

**COLORADO STATE UNIVERSITY
PANDEMIC INFLUENZA PLAN FOR
Division of Enrollment and Access**

EFFECTIVE DATE: March 3, 2020

PURPOSE

The purpose of this plan is to prepare The Division of Enrollment and Access for the possibility of a Pandemic Influenza/Illness outbreak directly affecting Colorado State University.

OBJECTIVES

- A. Maintain a safe and healthy work environment for department personnel.
- B. Maintain staffing levels to support critical functions of the division.

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PRE-EMERGENCY ACTIONS

- A. Provide Department personnel with educational information and materials on the illness.
 - a. Pandemic fundamentals (i.e., mode of transmission, signs/symptoms of illness)
 - b. Personal and family protection (i.e., hand hygiene, coughing/sneezing etiquette, caring for sick family members, etc.)
 - c. Dealing with fear and anxiety, rumors, and misinformation.
 - d. Educate department personnel on Colorado State University’s response plan.
- B. Identify Planning Workgroup
 - a. See above
- C. Identify Critical Functions.
 - a. Level 1: All division
 - b. Level 2: VP, AVP, Student Systems, functions/operations for Access Center, Admissions, Registrar, Financial Aid
 - c. Level 3: VP, PCNS, Student Systems
- D. Establish influenza-related policies for the workplace to assist in:
 - a. Minimizing influenza spread at the worksite (i.e., promoting respiratory hygiene and cough etiquette, cleaning workstations and prompt exclusion of people with influenza symptoms).
 - b. Implement hygiene and clean environment practices immediately.
 - c. Handling employees who have been exposed to pandemic influenza, are suspected of being ill or become ill at the workplace (i.e., infection control response, immediate mandatory sick leave, returning to work, etc.).
 - i. Implement pandemic sick leave policies (TBD) at Level 1.
 - ii. Implement all staff monitoring policies at Level 2.
 - d. Restricting travel to and visitors from affected areas, evacuating employees from affected areas when an outbreak begins and procedures for employees returning from affected areas.
 - i. Implement social distancing and restricted travel/gathering at Level 1.
 - e. Handling Departmental waste disposal and housekeeping protocols.
 - i. Implement pandemic office procedures (TBD) at Level 1.
- E. Obtain and allocate resources.
 - a. Provide sufficient and accessible infection control supplies (i.e., hand-hygiene products, tissues and receptacles for their disposal) in all work locations.
 - i. Acquire clean office supplies for pandemic use immediately

- b. Develop guidelines to modify the frequency and type of face-to-face contact (i.e., hand-shaking, meetings, shared workstations, etc.) between employees and between employees and the public.
 - i. Develop and implement social distancing practices at Level 1.
 - c. Encourage annual influenza vaccinations for employees.
 - i. Include in pandemic education
 - d. Identify critical supplies; plan for stockpiling when appropriate.
 - i. TBD
- F. Develop staffing plans
- a. Level 1 – 90% of work staff is available.
 - b. Level 2 – 75% of work staff is available.
 - c. Level 3 – 60% of work staff is available.
 - d. Additional staff options include retired employees, temporary employees, students; all of whom may be solicited to assist where needed.
 - i. See response plan
- G. Train personnel
- a. Minimize exposure risk
 - b. Deal with infected students, faculty, and staff
 - c. Maintain critical functions by cross-training personnel, developing written instructions for critical duties, and/or developing “just-in-time” training plans to implement when a pandemic is imminent
 - i. See response plan
- H. Develop alternate methods for delivery of service.
- a. See response plan
- I. Policies:
- a. Leave policies (to be determined).
 - b. Travel restrictions.
 - i. As per University policy
 - c. Track employee illness.
 - i. Establish methods of communication to employees.
 - 1. As per response plan

