	<p>Center will be a University Seal for the podium/lectern, a media contact log sheet, the department cell phone and a laptop computer.</p> <p>2) Assist Human Resources in communicating leave policies and changes on policies or procedures and International Affairs in communicating travel alerts.</p> <p><u>Essential Personnel:</u></p> <p>1. Director, Media Relations</p>	<p>Center (HMSU 321) that would serve as the location for the daily press briefing and be equipped with telephone/internet connections, fact sheets and background information on influenza/pandemic flu and campus/local telephone directories.</p>	<p>of classes/events in the event of a total or partial campus closing.</p> <p>2) Command center liaison (or C&amp;M representative) will gather the following information – employee absences, number of students currently receiving care at the health center, number of lab confirmed cases, number of students</p>	<p>&amp; Marketing will provide a final report on the degree and type of news coverage. Members of the Emergency Response Team will review this report and evaluate performance under fire. The team will note:</p> <ul style="list-style-type: none"> <li>• Overall success or failure of the crisis communication effort</li> <li>• Problems to be avoided in the future</li> <li>• Appropriate follow-up measures</li> </ul>
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<p>3. Director, University Publications</p>	<p>2. Special Asst. to the President, University Spokesperson 3. Coordinator, Media Relations</p>	<p><u>Essential Personnel:</u></p> <p>1. Director, Media Relations 2. Special Asst. to the President, University Spokesperson 3. Coordinator, Media Relations</p>	<p>transported to area hospitals and number of deaths.</p> <p>3) Draft external and internal bulletins and announcements. These will be disseminated in the form of press releases to media and external contacts (such as community leaders); posted on ISU's Influenza website; sent via a Cyberwire through Global Mail; posted on the MyISU</p>	<p><u>Essential Personnel:</u></p> <p>1. Director, Media Relations 2. Special Asst. to the President, University Spokesperson 3. Coordinator, Media Relations</p>
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			<p>Portal and played on the hold message and the University Cancellation Line (7777).</p> <p>4) Work with International Affairs in order to have these announcements translated into five languages.</p> <p>5) Log and manage media requests and interviews as well as offer a daily press briefing (ideally scheduled in early afternoon 1-</p>	
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			<p>2 p.m.). In the event of infection control concerns, this briefing could be video conferenced.</p> <p><u>Essential Personnel:</u></p> <ol style="list-style-type: none"> <li>1. Director, Media Relations</li> <li>2. Special Asst. to the President, University Spokesperson</li> <li>3. Coordinator, Media Relations Assoc.</li> <li>4. Director, Comm. &amp; Mktg.</li> <li>5. Other personnel if needed</li> </ol>	
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Areas of Concern:

Only one member of this team has received HIPAA training (Meyer). Because of legal implications involved, all communicators, whether in C&M or elsewhere, need to receive this training. Interested areas – Public Safety, Student Affairs, and Residential Life.

Creating a Parents Listserv – ideally prior to a crisis. This would be another mode of communication rather than just leaving them to call the University. This listserv could be used other times, not just in times of crisis.

**< DINING SERVICES >  
PANDEMIC OPERATIONS PLAN**

**Assumptions:**

ISU Dining Services is assuming that when the University makes the decision close, a point of service will be designated for food service.

If the pandemic takes place in the summer, service will take place in Lincoln and at Sycamore during the school year. Food will be served take out style with on common dining area to prevent transmission. In addition, food deliveries will be made to the Infirmary. Dining Services assumes that we will feed 200 essential staff, 200 residents and 100 infirmed for 8 weeks.

Definitions:

<b><u>Pre-Level 1</u></b>	<b><u>Level 1</u></b>	<b><u>Level 2</u></b>	<b><u>Level 3</u></b>	<b><u>Recovery</u></b>
Influenza detected in animals, limited animal to human transfer.	First cases of efficient human-to-human transmission internationally.	First verified human-to-human transmission is detected in North America.	No later than five days after the declaration of Level 2, Level 3 will be activated – campus will be closed.	Upon declaration of termination of the pandemic by the World Health Organization, the University will begin its recovery period.
<ol style="list-style-type: none"> <li>1. Complete emergency response menu.</li> <li>2. Identify number of meals served</li> <li>3. Identify point of service</li> <li>4. Train all staff</li> <li>5. Compile budget for 8 weeks</li> <li>6. Gather appropriate dialog from University concerning phone call</li> </ol>	<ol style="list-style-type: none"> <li>1. Continue with Prelevel 1.</li> <li>2. Setup up command center</li> <li>3. Gather parking and building procedures</li> <li>4. Set up water parstock and supplies at the infirmary</li> <li>5. Review consolidated staff needs</li> <li>6. Establish budget approval</li> </ol>	<ol style="list-style-type: none"> <li>1. Continue Prelevel 1 and Level 1.</li> <li>2. Issue closing information to staff and students</li> <li>3. Identify staff levels and menu support</li> <li>4. Forecast unit opening dates</li> <li>5. Post Menus</li> <li>6. Contact Staff</li> <li>7. Distribute emergency</li> </ol>	<ol style="list-style-type: none"> <li>1. Continue Pre- level 1, Level 1&amp;2</li> <li>2. Make sure proper precautions are followed by workers.</li> <li>3. Review food safety training</li> <li>4. Checks to ensure all units, storage areas are secured.</li> <li>5. Begin Emergency food service out of Mills door and delivery to the infirmed</li> </ol>	<ol style="list-style-type: none"> <li>1. Communicate to all staff that campus will reopen</li> <li>2. Send communication to staff /students about opening</li> <li>3. Dining Services staff prepare buildings for opening</li> <li>4. Notify all employees</li> <li>5. Notify all vendors</li> <li>6. Make a list of what went well what needs to be improved</li> <li>7. Evaluate present plan to see if what changes are needed</li> </ol>

