Pandemic
Business Continuity Plan

April 2019

California State University, Los Angeles

Pandemic Business Continuity Plan

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Introduction and Purpose

California State University, Los Angeles (CSULA) will not be dealing with the results of a pandemic in isolation. No organization will be immune from the global effects. Every crisis contains two elements: risk and opportunity. The risks associated with pandemics are: an unpredictable timeline for when the event will occur; an indeterminate duration should the event occur; human suffering; disruption of normal life and business activities; disruption of transportation and other public services. The opportunities we are presented with are: planning and responding in a caring, compassionate and prudent manner; reducing the spread and continued transmission of the disease and delivering essential services to allow the University to continue in its important and vital mission.

Pandemics are about people and the interruptions in their everyday life and in severe cases, deaths. Our physical facilities will not be damaged, but will need constant, vigilant attention to maintain as an "infection free" environment as can be obtained. Pandemics begin and can last weeks, even months and can have multiple events or waves. They disrupt every facet of every ones' lives. Goods, services, transportation are all affected from delays to total shutdown. Basic healthcare services are severely hampered or become unavailable to all but the critically ill as hospitals and clinics will be overwhelmed and federal assistance will be required to open field hospitals. Should the pandemic event begin, however, we will have very little time to put our continuity plans into effect. The earlier we control transmission and put our response plan into effect, the sooner we can recover and return to business as usual.

1.   Background

<u>Pandemic Overview</u>

According to the United States Department of Health and Human Services (HHS) "a pandemic is a global disease outbreak. A pandemic occurs when a new virus emerges for which there is little or no immunity in the human population, begins to cause serious illness and then spreads easily person-to-person worldwide. A pandemic is likely to be a prolonged and widespread outbreak that could require temporary changes in many areas of society, such as schools, work, transportation and other public services. An informed and prepared public can take appropriate actions to decrease their risk during a pandemic."

There have been three acknowledged pandemics in the 20th century:

- 1918-19 "Spanish Flu", (H1N1), is estimated to have caused over 500,000 deaths in the U.S. and up to 50 million deaths worldwide. It is believed to have started in either an army base in Kansas or in Europe. It spread rapidly, many died within a few days of   infection, others from secondary complications. Nearly half of those who died were young, healthy adults.

- 1957-58,"Asian Flu", (H2N2), caused about 70,000 deaths in the United States. First identified in China in late February 1957, and spread to the U.S. by June 1957.

- 1968-69, "Hong Kong Flu", (H3N2), caused about 34,000 deaths in the U.S. This virus was first detected in Hong Kong in early 1968 and spread to the United States later that year. Pandemic A (H3N2) viruses still circulate today.

Viruses containing a combination of genetic material from a human pandemic virus and an avian flu virus caused both the 1957-58 and 1968-69 pandemics. The 1918-19 pandemic virus also appears to have an avian flu virus origin.

The Center for Disease Control (CDC) in Atlanta and the World Health Organization (WHO) based in Switzerland support large surveillance programs to monitor and detect pandemic activity around the globe, including the emergence of new strains or possible pandemic strains of Pandemic. There are currently 113 national centers in 84 countries tracking and analyzing over 200,000 samples per year.

President Bush announced his "Super-Flu" plan in November 2005 with the National Institutes of Health (NIH) that includes the following highlights:

- $1.2 billion for the government to purchase enough doses of vaccine against the current (2004-05 strain) of bird flu to protect 20 million Americans;
- $1 billion to stockpile anti-viral drugs that lessen the severity of flu symptoms (so far only oseltamivir [trade name Tamiflu]) has shown to have any effect on the H5N1 virus;
- $2.8 billion to speed development of vaccines as new strains emerge, a process that now takes months, and

- $583 million for states and local governments to prepare emergency plans to respond to an outbreak. To date (November 19, 2005) the federal government has not released any details on the availability and process to apply for these grants.

Within the CSU, the Standardized Emergency Management System (SEMS) will serve as the structure for handling a contagious disease outbreak of significant magnitude. The Cal State LA Pandemic Business Continuity Plan will work in conjunction with the system-wide plan.

2.1.1 Cal State LA Community Perspective

California State University, Los Angeles operates in the largest metropolitan area of the largest state in the nation. Los Angeles is a major world port, transportation hub and international destination. The campus community reflects both the diversity and mobility of the region in which the University operates. During the largest of the quarters, CSULA serves a community of staff, full and part-time faculty and students which exceeds 22,000 individuals (a community roughly the size of a small California city). Its students generally represent lower median family incomes than the state-wide average, tend to be older than traditional college students (25 for undergraduates and 34 for graduate and post-baccalaureate students). A majority of the University's students are first-generation college students – and a majority of those students are also first generation Americans. Many students have family and employment obligations beyond their education. (A 2004 financial aid survey indicated that, of students receiving aid nearly 80% worked seventy hours a week or more.)

As a comprehensive urban university, CSULA operates largely as a commuter campus with staff, faculty and students traveling to and from the campus for work and instruction. The University houses roughly 1,000 individuals on campus. In addition, the University also embraces a community service component to its mission that brings many visitors and service seekers to campus. The University is also home to both a childcare facility, clinics and the Los Angeles High School for the Arts.

The following business continuity plan takes into consideration the particular needs and demands of the communities the University serves. These and other factors have helped shape the campus planning to plan for and respond to a pandemic responsibly.

2.1.2 Anticipated Demand for the Services

The severity of the next pandemic cannot be predicted, but modeling suggests that the impact on the United States could be substantial. In the absence of any control measures (vaccines or anti-viral drug therapies), it is estimated that a "medium level" pandemic in the U.S. could cause 89,000 – 207,000 deaths, 314,000-734,000 hospitalizations, 1-42 million outpatient visits, and another 20-47 million people being sick. Between 15% and 35% of the U.S. population could be effected by a pandemic. The economic impact could range between $71 and $167 billion.

In general, this plan assumes the primary impact on additional demand for services will be for medical evaluation and treatment, personal safety, public information and training, supply line contingency plans and support services for individuals impacted by any necessary social distancing methods. For example, food service for students in housing if the food court is closed, services to foreign students whose home country may have sealed its borders, American students studying abroad in a country that has sealed its borders, etc.

2.1.2.1 Employees

The primary effect of a pandemic is on staffing levels. Unlike natural disasters, pandemics do not damage property or equipment; the effects are mainly human resource oriented. Absenteeism may be for a variety of reasons: illness/incapacity; need to stay home to care for ill spouse, family members, or closure of child's school or day care center or they may feel safer at home. Strategize how to manage and plan for absences, information management and any systems that rely on periodic physical intervention to keep them running.

Public information and training about responsible behaviors and expectations to minimize transmission risks in the workplace will be necessary throughout the process of preparing for and responding to any pandemic – including identifying core people necessary to operate the University and a plan for telecommuting or working off-site to minimize the potential number of staff exposed to the pandemic virus. This plan indicates a specific strategy for information to be released and strategies to be employed at each level of pandemic alert. For our planning purposes, the plans outlined here assume a one-third staffing level at the height of any/all waves of pandemic infection.

2.1.2.2 Students

We anticipate a similar reaction among our student population. There will be a significant number of students who drop classes or who simply stop attending classes. There will be a great demand for information regarding the University's response to the pandemic, for personal health and safety information, for direct medical assessment and service, for academic advisement, psychological counseling and for alternative methods for instruction that require a minimum of in-person assembly.

2.1.2.3 Housing

Housing Services provides housing for approximately 900 residents in apartment housing. There is a Dining Commons and meeting/assembly rooms/lounges and are 132 2-bedroom apartments with bathroom, living room, and kitchen; and 60 4-bedroom apartments with 2 bathrooms, living room, and kitchen.

Approximately 400 residents are local (within 50 miles of campus), with approximately 100 residents from out-of-state. About 75 residents are international students. An estimated 200 residents leave campus most weekends.

The Director of Student Housing has the ability to house/isolate approximately 12-15 housing students in the event of a Quarantine Order issued by Public Health, depending on the nature of the pandemic.

The staff in Housing Services consists of student-staff, bargaining unit staff, and MPP as follows:

1	Director, MPP	1	Assistant Director, MPP
1	Facilities Manager	3	Facilities Mechanics
1	Business Manager	1	Assistant to the Business Manager
1	Assignments Coordinator	1	Assistant to the Assignments Coordinator
1	Marketing Coordinator	2	Resident Directors (live-in)
2	Residence Life Coordinators (live-in)	16	Resident Assistants (live-in)
1	Student Assignments Assistant	3	Office Assistants
2	Student Marketing Assistants	3	Mailroom Assistants
2	Fitness Center Assistants		

Currently only two individuals, the Business Manager and Assistant to the Business Manager, are responsible for the billing information on student accounts. The Business Manager monitors expenses.

Similarities and Differences from other Emergencies

Traditional Disaster and Business Continuity Plans focus on natural disasters or localized damage to property, equipment and machinery with (hopefully) limited loss of personnel and disruption to routine technology and to get an organization back into normal operation as quickly as possible. Also, most natural disasters tend to be site specific. A highly virulent strain of the pandemic virus and its impact on University operations and demands for services is quite another scenario for continuity planning. Pandemics are widespread and can affect portions of the state, all of the state, portions of the United States or all of the United States and many countries on the globe. Earthquakes, by comparison, are usually one big event lasting seconds, are usually more localized affecting one or two cities or counties connected geographically and not disruptive to an entire state or multiple countries. Pandemics disrupt every facet of every ones' lives. Goods, services, and transportation are all affected from delays to total shutdown. Basic healthcare services are severely hampered or become unavailable to all but the critically ill as hospitals and clinics will be overwhelmed and federal assistance will be required to open field hospitals. It is not possible to predict the duration of a pandemic. There could be more than one wave of infection during a pandemic period. Each wave could potentially last about eight weeks, building to a peak in weeks two-to-four before abating again.

2.2   Focus

2.2.1 The focus of this Plan is to develop a level of preparedness and response to reduce the impact on University operations from a Pandemic. The general responsibilities and actions to be taken during each phase of any pandemic are articulated in this plan. It is important to note, however, that these responsibilities and actions represent a University plan not University policy. Actions and responsibilities in the event of an impending pandemic will be informed by the specifics of the situation as well as policies and procedures of external agencies. These considerations will be weighed by the Pandemic Business Continuity Committee and the President's Council of the Emergency Operations Center.

2.2.1.1 Key elements to the Plan are to reduce the transmission of Pandemic through prevention, information, control, and containment. Essential supplies will be strategically located to aide in the attainment of this objective. Methods and processes will be established to identify affected populations, to isolate these impacted personnel, and to restore University operations in an efficient and timely manner.

2.2.1.2 The process in delivering an effective response is through a coordinated effort involving multiple departments and disciplines, herein known as the Pandemic Business Continuity Plan Committee (PBCPC). This group shall periodically review the guidelines and procedures established for a pandemic, revise the Plan as more pertinent and updated information becomes available, and to communicate the level of awareness and understanding on the topic to the campus community. Upon designation of a Pandemic stage, the University Emergency Operations Center (EOC) shall be activated to properly administer the level of control and coordination necessary in such a regionally recognized event.

2.2.2 The Plan shall address University employees (internal audience) primarily in order to avert any potential business interruption due to large scale absenteeism. As a secondary focus, the external audience shall be the student population, auxiliaries, and other parties/persons utilizing University venues for events or gatherings.

2.2.2.1 University employees (staff and faculty) have the most direct impact on the educational mission of the campus. A regional event will likely impact the employed individuals of the University, thereby affecting the University's mission in delivering a quality education to our students. Most of the Plan's procedures, documentation and guidance are, geared toward University employees.

2.2.2.2 The external audience, most notably the student population and auxiliaries on campus, shall be governed and directed by the principles, and procedural aspects of the Plan in order to achieve the same goal and objective.

2.3   Structure & Key Roles

   2.3.1   Leadership and direction on campus in the event of a pandemic.

      2.3.1.1   The Campus President:
         1) Establishes the basic policies that govern during the campus management of the response;
         2) Declares a campus emergency when required; and
         3) Acts as the highest level of authority during the emergency.

         In the absence of the President, following list of succession will be utilized:
            • Provost and Vice President for Academic Affairs;
            • Vice President for Administration and Chief Financial Officer;
            • Vice President for Student Affairs;
            • Vice President and Chief Technology Officer;
            • Vice President for Institutional Advancement.

      2.3.1.2   Each identified critical area, department and organization of the University has supportive succession plans via their developed contact personnel listing. These contact lists provide information that includes who is in charge and under what circumstances a person has to assume authority and initiate appropriate actions.

      2.3.1.3   Succession planning at the minimum includes all the components represented in Pandemic Business Continuity Planning Committee (See 2.3.1.6).

      2.3.1.4   Campus Emergency Management Organization [Multi-Hazard Plan and Emergency Operations Center Activation]

         • The Campus Emergency Management Organization is comprised of designated campus officials and functional coordinators, which are responsible for all emergency operations on the campus. Additionally, the Campus Emergency Management Organization coordinates with neighboring jurisdictions as required for effective emergency response.

         • The Multi-Hazard Emergency Operations Plan addresses the campus emergency management system for extraordinary emergency situations and shall be activated if an emergency is declared. This is required for compatibility within the California State University (CSU)

as well as with the Standardized Emergency Management System (SEMS).

- The Emergency Operations Executive [Vice President of Administration and CFO] is responsible for all aspects of the campus emergency plan, training, and implementation. The key to this Emergency Management Organization is the activation of the campus Emergency Operations Center (EOC) by the EOC Director [Chief of Police].

2.3.1.5   The Pandemic Business Continuity Planning Committee shall be the primary advisory group to the campus leadership in response to a declared emergency. This group shall work very closely with the EOC Planning Director [Vice President for Institutional Advancement] and provide guidance throughout the emergency. This committee shall have representation from the following disciplines:

- Academic Affairs: Dean, Education and Support Services
  - Associate Vice President for Academic Affairs
  - Dean, Undergraduate Studies
  - Dean, Graduate Studies and Research
- Director, Risk Management & Environmental Health and Safety [designated Pandemic Manager for the campus]
- Facilities: Facilities Services Director
  - Director of Facilities Services
  - Manager of Custodial Services
- Finance: AVP Administration and Finance/Financial Services
  - University Controller
  - Assistant Controller
- Director, Human Resources Management
  - Assistant Director of Human Resources Management
  - Human Resources Manager
- Director, IT Financial and Support Services, ITS
- Director, Office for Students with Disabilities
- University Auxiliary Services, Inc. (UAS)
  - Associate Executive Director, Financial Services
  - Executive Director, University Auxiliary Services, Inc.
- Executive Director, Public Affairs
  - Director of Media Relations
- Director, Public Safety [Co-Chair of Committee]
  - Administrative Manager
  - Police Lieutenant
- Director, Student Health Center
  - Nursing Supervisor
  - Physician

- Assistant Director, Student Housing
  - Director, Housing
  - Facilities Director
- Institutional Advancement: Vice President [Co-Chair of Committee]
  - Assistant Vice President for University Development
  - Executive Director, Alumni Relations
- Student Affairs: Assistant Vice President
  - Director, Students with Disabilities
- University Counsel [General Counsel, Office of the Chancellor]

2.3.1.5.1   It is the responsibility of each University area,   department, and organization to inform employees:
- What to expect if an emergency is declared;
- Procedures to follow if a situation occurs; and
- The existence of a plan that governs the entire campus.

2.3.2   Communications

    2.3.2.1   Internal Communications:

All Internal Communications to campus entities will be approved by Public Affairs to ensure consistency with messaging sent externally. These communications shall be developed in accordance with the established campus Emergency Management Organization model. This includes:

- The Pandemic Business Continuity Planning Committee will meet in the EOC, or other established location to exchange information and evaluate conditions/alternatives.
- The EOC Planning Director [Co-Chair of Committee] will communicate developed information and alternatives to the President for consideration.
- The President provides direction to the Emergency Operations Executive, who shares all information with essential management personnel.
- Individual University organizational components will develop and distribute action plans/information that support the direction provided by the President as approved by Public Affairs. Feedback will be provided to the EOC Planning Director as to actions taken and effectiveness.