RESPONSE

1. Define response for Pandemic Levels 1, 2 and 3 and for recovery phase.
See also the attached spreadsheet for individuals and assignments during pandemic levels and recovery.
 - a. Level 1: Gatherings restricted; some public buildings may be closed.
 - i. Division-wide
 1. Employees expected to report to work
 2. University policies on sick and annual leave in effect
 3. Institute restricted travel, restricted gathering practices
 4. Institute social distancing practices
 5. Close public areas of service areas
 6. Institute back office operations
 7. Prepare for Level 2
 - ii. By unit
 1. Access Center
 - a. Inform program participants of modified/interrupted services
 - b. Gather information from target schools and U.S. Department of Education to remain in compliance
 - c. Cancel all in-person meetings
 - d. Each staff member update contact form
 - e. Confirm phone/contact tree
 - f. Each staff member must have hard copy of Access Center plan
 - g. Change voicemail message on main office line and put information on department website
 2. Admissions
 - a. Communicate with event participants as needed regarding cancellation information
 - b. Provide touchless hand sanitizer for guests, anti-bacterial wipes to staff, wipe down public waiting/presentation areas after each info session until building is closed to visitors
 - c. Set up and test Zoom meetings for individual Admissions departments
 - d. Cancel recruitment trips as required
 - e. Increase phone, email, text, and web information in lieu of on/off campus visits to continue recruiting effort.
 - f. Make sure that staff will be able to operate from home if required – equipment and materials, including Duo authentication, protocol for checking in with supervisor
 - g. Review backup and cross-training plan
 - h. Update phone and email outgoing messages
 - i. Determine tasks that are not critical to continue if we experience loss of staff
 3. Financial Aid
 - a. Institute Social Distancing Practices

- b. Prepare employees to work from home (Teams/Duo/Remote Desktop/Phone Forwarding) request testing of access.
4. Registrar
- a. Pre-Level (Surveillance)
 - b. Provide training/written instructions for setting up duo
 - c. Provide training/written instructions for remoting into desktop or accessing network via secure.colostate.edu
 - d. Request that staff test system access from home
 - e. Draft written instructions for electronic submission of information/documents
 - f. Review documentation to make sure it is current
 - g. Stock up on health and cleaning supplies.
 - h. Link on RO website to official university website for COVID-19 planning
 - i. Begin cross training for essential services where back up does not exist.
 - j. Create online (Camtasia) instructions for how to do high volume items
 - k. Practice having electronic meetings (Teams, Skype, Zoom)
 - a. Level 1
 - b. Send reminder to campus re: FERPA- How to verify identity electronically; accessing info from home (don't leave info available to non-CSU employees)
 - c. Require all documents/forms to be submitted electronically
 - d. Cancel in person meetings
 - e. Stop event scheduling and disable EMS
 - f. Change phone messaging
 - g. Put alerts on website/ARIESweb/RAMweb
 - h. Create mail out options for forms or other things customers may need
 - i. Develop online workflow for study abroad/international evaluation
 - j. Ensure staff can access timeclock and enter time
 - k. Ensure managers can approve leave requests and time
 - a. No same day transcript printing
 - b. Suspend searches/hiring process
 - l. Prepare for Level 2
 - i. Prioritize laptop checkouts
 - ii. Determine who may need dual monitors to work from home
 - iii. Determine if there are staff with no internet access
 - iv. Identify critical staff for critical processes
 - v. Determine if any additional software licenses are needed for laptops and secure needed licenses

2. Central Office
 - a. Update website and voicemail
 - b. Cancel in person meetings and events
 - c. Ensure staff take work computers home each evening
- b. Level 2: Classes suspended; most administrative and academic buildings closed.
 - i. Division-wide
 1. Institute all-staff tracking and reporting procedure
 2. Critical employees expected to report to work
 3. Non-critical employees expected to stay home
 4. University policies on sick and annual leave as modified for level 2
 5. Institute off-site work plans
 6. Support academic policy on suspension of classes
 - ii. By unit
 5. Access Center
 - a. All staff out of building (Student Services and TRIO House)
 - b. Check-in required via phone or email to supervisor or designee
 - c. No school visits or trips
 6. Admissions
 - a. Limit tasks to critical items based on Level 1 evaluation
 - b. No travel/No campus info sessions
 - c. Post signs on Welcome Center
 - d. All staff work from home and report to supervisor. Maintain regular meetings with Zoom, convo on Teams
 - e. Communicate more frequently with prospective students
 - f. Cancel all large visit events (Choose, Discover, etc).
 - g. Monitor budget with changes in encumbrances from events and travel
 7. Financial Aid
 - a. Communicate with DOE regarding Interruption of Study
 - b. Initiate critical functions staff to perform tasks necessary for compliance.
 - c. Non-Critical employees to stay home.
 - d. Institute staff tracking/reporting
 - e. Building Closes to public
 8. Registrar
 - a. Daily check ins with staff to determine who is sick- track staffing levels
 - b. Be active on email and Teams respond to urgent academic issues.
 - c. Halt non-essential processing
 - i. Major Changes
 - ii. Repeat/Delete
 - iii. Jobs