<p>response</p> <ol style="list-style-type: none"> <li>7. Identify administrative personnel</li> <li>8. Identify storage space</li> <li>9. Contact food service users of possible closing</li> <li>10. Increase petty cash</li> <li>11. Review parking</li> <li>12. Review lighting, fire equipment and safety equipment</li> <li>13. Identify essential service personnel</li> <li>14. Begin stockpiling</li> <li>15. Identify essential University personnel</li> <li>16. Identify infirmary food needs</li> </ol>	<ol style="list-style-type: none"> <li>7. Stockpile</li> <li>8. Identify closing dates</li> <li>9. Transfer all goods to Sycamore</li> <li>10. Contact vendors</li> <li>11. Establish deliveries</li> <li>12. Check equipment</li> <li>13. Supply staff with HR info and schedules</li> <li>14. Consolidate all unit cash to Res Life</li> <li>15. Secure unused units and supplies</li> <li>16. Identify delivery scheduled for infirmary</li> <li>17. Update maintenance on vehicles and fuel</li> <li>18. Run FMS production for emergency menu.</li> </ol> <p><u>Essential Personnel:</u></p>	<p>phone roster</p> <p><u>Essential Personnel:</u></p> <p>Same as Pre level 1 and level 1&amp;2</p>	<ol style="list-style-type: none"> <li>6. Payroll functions and office processing to be done in main office.</li> <li>7. Continually monitor the health and wellness of staff.</li> </ol> <p><u>Essential Personnel:</u></p> <ol style="list-style-type: none"> <li>1. General Manager</li> <li>2. Unit Manager</li> <li>3. 1-Management Support</li> </ol>	<ol style="list-style-type: none"> <li>8. Update present emergency plan based on above evaluation</li> <li>9. Proceed as normal</li> </ol> <p><u>Essential Personnel:</u></p> <ul style="list-style-type: none"> <li>• Return to normal staffing</li> </ul>
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<u>Essential Personnel:</u>  None required working under normal conditions	Same as Pre- level 1		4. 2-Janitorial 5. 1-Driver/stock 6. 3-Production staff 7. 1-Admin support	
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**<FACILITIES MANAGEMENT>  
PANDEMIC OPERATIONS PLAN**

Assumptions: **The main assumption is that sufficient time is given for campus shutdowns to occur in an orderly fashion and that essential personnel stand their posts!**

<u>Pre-Level 1</u>	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Recovery</u>
Influenza detected in animals, limited animal to human transfer.	First cases of efficient human-to-human transmission internationally.	First verified human-to-human transmission is detected in North America.	No later than five days after the declaration of Level 2, Level 3 will be activated – campus will be closed.	Upon declaration of termination of the pandemic by the World Health Organization, the University will begin its recovery period.
<p>Complete and disperse copies of the pre-pandemic plan document to all personnel, and inform all essential personnel of their task both prior to each Level being declared, and after.</p> <p><b><u>Essential Personnel:</u></b> *Consult the current Emergency Call Out sheet which indicates 3-4 key personnel</p>	<p>A final review of the pre-planning pandemic document will be made with all essential personnel as a ‘refresher’ with special emphasis given to preparation of our essential or key responders.</p> <p><b><u>Essential Personnel:</u></b> Electricians, Plumbers, HVAC Personnel, Custodial</p>	<p>As Level 3 approaches, final planning of key assignments is to be given along with a ‘blackboard training session’ to essential personnel detailing:</p> <ul style="list-style-type: none"> <li>-How the shutdown of campus would occur</li> <li>-When the shutdown would start, and be finished, and</li> <li>-How communications would be handled during and after the shutdown.</li> </ul> <p><b><u>Essential Personnel:</u></b> HVAC Electricians, Plumbers, and Custodial Personnel</p>	<p>Implementation of the building shutdowns for security will occur with all systems being ‘dialed back’ and all areas being searched and secured, and locked (i.e....shutting off of all lights, shutting of windows, checking all running water, checking any known problem areas in each building,.....)</p> <p><b><u>Essential Personnel:</u></b> Electricians, Plumbers, HVAC Personnel, Power Plant, and Custodial Personnel</p>	<p>3-5 days prior to the university reopening, essential personnel would begin the campus and building shutdown process in reverse, preparing the campus for the return of students and staff.</p> <p>This ‘re-opening’ process would allow for 1-3 days of repairs as needed as a result of the shutdowns.</p> <p><b><u>Essential Personnel:</u></b> Electricians, Plumbers, HVAC Personnel, Power</p>

<p><b>per trade area depending on what the problem or incident might be.</b></p> <p><b>Depending upon the speed at which any level of the plan may need to be implemented, the proper number of essential personnel will be assigned at that time.</b></p>	<p><b>Personnel, Power Plant, and Mail Services Personnel</b></p>		<p><b>Once the shutdowns have occurred, the only personnel remaining on campus following a complete campus shutdown, would be 24 hour Power Plant personnel and 1-3 key FacMan administrators to handle emergencies (i.e...leaks, power outages,..)</b></p>	<p><b>Plant, and Custodial Personnel</b></p>
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**<HUMAN RESOURCES>  
PANDEMIC OPERATIONS PLAN**

Assumptions:

Definitions:

