

METROPOLITAN STATE COLLEGE OF DENVER

PANDEMIC PLAN

Implemented: November 18, 2009

Table of Contents

1. Introduction

- a. General
- b. Goals

2. Planning and Coordinating

- a. Metro State's Pandemic Response Team
- b. College Accountability and Responsibility
- c. Metro State's Graded Response
- d. Coordination/Sharing with Other Auraria Institutions

3. Auraria Higher Education Center Incident Command

- a. Incident Command
- b. Exercises

4. Emergency Communications – Employee Information

- a. Departmental Employee Contact Data Sheets
- b. Emergency Communications

5. President's Office

- a. Essential Operations Continuity Planning
- b. Institutional Authority and Responsibility

6. Academic Affairs - Continuity of Student Learning and Operations

- a. Academic Continuity Plan
- b. Travel Restrictions – Student Travel Abroad Policy

7. Health Center at Auraria

- a. Surge Capacity for Medical Services
- b. Infection Control
- c. Vaccine
- d. Infection Prevention Supplies

8. Student Services

- a. Communicating with Parents
- b. Students Housed in Private Resident Halls Adjacent to Campus

9. Human Resources

- a. Leave Practices
- b. HR Infectious Disease Control
- c. HR Business Continuity

10. College Communications

- a. General Communication Planning
- b. Employee Communications
- c. Coordination of Campus Communication

11. Information Technology

- a. Operational Considerations

12. Counseling Center

- a. Dissemination of Information on Fear and Anxiety
- b. Counseling Center Pandemic Plan
 - Tier 1 - Limited Impact Associated with Mild Outbreak
 - Tier 2 - Escalation in Severity Due to Extensive Outbreak
 - Tier 3 - Major Disruption and Losses
- c. Post Event Response

METROPOLITAN STATE COLLEGE OF DENVER

PANDEMIC ACTION PLAN

Implemented - November 18, 2009

1. Introduction

a.) General

Scientists around the world monitor the prevalence of contagious disease daily and report how various disease impacts populations. When a disease outbreak occurs in several areas such as cities or states and does not extend beyond a country border, this is referred to as an epidemic. Once the disease extends beyond borders and to multiple countries around the world, we refer to this as a pandemic. A pandemic can occur rapidly when people have little immunity to a virus with no vaccine to protect against it and it spreads easily from human to human. Pandemic virus may cause serious illness which can lead to death. The Spanish Flu pandemic of 1918 is one example where there were 500,000 Americans and 39,500,000 others around the world died.

Since 1918 many advances in technology, transportation, medical science and mobile societies make accurately predicting the impact of a pandemic today difficult. However, experts are concerned that another pandemic is imminent and recommend colleges and universities plan how they will ensure the health and safety of campus communities through stages of a pandemic.

This document serves as Metropolitan State College of Denver framework to address various levels of disease outbreak. Metropolitan State College of Denver is committed to providing a quality higher education experience and recognizes that the health and safety of the campus community must be an essential priority.

As an institution of higher education, Metropolitan State College of Denver has a large number of *students, faculty, staff and guests who convene daily on the Auraria campus. It is essential that* communicable disease(s) be dealt with promptly and effectively. This policy outlines a response to any communicable disease which has been identified by public health authorities as representing a potential pandemic threat.

b.) Goals

- Reduce transmission of the disease and potential harm to those who contract the disease.
- Maintain the academic mission to the greatest extent possible.
- Educate constituents about any disease that poses a threat.
- Develop efficient and effective communication strategies to disseminate timely information/alerts.
- Develop contingency operational plans that can be implemented as needed.

2. Planning and Coordination

a.) Metro State's Pandemic Response Team (as of November 11, 2009)

• Pandemic Coordinator	Assistant Director, Health Center	Martha Eaton
• Health Center	Medical Director, Health Center	Paul Schadler
• Health Center	Director, Health Center	Steve Monaco
• Counseling Center	Director, Counseling Center	Gail Bruce-Sanford
• Student Services	Vice President Student Services	Kathy MacKay
• Student Services	Associate VP Student Services	Emilia Paul
• Academic Affairs	Provost	Vicki Golich
• Academic Affairs	Executive Director Inter. Studies	Ali Thobani
• Administration-Finance	Vice President Admin/Finance	Natalie Lutes
• Administration-Finance	Executive Director of HR	Judy Zewe
• Institutional Advancement	Vice President of Institutional Adv.	Carrie Besnette
• Information Technology	Vice President of Information Tech.	Carl Powell
• Communications	Associate VP of Communications	Cathy Lucas
• Legal Counsel	General Counsel	TBD
• Office of the President	President	Stephen Jordan

b.) College Accountability and Responsibility

The Pandemic Coordinator and Chief Medical Officer are responsible for assembling the Pandemic team when/if there is a potential public health threat to students, staff or faculty while participating in a college sponsored program. The Pandemic Coordinator serves as a liaison between Metro State's pandemic response team members, Auraria Higher Education Center Administration, the EPARC committee and community officials. The Pandemic Coordinator must be prepared to simultaneously serve on the AHEC Incident Command Team if a campus emergency warrants coordination of campus medical and/or psychological first responders. This scenario could be precipitated by an emergency telephone call for assistance from the AHEC Emergency Response Team (ERT), with follow up support from City, County, State and Federal agencies.

The Director of the Health Center supports the Pandemic Coordinator and the Chief Medical Officer to receive, interpret and provide information in response of any disease situation. Specific officials or Organizations that may be consulted in the event of a Pandemic include: Centers for Disease Control and Prevention (CDC), Colorado Department of Public Health and Environment, Denver Health & Hospital, Community Hospitals, private physicians and U.S. Consulates in foreign countries. In consultation with the Medical Officer, the Pandemic Coordinator will provide information and recommendations to Metro’s Pandemic Team in the event that the public health of the campus could potentially be impacted.

c.) Metro State’s Graded Response

When a potential threat to the health and safety of the campus is identified the chief executive officers of all four Auraria institutions should be informed. In this case, a member of the Auraria Executive Committee (AEC), or their designee, should contact the Director or the Associate/Assistant Director of the Health Center at Auraria. They will then engage the campus Medical Officer for advice on appropriate actions based on associated variables and the threat level of the contagion.

Any person affiliated with the campus (student, staff, faculty or AHEC employee) that is knowledgeable of a potential health threat to others or becomes ill with a contagious disease should contact the Health Center at Auraria (HCA) and report this information. The HCA will open an investigation and confirm the reported information with Colorado Department of Public Health (CDPHE.) When the HCA opens an investigation, an incident report (excluding confidential information) will be forwarded for notification to college officials. A summary of the information contained in a “Communicable Disease Incident Report” is outlined below.

CONFIDENTIAL	
Health Center at Auraria - Report of Potential or Confirmed Communicable Disease	
Report Date:	Submitted By:
Semester:	Year:

Primary Health Center Contact (for additional information related to this case):

Name _____ Phone _____

Patient Demographics:

Age Male Female School Student Staff Faculty

Campus Housing: Yes Location _____ No

Disease Summary: Type of Disease _____

Potential Risk to Campus Community Low _____ Moderate _____ High _____

Health Center Response Plan:

The Health Center at Auraria routinely maintains disease surveillance practices and is required by law to report specific contagions to the Colorado Department of Public Health. Conversely, the CDPHE may contact the HCA for assistance in disease contact investigations related to the campus community. The Medical Officer advises campus officials on medical affairs and directs necessary action from the campus based on prevention and educational strategies developed to reduce the impact to the campus community.