- iv. Holds
 - i. Temporarily suspend curricular changes and disable CIM
 - d. Draft form letter response for verification letters: explain University is closed; no fault of student; will process request once University is open.
 - e. Provide instructions to staff for forwarding work phone to personal phone or block phone numbers when communicating with students via personal phone
 - f. Open grading and support remote faculty grade entry
 - g. Pause or temporary disable University Withdrawal
 - h. VEBO- bound by VA- if classes suspended more than 2 weeks, must report to VA within 30 days
 - i. VEBO- move to communicating via GI Bill email to streamline communications
 - j. Credentials- if they are down options are to print transcripts or generate PDFs (assume mail services will be down)
 - 2. Central Office
 - a. All staff working from home unless critical need to be on campus.
 - b. Meetings continue to be cancelled.
- c. Level 3: Campus open only for critical services; only critical buildings open.
 - i. Division-wide
 - 1. Continue all-staff tracking and reporting procedure
 - 2. Critical staff only to report to work
 - 3. Non-critical staff expected to stay home
 - 4. University policies on sick and annual leave as modified for level 3
 - 5. Continue off-site work plans appropriate for level 3
 - 6. Support academic policy on University closure and plans for reopening
 - ii. By unit
 - 9. Access Center
 - a. All staff out of building (Student Services and TRIO House)
 - b. Check-in required via phone or email to supervisor or designee
 - c. No school visits or trips
 - 10. Admissions
 - a. Continue operations identified in Level 2
 - b. Continue having staff work from home
 - c. Monitor timeline in order to start planning for next cycle – do we need to cancel large events during next cycle
 - d. Evaluate online recruitment enhancements needed
 - e. Plan for building reopening
 - 11. Financial Aid
 - a. All staff out of building – Continue staff tracking/reporting

- b. Critical Functions operating – Drawing Funds/Disbursement of Funds/Return of Funds, Verification, and Automated Process
- c. Client Services via email/phone forwarding

12. Registrar

- a. Daily check ins with staff to determine who is sick- track staffing levels
- b. Be active on email and Teams respond to urgent academic issues.
- c. Continue to provide remote customer service via email
- d. Support remote faculty grade entry
- e. Remotely process student record changes (deceased students)
- f. Work on projects that can be done such as publishing the university catalog and building the next semester class schedule to be prepared for registration
- g. Maintain open lines of communication with CSU Health Network, Administration

13. Central Office

- a. Staff continue working from home

d. Recovery Phase: University reopens full or partially and announces plans for resumption of classes and academic processes.

i. Division-wide

- 1. Continue employee reporting and tracking
- 2. Notify staff of plans and requirements to return to work
- 3. Plan for re-opening of buildings
- 4. Plan for resumption of classes
- 5. Plan for continuation of academic processes and cycles

ii. By unit

14. Access Center

- a. Notify all program participants, U.S. Dept. Of Education, and target schools of estimated timeline of resuming services
- b. All well staff members return to work

15. Admissions

- a. Communicate with potential students and families
- b. Open online signup for events
- c. Admissions departments plan for return among teams
- d. Plan to resume non-critical tasks
- e. Evaluate whether it makes sense/is safe for recruitment travel

16. Financial Aid

- a. Notify DOE of Return to Study
- b. All well staff members return to work
- c. Plan for re-opening to public