<u>Pre-Level 1</u>	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Recovery</u>
Influenza detected in animals, limited animal to human transfer.	First cases of efficient human-to-human transmission internationally.	First verified human-to-human transmission is detected in North America.	No later than five days after the declaration of Level 2, Level 3 will be activated – campus will be closed.	Upon declaration of termination of the pandemic by the World Health Organization, the University will begin its recovery period.
HR @ work – Business as usual.	<p>HR @ work. Preparing for call off and pay procedures.</p> <p>Master Payroll List including benefit time balances, etc.</p> <p>Policies – review HR policies for pandemic issues.</p> <p>Push communication to employees.</p> <p>Begin waves of training for pandemic procedures.</p> <p>Identify essential all personnel (master list in HR) Prepare for new emergency ID cards.</p> <p>Distribution of protective</p>	<p>Rely on communications and directions from the State.</p> <p>Reinforce policies – FMLA, sick leave, etc., to ill employees away from work.</p> <p>Identify employees with certification.</p> <p>Prepare to reconcile master payroll list with benefit time.</p>	<p>Activate emergency procedures to perform only essential HR functions.</p> <p>Updating campus and employees/visitors/students/parents, etc. of status.</p> <p>Man telephones/electronic mail if applicable—answer questions, assisting supervisors and departments.</p> <p>Assistance to any/all departments who are in need.</p>	<p>Communicate openings/shifts/ Departments dates and times on radio, TV, ISU Info Line, pandemic web page, and MyISU portal.</p> <p>Entire campus not open at once—waves of employees returning according to essential duties and campus needs. Prepare paperwork, i.e., death, return to work, sick leave, etc.</p> <p>Employees unable to return due to illness must have proper paperwork (FMLA, etc.) sent and days missed recorded/reconciled. When able to return to work, MD slips without restrictions must be provided PRIOR to coming to campus. Reconcile with Payroll to determine payment of</p>
<u>Essential</u>			<u>Essential Personnel:</u>	

<u>Personnel:</u>  All Staff	equipment and request volunteers.  <u>Essential Personnel:</u>  All Staff	<u>Essential  Personnel:</u>  All Staff	Assistant Vice President Admin Services Coordinator Staff Benefits Manager	employees, if applicable and adjusting benefits leave balances. <u>Essential Personnel:</u>  All Staff
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**<INTERNATIONAL AFFAIRS CENTER>  
PANDEMIC OPERATIONS PLAN**

Assumptions:

- It is assumed that the IAC will be able to coordinate its efforts with other ISU departments
- It is assumed that some IAC personnel will have access to the IAC office and will be available to work from the office during a pandemic

Definitions:

- F1 visa – student visa
- F2 visa – dependent of student visa
- J1 visa – exchange visitor visa
- J2 visa – dependent of exchange visitor visa
- SEVIS – Student and Exchange Visitor Information System, used to track and keep records on all F and J visa holders who are in the U.S.
- NAFSA – Association of International Educators
- ICE – Immigration and Customs Enforcement
- CPT – Curricular Practical Training, available to F1 students during their academic programs
- OPT – Optional Practical Training, available to F1 students following completion of their academic programs
- DSO – Designated School Official, responsible for assisting F1 students and their dependents in immigration issues
- ARO – Assistant Responsible Official, responsible for assisting J1 exchange students and scholars and their dependents in immigration issues

<u>Pre-Level 1</u>	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Recovery</u>
<b>Influenza detected in animals, limited animal to human transfer.</b>	<b>First cases of efficient human-to-human transmission internationally.</b>	<b>First verified human-to-human transmission is detected in North America.</b>	<b>No later than five days after the declaration of Level 2, Level 3 will be activated – campus will be closed.</b>	<b>Upon declaration of termination of the pandemic by the World Health Organization, the University will begin its recovery period.</b>

<ul style="list-style-type: none"> <li>• The IAC will continue to maintain accurate records on all international students (on F1 or J1 visas) and scholars (on J1 visas) and their dependents (on F2 or J2 visas). This information will include each student, scholar, and dependent's nationality, home country contact information (address, phone number, and in some cases, email address) and local contact information (address, phone number, and email address).</li> <li>• The IAC will compile a list of all students, ISU employees, or residents of Terre Haute who would be able to translate</li> </ul>	<ul style="list-style-type: none"> <li>• The IAC will provide information regarding student and scholar travelers entering the campus from regions affected by the pandemic to ISU health services. This information will include students/scholars' names, nationality, and contact information (home country and local).</li> <li>• When necessary, the IAC will assist in distributing all communications from ISU (i.e. Health Services, Public Safety, Res Life) related to the pandemic to incoming students, scholars, and family members abroad as well as to students and scholars currently studying at ISU (including those on CPT and OPT). If this information needs to be translated, the IAC will be responsible for facilitating the translation of materials. The IAC will also ensure that all messages to these individuals are worded in</li> </ul>	<p>Same as for Level 1</p> <p><u>Essential Personnel:</u> Executive Director of IAC, Associate Director of International Student Services, DSO and ARO</p>	<p>Same as for Level 1 and 2</p> <p><u>Essential Personnel:</u> Executive Director of IAC, Associate Director of International Student Services, DSO and ARO</p>	<ul style="list-style-type: none"> <li>• Following the pandemic, the IAC will evaluate its role in responding to the pandemic and discuss possible revisions/improvements to the above procedures.</li> </ul> <p><u>Essential Personnel:</u> All IAC Personnel</p>
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<p>in the case of a pandemic.</p> <ul style="list-style-type: none"> <li>• The IAC will contact NAFSA and other international organizations to obtain recommendations and information regarding how schools can assist international students/scholars during a pandemic. In addition, the IAC will gather as much relevant information as possible regarding the cultural views in different parts of the world related to a pandemic (perceptions of health care, food preferences and restrictions, conceptions of quarantine, etc.).</li> <li>• The IAC will keep informed on all current visa</li> </ul>	<p>a culturally sensitive and concise manner.</p> <ul style="list-style-type: none"> <li>• The IAC will offer to assist with organizing and leading informational sessions and question/answer periods related to the pandemic to all students, scholars, and their dependents living on campus and in the local community.</li> <li>• The IAC will be responsible for informing all international students and scholars of immigration regulations (i.e. travel restrictions, visa requirements) related to the pandemic.</li> <li>• The IAC will work with Res Life to help ensure housing arrangements that need to be made take into consideration students' cultural concerns as much as possible.</li> </ul> <p><u>Essential Personnel:</u> Executive Director of IAC, Associate Director of International Student Services, DSO and ARO</p>			
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<p>regulations related to a pandemic through SEVIS and ICE.</p> <ul style="list-style-type: none"><li>• The IAC will keep an updated list of all students and their dependents at Interlink Language Center (ILC) at ISU and develop a plan with the Director of ILC that will ensure information regarding the pandemic is distributed to ILC students and staff.</li><li>• The IAC will distribute this plan to all IAC personnel after the final copy has been approved by the Executive Director of the IAC.</li></ul> <p><u>Essential Personnel:</u> All IAC Personnel</p>				
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**<OFFICE OF ENVIRONMENTAL SAFETY>  
PANDEMIC OPERATIONS PLAN**