- The EOC Planning Director will communicate on a continuous basis with the Emergency Operations Executive and the Pandemic Business Continuity Planning Committee.

2.3.2.2 External Communications:
All external communications shall be coordinated through Public Affairs.
- As a member of the Pandemic Business Continuity Planning Committee, the Executive Director of Public Affairs will coordinate external communications with the EOC Planning Director.
- Prior to any release of information, the President and the Emergency Operations Executive will be provided a briefing by a Public Affairs representative.
- All formal information releases will be reduced to writing and copies will be provided to the President, the Emergency Operations Executive, and the EOC Planning Director.
- Records will be maintained by Public Affairs in connection with all information released.

2.3.3 Expectations of Staff with Key Roles

2.3.3.1 Staff essential to the planning and response process have been appointed to the Pandemic Business Continuity Planning Committee. All areas, departments, and functions represented within the committee should be maintained through a declared emergency.

2.3.3.2 Core campus management and personnel shall be made aware of their roles prior to declared emergency and within a declared event.

2.3.3.3 It is expected that management personnel will concentrate on essential functions during a declared event so that limited resources can be focused on the continuance of core activities.

2.3.3.4 Employee responsibilities in pandemic:
- Ensure safety;
- Contact your manager and team, and make plans to gather at a designated meeting place or take other action you have been pre-directed to do;
- Monitor campus informational points [email, internet site, telephone message line, electronic message boards]; and
- Have access to previously stored continuity planning materials relative to University emergency response.

2.3.4   Responsibility for Maintenance and Update of Pandemic Business Continuity Plan

2.3.4.1   Maintenance of the emergency response plan shall be the responsibility of Pandemic Business Continuity Planning Committee.

2.3.4.2   The EOC Planning Director [Vice President for Institutional Advancement] shall ensure the Plan is updated as required and approved by the President.

2.4   Human Resources Issues

2.4.1   Designation of a Pandemic Manager

The Pandemic Manager for Cal State L.A. will be the Director of Risk Management and Environmental, Health & Safety. The Pandemic Manager's duties shall include:

- Coordination with the employee's management and the University Student Health Center Director to establish a process to monitor employees who are ill or suspected to have the Pandemic in the event of an identified pandemic scenario.

- Coordination of the Notification Intake Form, Screening Checklist, and Pandemic Notification processes. The Pandemic Manager will evaluate whether "contact issues" have been addressed in the workplace and whether appropriate consultation with Committee members is necessary.

- Evaluation of whether critical/essential workplace supplies are being maintained within the workplace. Coordination with Public Safety and the Student Health Center regarding adequacy of supplies of anti-viral tissues, medical and hand hygiene products, cleaning supplies and personal protection for people who become ill at work.

- Establishes a process to facilitate the exchange of information regarding the status of a pandemic, relaying critical health-related information as developed by local, regional, State and Federal health officials.

- Works with Human Resources Management to ensure that CSU specific requirements for releases, return-to-work,

attendance monitoring and Chancellor's Office human resource directives are conveyed to employees in a timely manner.

Cal State LA's succession plan for Pandemic Manager is as follows:
- Student Health Center Director
- AVP Student Affairs
- AVP Academic Affairs

2.4.2 Risks to Employees

The campus has the responsibility for the health and safety of its workforce and to ensure that employees' actions or inactions do not cause harm to others. The campus shall take reasonable steps to mitigate the risk and protect employees.

The campus shall follow the collective bargaining agreements with regard to health and safety of its employees. Per the collective bargaining agreements, at an appropriate time, the campus agrees to meet with the unions to review the safety measure(s) put in place.

2.4.3 Absenteeism Policies

In the event of a pandemic, the Human Resources Management department shall provide guidance and direction to the campus workforce in minimizing the potential for adverse exposure to the pandemic.

The campus will follow the collective bargaining agreements and Chancellor's Office policies regarding attendance and absenteeism.

No employee shall be unduly reprimanded for leaving his/her work area in the event of a pandemic. Employees are expected to follow the attendance and human resource guidelines as communicated by the Human Resources Management department.

If employees have questions regarding absenteeism policies or general questions about being absent during a pandemic, they may contact Human Resources Management at extension 3-3673.

2.4.4 Telecommuting Guidelines

In the event of a pandemic, appropriate administrators will have the authority to implement a telecommuting work arrangement. This telecommuting arrangement may be revoked by the University at any time and for any reason.

The following will be considered when implementing a telecommuting work arrangement: (Some of these considerations may not be applicable to exempt positions and this is not an all-inclusive list.)

1) The nature of the job, i.e., can the employee's job be performed from home?
2) How the work will be monitored.
3) How the work will be reported to the supervisor.
4) How work hours will be tracked and reported, including the approval for and tracking of overtime.
5) What equipment will be provided, i.e., laptop, phone, etc.
6) How expenses will be reimbursed.

Other components of the telecommuting arrangement shall include, but are not limited to:

1) The number of hours worked shall be consistent with the operational needs of the organization. Attendance and expense reports shall be submitted in accordance with established payroll and accounting guidelines and deadlines.
2) Appropriate safety practices shall be implemented in the home environment while conducting University business. Work-related accidents shall be reported to the workers' compensation coordinator at (323) 343-3657.
3) University work shall be performed by the employee only.
4) Employees on a telecommuting arrangement shall take required meal and rest periods.
5) Employees shall maintain confidentiality of employee and student records.

2.4.5   Collective Bargaining Agreements

In the event of a pandemic, the campus shall follow the collective bargaining agreements with regard to compensation, health and safety, accrual of benefits, leaves of absence, work schedules and all other relevant areas that impact terms and conditions of employment.

The campus shall follow any additional guidelines from the Chancellor's Office with respect to collective bargaining agreements.

The campus shall communicate to the campus community additional information not covered in the collective bargaining agreements or any applicable amendments because of a directive from the state or campus President.

2.4.6   Keeping Communications Open and Frequent

Human Resources Management will communicate with Public Affairs through its identified primary liaison and the Pandemic Manager, when necessary, to communicate information to the campus community.

Human Resources Management shall communicate information regarding services that may be available to employees such as the Employee Assistance Program, or other yet unidentified resources.

Human Resources Management shall communicate pertinent information from the Chancellor's Office, i.e., policy changes, pay issues, or other areas that impact terms and conditions of employment.

2.4.7   Training and Testing Campus BCP

Human Resources Management shall work with Public Safety, the Committee, and appropriate personnel to roll out training of the BCP.

Human Resources Management shall assist with tracking training dates and attendees to ensure that all employees receive training on the University's BCP.

Human Resources Management shall participate where appropriate in the training sessions, i.e., issues related to employee and labor relations.

2.5   Supplies

2.5.1   Current inventory of essential supplies

2.5.1.1   An inventory of current supplies related to emergency response shall be maintained by the EOC Director [Chief of Police].

2.5.1.2   The Director of the Student Health Center shall provide an additional listing of all supplies that could possibly be used in the response to a declared emergency to the EOC Director.

2.5.1.3   Cleaning supplies, hand cleansers and equipment maintained by Facilities will be inventoried and maintained at a level of readiness to ensure on campus, self-sufficiency.

2.5.1.4   All listings of inventoried supplies will be maintained at the EOC and updated monthly.

2.5.2 Communication with vendors for replenishing essential supplies

2.5.2.1 A listing of vendors and suppliers of essential supplies will be maintained by EOC Director, including those utilized by the Student Health Center.

2.5.2.2 Related cost factors and time needed for delivery will be noted when possible to assist in planning purposes.

2.5.2.3 Use of established accounts, online and credit card purchases will be used when possible.

2.5.3 Personal protective equipment

2.5.3.1 A listing of recommended personal protective equipment will be developed and made available to the campus population prior to an event. This listing will be approved by the Director of the Student Health Center and the University Pandemic Manager.

2.5.3.2 All personal protective equipment, including that required by health workers, Facility and Public Safety personnel, will be inventoried and included with current supply listings related to emergency response.

2.6 Communications

2.6.1 Public Affairs Objectives:
- Clear, accurate, appropriate and timely information that
  --further campus/public education and awareness, provide timely and important information to internal and external audiences, and reduce the likelihood of rumor/panic, in support of campus communication of rumor/panic
  --supports campus safety and health
- Assess and categorize information for public information officer (PIO) use
  --Critical – information that must be conveyed to promote campus and public safety
  --Helpful – information that may enhance the situation, but is not essential
  --Public information – information, though not necessarily helpful to public safety, that must be disclosed upon inquiry by news media
  --Confidential – information that cannot be released publicly, along with statements and rationale for its withholding.

2.6.2

Information Gathering and Assessment

Requirements:
- Communication with campus' EOC/Pandemic/administrative team members
- Communication within Public Affairs Office/CSU
- Communication with external institutions and agencies as-needed
- Monitor news media
- Monitor and assess campus rumors
- Evaluate audience needs and make recommendations re communications response
- Assess whether communications support is needed from other CSU public affairs officials

Operational Needs:
- Computers, web connections, telephones
- Close contact with internal EOC/Pandemic/administrative team
- Private email addresses/telephone numbers for key personnel and contacts
- News media and outside agency contacts
- List of mutual aid contacts within CSU and pertinent outside agencies
- Chart to monitor the collection, truth-checking and, if necessary, refuting of rumors
- Connection to campus electronic marquees
- Large scale printer for quick signage
- Easels for signage

2.6.3 Message Development

Requirements:
- Determine and communicate appropriate message, considering:
  --Campus status
  --Privacy/legal/public right to know
  --Safety
  --Effective management of situation
  --Remedies addressing situation specifics

Operational Needs:
- Access to the executive team
- Access to appropriate authorities and experts to serve as spokespersons when necessary and to serve as sources for fact sheets, prepared remarks, news releases, media events and other materials, as necessary
- Cal State L.A. experts directory
- Internet and telephone connectivity for research and distribution of communications

- Coordination with all involved to maintain message consistency

2.6.4 Internal Cal State LA Communications

Requirements:
- Immediately communicate accurately to faculty, staff and students any information regarding limited or restricted access/activities, conditions, necessary actions, pertaining to campus pandemic conditions
- Inform CSU Chancellor's Office and CSU mutual-aid partner (Fresno State and local partners) of circumstances, and seek assistance as needed
- Link to CSU website and other logical and appropriate resources
- Faculty and staff updates
- News/updates for students and families, in cooperation with SA; coordinating with OSD
- Public service announcements, if warranted
- 1-800 telephone information line
- Connectivity to electronic marquees
- Ability to relay information to all internal and external audiences, including Housing, ASI, LACHSA, Children's Center/parents

Operational Needs:
- Access (ADA) and capability to post to www.calstatela.edu , establishment of Pandemic Information web page and, possibly, report-a-rumor page
- Bulk email access (including remote access) to develop and distribute key messages
- Through ITS, close out non-essential use of bulk email to reduce traffic on server and increase speed of message delivery(?)
- Access to programming electronic marquees
- Adaptable campus map to accompany electronic and print communications
- Establishment and promotion of 1-800 information line, as warranted

2.6.5 External Communications – News Media

Requirements:
- Maintain accurate news media lists that include key media outlets, email, phone, fax and key editors, reporters, news directors, and public service directors
- Understand and, if necessary, articulate legal parameters of reporter access, privacy, and public records
- Communicate to media circumstances, impact on University activities and community, actions being taken and outlook regarding campus operations in accordance with FERPA

- Respond to individual news media inquiries and requests
- Maintain log of request/contacts made by news media
- Advise and counsel University leaders and campus experts prior to media interviews and news conferences
- Continually update Public Affairs' web pages and provide information for other key campus resources as needed

Operational Needs:
- Effective email and fax distribution mechanisms for news releases, images and other information
- Media distribution system
- Templates/checklists to facilitate preparation of news releases and news conferences
- Determination of site and backup site for news conference if needed
- Sound board jacks for media
- Expertise and resources to provide media training for key personnel
- Personnel to serve as on-site Public Information Officer at incident scene should journalists arrive
- Understanding of and copies of pertinent laws regarding journalists' access (PC 409.5), privacy (FERPA) and Public Records Act
- Log for media sign in

Continuity Goals:
- Develop message bullet points
- Crisis-communication training for key staff during emergency operations
- Comprehensive set of information and contact resources stored on Public Affairs standby systems, such as USB drives, CD-ROMs and printed (see appendix.)
- News conference reference sheet with contacts, room parameters, connections, etc.
- Website compliance for students with disabilities
- Off-site capacity to distribute news releases to media and internal audience
- Checklists/templates for news releases and fact sheets
- Checklist for news conference preparation

2.6.6 Requirements:
- Communicate to the public directly

Operational Needs:
- Media sound board jacks
- Telephone/toll free access info line
- Web connectivity
- Email alerts
- Electronic marquees connectivity

2.6.7   APPENDIX:

Directories/contacts
- On-campus emergency contacts
- CSU and CSU partner contacts
- On-campus experts directory with additional "crisis" sources
- Phone tree with "double nodes"
- Media lists, contacts and detail categorized
- (Email list formatted ready to use)
- Potential community/agency/government collaborators, with PIO contacts:

Tools/resources for developing news materials and background material
- News release templates, checklist
- Fax sheet cover
- Maps of area, of campus and capable of adaptation
- University academic calendar
- News conference checklist
- Fact sheets
- Key messages
- Photos – key administrators, buildings
- Rumor control log/chart
- Checklist for news conference
- Log of journalist inquiries

Instructions, passwords and other guidelines
- For accessing and updating www.calstatela.edu
- Media distribution system
- CSU standby emergency system
- For developing information web page
- For changing information phone line message
- For accessing email remotely
- For accessing voice mail remotely
- Condensed Emergency Operations Plan, with EOC organizational chart
- Full EOC communications plan, Business Continuity Plan
- Sites for alternate staging facilities with maps and phone numbers

3.   Preparations in Business Continuity Planning

3.1   <u>Planning Assumptions</u>

    3.1.1   Susceptibility will be universal to the pandemic subtype

    3.1.2   Clinical Attack Rates
- Thirty (30) percent in the overall population.
- Highest illness rates of up to forty (40) percent will be among school aged children and decline with age.
- Among working adults, an average of twenty (20) percent will become ill during a community outbreak.
- At the height of pandemic waves, we anticipate 1 out of three (33%) employees reporting for work.
- Of those who become ill with pandemic, 50% will seek outpatient care.
- The number of hospitalizations and deaths will depend on the virulence of the virus**.**
- Risk groups for severe and fatal infections cannot be predicted with certainty**.**
- The typical incubation period for pandemic varies due to the nature of the virus, but can be anywhere from 2-21 days. Assume this would be the same for the novel strain that is transmitted between people by respiratory secretions.
- Persons who become ill may shed virus and can transmit infection for several days before the onset of illness, depending on the nature of the virus. Viral shedding and the risk for transmission will be greatest during the first 2 days of illness. Children will shed the greatest amount of virus and therefore, are likely to pose the greatest risk for transmission.
- On average about 2 secondary infections will occur as a result of transmission from someone who is ill. Estimates vary and experience in past pandemics has been higher, with 2 to 3 secondary infections per primary case.
- In an affected community, a pandemic could last about 6 to 8 weeks depending on the strain of the virus and infection rates. At least two disease waves are likely. Following the pandemic, the new viral subtype is likely to continue circulating and to contribute to seasonal Pandemic.
- The seasonality of pandemic cannot be predicted with certainty occurred in fall and winter. Experience from the 1957 pandemic may be instructive in that the first U.S. cases occurred in June but no community outbreaks occurred until August and the first waves peaked in October.