EPARC

In the event of a potential health & safety threat to Auraria Campus, an emergent meeting of the EPARC committee will be called by AHEC's Preparedness Coordinator. EPARC consists of two representatives from each college (Metro State, Community College of Denver and University of Colorado at Denver Campus) and AHEC. In all emergencies related to health and safety of the campus the Pandemic Coordinator and/or Health Center Administrative personnel will be requested to attend an EPARC meeting to outline the level of concern and to respond to specific questions. Information pertaining to the emergent event will be provided by Health Center personnel with recommendations based on the contagion, variables and direction from the CDC and/or Colorado Department of Public Health and Environment.

The EPARC committee may be asked to identify necessary actions by each institution in order to carry out measures such as class cancellations, campus closure and notification of mission essential personnel. The AEC typically would be convened in the event that campus closure needs to be considered and/or when other significant infrastructure needs must be addressed.

Graded Response

Metropolitan State College of Denver will have a graded level of response based on the assessment of the nature and degree of the threat. Because of the large number of variables involved, the College has not committed to a set of specific actions based on pre-assigned levels of threat. Instead, each area of response will be determined individually, contingent on an assessment of multiple factors.

Some of the variables include:

- What are the recommendations of the federal, state and local health departments?
- How many cases have been identified in Colorado? In Denver?
- Are the symptoms easy to identify?
- How transmissible is the disease?
- How serious is the disease? (What is the risk of morbidity/mortality?)
- What is the incubation period? The symptomatic phase? The infectious period?
- What is the general level of anxiety/worry on campus?
- What internal or external administrative decisions have been made that impact the College?
- How many students are on currently attending classes or events?
- How many staff members are available to carry out essential operations?

- At what point in the semester does the threat occur?
- Does the College have access to extra staffing from other agencies?

d.) Coordination/Sharing with Other Auraria Institutions

The Health Center at Auraria will collaborate with Campus Police, AHEC Emergency Response Team and each of the three institutions of higher education to coordinate an effective response to any particular emergent situation. Although each institution on the Auraria Campus will develop their own pandemic plan, it is essential given the common Auraria Campus infrastructure, that the Health Center at Auraria role and function be included in all final pandemic response plans.

It is essential that the AEC Executives coordinate each of their institution's pandemic plans in order for an effective Auraria response. Even though there should be common components to each of the plans (i.e., Health Center at Auraria involvement), each institution may approach implementation of any component of a pandemic response in a slightly different manner. However, any variance should be approved by the AEC so that there is not conflict in the event of an emergency or pandemic response.

During a pandemic, any applicable policies developed for Metro State (on the Auraria Campus) will be extended and apply to all "Extended Campus" locations/affiliates, including Metro South and Metro North (i.e., campus closure.)

3. Auraria Higher Education Center Incident Command

a.) Incident Command

The Emergency Operations Center for the Auraria Campus is coordinated by the Auraria (AHEC) emergency response team. In the event of a campus emergency, Auraria constituents will be informed of the nature of the emergency and any imminent danger. It may be necessary for pre-identified members of the incident command structure for the campus to assemble in order to make timely policy decisions. The Health Center at Auraria will disseminate all Colorado Department of Health and Environment information which they receive to the Auraria Emergency Operations Center.

b.) Exercises

Each Division of the College shall maintain an employee communication document and conduct communication exercises that determine the effectiveness of their ability to efficiently contact all employees within their Division. It is recommended that the AHEC office of Emergency Preparedness coordinate campus exercises to insure institutional collaboration and identification of any needed plan adjustments. Metro State will participate in all campus-wide exercises.

4. Emergency Communication - Employee Information

a.) Departmental Employee Contact Data Sheets

Employee contact data is kept by each department and their associated Vice Presidents.

b.) Emergency Communications

In the event the campus telephone network is not functioning, alternative telephone trees will be used to disseminate emergency communication with telephones which are not part of the college telecommunication network. Establishing communication networks among college staff and faculty is essential to relay critical information regarding the state of the campus environment and/or their responsibilities in the time of a pandemic. Each division is responsible to create, maintain and test an emergency telephone communication plan for each of their departments, with all personnel being trained on their individual responsibilities during times of emergency communication.

All State Agencies are to have a public facing web site that shall be utilized for providing both staff and citizens of the pandemic situation and the status of their agency during the pandemic. Use of this web for this purpose shall be communicated to staff in advance of the outbreak. Metro State's home page will direct the public to the Health Center at Auraria's web location where information will be updated as it becomes available.

The College will ensure that the ability to maintain the web site during the pandemic is identified as a critical function and that sufficient succession planning is in place for updating information as required.

5. President's Office

a.) Essential Operations Continuity Plan

Based on the severity of each particular pandemic situation, the College's administrative structure, at the request of the President, will determine the level of essential personnel required to maintain essential services, as well as the extent of on-going communication strategies.

b.) Institutional Authority and Responsibility

President of the college has legal authority to order a response to various levels of emergency or Pandemic based on recommendations from situational experts and State and Federal agencies. This may include and is not limited to alteration in instructional methods (tele-education),

implementation of prevention measures or closure. Because Metropolitan State College of Denver is one of Tri-Institutions housed on the Auraria Campus, the President may determine this action through consultation with their counterparts from University of Colorado Denver – Downtown Campus, Community College of Denver and the Auraria Higher Education Center; otherwise called the Auraria Executive Committee (AEC). If the President is not available for emergent decision ruling, this authority falls to the Provost.

The Health Center at Auraria will coordinate all infection control measures for the campus based on the recommendations of the CDC and/or the Colorado Department of Health And Environment. In addition, the HCA will work closely with State Health Department officials and/or Denver Health and Hospitals related to case identification, reporting and the provision of campus health care. The Health Center at Auraria's web-site will be utilized for pandemic information and updates.

6. Academic Affairs – Provost's Office

Continuity of Student Learning and Operations

a.) Academic Continuity Plan

The College will assess the need for alternative instruction measures based on all associated variables. Determinations will then be made as to the most appropriate course of action to enable on-going instruction to occur. The Provost's office, in conjunction with the Office of the President (and possibly the President's Cabinet) will be convened to assess current circumstances and consider options for alternative learning environments and the impact this will have on academic progress, tuition, etc.

Is policy established to address possible closure of campus?

Faculty are encouraged to offer students flexibility in individual and/or department attendance policies when they report flu or flu-like illness. Further, students may have to miss class to care for family members with flu or flu-like illness and flexibility should be extended in this case as well. This flexibility must be determined at the department level in consideration of current policies and department needs and requirements. However, flexibility may include:

1. Not requiring MD's note for missed classes for personal or family member illness because individuals who are otherwise healthy are being encouraged NOT TO GO to the doctor.
2. Offering flexibility with due dates, discussed in more detail below, for those who are ill or caring for a family member who is ill.
3. Faculty are encouraged to offer students who report illness information on missed classes and/or assignments in the following ways:

- a. Using Metro Connect e-mail resources for submitting and returning assignments.
- b. Developing small mirror site for the class online, using Metro Connect or Web CT utilities, so the student can have access to the material they have missed.

Is there a plan in place that would allow students to continue learning from off site in the event of a campus closure?