Assumptions:

Definitions: PPE=Personal Protective Equipment

<u>Pre-Level 1</u>	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Recovery</u>
Influenza detected in animals, limited animal to human transfer.	First cases of efficient human-to-human transmission internationally.	First verified human-to-human transmission is detected in North America.	No later than five days after the declaration of Level 2, Level 3 will be activated – campus will be closed.	Upon declaration of termination of the pandemic by the World Health Organization, the University will begin its recovery period.
<ol style="list-style-type: none"> <li>1. Obtain list of essential personnel and function from IC; evaluate level of exposure and determine PPE &amp; respiratory protection needs.</li> <li>2. Assess Respiratory Protection Plan and schedule medical surveillance as is necessary.</li> <li>3. Review PPE &amp; respiratory protection stockpile</li> </ol>	<ol style="list-style-type: none"> <li>1. Respirator Training and fit testing for essential personal that are at risk for exposure.</li> </ol>	<ol style="list-style-type: none"> <li>1. Distribute PPE and respiratory protection.</li> </ol>	<ol style="list-style-type: none"> <li>1. Monitor exposure risk for essential personnel.</li> <li>2. Collect medical waste and secure in waste accumulation area; prepare for shipment.</li> </ol>	<ol style="list-style-type: none"> <li>1. In conjunction with others, make sure that spaces that may have had exposure/contamination are safe to re-occupy and return to normal function.</li> </ol>

<p>inventory; secure additional supplies if needed.</p> <p>4. Assess supplies for medical waste collection.</p> <p>5. Review and update if necessary, contract for pick-up and disposal of medical waste.</p> <p><u>Essential Personnel:</u> Director, Env. Safety Occupational Safety Specialist</p>	<p><u>Essential Personnel:</u> Director, Env. Safety Occupational Safety Specialist</p>	<p><u>Essential Personnel:</u> Director, Env. Safety Occupational Safety Specialist</p>	<p><u>Essential Personnel:</u> Director, Env. Safety Occupational Safety Specialist</p>	<p><u>Essential Personnel:</u> Director, Env. Safety Occupational Safety Specialist</p>
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**<OFFICE OF INFORMATION TECHNOLOGY>  
PANDEMIC OPERATIONS PLAN**

<b>Assumptions:</b>	<b>Definitions:</b>
<p>A. The University will</p> <ul style="list-style-type: none"> <li>• identify the essential functions that must continue to operate during the period of the emergency.</li> <li>• categorize the essential functions into those that will be performed from a remote location and those that must be performed on site.</li> <li>• provide OIT a list of the essential functions and their category.</li> <li>• provide OIT the names, telephone numbers, email addresses, and departments of the individual staff members</li> </ul>	<p>Category 1 Staff: Individuals whose services are required to support essential functions and whose work requires them to be on site during the event.</p>

responsible for essential functions that will be performed from a remote location. This information will be provided in sufficient time for OIT to make the necessary technical preparations needed to assist the individuals in carrying out their duties.

- provide a sufficient period of time between the decision to execute the plan and the time of evacuation that will permit OIT to carry out the on-campus actions described under Event Execution.

B. The University recognizes that allowing remote access to ERP systems (e.g., Banner) is inherently a security risk. To minimize that risk, the University will

- when the event is declared, authorize OIT to repurpose and provide appropriately configured University-owned personal computers for essential employees who require such access to use at their homes during the event.
- require that any office permitting remote access to Banner and other ERP systems by their employees also require that university-owned computers in employees' homes will
  - not be used for non-ISU business purposes such as casual Internet browsing.
  - not have additional applications installed unless approved by OIT.
  - not be used by individuals other than the employee.
- require that any office permitting remote access to Banner and other ERP systems through personally owned microcomputers will require such devices to
  - have up to date virus protection software installed.
  - have up to date spyware detection software installed.
  - have a firewall enabled on the computer.
  - have a complete security check of the system run by the user prior each access period if the device is used for non-ISU business purposes (e.g. web browsing) or by persons who are not authorized access to the ERP systems.

C. OIT will only support those functions identified as essential to the continuing operation of the University.

D. Additional funding for technology accommodations that may be needed for functions to be performed from a remote location will be extremely limited or not available.

E. End user support for individuals working at home will be limited to that provided via telephone or online. OIT will not be tasked to travel to these locations to provide on-site support.

F. Individuals will be responsible for providing any telephone or ISP services needed to support their home offices.

Category 2 Staff:  
Individuals whose services are required to support essential functions and whose work can be accomplished from a remote location.

Category 3 Staff:  
Individuals whose services are not required for support of essential functions at the beginning of the event. This group will be the pool from which Category 1 and Category 2 replacements may be drawn.

Readiness Level 3:  
Normal operating conditions. Ongoing event response planning and preparation.