3.1.3   Other Planning Assumptions:
- Housing Services provides housing for approximately 900 residents. Approximately 400 residents are local (within 50 miles of campus), with approximately 100 residents from out-of-state. About 75 residents are international students. We assume occupancy at the height of any pandemic wave could be between 300 and 500 residents.
- As a working guide, small teams fewer than 15 people should plan for a level of absence rising to 50% at a peak of a pandemic wave.
- Each unit will plan for as much flexibility of redeployment of staff as possible to handle absences, at a minimum, of 40 % during the peak weeks of a pandemic wave. This estimate is in addition to usual absenteeism levels.
- The process of sustaining the critical function under adverse circumstances may need to be repeated since the pandemic is likely to come in waves, weeks or months apart, and could last for 12 to 18 months. A second wave could be more severe.
- Expect ill people to be unavailable to work for at least five to eight working days.
- Absence rate does not include family bereavement or psychological impact of pandemic.
- Absences outside the University may disrupt an area's ability to provide a critical function.

3.1.4   Definition of Pandemic Business Continuity Response Action Stages
- "Pre-pandemic" - No known casual human to human transmission of the virus. No cases on campus or in local community.
- "Pandemic Alert" – Human to human transmission occurring but no cases on campus or in the local community.
- "Pandemic" – Increased and sustained transmission of virus in the general population and cases in the local community.
- "Recovery" – Infection rates drop to levels which allow business practices to return to normal.

3.2   Business Impact Analysis

3.2.1   Risk identification and impact analysis

3.2.1.1   The overall University Business Continuity Plan risk analysis data is used to provide basic information to the

development of risk/impact analysis related to a pandemic response.

3.2.1.2   The nature and impact of a pandemic cannot be known until it emerges. Operational continuity planning presents a challenge because it is difficult to know exactly how a unit, the campus, and the wider community will be affected by an adverse event.

3.2.1.3   The highest priority in responding and recovering to any adverse event is the protection of lives and the safety/health of people [students, employees, visitors, vendors, and contractors].

3.2.1.4   The basic continuity goal for the University before, during and after an adverse event is to recover and resume critical operations for teaching, research, and support services in the shortest time possible. This does not mean that every building is accessible, that every class is taught and every employee and student is on campus. It does mean that instruction is occurring and that key services are available.

3.2.1.5   Risk to disruption of critical University services includes, but is not limited to:
- Loss of people [faculty, staff, and students];
- Loss of facilities [buildings, classrooms, labs, housing, and offices];
- Loss of infrastructure [utilities, telecommunications, data, network, information systems]; and
- Loss of mission related business and service functions [class scheduling, payroll, financial aid, food services, purchasing].

3.2.1.6   The assumption will be made that some key management, operational and technical personnel will be available and able to make decisions and communicate guidance about recovery and continuity of operations at the system, campus and unit levels.

3.2.1.7   The University will make available clear and frequent communication about the threat of pandemic that each unit and area can share with employees, students and other campus constituents.

3.2.2   Core Personnel and Skills

3.2.2.1   President and senior campus executives [Advisory Group]: primary decision making.

3.2.2.2   Pandemic Business Continuity Planning Committee: main advisory group.

3.2.2.3   Student Health Center Director and Staff: monitoring available information related to health issues; analysis of health impact on University and management of medical response.

3.2.2.4   Pandemic Manager: establishing system to monitor staff/student absences; risk assessment.

3.2.2.5   Public Safety: security.

3.2.2.6   Human Resources: monitoring of staffing levels; collective bargaining agreement factors; communicating with staff.

3.2.2.7   Public Affairs: coordination of communications and alerts on and off campus.

3.2.2.8   Facilities: maintaining mechanical systems, buildings and utilities in a method that does not adversely impact on event.

3.2.2.9   Identified members of the Emergency Operations Center [Standardized Emergency Management System]: assigned members of the emergency response team operating the Emergency Operations Center.

3.2.2.10 Core Functions care skills and Core Personnel will be identified for each critical functions within the University (See Attachment A).

3.2.3   Essential Mechanical Systems

3.2.3.1   Essential mechanical telecommunications and computing systems which rely on periodic physical intervention by core personnel have been identified to include:

Mechanical Systems which rely on periodic physical intervention by core personnel have been identified to include:
1) HVAC (Heating, Ventilation and Air Conditioning) for each building.
2) Chiller Plant – supplies chilled water (Air Conditioning) for the campus buildings.
3) Domestic Water – Supplies fresh water to each building for kitchens, restrooms and drinking fountains.
4) Industrial Water – Supplies water to the laboratories.
5) Sanitary and Acid Waste Systems – removing waste from the buildings.

6) Electrical Systems.

Core Personnel key primary and secondary back-up personnel have been identified and notified of their responsibilities in relation to essential mechanical systems.

1) Starts with managers, supervisors, leads and other Facilities Services personnel from the related shops.
2) A minimum of two Facilities Services personnel per related shop for the responsibilities of monitoring the operation of the related mechanical systems.

Telecommunications and Computing Systems and Services

The Information Technology Services (ITS) division is responsible for all centrally managed network and telecommunication systems and services located on campus. ITS is also responsible for the coordination of critical service providers (SBC, CENIC, IBM, CMS).

In the event of a partial or full campus closure, the network and telecommunications systems can operate for some undetermined timeframe. Some of the components for continuous uninterrupted service include the following:

1. Continuous electrical supply. Two diesel generators will provide back-up power for the Data Center and the main Telecommunication room in a power outage. The generators provide 24 hours of power for the Data Center and 72 hours of power to the Telecommunication PBX. If power is not restored before the run-time limits or diesel fuel is not refilled, network and telecommunication services will be interrupted.
2. A/C must be fully operational. Each room has multiple A/C units and environmental conditions will not be optimal if one or more of the units fail.
3. The hardware is designed to be redundant, however if there is a failure, redundancy is lost.
4. The campus cable plant must remain intact especially to the Data Center or the Telecommunication switch room. Failure at the Data Center or Telecommunication switch room will interrupt services to all parts of the campus.
5. The operating system and application software is expected to work without interruption; however, poor environmental conditions or hardware failures may degrade their performance.

6. Network software is expected to work without interruption; however, it is anticipated that all users of the CENIC network (e.g., CSU, K -12, and higher education) will use the network as part of their business continuity plan. Network performance may be degraded as a result of unusually high volume of simultaneous users.
7. Virus and security attacks. ITS may be unable to install security patches so new vulnerabilities may surface.

In the event of a campus power outage, all network systems will be restored by the IT Infrastructure team once the power is restored in accordance with procedures outlined in the ITS Emergency Management Plan. Systems will be restored in the following priority order:

1. Voice Communication – Campus PBX System
2. Network Systems
3. Directory Systems
4. E-mail Systems
5. Enterprise applications

As part of ITS Emergency Preparedness Plan, essential staff and managers were issued laptops for remote access to the network and servers in order to check the network systems and fix problems, as needed. A staff or manager may be required to come onto campus if they are unable to fix a problem remotely such as rebooting a server. A listing of the systems and the responsible staff and their second and third back-up are listed on the attached ITS Roles and Responsibilities Matrix.

In the event of an information technology service disruption or outage, the Financial and Support Services unit has the primary responsibility for communicating the status of computer and network systems as they are being restored. All available and appropriate communications systems will be used, depending on the nature and impact of the loss. These systems include: telephone (direct calls and campus-wide voicemail broadcasts), alerts on the ITS website, face-to-face communication, and e-mail. Business units will be required to implement their Business Continuity Plans for alternate methods of conducting business.

3.2.4   Training and Plan Exercises

3.2.4.1   Strengths and weaknesses of the Pandemic Business Continuity Plan will be tested through planned training exercises.

3.2.4.2   Exercises will consist of table-top style scenarios involving activation of the Pandemic Business Continuity Planning Committee and components of the Emergency Operations Plan and Center.

3.2.4.3   After-action style reports will be generated to evaluate results.

3.2.5   Actions during Alert Phases

The following status codes are utilized:

Stage	Strategy	Overview
1.	Pre-Pandemic	Pre-event planning
2	Pandemic Alert	Alert staff & students; Consider implementation of Pandemic BCP; Increase surveillance and preventative measures; Student Health Center, Pandemic Manager and Pandemic BCP Committee monitor situation and report to President
3.	Pandemic	Alert staff & students; Investigate & follow-up suspected cases and unexpected absences; implement cluster control in departments, student housing; consider partial closure; restrict movements in and out of affected areas; consider implementation of medium/long term response BCP. Activate essential business continuity measures; consider total campus closure; communicate measures to minimize introduction and/or spread of Pandemic in work place; activate process for recovered/well employees to return to work.
4.	Recovery	Expedite recovery of campus by phasing in "Return to Business as Usual".

3.2.6   Workplace Closure

3.2.6.1   The President, or his designee, may order the cancellation of classes and cessation of all but critical functions of the University.

3.2.6.2   Public Health departments have authority to order quarantines and facility closures.

3.2.6.3   The Chancellor may direct specific closures.

3.2.6.4   Some of the major considerations:
- Student Housing residents and their welfare;
- students in study abroad programs or in traveling status;
- the shifting of some business operations to another campus less impacted;
- telecommuting by some employees;
- classes taught via web-based instruction or video conferencing;
- distribution of alert status information to students, faculty, and staff;
- critical number of staff required to maintain essential functions of campus;
- duration of the interruption;
- arrangements required to minimize risk to students and employees;
- monitoring of absentee rates;
- bargaining Unit contracts; and
- Regional health information alerts and information.

4.   Knowledge Management

Knowledge management is the process for identifying, storing and protecting critical business information specifically related to the occurrence of a pandemic. An essential task is to identify key roles and responsibilities for each of the elements of this process.

4.1   General Awareness Updates and/or Public Health Notices from Local, State or Federal Health Agencies:

4.1.1   It shall be the responsibility of the Campus Pandemic Manager to identify, develop and disseminate general awareness advisories, notices, alerts, or bulletins to inform and maintain a level of awareness within the general campus community to the pandemic occurrence.

4.1.2   It shall be the responsibility of the Director of Public Safety and the Director of the Student Health Center to inform and support the Campus Pandemic Manager on relevant events or medical status of the pandemic, specifically as it might impact the University community.

4.1.3   Any member of the Pandemic Business Continuity Planning Committee (PBCPC) may convene the committee to discuss, update, or engage the provisions of the Pandemic BCP.

4.2   Intake Forms Identifying Potential Pandemic Occurrence(s):

4.2.1   The Student Health Center Director and/or his/her designee shall serve as the primary screening location for suspected Pandemic cases in the workplace and for those employees/students (herein known as the "campus community") calling into the campus from home/off-campus. The Screening Checklist and University Intake Form will be utilized in the documentation of such cases, and a copy submitted to the Office of Risk Management & EHS (Attn: Pandemic Manager) that same day.

4.2.2   The Campus Pandemic Manager shall monitor occurrences and determine whether clusters of affected employees within the workplace are occurring. If so, implement measures pursuant to the campus Pandemic Business Continuity Plan to minimize operational impact to the campus.

4.3   Campus Pandemic Notification Form:

4.3.1   Upon the determination of a significant cluster of Pandemic-related symptom cases in a specific work-area or in the University in general, the Campus Pandemic Manager shall consult with the Student Health Center Director and Public Affairs to disseminate the University Pandemic Notification to those employees impacted or to the campus community as a whole.

4.3.2   All University Pandemic Notification documents shall be retained in the RM/EHS Office for two-years from the date of dissemination.

4.4   University Homepage Development and Maintenance:

4.4.1   The Risk Management & EHS (RM/EHS) homepage shall be the host to campus information, links, and relevant guidance associated with the University Pandemic Plan. All ancillary University sites shall reference back to this network address for a consistent message and content to the University community.

4.4.2   Information, notices, direction and any other guidance related to the pandemic shall be submitted to the Campus Pandemic Manager for review and consideration in incorporation on to the campus site.

4.5   Maintenance and Location of the Campus Pandemic Business Continuity Plan:

4.5.1   The campus Pandemic Business Continuity Plan (BCP) shall be maintained on the University website. A hard copy of the Pandemic BCP shall reside in the University Emergency Operations Center (EOC), and with each of the committee members. Responsibility for the continual update and revision of the Pandemic BCP shall reside with the co-committee chairs for the PBCPC.

4.6   Establishment of a "Call Center" Campus Message for Information on Pandemic Status:

4.6.1   In the event the University enters into a Pandemic stage, there shall be a public information "1-800" number established and provided on the University homepage and RM/EHS site for the campus community and potential visitors to ascertain the operational status of the campus.

4.6.2   Information regarding the "Call Center" number shall be posted on the electronic message boards located at the north and south entrance to the campus.

4.7   Establishment of Vendor Agreements for Essential Supplies & Services:

4.7.1   The departments responsible for the identification and maintenance of essential supplies (Student Health Center, Facilities Services, Public Safety and Risk Management & EHS) shall establish vendor agreements/contracts for use during a Pandemic event. Copies of those contracts shall be retained in the individual departments and at the University EOC.

4.8   Management and Essential Personnel Contact Tree:

4.8.1   The Public Safety Department in consultation with the Campus Pandemic Manager shall create a management level contact tree relative to the various Alert Codes within the Pandemic BCP. This resource shall be retained in the University EOC, and with each of the PBCPC (i.e., "Committee") members.

5. Additional Considerations

5.1   Alternative Methods to Deliver Services and Classes

Essential Services	Alternative Methods of Service Delivery
Classroom Instruction	1. Every course will have an associated LMS course shell that can be activated when required. (Note: the ability to auto create the LMS shell and to auto populate the students in each course is being investigated. Course will have to be manually created until that time.) 2. E-mail will be used to distribute course information, ask and answer questions, submit projects and homework, etc. 3. Independent study assignments will be offered. 4. The Dismissed Class Meeting system will inform students of dismissed classes via a web page. The system allows the faculty to provide instructions to students for such things as course assignments and/or direct them to the on-line LMS course or other instructional web pages. 5. Grading will be done on-line through GET.
Library Services	1. *Ask Now* services provide 24/7 web access to a Librarian. Services are provided by a nationwide pool of libraries. 2. E-mail help desk staffed by CSULA Librarians for campus specific questions. 3. Access to printed materials is available through inter-library loan services between other CSU libraries.
e-Learning Programs & Support	1. On-line instructions and information are available on the e-Learning Program web page. 2. Complete instructions for use of WebCT will be available through the e-Learning Program web page. 3. Faculty requiring assistance with their WebCT course

can obtain help by using the on-line Faculty Help Form. E-Learning Programs & Support will assign staff to respond to questions.

4. Faculty may call the e-Learning Program and leave messages. e-Learning will assign staff to return calls.

Information Technology Services • ITS Help Desk • Internet Technologies • Network Services • Telecommunications	1. E-mail help desk services will be available through helpdesk@calstatela.edu. Staff will be assigned to address questions within 24 hrs. 2. ITS and ITS Help Desk websites are available with updated information. 3. Help Desk telephone lines will be staffed remotely during limited hours for real-time assistance. Support will be limited. 4. On-line user documentation is available for various software applications. 5. All account requests are available and completed on-line. Emergency processing procedures will be implemented allowing e-mail approvals from authorized managers. Account and password information will be issued via encrypted e-mail. 6. Users may request password resets on-line. 7. Publish once and post in many places. In coordination with Public Affairs, consistent information will be posted on the campus home page, Pandemic BCP page, GET SA web page, and *MyCSULA* portal. 8. Telephone greetings and programming of call-forward to off-campus telephones or cell phones will be completed remotely and as directed. 9. Infrastructure team will monitor the condition of network system and services remotely.
Registrar's Office • Scheduling • Registration • Admissions • Graduation • Records	1. Students will continue to access GET SA for on-line registration, grades, class schedules, etc. 2. Prospective students may apply for admission through CSUMentor and view the status of their application on-line, along with missing information the student must provide. 4. Graduate checks and academic advisement can be requested via e-mail and telephone. 5. Application for graduation requires completing the Graduation Application form and obtaining department approval. The form is available through the web. Department or faculty advisor e-mail approval will be accepted.