Campus Closure decisions will be made by the President's office. The Provost is developing a plan for faculty to report absences of students and faculty due to flu and/or flu like illness (unsure about this but will recommend both) to their chairs and for chairs to report this to their dean, who will then report aggregate information to the Provost's office. This will give administration some idea of the prevalence of illness and whether or not campus closure should be considered.

If so, what is the plan and how are students, staff, faculty notified of this plan? What departments would be involved to implement this method of instruction? How many classes would be sustained through a long term closure via the Web? How many faculty currently utilize this method of instruction? Is there training available for faculty who are not experienced with this application? Is there IT support if this were necessary? Does the third party vendor who supports the college online education program have the capacity to sustain this method of instruction?

All courses offered at Metro have access to a Web CT site that is the same as the site used for online instruction. A template is under development that would allow faculty to develop a mini-online version of their course which could be accessed by students in event of their extended absence from class. Individual departments and faculty will determine if or when using this site is practical for each course offered and how it should be used. This site will have some flexibility but could include:

- a. An assignments utility to allow students to submit their assignments online with an automatic confirmation.
- b. Location for lecture notes or other files the instructor wants a student to have.
- c. Chat room and discussion utilities to encourage ongoing course communication at a distance.
- d. An assessment utility to allow students to take exams and/or quizzes.

There will be training available within a couple of weeks for both students and faculty to learn how to use this mini-class so that potential new users can become proficient at using it should the need arise.

If the college were closed, is there alternative provisions/policy for students and faculty who could not fulfill their obligation (studying or teaching) due to illness? Would students: be refunded tuition and fees, granted the opportunity to receive and incomplete and take the class in future semesters, granted partial credit for course work, etc? What departments would be involved to implement this plan (academic affairs, Registrar, Student Accounts, Administration and finance, etc)?

The college does not currently anticipate that any epidemic would disrupt teaching to the extent that a large number of students would be completely unable to complete their coursework in a timely manner. As such planning is not taking place at this level at this time.

Are there mission critical faculty who would be required to be on campus during campus closure to fulfill duties? Have they been identified and what are those duties?

Mission critical faculty will be identified by the individual Departments and communication of those needs will be made to the Deans.

Are there communication plans developed within the Faculty to notify them about activation of the college Pandemic response and alternative methods for teaching? Has this communication plan been tested? Who maintains and updates this plan?

Communication with faculty will be through the same channels as for students and will include:

- a. Metro Connect email
- b. Feeds on Facebook or Twitter
- c. Local news stations announcements for campus closure
- d. Broadcast voicemail in the event that communication was emergent to those on campus
- e. Emergency notification via the campus system for cell phone contact

These communication plans are currently in place as are systems for maintaining them.

Example of a statement drafted by the Academic Policies Committee that faculty are encouraged to send their students:

As Faculty on the Auraria Campus we are concerned about the current H1N1 Flu pandemic. Attached you will find a sheet of information that comes from the Center for Disease Control in Atlanta,

GA.

It is helpful information that discusses issues concerning the flu and what students and faculty can do to prevent the spread of the virus. It offers good advice on responsible behavior, proper protocol for hygiene, flu vaccinations (both for seasonal flu and the H1N1 flu) and a list of H1N1 symptoms to help you identify if you have the virus. It also provides information about how to take care of yourself if you get the H1N1 virus.

We as faculty are concerned for your welfare and ask you to read the material carefully and use this information to make a healthy informed choice about what you should do during the pandemic.

If you feel you still need more information you can follow the link (put link here to metro connect or advise they do the following to reach the homepage) on the Metro Connect home page and scroll down and click on Health Center at Auraria then click onto Flu.gov.

Thank you for taking the time to read the information.

b.) Travel Restrictions – Student Travel Abroad Policy

Introduction

Metro State supports and values international travel undertaken by its faculty, students and staff for professional and educational reasons. These activities help fulfill Metro State's mission and strategic plans for preparing students for lifelong learning in the global context.

The college seeks to balance this support for international travel with the goal of providing a safe living and learning environment for participants in Metro-sponsored activities abroad with a view to reduce the likelihood that faculty, students, and students are exposed to high risk situations such as terrorism, civil unrest, war, pandemic virus, or natural disaster. While these situations are rare events, their occurrences or spread cannot be predicted.

The college relies on the Department of State (DOS) travel warnings, alerts, and consular information sheets; the Center for Disease Control and Prevention travel notices and health advisories; and the World Health Organization (WHO) alerts to determine in college-sponsored travel abroad is safe for employees and students.

Since the college cannot guarantee safety, college employees and students have the responsibility to assess their own personal risks and make a decision either to continue with the planned travel and/or undertake measures to minimize the risk of exposure to a pandemic virus or volatile regions of the world. Faculty, staff, and students who intend to travel or are traveling are responsible for their own personal safety and must take an active role in becoming informed about the college's Travel Abroad Policy and potential hazards or risks associated with travel to the country where they are going. Faculty, staff and students are responsible for reviewing all alerts, notices, advisories, and warnings issued by the DOS, the CDC, and/or the WHO for the travel country, both prior to and during travel.

Policy

A. Faculty and staff planning to lead a study abroad course for Metro State students must follow the policies and procedures for proposing study abroad courses. These are available on the Academic Affairs website or from the Office of International Studies.

B. Faculty planning to invite students to attend international conferences must discuss the matter with their Department Chairs, Deans, and the Office of International Studies prior to confirming any plans.

C. Faculty, staff, and students are discouraged from traveling to any at-risk countries, locales or regions as identified by DOS, CDC or WHO.

D. All college travel shall be banned or suspended in countries, locales or regions where the DOS forbids, restricts or otherwise urges U.S. citizens to defer travel or where there is a WHO designation of Phase 5 or higher. No employee or student is required to travel to any place where DOS has issued a Travel Warning, the CDC has issued a Travel Health Warning or the WHO has issued a Phase 4 Alert.

E. Depending on the level of advisory, alert or warning, the college may ban or suspend travel to a particular country, locale or region. The discretionary decision to ban or suspend travel shall be made by the Provost or designee.

F. The Office of International Studies shall maintain a list of banned travel locations for college travel. Any exceptions to the banned travel list shall be submitted to and be made by the Provost or designee and shall only be for reasons related to essential educational activity or service or requested expertise in a particular subject matter.

G. If travel is banned to a particular location, no college funds may be used for such travel. The college may not sponsor student activities and programs in such cases, but students may complete a supplemental waiver, take a leave of absence from Metro State or study abroad independently with possible eligibility for transfer credit which is not guaranteed. In the event of travel suspension, college officials will determine the best means for faculty, staff and students to return to the United States.

H. Travel includes transit through an airport in an affected area.

I. Students may be eligible for a refund of all or a portion of the payment of a college-sponsored study abroad program, but the availability of a refund is not guaranteed and will depend on the circumstances of each case. Refunds of tuition, mandatory fees, and/or program fees shall be processed and made in accordance with established college policies. Students and faculty involved in study abroad courses are urged to purchase travel cancellation insurance.

Travel Abroad and Re-Entry Policy

Procedures for Travel Advisories Related to the Pandemic Flu Virus and Communicable Disease.

A. In the event that the pandemic virus or other communicable disease begins to spread to humans and the CDC issues a travel advisory, employees and students traveling to affected countries, locales or regions must notify their respective dean or director or immediate supervisor, the Health Center, and the Office of International Studies prior to leaving or, if travel has already begun, prior to returning to campus.