17. Registrar

- a. Daily check ins with staff to determine who is sick- continue to track staffing levels

- b. All well staff members return to work
- c. Update phone and website messaging that we are resuming normal operations
- d. Communicate with vendors to determine status of services
- e. Resume normal processing

18. Central Office

- a. Websites notify office now open
- b. Phones updated to notify staff on site
- c. Reschedule all cancelled in person meetings
- d. All staff on site (unless infected)

HEALTH AND HUMAN SERVICES CHECKLIST FOR FAMILIES AND INDIVIDUALS

Pandemic Flu Planning Checklist for Individuals and Families

You can prepare for an influenza pandemic now. You should know both the magnitude of what can happen during a pandemic outbreak and what actions you can take to help lessen the impact of an influenza pandemic on you and your family. This checklist will help you gather the information and resources you may need in case of a flu pandemic.

- A. To plan for a pandemic:
 - a. Store a two week supply of water and food. During a pandemic, if you cannot get to a store, or if stores are out of supplies, it will be important for you to have extra supplies on hand. This can be useful in other types of emergencies, such as power outages and disasters.
 - b. Periodically check your regular prescription drugs to ensure a continuous supply in your home.
 - c. Have any nonprescription drugs and other health supplies on hand, including pain relievers, stomach remedies, cough and cold medicines, fluids with electrolytes, and vitamins.
 - d. Talk with family members and loved ones about how they would be cared for if they got sick, or what will be needed to care for them in your home.
 - e. Volunteer with local groups to prepare and assist with emergency response.
 - f. Get involved in your community as it works to prepare for an influenza pandemic.
 - g. To limit the spread of germs and prevent infection:
 - i. Teach your children to wash hands frequently with soap and water, and model the correct behavior.
 - ii. Teach children to cover coughs and sneezes with tissues, and be sure to model that behavior.
 - iii. Teach children to stay away from others as much as possible if they are sick.
 - iv. Stay home from work and school if sick.
 - h. Suggested supplies to have on hand for an extended stay at home

Non-perishable food items

- *Ready-to-eat canned meats, fish, fruits, vegetables, beans, soups*
- *Protein or fruit bars*
- *Dry cereal or granola*
- *Peanut butter or nuts*
- *Dried fruit*
- *Crackers*
- *Canned juices*
- *Bottled water*
- *Canned or jarred baby food and formula*
- *Pet food*
- *Manual can opener*

Medical, health and emergency items

- *Prescriptions medicines and supplies for glucose and blood-pressure monitoring*
- *Soap and water, or alcohol-based (60-95%) hand wash*
- *Medicines for fever, such as acetaminophen or ibuprofen*
- *Thermometer*
- *Anti-diarrheal medication*
- *Vitamins*
- *Fluids with electrolytes*
- *Flashlight, Radio, Batteries*
- *Garbage bags, tissues, toilet paper, disposable diapers*

BUSINESS CONTINUITY PLANNING/QUESTIONS

The following questions are intended as guides for each division, college, department and unit to consider as they develop their pandemic flu response plans. The Pandemic Planning Team will utilize the answers to these questions to determine the service needs of each unit at Colorado State University, to assess the critical services and critical personnel, and to plan for adequate personal protection equipment for all critical personnel. Responses to these questions do not replace individual plans, but will greatly facilitate the development of a response plan. Each plan will be combined with similar plans from other divisions, colleges, departments and units, and will be compiled into a campus-wide plan for responding to an influenza pandemic.

(NOTE: For this section, use the spaces as necessary to answer the questions, or use additional sheets.)

Background

Many experts believe that the next influenza pandemic could happen in the near future, and recent experiences with national/international incidents have taught us that preparing for a “worst case scenario” is critical. Although a pandemic is not currently occurring, there is an urgent need to do university-wide planning to prepare for the situation. In response to that need in the mid-2000s, the Colorado State University Pandemic Influenza Planning Committee proposed to develop a strategic plan to reduce illness and death from influenza and to minimize social and economic disruption at Colorado State University in the event of a severe influenza pandemic, recognizing that the plan will need to change over time. This sort of planning can be valuable for other pandemic illness.