	6. Request for grades and transcripts require payment. Transcript will be processed and an alternate billing process will be developed.
	7. GET Help Line will be forwarded to an off-campus telephone. The GET Help Line support will be available during regular hours. If a student leaves a phone message during business hours their call will be returned the same day. If a message is left after business hours students will be contacted during the next business day. User ID lockouts will be unlocked during the students call. If a message is left during business hours the reset will be processed on the same day. If a message is left after hours, the reset will be processed on the next business day.
Financial Aid	1. Students may access GET SA to view the status of their Financial Aid award. Information such as missing documents to complete an award will also be posted on the site.
	2. Questions related to awards may be addressed via e-mail to finaid@calstatela.edu or through voice mail at (323) 343-6260.
	3. Financial Aid forms are available through their website. Financial Aid will also have a central page with important deadlines and contact information.
	4. A secure FAX system project is underway that will enable students to securely fax documents directly to a Financial Aid fax phone line.
	5. An image scanning project is underway to convert paper files to digital documents.
	6. A large portion of Financial Aid awardees currently take advantage of direct deposit of award payments. Financial Aid will strongly encourage the other students to use direct deposit.
Extended Education	1. Every course will have an associated LMS course shell that can be activated when required. (Note: the ability to auto create the LMS shell and to auto populate the students in each course is being investigated. Course will have to be manually created until that time.)
	2. E-mail will be used to distribute course information, ask and answer questions, submit projects and homework, etc.
	3. Independent study assignments may be offered.
	4. The Dismissed Class Meeting system will inform students of dismissed classes via a web page. The

system allows the faculty to provide instructions to students for such things as course assignments and/or direct them to the on-line LMS course or other instructional web pages.

5. Grading will be done on-line.
6. Students will be able to register via email and phone.
7. Prospective students may apply for admission and handle course enrollment via email and phone.
8. Request for grades and transcripts via email and phone.
9. Telephone inquiries. Student may leave messages and assigned staff will return calls within 24 to 48 hours.

International Students

1. Continue to deliver instruction and student services using strategies for all other students.
2. Identify and implement strategies to meet SEVIS reporting requirements.

Health Services

Every effort will be made to maintain operations to meet campus needs.

Child Care Center

1. Onsite Emergency Response
   In the event of quarantine, parents will be notified of situation and advised of plan according to local authorities and health agencies.
   - In the event that staff and children are advised to stay onsite, the Center has emergency food and water supply for 3 days.
   - If first aid is required, the Center has first aid kits for all classrooms including a school first aid kit with refills.
   - The Center will utilize the Cal State L.A. Student Heath Center as a further resource if needed.
   - Facilities Services will be notified that the Center is occupied after business hours.
2. After-Hours Notification
   In the event of a major regional event (i.e., earthquake or pandemic), the following plan has been devised to address business recovery and continuity.
   - At first sign of a major event or pandemic, Center leadership will assess the situation.
   - Contact the Executive Director of University Auxiliary Services, Inc. in order to assess business function and short term planning.
   - Contact CSULA Public Safety to get updated

information pertaining to safety conditions relating to the Child Care Center and request that a sign is posted at the Center stating reason for closure.

- Program Coordinators will call staff to notify of current business situation.

3. Check-list of Major Responsibilities
   - Recovery of children's files and accounting.
   - Recovery of staff files and payroll.
   - Recovery of computer systems and files.
   - Recovery of deposits and cash.

4. Communication During Business Hours (without campus support)
   - Child Care staff will communicate via cellular phone. Communication with Campus Public Safety will be through cellular phone or walkie-talkie. (Channel 1 or 3)
   - Parents will be contacted via telephone or cellular phone for updated information regarding Center operation and availability. (All Mgmt staff)
   - Both Program Coordinators would provide information to parents and staff regarding Center function and current working conditions.
   - Lead Teachers will be notified of Center operation in order to access and recover any materials needing removal from Center (i.e., personal belongings).
   - Staff record a new outgoing message on the Center answering service.

5. Recovery Cost for Personnel Hours
   - Program Coordinators will track all payroll and hours for employees. The Center Director will review payroll and costs related to business recovery and continuity for FEMA reimbursement reporting.

6. Supporting Documents
   - Staff phone list, provided to all staff and updated quarterly.
   - Parent contact numbers, on file at the Center.

Minor Student Services	1. Campus evacuation of all minors enrolled in these Programs will require telephone calls or e-mail to multiple emergency contacts (contact forms housed in the EEP Office and Student Health Center). Adequate supervision should be assured until all

Minor Student Services
- Early Entrance Program
- ACE/PACE Programs

	under age students have been remanded to the custody of a parent or legal guardian.
	2. Any important general announcements and/or instructions will be posted on the EEP and Student Affairs web pages.
	3. If available, students will be encouraged to participate in all regular University classes via on-line WebCT (Honors Designation may require Dean's approval).
	4. Academic Advisement will be facilitated via e-mail or telephone on an on-going basis.
	5. Counseling will be provided via telephone conferencing and e-mail on an as needed basis.
	6. All students in these programs will continue to have standard access to GET for registration, grades and class schedules.
Disabled Student Services	1. Students requiring services can make a request through one of several on-line forms available through the Office for Students with Disabilities website.
	2. Student taking WebCT online courses will be allowed additional time to take on-line tests if requested.
	3. Services for e-text may be outsourced or the service moved to another campus that is not as impacted.
	4. Limited one-on-one tutoring can be provided via email.
Business Operations • Payroll	1. Staff and faculty may call or email their questions to the Payroll Office. Payroll will have a limited staff, either on site or off-campus, to answer questions.
	2. A laptop or computer with software to access the State Controller's Office (SCO) will be required to link to important information such as leave credits and key transaction to adjust monthly pay checks.
	3. Staff will be encouraged to sign up for payroll deposit if eligible.
	4. Student Assistants and Work Study students will submit their time vouchers through PeopleSoft Time and Labor. Department approval via e-mail will be accepted.
	5. A listing of key personnel with payroll approving authority and their contact information will be gathered during the Pandemic Alert Period.
• Purchasing	1. Corporate Visa card purchases.

2. Fax requisitions to Purchasing or off-campus telephone number.
3. Processing of requisition through PeopleSoft can be accomplished from off-campus.

- Cashier's
    1. On-line system for payments, Smart Pay, is available for registration fees, non-resident fees, and housing payments.
    2. Registration payments can be mailed to the Cashier's Office, however processing time may increase and will be contingent upon the availability of staff.
    3. Limited staff will be available to issue payroll and financial aid warrants if required.
    4. Voice mail and email questions will be answered by limited staff, either on site or off-campus.

5.2   Staff Travel

During a pandemic event, it may be necessary to conduct University business in another state or country. However, thoughtful consideration should be given to essential travel only. The campus President or his/her designee shall approve essential travel during a pandemic event.

The Office of Risk Management & EHS shall monitor overseas travel to ensure that persons traveling to suspected or identified areas where the Pandemic has been documented is appropriately notified of the precautions and measures to take to avoid adverse exposure.

The Office of Risk Management & EHS shall maintain updated resources through its website on travel restrictions, advisories, or other precautionary measures for those traveling within the United States or abroad.

In addition, if travel is not possible because of a pandemic, other methods of meeting shall be considered such as teleconferencing if available.

5.3   Legal Preparedness

5.3.1   Assessment of the Law

University officials need to be familiar with changing legal requirements regarding isolation of infectious persons and quarantine of exposed persons, as set forth in federal, state, and local law, as well as CSU directives. Government legal departments, judges, administrative law judges and/or policymakers may need to be consulted to obtain information about how these legal requirements are to be implemented.

5.3.2 Adherence to Due Process Procedures

Procedural due process is implicated when the government seeks to deprive an individual of "liberty" interests within the meaning of the Due Process Clause of the Fifth or Fourteenth Amendment to the U.S. Constitution. University officials may have to create specific administrative schemes for affording due process to a person subject to a quarantine and/or isolation order. Although due process is a flexible concept and calls for procedural protections as the particular situation demands, the basic elements of due process include: adequate notice (typically through written order) of the action the agency seeks to compel, right to be heard (typically through the right to present evidence and witnesses and to contest the government's evidence and witnesses), access to legal counsel and a final administrative decision that is subject to review in a court of law. These due process protections should not impede the immediate isolation or quarantine of an individual for valid public health reasons in an emergency situation.

5.3.3 Preparation of Documents

University officials may have to prepare documents giving notice as to how quarantine and/or isolation orders are being implemented on and around campus, supporting declarations and/or affidavits by public health and/or medical personnel and an explanation of the University's due process procedures for persons subject to an isolation/quarantine order.

5.3.4 Coordination with Other Jurisdictions

It is possible for federal, state, and local health authorities simultaneously to have separate but concurrent legal quarantine power in a particular situation involving the University. Furthermore, public health officials at the federal, state, and local level may occasionally seek the assistance of the University and/or University Public Safety to assist in the enforcement of a public health order. University officials should therefore be familiar with the roles and responsibilities of other jurisdictions: vertically (city, county, state, and federal), horizontally (public health, law enforcement, emergency management, and health care), and in geographical clusters (overlapping state/local neighbors).

5.3.5 Working with State and Federal Courts, the Public Employees Relations Board, and the State Personnel Board

During a pandemic, judges and administrative law judges may be called upon to review a public health order and/or University decision and may not be familiar with the state or local health authority's broad public health powers and/or with University pandemic and personnel policies. University officials may have to

work with the state and federal courts, as well as Public Employee Relations Board and State Personnel Board administrative law judges, to assist in the proper interpretation of law and policy.

5.3.6   Protection of the Rights of Individuals

University officials need to be prepared for the practical problems that may arise in affording adequate due process protections to persons subject to isolation and/or quarantine orders. Such problems may include how to arrange for the appearance and representation of persons in quarantine (e.g., video conference or other remote means), how to serve an isolation/quarantine order (likely through University Public Safety) and other procedures to advise persons of their legal rights, and isolation arrangements for transient or homeless populations.

5.3.7   Communication with Other Legal Bodies

Communication planning is vital not only for an effective public health response but also for an effective legal response to a public health emergency. For example, the University Counsel may need to participate in telephone conferences for public health legal counsel to share experiences and engage in peer-to-peer consultations. The University may need to engage local bar associations to further outreach efforts during a pandemic.

6.0   RESPONSE ACTIONS

6.1   PRE-PANDEMIC PERIOD

CSULA Strategy: Planning & Preparedness

President's Office/President's Council:
- o The designation of the Primary Pandemic Manager is the Director for Risk Management & Environmental, Health and Safety.
- o The designation of the Secondary Pandemic Manager is the Student Health Center Director.
- o The designation of the Tertiary Pandemic Manager is the AVP for Enrollment Management.
- o The designation of the Fourth Pandemic Manager is the AVP for Academic Affairs.
- o The designation of the University Pandemic BCP Committee to include the following representation (and/or designee):
    - ▪ VP, Institutional Advancement (Co-Chair)
    - ▪ Director, Public Safety (Co-Chair)
    - ▪ Asst. Director, Facilities Services
    - ▪ Director, Risk Management & EHS
    - ▪ AVP, Student Affairs/Student Services
    - ▪ University Counsel
    - ▪ Director, IT Financial and Support Services
    - ▪ AVP, Administration & Finance
    - ▪ Dean, Education Support Services
    - ▪ Executive Director, Public Affairs
    - ▪ Director, Human Resources Management
    - ▪ Director, Student Health Center and Medical Chief of Staff
    - ▪ Director, Office for Students with Disabilities
    - ▪ Asst. Director, Housing Services

University Vice Presidents:
- o Disseminate information and protocols from the University Pandemic Business Continuity Plan related to their area of responsibility, and to foster a continuous improvement methodology.

University Pandemic BCP Committee:
- o Establish a set meeting schedule for each alert stage.
- o Oversee development and implementation of University Pandemic Business Continuity Plan.
- o Develop operational strategies, procedures, protocols and monitoring for limited employee attendance scenarios.
- o Develop a dedicated page on the campus website for information, direction, and status to the campus community and outside shareholders.

- o Establish protocols for dealing with international students.
- o Establish protocols for dealing with students in University Housing.
- o Establish parameters and protocols for social distancing to avoid spread through human to human contact.
- o Establish milestones for the implementation of planning elements.
- o Periodically review, update and revise the plan as needed to reflect the most current knowledge and science related to the pandemic transmission/impact.

The Pandemic Manager:
- o Approve personal and campus hygiene standards for inclusion into the campus plan and procurement activity.
- o Review and coordinate medical protocols with the Director of the Student Health Center for management of potential pandemic cases. This shall include a campaign to increase campus community awareness through informational dissemination from established and accredited sources.
- o Train personnel on the aspects of the University Pandemic BCP.
- o Identify high risk/exposure areas on campus to focus special attention on social distancing and personal hygiene preventative measures.
- o Develop isolation strategies in the event cases of Pandemic are confirmed on campus. This shall be closely coordinated with the Director of Public Safety and the Director for the Student Health Center.
- o Recommend procurement of campus supplies and infrastructure as a preventative measure to address public area disinfection and proper personal hygiene.

Academic Affairs
- o Disseminate information to all Academic Affairs organizations for their understanding, preparation and action.
- o Integrate pandemic response information into organizational policies and practices, where appropriate.
- o Review policies and standards regarding student excused absences from class when ill, caring for members of household or if campus is closed.
- o Review policies and standards regarding faculty absences; recommend changes to Human Resources, if appropriate.
- o Develop plans for students to make up missed classes, if necessary, if pandemic is declared.
- o Approve criteria for suspension of classes if pandemic is declared
- o Develop reporting measures to gage impact on faculty and students.
- o Disseminate copies of the Pandemic Flu Business Continuity Plan to all Academic Affairs faculty and staff.
- o Ensure faculty and staff members have copy of and have read and understand the Pandemic Flu Business Continuity Plan.
- o Develop flu pandemic awareness training for faculty, staff and students based on this plan.
- o Develop plan for care and monitoring of students in practicum, internship and community service learning.
- o Consider possible alternatives to in-class instruction.

Student Health Center:

- o Monitor CDC, DHHS, WHO and LADHS websites on weekly basis for info regarding infectious diseases.
- o Communicate with LADHS regarding preliminary planning and surveillance and CSULA Pandemic Committee.
- o Update website with information and links regarding detection, diagnosis and treatment of flu.
- o Provide students with self-care guidelines for upper respiratory infections
- o Educational materials and outreach to assist students/staff understand differences in symptoms of colds vs. flu.
- o Outreach to campus community with educational campaign to minimize germ transmission (i.e., hand washing, tissue use, sharing food, missing classes).
- o Educational campaign regarding avoidance of disease transmission.
- o Provide in-service training to SHC staff on pandemics and SHC procedures. Review respirators and PPE supplies and training.
- o Provide in-service training to first responders and other campus professionals on pandemics and SHC procedures.

Human Resources Management Director:

- o Training. Assist Public Safety and the Pandemic manager with HR-related matters concerning training of the Pandemic BCP to the campus community.
- o Policies and Procedures. Prepare policies and procedures that may be impacted, i.e., absence, assignment and reassignment of work, telecommuting, voluntary reduction in time-base, health and safety, pay issues, leaves of absence.
- o *Collective Bargaining Agreements*. Have available all collective bargaining agreements to answer specific questions as mentioned above.
- o *Employee Assistance Program (EAP).*   Gather EAP information and services, i.e., 1-800 number, crisis counseling.
- o *Alternative Work Methods*. Develop alternative work methods, i.e., telecommuting, e-mail.
- o *Communications.* Work in conjunction with the Pandemic manager and Public Affairs to communicate information to the campus community related to collective bargaining agreements and/or HR policies/procedures.
- o Establish arrangements for employee psychological counseling through the Employee Assistance Program (EAP) on campus.