B. If an employee or student travels on college business or on a college-sponsored program, as a condition of that travel, he or she must agree to abide by current CDC recommendations for travelers returning from influenza pandemic virus or other health advisory areas, including any provisions for self-quarantine prior to returning to campus, even if the individual has no symptoms. This is a precautionary measure for the safety and health of the campus community.

C. If an employee or student travels on his or her own, he or she must also agree to abide by current CDC recommendations for travelers returning from advisory areas, including any provisions for self quarantine prior to returning to campus, even if the individual has no symptoms. This is a precautionary measure for the safety and health of the campus community.

Leave Accounting and Return to Campus

A. Employees who have traveled and are self-quarantined or experience illness may take leave from work as follows: sick leave, administrative leave in accordance with the college's Communicable Disease Policy, annual leave, accrued comp time, worker's compensation, and/or leave under the college's Family and Medical Leave Policy. Such employees must contact their immediate supervisor and the Office of Human Resources for leave accounting purposes.

B. Students who have traveled and are self-quarantined upon return or experience illness may seek medical withdrawal from either the Office of the respective Dean.

C. Before returning to campus, employees must be symptom-free and are required to submit a fitness for duty certificate from their health care provider to Human Resources and receive prior approval from the college to return to work.

D. Before returning to campus, students must be symptom-free and are required to submit a medical release from their health care provider and obtain a health clearance from the Student Health Center.

Additionally, the Chief Medical Officer or Pandemic Coordinator will make recommendations for the health and safety of Metro students, staff or faculty (based on CDC guidelines) when a travel warning related to communicable disease is posted. In the event a Metro person experiences a medical emergency while abroad, the Medical Officer may facilitate communications with medical experts caring for the person(s) abroad.

7. Health Center at Auraria

a.) Surge Capacity for Medical Services

The Auraria Campus is situated on the edge of downtown Denver. Historically, campus facilities have been used for temporary shelter in city emergencies. Since campus operations maintain full-time State staff, which could provide support to the city, it is conceivable campus professionals such as facility management, police, medical and mental health providers could be called upon in a pandemic emergency.

In the event that the city of Denver would have a pandemic, State and City officials have identified four distribution sites to provide medical care, medications and vaccine. The Auraria Campus is not currently identified by State or City officials as one of four distribution sites in Denver City and County. However, the Auraria Campus could be called on at any time if officials determined city surge capacity requires additional resources. Denver Health and Hospital is designated as the agency to receive and distribute Federal stockpiles of supplies through four strategic sites, hospitals and clinics when medical consumables can no longer be obtained through retail sources. In the event of a pandemic, the availability of medical consumables will impact surge capacity and determine if medical and mental health professionals on the Auraria campus are called on to assist the city.

Preceding a full pandemic the Health Center at Auraria will monitor capacity and determine when well care would be discontinued to accommodate care to the sick and reduce risk to well persons seeking medical care at the Health Center. Surge capacity and the ability to offer care will be impacted by: the number of well medical staff, appropriate space to sequester and treat ill persons, the availability and procurement of retail or government supplies and medicines. In a full pandemic it is assumed that medical treatment sites throughout the state will exceed surge capacity and the only reduction measures are to effectively communicate preventive education, home self-treatment and support for social distancing.

b.) Infection Control

Within the Health Center, internal clinical policies will guide infection control, including universal precautions. Campus information will be distributed through posters, websites, e-mails and direct communication. These communications may include:

- When to stay home and other forms of social distancing
- How to assess level of symptom severity
- When to seek medical care
- Hand-washing and personal hygiene
- Use of masks, protective clothing, etc.
- Other appropriate precautionary measures

The College will consider CDC recommendations for symptomatic employees, when and if such guidelines are established. Human Resources will follow State Personnel guidelines for employee absences and associated use of sick leave and/or other leave options. Metro State's Human Resources Office may develop and follow associated internal policies and procedures, specific to the College.

c.) Vaccine

If the particular contagion has an associated vaccine, the Health Center at Auraria will have an ongoing education program to encourage students, faculty and staff to consider getting immunized. The Health Center will attempt to obtain vaccine in sufficient quantities to administer to those desiring the vaccine, and to administer it on campus, at as low of cost as possible. The College administration, in consultation with local public health authorities and Health Center at Auraria will determine policy decisions regarding any vaccine requirements. The Health Center and the AHEC Emergency Response Team will communicate between each other the status of vaccine supplies and the need for obtaining additional vaccine (beyond the standard supply resources.)

d.) Infection Prevention Supplies

The Health Center at Auraria will maintain sufficient departmental supplies for infection control within the Health Center. The Health Center will maintain contact with the AHEC Emergency Response Team and local health authorities to facilitate acquiring emergency government supplies to the campus, if available.

When infection control supplies are required for mass use throughout the campus, the Health Center will work closely with the College's administration and the AHEC Emergency Response Team to determine the best means to secure such resources and to determine the appropriate funding source.

8. Student Services

a.) Communicating with Parents

The Vice President of Student Services is routinely the administrator who represents the College in communicating with parents in cases where a student's welfare is a concern. If the Health Center at Auraria needs to communicate directly with parents they will first obtain a signed release from the student. Any mass communication to parents will be reviewed by all relevant administrative parties prior to disbursement.

b.) Students housed in Private Residence Halls Adjacent to Campus

Since resident halls are not owned nor operated by Metro State, each private housing authority must develop their own action plan. Included below is the comprehensive plan submitted for Campus Village. Other student housing units will develop their plan similar to the example contained herein.

Campus Village Response Plan

Areas of Focus During the 4 Modes

Each mode below is intended to be a “trigger point” that initiates dialogues to discuss, review, and where appropriate, take action on a series of mode specific talking points and potential action items. All reported cases of ILI (influenza like illness) shall be reported to Martha Eaton at the Auraria Health Center. Martha will in turn report the cases to ACHA and who is coordinating surveillance with the CDC.

Overview of Campus Village “Modes”

Mode 1 –

Current Status of H1N1 in CO, US and the world, with reliance on CDC and CDPHE recommendations and guidance. Information and education are the keys at this point. Materials and supplies (masks and Gatorade, etc.) will begin to be staged at this time.

Mode 2 –

This mode is based on the first confirmed case of ILI on a Colorado college or university campus this fall. This mode really focuses on establishing and communicating with students/parents about processes and procedures should they become sick, including staying in CVA, leaving CVA and communicating with faculty regarding absence. Resources and supplies will be rolled out at this mode. Processes for meal delivery and other items will be finalized and readied for implementation as needed at this mode.

Mode 3 –

This mode is triggered with the first suspected/confirmed case of an ILI at UCD or Auraria. This mode focuses on evaluating the need to limit student contact in CVA and overall access to the building. Spaces available for “social distancing” will be readied at this time, and e-mails reminding residents to inform their RA or other CVA staff if they become ill will be distributed. Large group programs and other events may be cancelled at this point and the emergency trash removal procedures, meal delivery and emergency duty/staffing schedules will be reviewed and updated. Masks will be made available to staff and maintenance at this time to reduce exposure.

Mode 4 -

Mode 4 is triggered by the first confirmed case in Campus Village. This mode is in part based on the assumption of a 25-40% infection rate in the building. Food service purchasing shall be reviewed

regularly at this time. Full emergency staffing will be reviewed and kept ready for implementation at this time and masks will be made available to all students upon request.

Context of Influenza Transmission

Influenza viruses are spread from person to person, primarily through respiratory droplet transmission (e.g., when an infected person coughs or sneezes in close proximity to an uninfected person). The typical incubation period for influenza is 1-4 days, with an average of 2 days. Adults can be infectious from the day before symptoms begin through approximately 5 days after illness onset.