Readiness Level 2:  
University has identified and categorized (i.e., remote operation or on-site) the essential functions that will continue to operate during an event. Actions are

G. Utilities (e.g., electrical, HVAC) will be available during the event.

H. Commercial carrier services needed to connect campus systems to local and long distance telephone systems and the Internet will continue to operate during the event.

I. Human Resources will develop

- documents explaining the impact of being in a position classified as not essential to continued operation during the event, and the options the employee may exercise.
- procedures for activation or utilization of Category 3 staff during the event.

J. Student employees will be largely unavailable after Level 2 is declared and cannot be depended on to assist in carrying out Level 2 actions.

K. The following Office of Information Technology services are essential to the continuing operation of the University during periods affected by pandemic events.

- Network maintenance
- Telephone maintenance
- Central server support and operations
- ERP systems support (e.g., Banner)
- Blackboard system support
- Email and portal systems support
- Help Desk and end user support
- Telephone operator/information service

underway to identify and test the system changes necessary for remote operation. Determination of OIT staffing requirements and categories is underway. Review and revision of operating procedures is underway. Necessary supplies are on order.

Readiness Level 1: System changes have been identified and tested. Staffing requirements and categories have been determined. Operating procedures are current. Necessary supplies are on hand.

<u>Pre-Level 1</u>	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Recovery</u>
Influenza detected in animals, limited animal to human transfer.	First cases of efficient human-to-human transmission internationally.	First verified human-to-human transmission is detected in North America.	No later than five days after the declaration of Level 2, Level 3 will be activated – campus will be closed.	Upon declaration of termination of the pandemic by the World Health Organization, the University will begin its recovery period.

<p>Pre-event Actions</p> <ul style="list-style-type: none"> <li>• Review with the affected departments the technology requirements for essential functions identified by the University and determine what system changes will be required to permit these to be performed from a remote location.</li> <li>• Report to the departments and to the concerned vice presidents where such changes are not practical because of system limitations.</li> <li>• If there are cases where changes will incur expense, the CIO and the vice president will determine if funding will be made available or if the department will need to arrange other means to meet the requirement.</li> <li>• Develop a common image to be placed on each University-owned computer that is issued to an employee to permit them to work from home during the event.</li> <li>• Where practical, make necessary system modifications and work with departments to test the effectiveness.</li> <li>• Determine the positions within each OIT area that will be needed to support the essential functions.</li> <li>• Determine the category of each position assigned to OIT.</li> <li>• Develop procedures and tentative work schedules that will permit the continued support of the essential functions.</li> <li>• Develop procedures for activation of</li> </ul>	<ul style="list-style-type: none"> <li>• Review pre-event system preparations and correct any deficiencies needed for attaining Readiness Level 1.</li> <li>• Report level of readiness and any deficiencies to the CIO.</li> <li>• Review assignment category for all staff and make any needed changes.</li> <li>• Advise all staff of where to find changes to event policies and procedures issued by the University.</li> <li>• Report current staff assignment categories to Human Resources and the Health Center.</li> <li>• Advise all staff of where to find changes to event policies and procedures issued by the University.</li> <li>• Advise Category 1 staff where to find information concerning vaccines.</li> </ul>	<ul style="list-style-type: none"> <li>• Report level of readiness and any deficiencies to the CIO.</li> <li>• Initiate system changes that cannot be completed prior to declaration of the emergency.</li> <li>• Begin staging and modification of computers for remote operation.</li> <li>• Distribute computers to designated departments whose staff will be performing essential functions from remote locations.</li> <li>• Review event job assignments with all staff and modify as necessary.</li> <li>• Advise all staff of any changes to event policies and procedures issued by the University.</li> <li>• Report current staff assignments to Human Resources, Public Safety, and the Health Center.</li> <li>• Advise Category 1</li> </ul>	<ul style="list-style-type: none"> <li>• Report level of readiness and any deficiencies to the CIO.</li> <li>• Category 3 staff are advised to follow instructions issued through Human Resources for the duration of the emergency.</li> <li>• Category 2 staff begin performing functions from remote locations.</li> <li>• Category 1 staff continue performing functions on-site and from remote locations as appropriate to the task.</li> <li>• Category 1 and 2 staff begin daily written reporting to supervisors of activities and events occurring during their work period.</li> <li>• Directors begin daily summary reporting to the CIO of significant events and activities occurring the previous day in their areas.</li> </ul>	<ul style="list-style-type: none"> <li>• Return to normal operations. All staff resume their normal functions.</li> <li>• Any event-activated system changes will be returned to their normal state.</li> <li>• University-owned personal computers assigned for home use during the event will be reclaimed and restored to the original state and use.</li> <li>• All units will prepare a report of activities during the event and detailing any changes that were made to their operation during the event. Reports will include any recommendations to improve response or operations during other events.</li> </ul>
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<p>Category 3 (replacement of Category 1 or Category 2) staff during the event.</p> <ul style="list-style-type: none"> <li>• CIO review and approve the categories.</li> <li>• Notify employees in writing of the category to which they are assigned.</li> <li>• Ensure Category 3 staff are aware of the options developed by HR and the procedures for activation during the event.</li> <li>• Stockpile a supply of University-approved masks and gloves sufficient to meet the needs of OIT Category 1 employees for a period of 60 days.</li> <li>• Provide Human Resources a list of OIT employees who are required to perform their work on site during the event and update as changes occur.</li> </ul>		<p>staff where to find information concerning vaccines.</p>		
<p><u>Essential Personnel:</u></p> <p>All</p>	<p><u>Essential Personnel:</u></p> <p>All</p>	<p><u>Essential Personnel:</u></p> <p>All</p>	<p><u>Essential Personnel:</u></p> <p>See attached for current list</p>	<p><u>Essential Personnel:</u></p> <p>All</p>

Office of Information Technology Essential Staff List  
Current as of 11/21/2006 – will be updated as needed

Category 1 Staff: Individuals whose services are required to support essential functions and whose work requires them to be on site during the event.