Student Affairs:

- o In coordination with Public Affairs integrate pandemic response information to continuing and prospective students and their families.
- o The Director of the Student Health Center serves as the University's Secondary Pandemic Manager.
- o In preparation for a reduced staffing environment, identify succession personnel in critical Student Affairs areas.
- o Develop alternative plans that includes:
  - - The recruitment of new students.

- The admission of new students including first-time freshmen, transfer and graduate students.
- The processing of financial aid eligibility and awards to both prospective new students and continuing students.
- The registration of continuing students and prospective new students in the absence of new student orientation.
- Utilization of Student Affairs personnel in non-critical areas including their cross training.

Public Affairs Executive Director:
- o Review pandemic communications plan with Public Affairs staff; activate templates and systems.
- o Act as center of information for staff, faculty, students and families can find up-to-date and reliable information.
- o Disseminate information about pandemic campus preparedness and response plan.
- o Disseminate information from public health sources covering routine infection control measures, modes of infection, symptoms, modes of transmission; how to protect self and family.
- o Anticipate potential fear and anxiety of staff, students and families as a result of rumors and misinformation and plan communications accordingly.
- o Review readiness to meet communications needs in preparation for pandemic, including templates and all other standby materials.
- o Special web information page developed and ready for activation.
- o Establish protocols for communication to students, staff, faculty and parents on operational status of the University.

Information Technology Services (ITS):
- o Plan for personnel succession with:
  - Succession lists at least three deep
  - Cross training of personnel; at least two employees trained to cover every position
  - Preparation of process maps of procedures if key personnel are absent
- o Reviews and update ITS management escalation chart
- o Review and update personnel and emergency contact list
- o Review and update emergency management documents and plans located on Availl server
  - ITS Emergency Management Plan
  - Vendor contact information
  - Network/Telecom diagrams
  - Recovery matrix
  - Server resources
- o Prepare for work-at-home for key ITS personnel
  - Purchase laptops, hardware, software for key personnel
  - Cell phones
  - Purchase 16 port Reach Line Card (RLC) and Remote Office 9115 for the PBX

- Prepare for work-at-home for key campus personnel
  - Size the VPN connection requirement for concurrent users and purchase additional licenses if required
  - Analyze need and prepare for additional system redundancies
  - Develop a procedure with Facilities Operation to ensure a continual supply of diesel fuel for the generators supporting the Data Center and Telecommunication Switch rooms.
  - Develop plan to create WebCT shell and auto populate for courses
  - Determine how critical meetings could convene via telephone or on-line
- Communicable disease communication
  - In coordination with Public Affairs develop the University communicable disease web page
  - Determine method to propagate same unified message to all web pages identified as a priority
  - Prepare for redundant university web site through 4CNet
- Review the Disaster Recover plans for CMS

Housing Services:

Housing Communication
- Educate students regarding emergency planning, via print materials and program, including translations as necessary
- Create listserv of residents
- Meet with offices as needed (International Students, Students with Disabilities)

Housing Resident Issues
- Encourage personal emergency planning

Housing Staff Issues
- Train staff on phases and hygiene. Cross train as necessary
- Contact vendors as needed

Housing Operational Issues
- Coordinate with Health Center for educational information and site assistance if needed
- Coordinate area resources (hospitals)
- Inventory personal protective equipment available for staff
- Research issues as related to University closing and housing isolation / quarantine.
- Research communication methods for different stages

Public Safety:
- Maintain Emergency Operations Center and related supplies in a state of readiness.
- Provide succession planning in command staff that includes operational knowledge of essential functions in a reduced staffing environment.

- Cross-train internal department personnel in University Police Dispatch duties to insure the critical point of contact for the public is constantly available and that the Public Safety campus radio communications system is continually operational.
- Develop contingency plans for the University Police that includes:
  - The supplemental use of Parking and Student Patrol for directed patrol activities;
  - The documentation of reported medical response activities within computer aided dispatch system; and
  - Systematic procedures to secure and close campus.
- Work with Public Affairs to develop a campus-wide community information distribution plan that includes the locations that signage would be placed, types of signage used [electronic boards, banners, alerts, general information], website data resource points and an approval process.
- Train back-up records personnel in reporting requirements related to legally mandated issues.
- Maintain emergency contact data listing for all building and evacuation coordinators.

Facilities Services:

- Identify building mechanical systems which rely on periodic physical intervention by core personnel (see 3.2.3.1).
- Identify key primary and secondary back-up personnel and notify them of their responsibilities in relation to essential mechanical systems (see 3.2.3.2).
- Identify areas campus wide that need to be kept clean and sanitized.
- Identify outside vendors who can supply the essential products for maintaining campus operations.

Financial Services:
- Prepare and maintain personnel succession plans and contact information.
- Where applicable, understand and prepare work-at-home plans.
- Establish person-to-person (customer-to-staff) contact protocol.
- Encourage employees and students to setup direct deposits.
- Prepare manual checks and logs for financial transactions.
- Obtain listing of pandemic related materials from Pandemic Committee.
- Prepare and maintain contact list for the State and Chancellor's Office.

Mail Services:
- Maintain Mail Services and related supplies in a state of readiness.
- Provide planning and training for staff that includes operational knowledge of essential functions in a reduced staffing environment.
- Cross-train internal department personnel in mail services duties to insure the critical information is disseminated in a timely fashion.
- Develop contingency plans for mail services that includes:
  - The delivery of mail in a limited staffing environment

- The prioritization of delivery of mail – what will be considered essential vs. non-essential, i.e., elimination of bulk mail etc.
- o Maintain emergency contact data listing for all mail services personnel

Reprographics:
- o Maintain Reprographics and related equipment in a state of readiness.
- o Provide planning and training for staff that includes operational knowledge of essential functions in a reduced staffing environment.
- o Cross-train internal department personnel in Reprographics duties to ensure the critical information is printed and disseminated in a timely fashion.
- o Develop contingency plans for Reprographics that includes:
  - The printing of necessary materials in a limited staffing environment
- o Maintain emergency contact data listing for all Reprographics personnel

Golden Eagle (Auxiliary) Operations:
- o Update and maintain management/staff contact numbers.
- o Establish work at home procedures for designated staff.
- o Communicate existence & purpose of campus Pandemic Response Plan to management staff and building tenants.
- o Discuss potential impact of high absenteeism on UAS core business functions.
- o Create internal procedures and strategies to address impact (cross - training, daily meetings, temp staffing, changes in person to person hygiene, etc.)

Legal:
- o Establish contacts with Chancellor's Office, Office of General Counsel, Centers for Disease Control, Los Angeles Superior Court, etc.
- o Gather and coordinate CSU Executive Orders and Coded Memorandum, Campus Administrative Procedures, Faculty Handbook, and other policy guidelines.
- o Establish contacts with Centers for Disease Control and public health organizations so that proper documents can be prepared.
- o Establish contacts with municipal and public health care agencies.
- o Establish contacts with courts and administrative agencies.
- o Establish contacts with public safety organizations and civil rights organizations.
- o Establish contacts with state and local bar associations/committees.

All University Organizational Units:
- o Plan for organizational resilience and personnel succession within the organization with:
  - Succession lists at least three persons deep;
  - cross-training of personnel, such that at least there are two persons knowledgeable to cover most critical operational positions; and
  - preparation of records and organizational/office procedures (such as file access, access codes and passwords) to minimize impact from key personnel being absent for long durations.
- o Prepare and periodically update personal contact information and emergency call lists.

- o Where applicable, understand and prepare work-at-home plans for some or all personnel.
- o Evaluate how organization will continue normal operations with potential for large employee absenteeism.

6.2 Pandemic Alert

Premise: There is human infection, but no human to human transmission known; or small clusters with limited/localized human to human transmission. These actions help minimize the impact on the University Community during the Pandemic Stage.

CSULA Strategy: Standby

** CONTINUE ACTIONS FROM PRE-PANDEMIC PERIOD AS APPROPRIATE **

University Pandemic BCP Committee:
- o Notification of alert stage change to campus community.
- o Realign committee meeting frequency with heightened alert status.
- o Increase campus and community surveillance and monitor health news advisories.
- o Implement personal hygiene preventative measures for campus community.
- o Consider implementation of Pandemic BCP elements, as appropriate.
- o Report to the President and Chancellor's Office any relevant campus actions and/or precautionary measures.
- o Institute evaluation of resources and preventative personal protection for the campus community, and initiate additional procurement activity if necessary.
- o Provide campus departmental notifications in preparation of advancement to Pandemic status.
- o Evaluate the necessity to restrict international travel for students, staff and faculty.
- o Evaluate the necessity to restrict individuals traveling from affected countries from entering the campus, and/or develop guidelines in the medical evaluation of those individuals traveling from affected countries from entering the campus.
- o Review campus special event and crowd dependent activities with the University Events Coordinator.
- o Update pandemic website and evaluate additional communication opportunities.
- o Notify faculty to prepare plans for alternate methods for course instruction delivery.

 Pandemic Manager:
- o Monitor CSU, State and National preparedness actions related to pandemic.
- o Review and facilitate updates to the campus pandemic website through Public Affairs.
- o Establish with assistance from ITS, Payroll, HRM and Public Affairs, a centralized electronic resource for the tracking of pandemic-related absences, by department and division.
- o Develop institutional awareness bulletins and notices to heighten campus preparedness on pandemics.
- o Monitor travel to any affected areas (nationally or internationally) and report back to the University Pandemic BCP Committee.

- Establish departmental protocols for distribution related to the tracking and reporting of Pandemic related cases on campus.
- Alert the campus Pandemic BCP Committee of the pandemic status and make recommendations concerning cluster control and social distancing measures for initiation on the campus.
- Make recommendations on the activation of the campus Emergency Operations Center (EOC) and/or on the convening of the campus Pandemic BCP Committee.
- Monitor activities of the University, employee population and visitors to reduce and/or minimize the impact of a pandemic to campus operations.
- Evaluate and report areas of concern within the campus community and/or facilities related to transmission and control of the pandemic .
- Work with the Human Resources Management (HRM) and Academic Affairs representatives to receive information concerning the number of faculty and staff unable or unwilling to report to work and the number of students absent from class. Communicate this information to the Pandemic BCP Committee.
- Promote preventative measures and personal hygiene protocols with Student Health Center advisement.
- Make recommendations on the initiation of restricted activity related to outside and internal "special" events on campus.

Academic Affairs:
- Receive updates from Pandemic Committee regarding possible activation of the Pandemic Response Plan.
- Facilitate dissemination of appropriate information to faculty regarding status and University response.
- Furnish faculty with information to assist in their response to students concerns.
- Review understanding of Pandemic Flu Plan with all faculty and staff.
- Ensure students are aware of personal and group hygiene in classrooms.
- Prepare alternatives to in-class instruction if possible.
- Prepare action plans for immediate implementation.

Student Health Center:
- Post educational materials. Communicate if cases in the community.
- Follow State and County protocol for patient testing.
- Review protocol for referral to local hospitals/emergency departments. Update with LADHS.

Human Resources Management:
- Review accuracy of personnel contact information.
- All relevant policies and issues related to collective bargaining agreements should be current and ready for communication.
- Review HRM operations to establish succession plans for essential functions and make necessary adjustments.
- Work in conjunction with the Pandemic Manager and Public Affairs to communicate information to the campus community related to collective bargaining agreements and/or HR policies/procedures.

- o Review full Pandemic Business Continuity Plan with staff.
- o Provide information regarding EAP resources in case employees are in distress.

Student Affairs:
- o Monitor absentee rate of all Student Affairs personnel on a daily basis.
- o Review emergency contact information for all Student Affairs Management personnel and their respective staff.
- o Alert the University Student Health Center if offices encounter students with flu like symptoms.
- o Monitor number of employees by department with flu-like symptoms.
- o Notify potential National and International Student Exchange students the potential of restrictions on student travel.

Public Affairs:
- o Communicate campus safety measures; toll free line of information; redundant channels of information put into usage and keep them updated
- o Communicate information on all campus measures being taken; HRM bulletins regarding policies, travel, health services; public health sources
- o Communicate Student Affairs information regarding status of housing, food service, health services; how students safety on campus will be maintained
- o Anticipate rumors and work to address fear and anxiety that can result from rumors or misinformation.
- o Disseminate links and sources of other information regarding a pandemic.
- o Work with external media/community as a source of information
- o Provide clear, accurate, appropriate and timely information that:
    - -- Furthers campus/public education and awareness
    - -- Provide timely and important information to faculty, staff and students
    - -- Reduce the likelihood of rumor/panic
    - -- Supports campus safety and health
- o Maintain lists of key contacts, potential sources, resources and collaborators and organizational communication channels.
- o Develop templates for hierarchy or categorization of information based on the following levels:
    - -- Critical -- information that must be conveyed to promote campus and public safety.
    - -- Helpful -- information that should or might be conveyed to enhance the situation, but is not essential.
    - -- Obligated if asked – information, though not necessarily helpful to public safety that must be disclosed upon inquiry by news media.
    - -- Confidential – information that cannot be released publicly, along with the rationale for its withholding and remarks that may be used in response.

Information Technology Services (ITS):
- o Plan for personnel succession
    - - Continue cross training of personnel
    - - Complete process maps of internal procedures

- o Reviews and update ITS management escalation chart
- o Review and update personnel and emergency contact list
- o Review and update emergency management documents and plans located on Availl server
  - ITS Emergency Management Plan
  - Vendor contact information
  - Network/Telecom diagrams
  - Recovery matrix
  - Server resources
- o Prepare for work-at-home for key ITS personnel
  - Test equipment from home to ensure access to campus network, servers, and systems
  - Test access to voice mail and PBX
  - Develop a campus telephone answering schedule
  - Develop schedule for on-campus system checks
  - Obtain Public Safety Identification Cards for key personnel who have to come to campus
  - Develop schedule for off-campus Help Desk support
  - Obtain listing of authorized managers and their contact information for approval of emergency accounts.
- o Prepare for work-at-home for key campus personnel.
  - VPN is sized to accommodate 2,000 concurrent users
  - Servers purchased and installed for additional redundancies
  - Obtain off-campus contact information and call forward instructions for essential service areas such as Admission, Financial Aid, etc.
  - Ensure Facilities Operations has a contract for diesel fuel supply and delivery
  - WebCT shell developed
  - Purchase SBC/AT&T conference call (800) number with security PIN for telephone meetings
  - Provide campus with recommendations of secure portable data storage devices
- o Communicable Disease Communication
  - Update the university communicable disease web page with all timely content and post online for public viewing
  - Deploy, test and troubleshoot method to propagate same unified message to all web pages identified as a priority
  - Begin making periodic updates to the redundant University website for campus
  - Test redundant university website through 4CNet

Housing Services:

Housing Communication
- o Distribute educational information (posters, website, email, voicemail, letters to students and their emergency contacts). Encourage personal plan for residents

and transfers / isolation rooms would not be available. Inform students that guest privileges may be suspended if the pandemic phase is declared for the University.

Resident Issues:
- o Utilize Housing Channel as necessary for updates on class syllabi changes in coursework.
- o Determine effectiveness of grocery store shuttles.
- o Determine if computer lab should remain open.
- o Provide "Resident is Sick" flyer for resident doors and they can self-select to post.
- o Consider suspension of guest privileges.

Housing Staff:
- o Director or designee will provide functional priorities of Housing Services during the Pandemic Period.
- o Suspend routine or non-vital contact with students (discontinue Resident Assistant Apartment Mid-term Inspections) to avoid exposure to illness.
- o Director or designee to issue directives to staff regarding health status, hygiene issues, sick leave, work schedules and payroll issues.
- o Resident Director staff would monitor RA staff for illness / availability.
- o Maintenance Issues. Maintenance would address major facility issues, but minor repairs may be delayed to limit exposure or to light staff availability. Maintenance staff would be provided masks and gloves.