Mode 1 (H1N1 as it stands in US and Colorado on 8/19/2009)

Mode one is already in progress and the discussion items below are already in the development and/or implementation phase.

Key Players at the table:

CVA Manager, UCD CSW Staff, Chartwells (Dining), Allied Barton (Security)

Auxiliary Players and Resources

Dean of Students, Health Center at Auraria, ERT/EPARC

Frequency of Communication/Meetings – Weekly Minimum

MODE 1 Action Items

- Develop system to report increased student illness rates
- Develop e-mail communication to residents
- Develop Communication tree & integrate with duty systems
 - Duty Phones
 - Distribute emergency numbers; update phone tree
 - Identification of Education/Communication methods within the unit include:
 - Email
 - Bulletin boards
 - Floor meetings
 - Campus Villager newsletter
 - Health Center at Auraria staff
 - University website – Zieg-Flu Site and Loften – Housing Site
 - A&O Website – CVA Website
 - Materials are being created and websites updated using information and materials from the CDC, flu.gov, and the Auraria Health Center.
 - A document sharing site/folder is being created to pool and share posters, educational materials and other documents across campus.
- Prepare Educational Campaign for Residents, Staff, & Parents
 - Preparation of supplies to have on hand
 - Where to find information from CDC and UCD
 - Information and connection to Metro and CCD

- Accurate assessment of symptoms
- Precautions on part of the dept.
 - Cleaning supplies available
 - Mask availability
 - Sanitization plan for community spaces
 - Private bath cleaning supplies and recommended schedule
- Brief all professional staff on information, safety precautions, & supplies
- Prepare plan to handle traffic from parents arriving & student exiting
 - Check-out scheduling
 - Determine check-out process for students
- Ask students to communicate with their parents about a family plan
 - Colorado Pack a Kit
- All residents will be encouraged via email and bulletin board to identify a “flu buddy” in each of their classes to take notes and provide information about assignments, etc. should they become ill. This information will also be incorporated into the Student Life weekly email.
- Implement increased cleaning/sanitization in fitness room, tanning bed and café
- Identify “social distancing” spaces within campus village to be used in case of sick residents. Empty rooms and suites can fill this purpose.

* CVA ILI Tracking Sheet

Student Name	Room # and School Attended	Approximate Report Time	Information Known on Circumstances	Person Responsible for Follow Up

Mode 2 (First Suspected/Confirmed Case on a Colorado Campus in Fall Semester 2009)

Key Players at the table:

CVA Manager, UCD CSW Staff, Chartwells (Dining), Allied Barton (Security), Allen and O’Hara regional/corporate staff, Custodial Services at CVA

Auxiliary Players and Resources

Dean of Students, Health Center at Auraria, ERT/EPARC

Frequency of Communication/Meetings – Weekly Minimum, phone updates and check-ins – daily.

MODE 2 Action Items

- Develop system to know if residents have left Campus Village
 - Establish expectation and process for checking out

- Leaving for short-term/long-term
 - Moving our permanently
- Provide students with information about how/when to contact faculty when/if they become sick
 - Questions to ask
 - Make-Up work and online/video options
 - How to get materials
 - Information to provide
 - Symptoms/Diagnosis
 - The CDC case definition of Influenza-Like Illness (ILI) includes persons having: 1. a fever >100.0 Fahrenheit AND a 2. cough and/3.or sore throat with no other cause for these symptoms. Persons who exhibit these symptoms and are either NOT tested for confirmatory H1N1 and/or have an inconclusive rapid influenza A result are considered to have ILI. Persons with ILI may also report symptoms including: runny nose, nausea, vomiting and/or diarrhea.
 - Persons who seek medical care and are tested by means of rapid testing for Type A & B are NOT considered positive for H1N1. A confirmed case of H1N1 can only be made through the Centers for Disease Control and Prevention (CDC) or an approved Emergency Use Only (EUA) testing laboratory after completing and reporting a positive test result.
 - For those diagnosed with ILI or confirmed H1N1, unless a person experiences warning signs such as: difficulty breathing, chest pain, severe vomiting that persists or a fever that does not go away where they should seek medical care immediately; they should self isolate and avoid contact with others through the duration of illness and until they have no fever for 24 hours without the use of fever reducing medication.
 - Students reporting information to housing authorities about personal or roommate illness should include as much of the following information as possible: their full name and birth date, the date symptoms originated, symptoms, the medical facility and treating physician, medical intervention and final diagnosis.
- Determine method of Counseling for students and staff
 - Connection with UCD and Metro Counseling Centers
 - Community Resources and Counselors
- Brief all student staff with information, safety precautions, and supplies
 - RA and desk staff should have information and flu kits
 - Masks, Purell, Gatorade
 - Sick student pack and Roommate Pack item lists distributed
- Review and Implement check-out process for students
- Order additional cell phones/Radios
- Campaign encouraging students to receive the seasonal flu shot implemented
- Means of distribution of supplies:
 - Meals for the sick
 - Review the need to purchase additional Purell, tissues, Gatorade, etc,
 - Identify student staff volunteers to help with the effort to get information and education out to the residents and student population
 - Develop plan for supporting positive staff morale

Mode 3 (first suspected or confirmed case at UCD or Auraria)

Key Players at the table:

CVA Manager, UCD CSW Staff, Chartwells (Dining), Allied Barton (Security), Allen and O'Hara Regional/Corporate, CVA Custodial Services

Auxiliary Players and Resources

Dean of Students, Health Center at Auraria, EPARC/ERT, food service distribution company, contracted services (trash removal, internet, etc.)

Frequency of Communication/Meetings – 2x Per Week, phone updates and check-ins - ongoing

MODE 3 Action Items

- Develop system for trash removal
 - Maintenance Staff/House Keeping – remove trash from sick student rooms
 - Ensure process to have trash removal
 - Residents will receive an e-mail informing them that if they are sick that their trash will be collected between 8:00 and 10:00 am each morning. Residents will leave trash bags outside of their doors to be collected by custodial/maintenance staff.
- Create/review options for alternative staffing plans for duty (including Night Security) & support of functions based on current situation
- Reduced duty rounds in buildings to reduce risk to student staff
- Review Programming & community gatherings and need/option to discontinue
- Discuss Building going into 24-hour lock-down – lobbies no longer open for socializing, amenities closed (recreation center, tanning bed, game room, etc.)
- Implement day-time student staff on-call process
- Implement plan for keeping up staff morale
- Determine need for RA regular duties to cease & disaster duties begin
- Review supplies on hand and ordering trends for dining facility
 - Potential need to pre-order/stage microwave and “just add” water meal options for students and Staging of additional water, Gatorade, etc.
 -

Mode 4 (first suspected or confirmed case in Campus Village)

Key Players at the table:

CVA Manager, UCD CSW Staff, Chartwells (Dining), Allied Barton (Security), Allen and O'Hara Regional/Corporate, CVA Custodial Services

Auxiliary Players and Resources

Dean of Students, Health Center at Auraria, EPARC/ERT, food service distribution company, contracted services (trash removal, internet, etc.)