Estimates of the number of people who may become ill, hospitalized, or die vary, depending on the severity of the pandemic. A severe pandemic could make 25% of the population ill, with a 3% case-fatality rate. Absenteeism could be very high due to employees being ill, caring for sick family members, or fearing contagion; experts estimate absenteeism as high as 40%. An influenza pandemic would bring not only significant death and disease, but also a great potential for social disruption. The global economy and “just-in-time” nature of today’s businesses and utilities make a potential shortage of supplies and raw materials a serious concern.

To assist us with planning for our campus, we ask you to complete the following questions, as fully as possible:

2. What is the primary mission of this (division, department, unit)?

Division: The Division of Enrollment and Access is committed to excellence and setting the standard in meeting the undergraduate access, enrollment and completion goals of Colorado State University.

3. Can your (division, department, unit) be closed down during an emergency such as an influenza pandemic?
 - a. VPEA Division
 - i. Access Center
 1. Yes, employees can work from home
 - ii. Admissions

1. Yes - Employees can work from home, but the University Welcome Center functions will not be able to be maintained if closed (campus tours)
- iii. Financial Aid
 1. Building can close – Employees can work from home
- iv. Registrar
 1. Yes- Employees can work from home to offer critical services.
- v. Central Office
 1. Yes, working from home

4. Identify your (division, department, unit's) Critical Services.

NOTE: In this context, "Critical Services" are defined as those acts (1) necessary to preserve lives (human or animal), (2) maintain the physical plant/infrastructure, or (3) continue critical business services until an emergency has abated. The EMT will review each department's designated critical services and personnel, and may make necessary modifications, after discussion with the department's Pandemic Planning Workgroup. "Critical Personnel" refer to those positions (not individuals) needed to maintain Critical Services.

- a. Access Center
 - i. None
- b. Admissions
 - i. None, although this could impact University revenue in future years
- c. Financial Aid
 - i. Drawing Funds/Disbursement of Funds/Return of Funds
 - ii. Verification
 - iii. Automated Process
- d. Registrar
 - i. Systems
 1. Place alerts and notifications on RAMweb and ARIESweb
 2. Turn off and on critical functions (for example grade entry, registration)
 3. Support faculty grade entry
 4. Hide/show links (for example hide links to registration if postponed)
 5. Process name and number changes, deceased student notifications
 - ii. Curriculum, Catalog & Scheduling
 1. Continue building Summer 20, Fall 20 and FA 20 Semester at Sea class schedules to be ready for registration
 - iii. Customer Service
 1. Respond to mission critical emails and inquiries
 - iv. Degree and Transfer Evaluation
 1. Provide letters to students and sponsors verifying that university is closed and services are temporarily unavailable.
- e. Central Office

- i. None

- 5. Identify Critical Personnel, or staff cross-training needs to maintain Critical Services.
 - a. Access Center
 - i. None
 - b. Admissions
 - i. None
 - c. Financial Aid
 - i. Director, Accountants, Student Eligibility team, Systems team
 - d. Registrar
 - i. Director, Associate Registrars, Assistant Registrars, Systems team
 - e. Central Office
 - i. N/A

- 6. Have Critical Personnel initiated pandemic flu planning for their Families and Individuals?
 - a. Access Center
 - i. N/A
 - b. Admissions
 - i. N/A
 - c. Financial Aid
 - i. In Process
 - d. Registrar
 - i. In Process
 - e. Central Office
 - i. Yes?

- 7. What alternative methods are in place for delivery of services or classes? For example, what personnel can telecommute? What services can be provided via telephone, email or mail, webcasts, etc, in lieu of face-to-face contact?
 - a. Access Center
 - i. Staff can work from home
 - b. Admissions
 - i. All staff can work from home with connectivity
 - c. Financial Aid
 - i. All services can be conducted via telephone, email, and other electronic methods.
 - d. Registrar
 - i. All services can be conducted via email and other electronic methods
 - e. Central Office
 - i. All services can be conducted via telephone, email and other electronic methods.