Public Safety:
- o Monitor absentee rate of all Public Safety personnel on a daily basis.
- o Advise management and command staff of possible activation of the business continuity pandemic response plan.
- o Alert the University Pandemic BCP Committee and the Student Health Center if encountering individuals with flu-like symptoms in medical aid calls for service and in routine response actions.
- o Test Emergency Operations Center equipment and all supplemental communications weekly [documentation required].
- o Review emergency contact information for all campus management personnel and department employees.
- o Distribute information to Public Safety employees relative to situation.
- o Limit person-to-person contact with the majority of services being transferred to the Parking and Transportation Building service windows.

Facilities Services:
- o Ensure preparedness of staff of essential mechanical systems.
- o Assign personnel to monitor these essential mechanical systems.
- o Implement increased custodial support in common group areas and restroom facilities. Evaluate increasing evening staffing to support evening classes.
- o Initiate increased Building Service Engineer (BSE) oversight of buildings and institute increased preventative maintenance activities (filter change-out, evaluate increasing outside air rather than recirculation of existing building make-up, etc.).

- Prepare and/or update action plans for individual areas with the focus on operating within minimal staffing levels.
- Review and update personnel succession plans and employee/staffing contact information.
- Evaluate outside contracts and service providers as a back-up measure to maintaining operational capability, and establish service contracts to implement, as necessary.
- Maintain fuel levels in the emergency generators campus wide.

Financial Services:
- Prepare and/or update action plans for individual areas with the focus on operating within minimal staffing levels.
- Review and update personnel succession plans and employee contact information.
- Review and update work at home capabilities and procedures.
- Initiate person-to-person contact protocol.
- Review the status of requisitions for pandemic related materials.
- Initiate where applicable, requisitions for pandemic related materials.
- Post notification/information at individual areas for service procedures.
- Post electronic and mail-in payment procedures at the Cashier's Office.

Mail Services:

- Monitor absentee rate of all mail services personnel on a daily basis.
- Assist with the distribution of pertinent information to campus employees relative to the situation.
- Limit person-to-person contact for mail services staff, issue/use gloves for handling mail.

Reprographics:
- Monitor absentee rate of all reprographics personnel on a daily basis.
- Assist with the printing and distribution of pertinent materials to campus employees relative to the situation.
- Limit person-to-person contact for Reprographics staff.

Legal Preparedness:
- Request information from Chancellor's Office, Office of General Counsel, Centers for Disease Control, Los Angeles Superior Court, etc.
- Begin creating due process flowchart that encompasses CSU Executive Orders and Coded Memorandum, Campus Administrative Procedures, Faculty Handbook and other policy guidelines.
- Request information from Centers for Disease Control and public health organizations so that proper documents can be prepared.
- Request information from municipal and public health care agencies.
- Request information from courts and administrative agencies.
- Request information from public safety organizations and civil rights organizations.

- o Request information from state and local bar associations/committees.

All University Organizational Units:
- o Prepare and/or update action plans for individual areas with the focus on operating within minimal staffing levels.
- o Review and update personnel succession plans and employee/staffing contact information.
- o Evaluate outside contracts and service providers as a back-up measure to maintain operational capability and establish service contracts to implement as necessary.

6.3   Pandemic

 ** CONTINUE ACTIONS FROM PANDEMIC ALERT PERIOD AS APPROPRIATE **

President's Office/President's Council:

- o Make any declarations that affect the operational status of the University. This could range from partial to full closure or quarantine.

University Pandemic BCP Committee:
- o Implement the *Suspected Pandemic Case Notification Intake Form* for the campus. The University Pandemic Manager shall institute this protocol within operational departments on campus, in coordination with the Human Resources Department. The Director for the Student Health Center shall institute this protocol for students and coordinate with the Director of Housing for campus residents. Both the Office of Risk Management & EHS and the Student Health Center shall maintain records and report back to the Committee.
- o Implement the *Pandemic Notification Form* to the campus community.
- o Realign committee meeting frequency with heightened alert status.
- o Institute preventative measures and personal hygiene protocols.
- o Notification of alert stage change to the campus community.
- o Implement cluster control and social distancing protocols in the workplace and academic settings.
- o Initiate restricted activity related to outside and internal "special" events on campus.
- o Implement medium and long-term response characteristics of the Pandemic BCP.
- o Restrict student, faculty, and staff business travel to affected regions of the U.S. and abroad.
- o Update pandemic website, and evaluate/implement additional communication methodologies.
- o Monitor cases of pandemic among humans in order to update strategies and protocol for social distancing, group activity restrictions, food establishment restrictions, and other pertinent actions.
- o Activation of the Emergency Operations Center (EOC) for the University.
- o Consistently review the effectiveness of ongoing response actions and modify program/plan/approach accordingly.

Pandemic Manager:
  o Monitor activities of the University, employee population, and visitors to reduce and/or minimize the impact of the pandemic to campus operations.
  o Provide pandemic case metrics to the University Pandemic BCP Committee on a consistent basis.
  o Evaluate and report areas of concern within the University community and/or facilities related to transmission and control of pandemic.
  o Report campus status to Chancellor's Office Risk Management Office.
  o Closely monitor all domestic and international travel for University business and report concern(s) to the University Pandemic BCP Committee.

Academic Affairs:
  o Monitor levels of faculty and student absences and report to the University Pandemic Manager and University Pandemic BCP Committee.
  o Implement instructional contingencies and/or emergency actions to facilitate institutional academic goals during a pandemic.
  o Maintain consistent communication with faculty on instructional and procedural action plans.
  o Review and consider withdrawal of students in internship status or other clinical rotations.
  o Monitor levels of faculty and student absences and report to Pandemic Committee.
  o Facilitate dissemination of instructions to faculty.
  o Communicate with faculty regarding status of University response.
  o Ensure students are aware of and practice personal and group hygiene in classrooms.
  o In case of closure, implement college and/or department plan to shut down operations.

Student Health Center Director:
  o Communicate with LADHS and CSULA Pandemic Committee.
  o Coordinate with Public Health authorities for accurate and timely diagnosis of suspect cases.
  o Work with housing to identify students that require isolation and care.
  o Ongoing communications with campus community regarding signs/symptoms, protocol for referral of suspected cases.
  o Provide care as able to affected/suspected students.
  o Identify contacts of suspected case. Report to LADHS.
  o Arrange for screening of students who have had contact. Advise others to seek screening.
  o Initiate prophylaxis of contacts based on strength of patient presentation, per government guidelines.
  o Provide daily updates on case numbers to CSULA Pandemic Committee.
  o Communicate with area hospitals/EDs for protocols for admission. Coordinate transport of seriously ill students to hospitals/ emergency departments.
  o Coordinate closure of building(s) and suspension of student and academic activities as needed.

AVP Human Resources Management:
- o Implement personal hygiene, cleaning and sanitizing regimens.
- o Ensure that individual and common work areas are frequently cleaned and disinfected. Separate work locations.
- o Report illness or death to appropriate personnel.
- o Implement, in cooperation with Payroll, attendance reporting.
- o Implement HRM work operation according to the Pandemic BCP.
- o Implement, where applicable, telecommuting policy.
- o Communicate relevant policies (CBAs, University, systemwide, EAP) in cooperation with the Pandemic Manager and Public Affairs.
- o Continue HRM operation with minimum staff or if closure is warranted, implement shutdown procedures.

Provost/VP Academic Affairs:
- o Monitor levels of faculty and student absences and report to the University Pandemic Manager and University Pandemic BCP Committee.
- o Implement instructional contingencies and/or emergency actions to facilitate institutional academic goals during a pandemic.
- o Maintain consistent communication with faculty on instructional and procedural action plans.
- o Review and consider withdrawal of students in internship status or other clinical rotations.

Student Affairs:
- o Reduce services that are not essential.
- o Students will continue to access GET SA for online registration, grades, class schedules, etc.
- o Prospective students may apply through CSUMentor and view their application status, including missing documents.
- o Students will apply for graduation on-line. Departmental approval will be accepted by email.
- o Request for grades and transcripts will be processed on-line. Alternative method of payment will be created.
- o Students can access GET SA to view status of their Financial Aid award including missing documents.
- o Campus closure will necessitate the following for particular student needs:
  - OSD students will require accessibility through course web pages, and computer availability and technical assistance.
  - OSD accommodation services will be maintained by office staff through website remote, TTY relay services and internet communication for testing accommodations as needed and electronic text for visually impaired.
  - International Students require specialized services. IPS websites will be updated as it relates to U.S. Department of Homeland Security.
  - National and International Student Exchange students will be alerted of their student status via e-mail.

Public Affairs – Communications:
- o Work closely with EOC/ administrators regardng communication needs assessment
- o Activate all communication modes
- o Frequently communicate via phone tree
- o Verify accuracy of daily information
- o Act as center of information for staff, faculty, students and families
- o Disseminate information about pandemic campus preparedness and response plan
- o Communicate information on all campus measures being taken; bulletins regarding policies, travel, health services; public health sources
- o Communicate pertinent information as to campus health safeguards
- o Repeatedly communicate existence of toll free line of information
- o Disseminate information from public health sources covering routine infection control measures, modes of infection, symptoms, modes of transmission; how to protect self and family
- o Anticipate potential fear and anxiety of staff, students and families as a result of rumors and misinformation and plan communications accordingly
- o Review daily action plan with key pandemic staff
- o Special web information page continually reviewed/updated
- o Provide accurate information to media in accordance with FERPA guidelines
- o Communicate updates to CSU Public Affairs and Fresno partners
- o Anticipate next phase

Information Technology Services (ITS):
- o Plan for personnel succession
  - Personnel assume duties of absent staff members
  - Process maps are available for reference if needed
- o Reviews and update ITS management escalation chart
- o Review and update personnel and emergency contact list
- o Review and update emergency management documents and plans located on Availl server
  - ITS Emergency Management Plan
  - Vendor contact information
  - Network/Telecom diagrams
  - Recovery matrix
  - Server resources
- o Work-at-home for key ITS personnel
  - Technical personnel begin to monitor the campus network servers, and systems from off campus
  - Essential vendors and service providers are contacted and informed of campus closure
  - ITS telecommunication and Help Desk personnel begin remote assistance
  - In accordance with Public Affairs, ITS Management will provide the telecommunication and Help Desk staff with current status and information
- o Prepare for work-at-home for key campus personnel.

- ITS personnel begin to monitor the network, servers, and systems remotely and take action required to restart services
- In accordance with the directions of Public Affairs, all department offices will change their greeting to reflect the current situation of the campus
- Telecommunications will program "call forward" to off-campus telephone/cell numbers as directed by each division
- ITS will work with key Facilities Operations personnel to ensure that an adequate supply of diesel fuel is available
- All user documentation and guides are available on-line
- o Communicable Disease Communication
  - Continue updating the University communicable disease web page with all content provided by federal, state, and local authorities
  - Activate the propagation of the same unified message to all web pages identified as a priority
  - Continue making periodic updates to the redundant University web site of campus. Increase the updates to a daily refresh.
  - Activate redundant university web site through 4CNet in the event of campus system failure

Housing:

Housing Communication
- o Distribute educational information (posters, website, email, voicemail, letters to students and their emergency contacts. Encourage personal plan for residents and transfers / isolation rooms would not be available. Direct individuals to University website for updates and information.
- o Notification to residents to have them call/email the Housing Office regarding the status of their apartment.

Housing Resident Issues
- o Facility limitations result in inability to accommodate social isolation in Housing.
- o Students who elect to remain in Housing will experience interruption or absence of services.
- o Students (and/or family) will continue to be responsible for their own needs including food, cleaning and healthcare issues. If able, Housing staff will respond with minimal distribution of food (soup),
- o If a specific apartment is deemed uninhabitable by Department of Public Health, we would attempt to relocate student to another apartment.
- o If death of a resident, follow University internal procedures as applicable.

Housing Staff Issues
- o Contact Director of Housing or designee regarding health and office status.
- o Monitor campus informational points, particularly websites.
- o Programming would be suspended.
- o Computer Lab would be closed.
- o Game Room would be closed.

- Revise RA and Emergency Duty coverage as necessary for 24-hour response.
- Judicial cases would be suspended as able. Severe violations will adhere to due process procedures with stipulations for health and safety.
- Mailroom would be maintained as a priority.
- Request additional staff from other departments, including weekend assistance to answer phones and respond to emergency.
- Provide updates to Student Health Center regarding number of ill students as reported to us and arrange for their treatment via Student Health Center.

Housing Operational Issues
- Maintenance. Utilities operate without daily monitoring or inspection. Critical responses would be in reference to issues that would jeopardize people or property. Maintenance requests would be reviewed by staff and routine maintenance issues would be delayed.
- The HVAC systems in the apartments circulate through each room and bedroom within the apartment, but not to other apartments.
- Office coverage. The office will continue to have coverage during normal business hours, however, the type of service may be varied.
- Billing to students would continue through pandemic.
- Ensure payroll procedures results in staff paychecks.
- Arrange for cleaning of office priority areas as need to avoid contagion. Clean key areas.
- Purchases. Preparation of a Purchase Order in advance for potential purchases in crisis.
- Determine viability of summer conference program. Communication with clients via the Assignments Coordinator or designee.
- University Closing would necessarily mean "Housing Closing". Arrange for staff coverage as needed.
  > Housing Closing on short-term basis would have no maintenance issues. Long-term (more than a month) Facilities would recommend turning off water and gas systems to avoid unnecessary charges. International, out-of-state and other students would be referred to local hotels at their own cost.
- Data. Housing Office would track number of residents who self-report illness to our office.

Public Safety:
- Activate Emergency Operations Center to the level required to support activities.
- University Police personnel placed on stand-by for security coverage based on 24-hour continual service requirement.
- Command and management staff placed on rotational schedule, if required.
- Reduce services provided that are not essential to the University mission.
- Implement contingency plans for the University Police to supplement directed patrol activities.
- Assist Public Affairs in campus-wide community information distribution.
- Utilize building and evacuation coordinators to notify building occupants of any closures.

Facilities Services:
- o Ensure that cleaning or sanitizing common hard surfaces receives highest priority by our staff (tables, desktops, door handles, restrooms, etc.).
- o Ensure sufficient paper products are on hand for the restrooms.
- o Ensure HVAC systems are moving sufficient filtered and fresh air through all buildings.
- o Continue to monitor essential mechanical systems campus wide for daytime classes, offices and evening classes.
- o Ensure outside providers are supplying adequate supplies on a set schedule to maintain the campus operations.
- o Communicate with our elevator company on maintaining staffing for elevator calls and emergencies. Have the fire department on stand-by for emergencies.
- o Assist in closing building as directed, clean and sanitize all common surfaces as these buildings close.

Financial Services:
- o Implement safe work practices and procedures.
- o Post call-in numbers for conducting business to minimize walk-ins.
- o Where appropriate, implement work at home procedures.
- o Execute purchase requisitions for pandemic related materials.
- o Identify staff volunteers willing to assist with other university functions.

Mail Services:
- o Activate Mail Services procedures for the pandemic period:
    1. Use gloves to handle mail
    2. Limit person to person contact
    3. Eliminate bulk and non-essential mail
    4. Deliver critical mail during off hours

Reprographics:
- o Activate Reprographics procedures for the pandemic period:
    1. Limit person to person contact
    2. Eliminate the printing of non-essential printed materials
    3. Print critical materials during off and non-peak hours

Golden Eagle (Auxiliary) Operations:
- o Implement heightened personal hygiene protocols in all food vending establishments.
- o Report to the University Pandemic BCP Committee on actions to restrict or curtail food operations and large gatherings in food vending establishments.
- o Implement University procedures/guidelines for minimizing public gatherings at the Golden Eagle.
- o Implement contingency plans for child care centers under the control and oversight of the Auxiliary.