Frequency of Communication/Meetings – daily, phone updates and check-ins – Daily/ongoing

MODE 4 Action Items

- Review need to adopt altered duty schedule (including Night Security) – no regular rounds, call system for support
- Need to check bathrooms on regular basis (e.g., for students losing consciousness)
 - Communicate with residents concerning who to call should they or a roommate become sick
- Authorize staff to use A-card for emergency purchases of supplies and materials
- Reduced policy enforcement – enforcement of health/safety/security issues only
- Meal delivery system fully implemented
- Develop student status check-in form online**
 - On this webpage, students will enter the following:
 - Name
 - Current living location
 - residence hall room
 - permanent address
 - other off-site location (address)
 - Best phone contact
 - Current health status
 - ill – diagnosis unknown
 - diagnosed w/ flu
 - healthy
- Coordination and information distribution regarding transport system to hospital (campus based temporary hospital or regular hospital) for critical cases requiring advanced care
- Based on the Level 4 definition, patient access to the Health Center at Auraria will not change. Students/tenants who experience a medical emergency such as difficulty breathing or shortness of breath, mental confusion as a result of dehydration, chest pain or pressure should dial 911 and be transported to the nearest emergency room.
- **Urgent care facilities near Campus Village include:**
The Health Center at Auraria, Auraria Campus Plaza Bld., #150, M-Th 7:50a.m.-5:00p.m. and Friday 7:50a.m.-3:00p.m. 303-556-2525. All students, staff and faculty associated with Auraria Campus may utilize Health Center services. (Accepts all student health plans and BCBS and sees students without health insurance; students insured by other outside insurance companies can also be seen, but will pay at time of service.)

Concentra Urgent Care, 1730 Blake St., #100, Denver, CO 80202, 303-296-2273.

Afterhours, Inc, 1515 Wazee St., #D, Denver CO, 80202, 303-861-7878.

Denver Health Adult Urgent Care, M-F 8:30-10:00p.m., Weekends 10a.m.-9:00p.m., 303-602-2822.

Outside Denver call Rocky Mountain Urgent Care at 303-695-1338 or NextCare at 1-800-Nextcare.

Students insured by college student health insurance plans are responsible for cost share, deductibles and co-pays. Students are encouraged to contact their insurance carrier before accessing medical care other than for emergencies.

** Status Check-In Process and Timeline

With this information in mind, CVA and CSW will begin a secondary tracking plan upon a joint agreement to fully enter Mode 4. Beginning the 3rd day from entry into mode 4, we will begin to check on residents not yet registered on the webpage to ensure they are not ill in their rooms.

Timeline

- Day 1 Entry to Mode 4, signs posted on all hallway doors by duty staff asking students to register. Email also pushed out with information in conjunction with any university-wide/campus messages
- Day 2 Comparison made of registry with floor charts for buildings. Additional information passed up through hall staff re: students accounted for. That evening, duty staff attempt phone contact & (if no phone response) place flyer under door asking for student to make contact via front desk phone number. Email is pushed out to all students who have not registered.
- Day 3 Trained staff* teams do physical room check for all students with unknown status.
- *staff would need protective equipment (N-95 masks)

All residents will be encouraged to implement a buddy system. This would entail another person (roommate, friend, classmate) who would be a daily point of contact to give them an additional informal network support system.

CDC/CDPHE Recommendations

CVA Responses

The information below reflects the specific recommendations and questions made/asked for Institutions of Higher Education by the CDC and the CDPHE on their respective websites. We have outlined these recommendations and the CVA/CSW response and will continue to monitor and update these areas as new recommendations are made.

CDC recommendation #1

If confirmed cases of novel influenza A (H1N1) virus infection or a large number of cases of influenza like illness (ILI) (i.e. fever with either cough or sore throat) occur among students, faculty, or staff or in the community, institutions officials should consult with state and local health officials regarding an appropriate response.

Campus Village/UC Denver Plan:

Campus Village shall immediately notify UC Denver and the Health Center at Auraria upon becoming aware of any confirmed H1N1 cases involving a CVA Resident. UC Denver shall immediately notify Campus Village of any confirmed cases on campus. At such time as a case is confirmed Campus Village shall be included in UC Denver and Auraria Pandemic Response meetings. Metro State and CCD shall also be informed of any cases as part of the same communication process. Any cases of ILI shall be communicated using the updated emergency communication tree at Campus Village.

CDC recommendation #2

Students, faculty or staff who live either on or off campus and who have ILI should self-isolate (i.e., stay away from others) in their dorm room or home for at least 24 hours after their fever is gone except to get medical care or for other necessities (their fever should be gone without the use of a fever-reducing medicine). They should keep away from others as much as possible. This is to keep from making others sick.

Campus Village/UC Denver Plan:

The recommendation will be addressed through an intentional and scheduled series of educational e-mails, bulletin boards and programs in CVA and on Campus. UC Denver CSW staff will work with Campus Village and Health Center staff to craft a series of educational messages to be distributed via e-mail and other mechanisms 2 times per month beginning on 9/1/2009. This strategy will also include a communication with the parents of residents living in the building that outlines the recommendations of the CDC and CDPHE and how they can support their student should they become ill.

In addition to education and information Campus Village staff has identified a minimum of 12 units to be used to allow for “social distancing” within the property. We are also planning a “Flu Shot Festival” for CVA where residents can get their seasonal flu shot, gather information and learn about/obtain a “flu preparedness kit.”

CDC recommendation #3

If possible, persons with ILI who wish to seek medical care should contact their health care provider or campus health services to report illness by telephone or other remote means before seeking care. Institutions should assure that all students, faculty and staff receive messages about what they should do if they become ill with ILI, including reporting ILI to health services.

Campus Village/UC Denver Plan:

Campus Village and UC Denver CSW staff will work with the Health Center at Auraria to provide CVA residents with information and how, when and who to contact should they experience ILI. We will also work with the Health Insurance programs at each school to send specific messages to students on the school plans when possible. This information shall be available by 9/1/2009 and reviewed each month to reflect changes in CDC recommendations.

CDC recommendation #4

If persons with ILI must leave their home or dorm room (for example, to seek medical care or other necessities) they should cover their nose and mouth when coughing or sneezing. A surgical loose-fitting mask can be helpful for persons who have access to these, but a tissue or other covering is appropriate as well. (See [Interim Guidance for H1N1 Flu \(Swine Flu\): Taking Care of a Sick Person in Your Home](#)).

Campus Village/UC Denver Plan:

Campus Village UC Denver will ensure that there are disposable surgical masks on-hand and available to students who develop ILI. These masks will also be available to roommates of ILI students upon request. Masks will be purchased and on-site by 9/1/2009. We are also widely posting and distributing the Health Center/CDC fliers on “covering your cough” and “reducing your risk”

CDC recommendation #5

Roommates, household members, or those caring for an ill person should follow guidance developed for caring for sick persons at home. (See [Interim Guidance for H1N1 Flu \(Swine Flu\): Taking Care of a Sick Person in Your Home](#)).

Campus Village/UC Denver Plan:

Campus Village and CSW staff will create an informational brochure and e-mail communication outlining the information contained in the “Taking Care of a Sick Person in Your Home” website of the CDC. These materials will be distributed to all roommates of students identified as having ILI. These packets will be completed and available by 9/1/2009.

Colorado Department of Public Health and Environment Recommendation #1

Colleges should plan to provide assistance for students with flu-like illness, including provision for meals, medications and other care.