Institutional Computing Services

Moffett, Robert

Townsend, Brett

Webster, William

Technology Infrastructure Services

Allen, Christopher

Bennett, William

Bryant, Amy

Cotterell, Terry

Cottom, Timothy

Hanna, Christopher

Hargis, Jerold

Hill, Bradley

Jarmin, Virgil

Jenkins, Matthew

McCloud, Stephen

Oliver, Gerald

Phillips, Larry

Pifer, David

Truelove, John

User Services

Watson, Dan

Williams, Jack

Category 2 Staff: Individuals whose services are required to support essential functions and whose work can be accomplished from a remote location.

Kinley, Edward

Day, Vickie

Institutional Computing Services

Bell, James

Essig, Lori

Hayward, Steven

McCleary, Diana

Mishler, Daniel

Read, Steven

Rodgers, Elizabeth

Smith, Janet

Smith, Kevin

Ward, Penny

Winn, Victoria

Technology Infrastructure Services

Barley, Robert

Edwards, Champe

Foulke, Janice

Hayes, Chris

Lowry, Michael, Jr

Roberts, Tony

Servis, Michael

Ward, Martha

User Services

Adamchak, Andrea

Bigney, David

Brink, Aaron

Dicus, Darrin

Ford, John

Ford, Mark  
Hu, Pei-Yi  
Malone, Pamela  
McKay, Dennis  
Mitchell, Francis  
Neal, Scott  
Phillips, Yancy  
Tesh, William  
Vincent, Andrew

**<PUBLIC SAFETY>  
PANDEMIC OPERATIONS PLAN**

Assumptions:

Definitions:

<u>Pre-Level 1</u>	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Recovery</u>
Influenza detected in animals, limited animal to human transfer.	First cases of efficient human-to-human transmission internationally.	First verified human-to-human transmission is detected in North America.	No later than five days after the declaration of Level 2, Level 3 will be activated – campus will be closed.	Upon declaration of termination of the pandemic by the World Health Organization, the University will begin its recovery period.
<ol style="list-style-type: none"> <li>1. Review Emergency Response Plan</li> <li>2. Review the definition of a Level 3 Emergency</li> <li>3. Review roles and proper responses for officers/dispatchers</li> <li>4. Review personal and home response plans for personnel</li> <li>5. Identify locations of stored supplies including medical products</li> <li>6. Prepare storage area for campus Tamiflu allocation</li> <li>7. Contact area public safety agencies</li> </ol>	<ol style="list-style-type: none"> <li>1. Maintain vigilance with worldwide news reporting agencies</li> <li>2. Relay pertinent information to the campus community through portal and global communication</li> </ol>	<ol style="list-style-type: none"> <li>1. Cancel all officer/dispatcher days off and go to 12 hour on/12 hour off shifts</li> <li>2. Assign officers in pairs:               <ol style="list-style-type: none"> <li>a) Patrol car, perimeter of main campus</li> <li>b) Patrol car at Univ. Apts.</li> <li>c) North district</li> <li>d) South district</li> <li>e) Student Health Center</li> </ol> </li> <li>3. By districts, systematically begin to secure and close all campus buildings</li> <li>4. Reduce flow of vehicular and pedestrian</li> </ol>	<ol style="list-style-type: none"> <li>1. Maintain 12 hour on/12 hour off work schedule</li> <li>2. Maintain officer work assignments</li> <li>3. Maintain security of all campus buildings and assets</li> <li>4. Maintain university restrictions concerning vehicular and pedestrian traffic flow.</li> <li>5. Maintain regular communications with area public safety providers by the Officer in Charge</li> </ol>	<ol style="list-style-type: none"> <li>1. Department post event de-briefing with in 7 days</li> <li>2. University Wide post event de-briefing with in 21 days</li> <li>3. Resume normal activity</li> </ol>

<p>8. Estimate numbers of people likely to remain on campus during the event 9. Produce a unique Identification Cards for “Essential Personnel”</p> <p><b><u>Essential Personnel:</u></b></p> <p>Normal Staffing</p>	<p><b><u>Essential Personnel:</u></b></p> <p>Normal Staffing</p>	<p>traffic through campus 5. Refer persons in need to appropriate jurisdiction service providers 6. Officer in Charge will maintain regular communications with area public safety providers</p> <p><b><u>Essential Personnel</u></b></p> <p>All sworn and all dispatch</p>	<p><b><u>Essential Personnel</u></b></p> <p>All sworn and all dispatch</p>	<p><b><u>Essential Personnel:</u></b></p> <p>Normal Staffing</p>
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**< RESIDENTIAL LIFE >  
PANDEMIC OPERATIONS PLAN**

Assumptions:

Residential Life is assuming that if the University makes the decision close, residence hall students will be required to leave campus. Some students will not be able to leave due to travel restrictions. Students living in University Apartments will be allowed to stay in their apartments. Residential Life will plan to house and feed students/staff in Mills Hall if this happens during the school year; Lincoln Quad or Hines/Jones if it happens during the summer. The staffing of these halls will be similar to break housing periods. Residential Life is assuming we would be closed for a period of 8 weeks. We anticipate housing up to 400 students and staff.