All University Organizational Units:
- o Report occurrences of employee absenteeism due to illness greater than one-day to the Pandemic Manager.
- o Review current operations in order to implement work reductions to those essential functions/activities for the continued operation of the University and instructional services to students.
- o Immediately report serious illness or death of campus personnel (whether occurring on campus or elsewhere) to the University Pandemic BCP Committee and/or the Pandemic Manager.
- o In the event of partial or full campus closure, implement department plan to cease operations and to operate under the essential function protocol, as previously identified.
- o In the event of a University closure, implement college/department plan to cease operations. Re-evaluate for effectiveness and applicability.

6.4 Recovery Process

** CONTINUE FROM PANDEMIC PERIOD AS APPROPRIATE **

** REVERT BACK TO THE ACTIONS IN THE PANDEMIC ALERT PERIOD **

For the first 30 to 90 days, the University should return back to normal operations by standing down to a Pandemic Alert Period action plan. Following the appropriate medical advancement and institutional capability, the University shall revert back to the Pre-Pandemic Period action plan and continue to monitor the situation locally and nationally. The decision to reverse the alert stages shall be based on a recommendation by the University Pandemic BCP Committee to the President.

President's Office:
- o Receive and approve of campus alert status based on input and recommendations from the University Pandemic BCP Committee.
- o Communicate with both on-campus and off-campus constituencies/interests regarding the status of the campus.
- o Approve of campus return to normal operations status.
- o Initiate communication to the campus community (students, staff and faculty) on the full resumption of instructional activity, and/or the schedule to accomplish this objective.

University Pandemic BCP Committee:
- o Monitor the campus incidence of Pandemic and associated absenteeism, and evaluate the operational and institutional capability(s) of the University.
- o Advise the President on the schedule to resumption of normal University operations.
- o Communicate status of pandemic alert stage to campus community, and update the associated website and communication resources accordingly.

- o Initiate a review and assessment of the overall campus response to the Pandemic Period action plan, determine effectiveness, and make adjustments or changes that would benefit the campus community for future occurrences.
- o Solicit feedback from campus organizations, departments, and auxiliaries on possible improvements to the campus response action plan.
- o Continue surveillance of the pandemic worldwide, through medical agency (WHO, CDC, DHS, etc.) and first responder (hospitals, police, CSU Risk Mgmt., etc.) networks.
- o Investigate need to restock supplies essential in support of further pandemic occurrences.
- o Initiate procurement for those essential supplies depleted during previous pandemic occurrence.
- o Review discontinuing travel restrictions associated with pandemic, if appropriate.

Academic Affairs:
- o Revert to Pandemic Alert Period mode until stabilization is confirmed and decision is made to revert to Pre-pandemic Period.
- o Re-establish all student services that were suspended, identify any staff shortages, especially critical areas.
- o Reassign staff as necessary to re-establish priority areas of student contact and services.
- o Update all departmental websites with current information.
- o Review and assess effectiveness of procedures and advise changes.

Student Health Center: – (No new cases in community)
- o Continue to monitor progress of cases.
- o Advise the PC on return to routine operations.
- o Review and assess effectiveness of procedures and revise as needed.

Human Resources Management:
- o Work with appropriate personnel to return employees back to work if they were on a medical leave of absence.
- o In cooperation with Pandemic Manager and Public Affairs, communicate any relevant and necessary messages related to returning to work or other policies.
- o Terminate telecommuting work arrangement on an ongoing and case-by-case basis.
- o Communicate EAP services if necessary.
- o Bring HRM operation back to full service.
- o Continue, in cooperation with Payroll, to monitor attendance in returning the workforce to the campus.
- o Continue regimen of hygiene and cleaning work stations to guard against new cases.

Student Affairs:
- o Revert to Pandemic Alert Period mode until stabilization is confirmed and decision is made to revert to Pre-pandemic Period.
- o Re-establish all student services that were suspended, identify any staff shortages, especially critical areas.
- o Reassign staff as necessary to re-establish priority areas of student contact and services.
- o Update all departmental websites with current information.
- o Review and assess effectiveness of procedures and advise changes.

Public Affairs:
- o Help assemble report regarding campus impact/response.
- o Review ways to improve communications effectiveness.
- o Provide updates to all audiences.
- o Provide follow-up health information.
- o Review effectiveness of procedures and policies.
- o Provide information about return to routine operations.
- o Communicate thanks to all parties involved in response on behalf of University/President.

Information Technology Services (ITS):
- o Plan for personnel succession
  - Personnel assume duties of absent staff members
  - Process maps are available for reference, if needed
- o Reviews and update ITS management escalation chart
- o Review and update personnel and emergency contact list
- o Review and update emergency management documents and plans located on Availl server
  - ITS Emergency Management Plan
  - Vendor contact information
  - Network/Telecom diagrams
  - Recovery matrix
  - Server resources
- o Work-at-home for key ITS personnel
  - All ITS personnel resume regular work routine and schedule
  - Review and assess effectiveness of pandemic response and advise changes
- o Work-at-home for key campus personnel
  - Campus personnel return to normal work routine
- o Communicable Disease Communication
  - Archive the University communicable disease web page and hold for future use
  - Deactivate the propagation of the same unified message to all web pages identified as a priority. Archive all content for future use
  - Sunset the daily refresh of the redundant University website.

Housing:

Housing Communication
- o Advise residents / public of status of Housing Complex via website
- o Letter from Director to residents and / or student emergency contact regarding status of Department
- o Encourage students to thoroughly clean apartment

Resident Issues
- o Contact campus resources to provide assistance as needed (counseling, health care, financial aid, international student's office, students with disabilities, records).
- o Develop system to assist in tracking number of students who were ill

Housing Staff Issues
- o Director to prioritize tasks not addressed while managing pandemic
- o Ensure payroll, sick leave and vacation leave data are updated
- o Ensure all work station areas are thoroughly cleaned
- o Provide data as able
- o Consider temporary staff assistance for recovery time

Housing Operational issues
- o Attempt to recover expenses through state and federal funds
- o Respond to priority tasks and develop timeline for completion (billing, invoices, maintenance, judicial violations)
- o Review plans for revisions

Public Safety:
- o Revert to Pandemic Alert Period mode until stabilization is confirmed and the decision is made to stand-down to the Pre-pandemic Period.
- o Re-activate support activities suspended during Pandemic Period, if any.
- o Complete an "After-Action Report" using incident command system post-event guidelines, including:
  - Key activities that occurred;
  - Equipment and materials used;
  - Personnel factors, including expenses, overtime, and any reported injuries;
  - Debriefing information discussed with departmental staff; and
  - Lessons learned, and recommendations [report to be submitted to University Pandemic BCP Committee and the Vice President for Administration and Chief Financial Officer].

Facilities Services:
- o Assist on reopening the buildings as the campus begins to reopen.
- o Clean and sanitize all indoor areas prior to opening each building.
- o Ensure all essential mechanical systems are running properly prior to opening the buildings.

o Evaluate internally how Facilities Services could better service the campus during another Pandemic Period.

Financial Services:
o Maintain procedures/processes as defined in the PANDEMIC ALERT PERIOD.
o Assess and determine when to downgrade to the PRE-PANDEMIC PERIOD stage.
o Assess work back-logs and staff availability.
o Establish and implement procedures to return to normal work routines.
o Conduct lessons learned review and update pandemic plan as appropriate.

Mail Services:
o Revert to Pandemic Alert Period mode until stabilization is confirmed and the decision is made to stand-down to the Pre-pandemic Period.
o Re-activate support activities suspended during Pandemic Period, if any.

Reprographics:
o Revert to Pandemic Alert Period mode until stabilization is confirmed and the decision is made to stand-down to the Pre-pandemic Period.
o Re-activate support activities suspended during Pandemic Period, if any.

Legal Counsel & Risk Management Office:
o Initiate a review to determine any potential litigation, claim activity, or labor related exposures to the University.
o Report such exposures to the University Pandemic BCP Committee and President's Office.

All Organizational Units:
o All departments shall continue to monitor members of their organization for flu related symptoms, and/or absenteeism occurrences. Report occurrences to the Pandemic Manager.
o Restore University operations to as normal an operation as the situation would allow. Report on operational capability to the University Pandemic BCP Committee.
o Evaluate and coordinate operational backlog, and report on any resource concerns to achieve full operational capability to the University Pandemic BCP Committee.
o Conduct an evaluation of the pandemic procedures and protocols, and report to the University Pandemic BCP Committee any opportunity for improvement and/or concern.
o Monitor guidance and direction from the University Pandemic BCP Committee for potential changes in alert status and/or institutional readiness.

ATTACHMENT A

Core Functions care skills and Core Personnel will be identified for each critical functions within the University

Division of Institutional Advancement

Core Functions
- o Coordinate and execute internal/external communications plan
- o Secure gifts of donated money, goods and services consistent with institutional needs and priorities

Core Skills
- o Knowledge and experience dealing with external media
- o Knowledge and experience dealing with digital information environments
- o Knowledge and experience dealing with front line customer service
- o Knowledge and experience of use of message boards
- o Superior oral and written communication skills
- o Translation/foreign language skills and abilities
- o Knowledge and experience working with our automated calling systems, Campus Call(s) and PeopleSoft Contributor Relations.
- o Knowledge of Advancement policies and procedures.

Core Personnel
- o Executive Director of Public Affairs
- o Director of Media Relations
- o Public Relations Specialist
- o University Writer
- o Asst. Vice President of University Development
- o Director of the Annual Fund
- o Advancement Services Director
- o Information Technology Consultant

Other Division Personnel would be assigned to support the core functions as appropriate and necessary.

Risk Management & EHS Office

Core Functions
- o Investigate injuries, illness and accidents to employees
- o Provide training and certification
- o Maintain and report work-related injuries/illnesses on the OSHA Log
- o Conduct safety inspections and investigations
- o Processing of radioactive materials and associated waste

- Processing of biological materials, animal carcasses and associated waste
- Handling, storage and processing of hazardous materials and waste
- Response to hazardous materials spill
- Response to indoor air quality, odor, or other related complaints
- Processing of government and insurance claims for and against the University
- Monitoring of international travel by staff and faculty
- Claims reporting to Third Party Administrator for General Liability Exposure (Alliant Insurance)

Core Skills
- Knowledge and experience in dealing with Cal/OSHA, Cal/EPA, EPA and other related regulatory agencies
- Knowledge and experience in application of regulatory standards to University operations
- Knowledge and experience in hazardous waste disposal
- Knowledge and experience in hazardous materials response
- Knowledge and experience in radioactive materials/waste handling
- Knowledge and experience in biological materials/waste handling
- Knowledge of insurance programs established by and/or for CSU and CSULA

Core Personnel
- Director, Risk Management & Environmental, Health and Safety
- Chemical Safety Officer
- Radiation Safety Officer
- Biological Safety Officer
- Safety & Health Coordinator

Human Resources Management

Core Functions
- Employee and Labor Relations: accept and hear bargaining unit employees' informal and formal grievances; accept and process performance evaluations; maintain and access Employee Assistance Program programs and services; provide interpretation of collective bargaining agreements; policy administration
- Office for Equity and Diversity: Ensure compliance with all applicable anti-harassment/discrimination laws and policies; conduct investigations; provide reasonable accommodation services to both faculty and staff; produce and distribute the reports that are due to the Chancellor's Office: Affirmative Action Plan, Faculty Recruitment and Retention reports, Vets-100
- Faculty Affairs: Prepare data for Retention, Tenure & Promotion, SSI eligibility and sabbatical reports; review and verify eligibility for range elevation list; provide I-9 verification for part/full-time employees; review full-time faculty hiring packet(s)
- Workforce Planning and Front Desk: Recruit for vacancies; process emergency hires, extend appointments and process separations; track temporary appointments; verify direct pays through SCO; process unemployment claim form(s)
- Benefits/Classification/Compensation: Enroll employees/dependents in plans; troubleshoot problems with providers, verify eligibility; cancel/establish TSAs;

fee waiver eligibility follow-up, approval; retirement follow-up/processing; leave consultation/approval/processing; coordinate procedures for deceased employees; review, approve, determine appropriate class codes for position descriptions for new hires/promotions/transfers; create/modify position numbers in PeopleSoft for hiring or position changes; administer compensation
- Payroll Services: process all pay-related transactions in a timely manner
- Workers' Compensation: assist employees with workplace injuries and illnesses; work with Sedgwick to manage the claims; manage return-to-work program

Core Skills
- Knowledge of PeopleSoft, CIRS, PIMS, Microsoft office products (Word, Excel and Outlook)
- Knowledge of all collective bargaining agreements; HR policies and procedures related to benefits, classification/compensation, employment, equity and diversity and faculty affairs
- Knowledge of labor and employment laws
- Ability to process in PeopleSoft Benefits, Admin Workforce, Position Management and PIMS
- Ability to access online SCO and ACES

Core Personnel
- Assistant Vice President for Human Resources
- Assistant Director
- Benefits, Compensation/Classification Manager
- Equity and Diversity Specialist
- Workforce Planning
- Payroll Manager
- Employee Relations Coordinator
- Faculty Affairs Lead
- One personnel coordinator
- One benefits coordinator
- One workers' compensation coordinator
- Two payroll technicians

Academic Affairs

Core Functions

- Manage and coordinate all aspects of Academic Affairs operations (i.e., scheduling, delivering instruction, maintaining minimal levels of service, and personnel)
- Effectively communicate and interact with other campus and Chancellor's Office entities
- Communicate to faculty and staff regarding their work responsibilities
- Manage University research operations
- Coordinate student advisement
- Provide library services to students via phone and online

- Support academic technology needs of faculty and staff
- Maintain Extended Education instructional and support activities
- Provide essential resource management and support
- Provide limited enrollment data
- Coordinate Department/Division/School instructional and support activities
- Coordinate instructional activities at a minimal level
- Deliver instruction at a minimal level via the internet
- Maintain selected student support services
- Provide limited faculty and staff support
- Administer course delivery through the campus learning management system
- Distribute course information, ask and answer questions, submit projects and homework electronically (online and via email)
- Submit student grades
- Communicate patiently and effectively with students, faculty and staff via email and over the telephone or through the web
- Perform accounting, payroll, and procurement functions.
- Process Human Resources, Financial, Student Administration using PeopleSoft
- Perform scheduling and APDB functions
- Perform routine computer and Internet tasks
- General office skills (i.e., answering phones, utilizing a fax machine)
- Update and maintain department and course websites

Core Skills

- Ability to manage and coordinate all aspects of Academic Affairs operations (i.e., scheduling, delivering instruction, maintaining minimal levels of service, and personnel)
- Ability to effectively communicate and interact with other campus and Chancellor's Office entities
- Ability to manage university research operations
- Ability to coordinate student advisement
- Ability to provide library services to students via phone and online
- Ability to support academic technology needs of faculty, staff, and students
- Ability to maintain Extended Education instructional and support activities
- Ability to provide essential resource management and support
- Ability to support limited enrollment data
- Ability to coordinate department/division/school instructional and support activities
- Ability to coordinate instructional activities at a minimal level
- Ability to deliver instruction at a minimal level
- Ability to maintain selected student support services at a minimal level
- Ability to provide limited faculty and staff support
- Ability to administer course delivery through the campus learning management system.
- Ability to distribute course information, ask and answer questions, submit projects and homework electronically (online and via email)
- Ability to submit student grades
- Knowledge of University online resources, and information
- Ability to work and communicate patiently and effectively with students, faculty and staff via email and over the telephone
- Knowledge of accounting, payroll, and procurement policies and procedures
- Knowledge of Microsoft office products (Word, Excel, Outlook, Access)
- Knowledge of HR policies and procedures related faculty and staff
- Ability to process in PeopleSoft (Human Resources, Financial, Student Administration)
- Ability to perform scheduling and APDB functions
- Ability to perform routine computer and Internet tasks
- General office skills (i.e., answering phones, utilizing a fax machine)
- Knowledge of Academic Affairs/University policies and procedures
- Knowledge to update and maintain department and course websites