Campus Village/UC Denver Plan:

Campus Village and UC Denver shall work to ensure that students identified as having ILI have access to food and water via Outtakes or another food service provider. In cases where a student is not enrolled in the meal plan, or does not have an adequate balance, arrangements will be made to ensure that they are provided with food until such time as they can leave their apartment and obtain food on their own. Residents that are too sick to leave their apartments to gain food can contact the Campus Village front desk to request a “sick-tray” from Outtakes. Sick trays will be picked up by roommates or delivered by Front Desk/RA staff.

Medications and other care

We are working with the food service/C-Store company to provide additional medication and “flu-kit” items for sale in the retail section of the on-site store. We are also working to provide increased information about local medical care options within the immediate area.

Colorado Department of Public Health and Environment Recommendation #2

*Students, faculty or staff who live either on or off campus and who have influenza-like illness should self-isolate (i.e., stay away from others) in their dorm room or home **for at least 24 hours after their fever is gone** except to get medical care or for other necessities (their fever should be gone without the use of a fever-reducing medicine). They should keep away from others as much as possible.*

Campus Village/UC Denver Plan:

This information will be included and highlighted in the educational campaign that is scheduled to begin on 9/1/2009. Campus Village has also identified a minimum of 12 units that are currently unoccupied and can be used for “social-distancing” purposes. These spaces can be made ready with minimal time and effort as they become needed.

Colorado Department of Public Health and Environment Recommendation #3

The new recommendations emphasize the importance of the basic foundations of influenza prevention: stay home when sick, wash hands frequently with soap and water when possible, and cover noses and mouths with a tissue when coughing or sneezing (or a shirt sleeve or elbow if no tissue is available).

Campus Village/UC Denver Plan:

This information will be included and highlighted in an educational campaign.

Colorado Department of Public Health and Environment Recommendation #4

School staff should routinely clean areas that students and staff touch often with the cleaners they typically use. Special cleaning with bleach and other non detergent-based cleaners is not necessary.

Campus Village/UC Denver Plan:

Campus Village shall continue with the increased attention to cleaning high traffic and common areas regularly. UC Denver and CVA shall also continue to provide students with access to sanitizer in key locations throughout the building including the dining area, work-out room, and Cyber-Café. CVA and UC Denver shall determine how/who shall purchase and install any additional dispensers.

“What If” Scenarios and Responses #1

A major outbreak occurs that results in campus being shut-down and classes suspended for an extended period of time.

Campus Village/UC Denver Plan:

Campus Village shall remain open for students until such time as quarantine is implemented or other action taken by local/state authorities. Campus Village shall review the Continuity of Operations Plan developed for the DNC and review procedures for ensuring that food service, custodial and other key services remain operational during a disaster.

UC Denver and CVA staff will work with students and parents to review options and encourage students to return home for the duration of the closure where possible. Safety and social-distancing shall be the emphasis of these messages. CVA and CSW will work with UC Denver communications staff to draft pre-canned letters that address several potential scenarios resulting in a campus closure.

Campus Village shall also review their staffing plans to determine how they will maintain operations based on an anticipated 50% absenteeism rate.

“What If” Scenarios and Responses #2

A major outbreak occurs that results in the implementation of major travel restrictions. As a result of these restrictions several international and out of state students are unable to return home at the end of their lease term.

Campus Village/UC Denver Plan:

Campus Village and CSW shall work to accommodate these students and ensure that their basic needs are met for the duration of the travel restrictions. A prorated week-to-week rate shall be established to provide basic room/board to students during this time. Students will be billed for these services as per arrangements made by CVA.

If at any point during the semester/year it appears likely that there will be an outbreak and/or travel restrictions Campus Village will attempt to hold 25 spaces in the building to accommodate those residents that cannot travel. Holding spaces means that they will not be leased to incoming students. (This is also taking into consideration that if there are travel restrictions in place the likelihood of 100% occupancy is greatly reduced.)

“What If” Scenarios and Responses #3

A major outbreak occurs that results in a student/staff death in Campus Village? What will the response and communication look like to students in the building, to parents and the campus community?

Campus Village/UC Denver Plan:

Campus Village staff shall immediately notify UCD CSW staff via the established emergency notification tree. CSW staff shall contact UCD PIO and initiate the appropriate step to notify all Auraria schools. The Dean of Students shall also be notified. Counseling Center staff and community grief resources will be contacted to provide outreach and support to the community. General procedures for student death shall also be followed if the need arises.

9. Human Resources

a.) Leave Practices

The Human Resources office will work closely with the College's administration and with the Colorado Department of Personnel Administration to determine institutional policies associated with absences and leaves. Policies may be established on when staff are able to return to work after contracting an illness. Often the CDC will provide updated information guidelines on how long an ill person is contagious after becoming symptomatic. Agencies shall also monitor infected areas of the county or overseas and monitor staff members travelling from these areas and restricting their return to work based on CDC guidance after the Pandemic begins. Leave policies and procedures shall be distributed to all supervisors within the College.

Leave benefits associated with contagious disease are applied like any other illness. In the event that the College is officially closed due to an outbreak, all employees will be notified and required to remain off campus. In the event of an official campus closing, all employees will be placed on Administrative Leave until such time as the campus has been ruled accessible to the general public. In the event that an employee has been designated as essential personnel in order to maintain critical functions at the College, those employees will be required to continue to perform their duties. In some cases, alternative work sites will be established in order to continue providing these critical functions. In the event of impact on personal safety and well-being, any employee who has been designated as essential may decline to report to work. In this event, the College will seek volunteers to continue maintaining critical functions.

b.) HR Infectious Disease Control

Any employee who contracts a contagious disease as a result of their employment at the College is covered under the College's Worker's Compensation (WC) policy. Employees covered under Worker's Compensation are required to comply with the College's WC policies and procedures by using a designated WC provider. The WC provider will coordinate with Human Resources on treatment and ability to return to work. Leave benefits related to contagious disease will be monitored using the College's bi-monthly and monthly leave accounting system. Alteration of normal business operations will be determined on a case by case basis in consultation with Human Resources.

c.) HR Business Continuity

The Executive Director and Assistant Director of Human Resources are designated essential personnel in the event of a contagious disease in order to provide continuation of services to employees. These positions are responsible for providing guidance to supervisors in the event that an employee exhibits symptoms of a contagious disease and authorization of placing any

employee on leave. In those cases where an employee is covered under Department of Personnel rules and regulations, the College will comply with those regulations.

10. College Communications

a.) General Communication Planning

The College's administration, including College Communications and the Health Center at Auraria will determine the most appropriate communication strategy and the appropriate content to be disseminated to the public for each particular pandemic situation.

The Communications Directors for each of the institutions on the Auraria Campus will implement their pre-arranged plan to ensure continuity of communications, given the tri-institutional nature of the Auraria Campus.

In addition to communicating ways to prevent transmission, it is important to communicate not only details of the infection, but also to let constituents know that the College is aware of, and actively responding to any potential threat. This will serve to calm persons, making them less likely to make decisions which adversely affect them or others (i.e. missing class or work unnecessarily or seeking medical intervention unnecessarily.)

The Health Center at Auraria in conjunction with College Communications will respond as early as feasibly possible to provide the campus community essential information related to any pandemic.