Definitions:

<u>Pre-Level 1</u>	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Recovery</u>
Influenza detected in animals, limited animal to human transfer.	First cases of efficient human-to-human transmission internationally.	First verified human-to-human transmission is detected in North America.	No later than five days after the declaration of Level 2, Level 3 will be activated – campus will be closed.	Upon declaration of termination of the pandemic by the World Health Organization, the University will begin its recovery period.
<ul style="list-style-type: none"> <li>• Identify specific hall to be used to house students/staff who need to stay on campus</li> <li>• Set up communication network for staff</li> <li>• Set up communication plan for</li> </ul>	<ul style="list-style-type: none"> <li>• Continue with Pre-level 1</li> <li>• Make plans for closing halls</li> <li>• Determine closing date</li> <li>• Name essential staff</li> <li>• Initiate communications to students and parents</li> </ul>	<ul style="list-style-type: none"> <li>• Continue – Pre-level 1 and level 1</li> <li>• Issue closing information to staff and students with dates and procedures to be followed</li> <li>• Staff will follow</li> </ul>	<ul style="list-style-type: none"> <li>• Continue Pre- level 1, Level 1&amp;2</li> <li>• Make sure proper precautions are followed by workers</li> <li>• Distribute emergency phone roster</li> <li>• Check to make sure all closed buildings are secured</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate to all staff that campus will reopen</li> <li>• Send communication to staff /students about opening</li> <li>• Housekeeping/ Maintenance staff prepare buildings for opening</li> <li>• Clean rooms and</li> </ul>

<ul style="list-style-type: none"> <li>• parents/students</li> <li>• Coordinate plans with food service</li> <li>• Educate students and full time staff about pandemic and ISU's plan</li> <li>• Identify by position, personnel to work residence hall and University Apartments</li> <li>• Identify storage spaces-Mills /Hines/ Jones basement/ or Lincoln Quad</li> <li>• Communicate to public safety location of storage spaces</li> <li>• Residential Life will stock the following: Toilet paper Biohazard (red) bags Vo-ban</li> </ul>	<ul style="list-style-type: none"> <li>• Make plans for securing halls that will be empty</li> <li>• Prepare telephone lists for communication purposes</li> <li>• Communicate with food service to coordinate their plan</li> <li>• Make sure stock piled items are secured in safe location</li> <li>• Secure money/cash (from desk operations) in vault at Residential Life.</li> </ul>	<p>normal closing procedures and secure all unoccupied buildings.</p> <ul style="list-style-type: none"> <li>• Staff will compile a list of vacant rooms.</li> <li>• Staff will prepare to open and check students/staff into the building that will remain open.</li> <li>• Make sure we have a roster / count of who is staying</li> <li>• Set up duty schedule</li> <li>• Set up chain of command</li> </ul>	<ul style="list-style-type: none"> <li>• Check/monitor how students/staff are coping on a daily basis</li> <li>• Consult with counseling center if necessary</li> <li>• Trash will be disposed of as normal.</li> <li>• In the occupied building bathrooms and lounges will be cleaned and sanitized daily, trash will be collected.</li> <li>• The Area Director and Resident Assistant staff will perform normal duty rounds and check on students on a daily basis</li> <li>• Maintenance staff will be on call to handle maintenance issues and will do rounds of all unoccupied</li> </ul>	<p>halls to open</p> <ul style="list-style-type: none"> <li>• Make a list of what went well ; what needs to be improved</li> <li>• Evaluate present plan to see if what changes are needed</li> <li>• Update present emergency plan based on above evaluation</li> <li>• Proceed as normal</li> </ul>
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<p>Latex gloves  Johnny Mops  Light bulbs  Face masks  Sharps containers  Bottle water  Disinfectant cleaner  Goggles  Duct tape  Trash liners  Laundry soap  Bed linen  Bleach  Bowl cleaner  Freon  Paper towels  Throw away rags  soldering gas  Flashlights  Batteries  2 way radios  Blankets  Clorox wipes</p> <p><u>Essential Personnel:</u></p> <p>None required working under normal conditions</p>	<p><u>Essential Personnel:</u></p> <p>Same as Pre- level 1</p>	<p><u>Essential Personnel:</u></p> <p>Same as Pre level 1 and level 1&amp;2</p>	<p>buildings.</p> <ul style="list-style-type: none"> <li>• Night host staff will provide 24 hour security at the front doors of the building.</li> <li>• Payroll functions, ordering of supplies, and processing of payment of bills will continue.</li> <li>• Food service will feed students/staff.</li> </ul> <p><u>Essential Personnel:</u></p> <ol style="list-style-type: none"> <li>8. Director of Residential Life</li> <li>9. Assistant Directors of Facilities&amp;</li> </ol>	<p><u>Essential Personnel:</u></p> <ul style="list-style-type: none"> <li>• Return to normal staffing</li> </ul>
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			<p>Operations</p> <p>10. 3 custodial staff for halls (7:15a.m.-3:45 p.m.)</p> <p>11. Area Director/Assistant Hall Director</p> <p>12. Resident Assistant staff</p> <p>13. Student night host staff</p> <p>14. Refrigeration mechanic on call</p> <p>15. 1 Tech II</p> <p>16. 2 Tech III's</p> <p>17. Maintenance Coordinator</p> <p>18. Director of University Apartments</p> <p>19. Maintenance supervisor- University Apartment</p> <p>20. 3 Tech II's for University Apartments</p> <p>21. 1 grounds person for university Apartments</p> <p>22. 4 Community</p>	
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			Assistants 23.2 custodial staff for University Apartments	
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**<STUDENT HEALTH CENTER>  
PANDEMIC OPERATIONS PLAN**

Assumptions: ISU will be affected in level 2

Generator is not fully operational-may not be able to be open.

Definitions:

<u>Pre-Level 1</u>	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Recovery</u>
Influenza detected in animals, limited animal to human transfer.	First cases of efficient human-to-human transmission internationally.	First verified human-to-human transmission is detected in North America.	No later than five days after the declaration of Level 2, Level 3 will be activated – campus will be closed.	Upon declaration of termination of the pandemic by the World Health Organization, the University will begin its recovery period.