To communicate with all constituents, College Communications issues a @Metro special edition and news release. The information is also placed on the homepage of the mscd.edu website. In addition, the Emergency Notification System is utilized which includes multiple communication methods including text, e-mail and phone calls. This is a voluntary opt-in system for students, faculty and staff.

b.) Employee Communications

All State Agencies are to have a public facing web site that shall be utilized for providing both staff and citizens of the pandemic situation and the status of their agency during the pandemic. Use of this web for this purpose shall be communicated to staff in advance of the outbreak. Metro State's home page will direct the public to the Health Center at Auraria's web location where information will be updated as it becomes available.

c.) Coordination of Campus Communication

The College will work closely with AHEC to ensure that the emergency notification system is functioning effectively and that marketing of this important communication tool is on-going. It is the responsibility of each Division's leadership team to test the effectiveness of their internal communication trees by periodically conducting mock drills.

There is a group of Public Information Officers that includes representation from all three higher education institutions as well as Auraria. Metro State's Office of College Communications also communicates with the Denver Mayor's Office and the Office of the Governor in crisis situations. This is done through e-mail and phone calls.

The AVP of Communications will serve as the chief spokesperson in any emergency. This person will work in conjunction with Metro State President and the Director of the Health Center. If the entire Auraria campus is closed by a state or federal agency, Auraria would issue the closure notice to the news media and then the respective spokespersons of each institution would respond to media questions pertaining to their institution.

11. Information Technology

a.) Operational Considerations

The Banner system is one of the critical IT systems maintained 24/7 by IT personnel. While most systems can continue to operate unattended, onsite staff visits would be required to rotate weekly backup tapes (for Banner data), as well as to resolve any technical or system issues.

Continuity of college business processes that depend on Banner (or other electronic systems) would be the responsibility of the individual college departments or divisions.

The College's IT network could be maintained from off-site if this became necessary. The exceptions would be for any system or technical issues that require hardware replacement, system rebuilds or machine reboots. All of these would require on-site visits.

Mission-critical College IT systems have been identified. IT personnel are not required to report to campus unless physical access to data center systems is needed. Most critical systems can be administered remotely. In the event of failure of a critical College system, the appropriate contact information for support personnel is already available to all IT executive managers. It is the responsibility of individual departments or Divisions to identify essential personnel within their units who may play a role in their area's site-specific IT needs.

IT functions performed offsite are accomplished through secure protocols, so there is no increase in security vulnerabilities. Increased use of the College's academic and administrative systems from

off-campus, particularly using personal home computers, would increase potential security exposures due to unsecured student data and the potential introduction of computer viruses from unsecured home systems. To minimize this exposure, VPN access to internal college systems should be limited to college-owned laptop computers that have the appropriate data encryption and virus protection systems installed. Large-volume VPN access would be problematic given our current systems, and the expected demands that will be placed on public Internet systems by the general public.

The responsibility for maintaining access to the Blackboard system that is hosted off-site for on-line education is the responsibility of the Educational Technology Center in Academic Affairs.

Currently, AHEC does not have emergency generators available to power Metro State's data center and networking systems. AHEC generators are currently limited to the Auraria Police Department (Admin building) and the Front Range GigaPop (North classroom). Metro State's long-term IT facility plans are to acquire generators for the Administration and Central Classroom data centers in 2012 and 2013.

Effective Fall semester 2009, optional sanitary wipes will be available for use in the student computers labs.

12. Counseling Center

a.) Dissemination of information on Fear and Anxiety

The Metro State Counseling Center will implement an appropriate level of campus response contingent on the severity and specific nature of the pandemic. Their response will address the issues outlined below, as applicable.

The psychological and organizational impacts that directly or indirectly result from experiencing or witnessing a disaster are less than adequately addressed in many recovery plans. Many first responders and incident managers receive little to no support or education toward recovery around the issues that being a disaster responder can cause. Often staff from impacted organizations experience psychological and relational impacts due to being displaced by the incident and the stress, insecurity and fear associated with the disaster response and recovery period.

There are a number of strategies that can be used to mitigate these impacts. Some are as simple as having venting sessions for staff that have experienced the same incident or providing information on what kinds of reactions they may experience. Others may benefit from one-on-one counseling with trained personnel.

Some staff may find seeing a counselor facilitates and shortens their recovery from a disaster. Staff should not consider it a sign that they are 'going crazy', counseling is a recognized strategy to reduce stress, increase the ability to focus and problem solve, to identify the triggers that can reduce performance and relationship quality. Provide information to staff on when to seek additional help and make certain access to appropriate referrals is available. Often people are trained to suppress emotions or simply "deal with it". This is not a good short or long-term strategy for an organization recovering from an incident. Directly addressing the psychological and relational needs of all staff will have great benefits for staff and the organization down the road.

b.) Counseling Center Pandemic Planning

In the case of pandemic, the Counseling Center would discontinue routine service and provide related emotional support and crisis intervention. The following three tiers of severity are designed to facilitate the dissemination of factual information with regard to expected behavioral responses and ways to cope.

Tier I: (Limited Impact Associated with Mild Outbreak):

- Provide factual information on Center's and College's website about ways to manage undue stress, panic, or anxiety related to virus.
- Provide information on normal psychological reactions to expect during viral outbreak (see American Psychological Association Handout).
- Create telephone assistance for those who are directly or indirectly afflicted as needed in order to reduce contagion. Current staff will respond to phone requests remotely as needed.
- Different clinical approaches will be utilized for a broader reach in the community through clinical bulletins and other web-based services.

Tier II: (Escalation in Severity Due to Extensive Outbreak):

- Increase telephone assistance for those whose who may have been previously traumatized by illness catastrophes or who may be dealing with illness phobias and fears.
- Design a phone triage system with staff that could be implemented from home to avoid face to face interaction.
- Identify trained psychologist volunteers from Colorado Psychological Association who will be able to assist with increased demands. Additionally, include assistance from the Colorado State Employee Assistance (C-SEAP) program (1-800-821-8154/303-866-4314) if the volume of requests exceeds current staff capacity. The Department of Human Services Behavioral Health Services COCERN Network (303-866-7400) will also be utilized in a situation at disaster level. Other local area university counseling centers will also be networked with for additional

assistance as needed (Regis, The University of Denver, UC-Boulder; as well as Denver Health Behavioral Health Service.

- Continue to identify students at risk for self-harm or harm to others whose anxieties may be exacerbated and who may need more acute intensive care through hospitalization.
- Increase communication with staff and senior management in order to monitor the impact on the campus community and make recommendations for de-escalating mounting stress.

Tier III: Recovery Plan (Major Disruption and Losses):

- Arrange for post-event debriefings for students, faculty, and staff that may be impacted by losses, after it has been determined that it is safe to proceed with social connections again.
- Disseminate information on dealing with losses and enhancing self-care during crises through recommended communication channels.

c.) Post Event Response

Some steps that should be taken post incident during the recovery stage and also the following months after the incident include:

- Venting sessions with staff impacted by the same incident.
- Increased communications between staff, management, and senior management on the incident, the steps being taken to recover, and any intelligence about the incident. Credibility and connections are enhanced with timely and direct communications between all staff.
- Monitoring the duration of work periods following the incident helps ensure that people are not becoming physically, mentally, and emotionally burned-out in the recovery process.
- Monitoring of the work backlogs helps ensure that people are not trying to do too much or that work is being as evenly distributed as possible.
- Providing assurances and information to staff and their families about the steps being taken by the organization to enhance disaster response and recovery capabilities.
- Use of the Colorado State Employee Assistance Program (C-SEAP) or the Colorado Department of Human Services Behavioral Health Services COCERN Network can be helpful in the disaster response. C-SEAP 1-800-821-8154/303-866-4314; COCERN 303.866.7400 or Dr. Curt Drennen at curt.drennen@state.co.us