<ol style="list-style-type: none"> <li>1. Currently we monitor DHS, CDC and Health Department.</li> <li>2. Collect and store supplies critical to managing student medical issues</li> </ol> <p><u>Essential Personnel:</u> Medical Director and Director of Student Health Center.</p>	<ol style="list-style-type: none"> <li>1. Alert committee to situation and prepare for next level.</li> <li>2. Monitor for transition to level 2.</li> <li>3. Contact Human Resources for available staffing resources.</li> </ol> <p><u>Essential Personnel:</u> Medical Director Director SHC Clinic Nurse Supervisor Human Resources</p>	<ol style="list-style-type: none"> <li>1. Set pandemic plan into action. SHC will work with departments to institute 24 X7 operation and initiate triage and treatment protocol</li> </ol> <p><u>Essential Personnel:</u> All SHC Personnel</p>	<ol style="list-style-type: none"> <li>1. Implement Pandemic Protocols and begin 24X7 care in the SHC</li> <li>2. Provide personal protective equipment to individuals directly working with patients.</li> </ol> <p><u>Essential Personnel:</u> All SHC personnel and those individuals designated by Human Resources to be utilized as needed.</p>	<ol style="list-style-type: none"> <li>1. SHC will resume normal hours of operation when Department of Health deems the situation back to normal.</li> <li>2. Evaluation of the event will follow within one month of the situation.</li> </ol> <p><u>Essential Personnel:</u> All SHC personnel who participated in the event.</p>
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**<OFFICE OF STUDENT FINANCIAL AID (OSFA)>  
PANDAMIC OPERATIONS PLAN**

Assumptions: Pedagogical activities at the university will continue via web and other distance learning methods  
Essential staff will have access to the internet and other communication technologies

Definitions:

<u>Pre-Level 1</u>	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Recovery</u>
Influenza detected in animals, limited animal to human transfer.	First cases of efficient human-to-human transmission internationally.	First verified human-to-human transmission is detected in North America.	No later than five days after the declaration of Level 2, Level 3 will be activated – campus will be closed.	Upon declaration of termination of the pandemic by the World Health Organization, the University will begin its recovery period.
<p><u>Staff</u></p> <ol style="list-style-type: none"> <li>Identify essential functions, and staff to keep the office operational in the event of a pandemic emergency.</li> <li>Evaluate critical financial aid functions to be performed from remote</li> </ol>	<p><u>Staff</u></p> <ol style="list-style-type: none"> <li>Plan to implement the OSFA pandemic emergency procedures.</li> <li>Re-train staff on office procedures during the emergency period.</li> <li>Assign new tasks and schedules to essential staff.</li> <li>Start the deployment of the</li> </ol>	<p><u>Staff</u></p> <ol style="list-style-type: none"> <li>Information and communication resources deployed at remote locations.</li> <li>Continue with items in Level 1.</li> <li>Notify all internal and external clients via email, phone or website on anticipated operation of office from remote locations and furnish contact information</li> </ol>	<p><u>Staff</u></p> <ol style="list-style-type: none"> <li>Operate office remotely.</li> <li>Monitor GroupWise and other computer systems on office. operations and staff welfare</li> <li>Evaluate status of pandemic.</li> </ol>	<p><u>Staff</u></p> <ol style="list-style-type: none"> <li>Communicate to all staff on date office will reopen.</li> <li>Operationalize office to pre-pandemic levels</li> <li>Resume normal office operations.</li> <li>Reconcile all ISU items issued for remote use during pandemic emergency.</li> </ol>

<p>locations.</p> <ol style="list-style-type: none"> <li>3. Determine how limited resources will be deployed during emergency period.</li> <li>4. Request access to GroupWise, Nolij, Banner and other electronic and computer systems from the Office of Information Technology (OIT) to enable essential staff to operate from home.</li> <li>5. Provide OIT with names, phone numbers, email addresses, and essential</li> </ol>	<p>necessary off-campus resources to remote locations.</p> <ol style="list-style-type: none"> <li>5. Notify all internal and external entities, vital to the smooth operations of OSFA, about current operations and plans.</li> <li>6. Disseminate new contact information.</li> <li>7. Intensify the use of the OSFA website for communication purposes.</li> </ol>	<p>accordingly.</p>		<ol style="list-style-type: none"> <li>5. Assess processes and procedures during pandemic emergency and note successes and challenges.</li> <li>6. Issue recommendation for future planning.</li> </ol>
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<p>functions to be performed from a remotely.</p> <p>6. Identify key internal and external offices that are vital in ensuring the smooth operations of OSFA during emergency period</p> <p>7. Secure a copies of plans or procedures from offices identified in 6 above</p> <p>8. Train staff on office essential financial aid operations during Level 1, Level 2, and Level 3 of a pandemic</p>	<p><u>Students</u></p> <p>8. Continue face-to-face contact.</p> <p>9. Increase online activities via web and other media.</p> <p><u>Essential Personnel:</u></p> <p>10. All Staff</p>	<p><u>Students</u></p> <p>4. Cease all face to face contact.</p> <p>5. Move services online and by phone.</p> <p><u>Essential Personnel:</u></p> <p>6. All Staff</p>	<p><u>Students</u></p> <p>3. Continue online and by phone services.</p> <p><u>Essential Personnel:</u></p> <p>5. On-site: Critical Banner Computer operatives for maintaining student information file flow</p> <p>Off-site: All other staff to operate telephone and web communications and workflow.</p>	<p><u>Students</u></p> <p>7. Establish face to face contact and continue with online and phone service.</p> <p><u>Essential Personnel:</u></p> <p>7. All Staff</p>
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<p>emergency.</p> <p>9. Notify relevant offices of OFSA Pandemic Emergency Plan</p> <p><u>Students</u></p> <p>10. Continue face-to-face contact with students.</p> <p>11. Notify students via OSFA website and if necessary via targeted emails on how office will operate in case of a pandemic emergency.</p> <p><u>Essential Personnel:</u></p> <p>13. All Staff</p>				
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