Core Personnel

- Provost and Vice President for Academic Affairs
- Assistant to the Provost
- Associate Vice President for Academic Affairs and Dean of Graduate Studies
- Office Manager, Associate Vice President for Academic Affairs
- Assistant Vice President for Academic Affairs/Academic personnel
- Office Manager, Assistant Vice President for Academic Affairs – Planning and Resources

- Director, Office of Academic Support
- Office of Academic Support Coordinator
- Dean, Undergraduate Studies
- Office Manager, Undergraduate Studies
- Dean, College of Arts and Letters
- Assistant to the Dean, College of Arts and Letters
- Dean, College of Business and Economics
- Assistant to the Dean, College of Business and Economics
- Dean, Charter College of Education
- Assistant to the Dean, Charter College of Education
- Dean, College of Engineering, Computer Science, and Technology
- Assistant to the Dean, College of Engineering, Computer Science, and Technology
- Dean, College of Health and Human Services
- Assistant to the Dean, College of Health and Human Services
- Dean, College of Natural and Social Sciences
- Assistant to the Dean, College of Natural and Social Sciences
- University Librarian
- Librarians [4]
- Director, eLearning Programs and Support
- Learning Management System Specialist
- eLearning Programs and Support Lab Manager
- Information Technology Consultants [23]
- Dean, Extended Education
- Extended Education Director of Operations
- Extended Education Registration Staff Member
- Academic Affairs Resource Manager
- Resource Managers [8]
- College Schedulers [6]
- Director, Institutional Research
- Institutional Research Staff [3]
- Department/Division/School Chairs/Directors [45]
- Support Staff for Departments/Divisions/Schools [241]
- Instructional Faculty [546]

Public Affairs

Core Functions

- Develop clear, accurate, appropriate and timely information that furthers campus/public education and awareness, provides timely and important information to faculty, staff and students, reduces the likelihood of rumor/panic, supports campus safety and health
- Determine and communicate appropriate message, considering:
  - --Campus status
  - --Privacy/legal/public right to know
  - --Safety

--Effective management of situation
--Remedies addressing situation

- o Inform CSU Chancellor's Office Public Affairs and CSU mutual-aid partner (Fresno State) of circumstances, and seek assistance as needed
- o Communicate with other key audiences, such as academic areas, faculty, staff, students, families, Housing, ASI, LACHSA, Children's Center/Parents
- o Communicate to media, within guidelines, circumstances, impact on University activities and community, actions being taken, and outlook regarding campus operations in accordance with FERPA
- o Maintain log of requests/contacts made by news media
- o Advise and counsel University leaders and campus experts prior to media interviews and news conferences
- o Assess rumors, gather information, monitor news media
- o Communicate/coordinate with campus's EOC/Pandemic/administrative team members
- o Communicate/coordinate with external institutions and agencies on as needed basis

Core Skills
- o Ability to draft accurate information for multiple uses
- o Ability to use judgment in sorting information
- o For developing information website
- o For changing information phone line message
- o Bulk email sending capability (including remote access) to develop and distribute key messages
- o Programming electronic signs at campus entrances
- o Communicate with contacts, potential sources, resources and collaborators, and organizational communication channels
- o Effective email and fax distribution capabilities for news releases, images and other information
- o Expertise and resources to provide media consult for key University personnel.
- o Understanding of and copies of pertinent laws regarding journalists' access (PC 409.5), privacy (FERPA) and Public Records Act
- o Training for supplementary staff

Core Personnel
- o Director of Public Affairs
- o Director of Media Relations
- o Public Affairs Media Specialist
- o Public Affairs support staff
- o Support staff, Institutional Advancement
- o Support staff, Luckman marketing and Athletics
- o Personnel for on-site PIO support should journalists arrive on scene

Information Technology Services

<u>Core Functions</u>

- Maintains and administers the backup recovery plans for computing, network, PBX, and voice mail systems. Assures systems are restored to acceptable levels when failures occur. Works with other technical staff or vendors to resolve problems.
- Monitors and evaluates the overall performance of the campus computing and network systems from on or off campus.
- Monitors the computer room environment including power supply, temperature, humidity, water leakage, and fire alarm systems.
- Ensures that operating systems, computing servers, and network systems operate in the proper security mode.
- Ensures that the campus is capable of supporting at least one console for incoming call in any of the following three locations: LIB N B16, LIB PW 1070, ADM 5A or from an off-campus location.
- Schedules the monthly diesel generator test. Notifies Facilities Operation when a problem occurs and or when fuel is needed.
- Administers network password creation and distribution, following campus security guidelines.
- Schedules, maintains, and reviews all production processing and report output according to user scheduling requirements.
- Maintains and modifies applications/systems to ensure minimal loss of productivity and service.
- Writes new reports and programs based on design specifications utilizing standard procedures and techniques.
- Work with Public Affairs to develop and deploy the CSULA Communicable Disease website.
- Work with West Ed to deploy CSULA Communicable Disease site and upload content to the site in an event of a failure of the campus web server.
- Issues ITS Alerts and incidence follow-up for interruption of service.
- Provide Help Desk support from on or off campus.
- Ensures that all management levels are notified of critical events and resolution.

<u>Core Skills</u>

- Knowledge of the campus computing, telecommunication, and network environments and associated security and recovery requirements.
- Knowledge of operating systems and hardware requirements for all server environments.
- Knowledge of third party software products supporting server administration, security, database, and backup management.
- Knowledge of network configurations and protocols. Knowledge of 4CNet topography and functionality. Knowledge of CSU and vendor escalation charts.
- Knowledge of systematic troubleshooting processes and root cause analysis methodologies.
- Knowledge of hardware and software related to VPN environment, Cisco switches, routers, and firewalls.

- Technical knowledge of Nortel 81C console use and installation procedures.
- Working knowledge of the generator including the ability to turn it on by interrupting the power source to the PBX, reading the meter, and monitoring fuel gage.
- Working knowledge of all environmental equipment, including campus and vendor escalation charts.
- Knowledge of ITS Emergency Escalation procedures and ability to access ITS emergency information through the Availl server.
- Knowledge of approved CSULA password guidelines and system implementation capabilities.
- Knowledge of existing systems, applications and databases and ability to apply structured systems analysis techniques.
- Detailed knowledge of programming languages, PeopleSoft propriety software, PeopleSoft Tools, Oracle Enterprise software, SQR, SQL, and CMS standards and protocols.
- Ability to perform interactive debugging, apply fixes and test and analyze system problems.
- Ability to develop emergency communication plans between ITS and the campus community.
- Knowledge of CSU security and recovery requirements.
- Knowledge of the web and portal programming tools such as ASP, SQL, Oracle and SQL Server Databases, internet/web protocols, and working familiarity with multimedia and software applications, such as Dreamweaver, Flash, etc.
- Thorough knowledge of CSULA web and portal standards and templates.
- Ability to develop emergency communication plans between ITS and the campus community to ensure all are aware of current system conditions and delays.
- Ability to manage and coordinate the emergency IT trouble calls through Help Desk either through the call tracking system or manually.
- Ability to diagnose and identify problems and provide as much assistance as possible or escalate to second level support.
- Ability to work and communicate patiently and effectively with users over the telephone.
- Knowledge of ITS Alerts, Help Desk knowledgebase, online resources, and information.

Core Personnel
- Vice President and Chief Technology Officer
- Acting Director of Access Management
- Director of Financial and Support Services
- Director of CMS and Enterprise Systems
- Director of Security and Compliance
- Assistant Director of Operations/Access Management
- Assistant Director of Internet Technologies
- Manager of Desktop Services
- Manager of Telecommunications
- Manager of Database Technology

- o Network Analysts [5]
- o Operating Systems Analysts [12]
- o Programmer Analysts [10]
- o Help Desk Consultants [3]
- o Operation Specialist [5]

HOUSING SERVICES

Business Operation

Core Functions:
- o Responsible for student billing and payments
- o Prepare and maintain staff and student payroll
- o Responsible for maintaining computerized records of all open purchase orders, open service orders, and Dormitory Building Maintenance and Repair Fund
- o Responsible for approving payments for vendor invoices
- o Serve as department petty cash custodian

Key Personnel:
- o Business Manager
- o Assistant to the Business Manager

Skills Required:
- o Knowledge of PeopleSoft
- o Knowledge of Word, Excel, Housing Database
- o Knowledge of human resource procedures regarding recruitment, payroll, travel, and student employees
- o Knowledge of business payment procedures regarding vendors, invoice payment and direct payments

Assignments / Conferences

Corel Functions:
- o Maintain Housing Database
- o Maintain key inventory and key security
- o Schedule apartment cleanings with contract vendor
- o Supervise mailroom staff and delivery

Key Personnel:
- o Assignments Coordinator
- o Assistant Assignments Coordinator

Skills Required:
- o Knowledge of Word, Excel, Housing Database
- o Organization and planning

Maintenance

Core Functions:
- o Maintain life safety and facility issues in Housing
- o Provide on-call emergency response coverage for maintenance issues
- o Respond and repair maintenance requests
- o Contract with vendors for supplies, large-scale facility projects

Key Personnel:

- Facilities Manager

Skills Required:
- HVAC Systems
- Plumbing, Appliance and Electrical repair
- Fire Alarm systems
- Purchasing procedure

Residential Life

Essential Functions:
- Supervise Resident Directors and Resident Assistant Staff
- Provide on-call duty rotation for emergency / service coverage
- Provide communication / information on programs and services
- Maintain website and Housing Channel

Key Personnel:
- Director
- Assistant Director
- Resident Directors
- Marketing Coordinator

Skills Required:
- Knowledge of Word, Excel, Publisher, Front Page
- Experience in student development, counseling and crisis management
- Audiovisual Knowledge

Public Safety

Core Functions:
- Protection of life and property
- Crime prevention and the enforcement of applicable state, federal, and education codes
- Deployment and scheduling of Public Safety personnel for 24-hour coverage
- Coordination and application of various emergency response modes under required incident command system guidelines
- Liaison with city, state and federal law enforcement authorities
- Operation of the Public Safety Communications Center to coordinate campus safety and emergency response personnel
- Coordinate public transportation with regional transportation authorities

Core Skills:
- Knowledge of state, federal, and education code applicable requirements
- Knowledge of police practices related to deployment, patrol techniques, and the protection of life and property
- Knowledge of emergency preparedness response modes and critical incident command responsibilities
- Knowledge of Pubic Safety Communications Center dispatch and computer based systems for documentation of actions initiated
- Knowledge and ability to make critical decisions independent of consultation with core University management related to safety and security
- Knowledge of regional public transportation

Core Personnel:
- o Director, Public Safety
- o Police Lieutenants (2)
- o Public Safety Administrative Services Manager
- o Director, Parking and Transportation Services
- o Sworn Police Personnel [Sergeants, Corporals and Officers]
- o Full-time Parking Personnel
- o Locksmith
- o Fire/Life Safety Technician
- o Police Dispatchers [4]

Facilities Services

Core Functions:
- o Ensure mechanical systems are performing to deliver sufficient filtered and fresh air throughout all buildings, fresh water and waste systems are working adequately and the electrical power is uninterrupted. These systems are reliant on off campus utility companies that may alter the campus use.
- o Ensure preparedness and cross training of staff on public hygiene to reduce the spread of flu virus.
- o Provide custodial services to the campus body.

Core Skills:
- o Ability to monitor mechanical systems on campus with limited staff support.
- o Cross train personnel in essential skills to mitigate effects of temporary personnel loss.
- o Knowledge of specialized products for waste handling and use of respirators.
- o Increased custodial cleaning schedule to minimize flu viruses.
- o Continued adequate supplies in restrooms.

Core Personnel:
- o Director, Facilities Services
- o Operation Manager
- o Custodial Manager
- o Trade Supervisors
- o Trade, Custodial and Ground Leads

Financial Services

Core Functions:
- o Process vouchers for payments
- o Process campus billing and collections
- o Organize and maintain records of financial activities
- o Maintain property/asset records
- o Pay warrant distribution
- o Collect time-sheet data and process payroll
- o Process purchase requisitions and issue purchase orders

- Receive purchased goods
- Receive and process electronic, mailed-in, and in-person payments
- Bank deposits
- Financial aid disbursements
- Process and approve student payment plans and short term loans
- Financial aid draw-downs and accounting

Core Personnel:
- AVP Administration and Finance/Financial Services
- University Controller
- Assistant Controller
- Payroll Manager
- Procurement and Contracts Director
- Student Financial Services Director
- Business Financial Services Supervisors
- Student Financial Services Supervisors
- Senior Buyer
- Payroll Lead
- Shipping and Receiving Supervisor

Core Skills:
- PeopleSoft Financials system
- PeopleSoft Human Resources system
- PeopleSoft Student Administration system
- Point-of-sale Cashiering system
- State payroll/personnel system
- Accounting policies and procedures
- Payroll policies and procedures
- Procurement policies and procedures
- Loading and unloading (Receiving) equipment

Mail Services

Core Functions:
- Sort incoming mail
- Deliver mail
- Sort outgoing mail by priority
- Mail pick-up

Core Skills:
- Knowledge of state, federal, and education code applicable requirements
- Knowledge of mail services, policies and procedures
- Knowledge of emergency preparedness response modes

Core Personnel:
- Mail Services Supervisor
- Mail Services Clerk

Reprographics

Core Functions:
- o Print and/or copy needed materials
  - Posters
  - Flyers
  - Banners

Core Skills:
- o Knowledge of electronic pre-press
- o Knowledge of campus protocols for document layout, format and style
- o Working knowledge of English grammar, spelling and punctuation
- o Working knowledge of layout needs for photography and printing processes
- o Knowledge and familiarity of with the inks and paper stocks used in duplicating work
- o Ability to operate various types of duplicating equipment

Core Personnel:
- o Reprographics/Mail Services Manager
- o Desktop Publishing/Graphic Specialist
- o Duplicating Machine Operator

Office of University Counsel

Core Functions:
- o Protect University from legal risks and litigation
- o Ensure that due process protections are in place and followed
- o Answer legal questions posed by University units
- o Respond to off-campus legal requests (i.e., subpoenas, public records act requests, court orders, requests from outside legal counsel)
- o Interpret federal, state and local law, as well as, California State University policies and procedures

Core Skills:
- o Knowledge of state, federal, local, and education code applicable requirements
- o Knowledge of California State University policies and procedures, including directives from the CSU Office of General Counsel
- o Knowledge of procedures for ensuring due process (in handling of grievances, complaints, claims, employee discipline, unfair labor practice charges, quarantine orders, etc.)
- o Knowledge of off-campus sources of legal information and guidance (including but not limited to the Centers for Disease Control, county health, city departments, law enforcement, court system, State Personnel Board, Public Employees Relations Board, etc.)
- o Knowledge of legal documentation necessary to support and defend University decisions and actions
- o Knowledge and ability to make critical decisions in consultation with core University management related to legal issues

Core Personnel:
- o University Counsel

Student Affairs
Student Health Center

Core Functions
- o Provide healthcare (medical, pharmacy, dentistry, optometry and counseling)
- o Provide health information/consultation
- o Coordinate care with off-campus entities
- o Maintain health records

Core Skills
- o Knowledge, experience, and licensure in health related discipline
- o Knowledge and experience in health record maintenance
- o Knowledge and experience in health center operations

Core Personnel
- o Director and Medical Chief of Staff
- o Nursing Supervisor
- o Healthcare providers (physicians, nurses, counselors, etc.)
- o Medical Records Supervisor
- o Administrative Staff

Admissions

Core Functions:
- o Process applications for admission
- o Acknowledge and make admission eligibility decisions for applicants to the University
- o Evaluate transcripts

Core Skills:
- o Knowledge of PeopleSoft Student Administration
- o Knowledge of GET, Outlook, OASIS and CSUMentor
- o Knowledge of computers, phone trees, fax machine
- o Knowledge to update and maintain departmental website

Core Personnel:
- o Director of Admissions
- o Administrative Analyst
- o Domestic Evaluators
- o International Evaluators
- o Graduation Evaluators
- o Document Processors

Office for Students with Disabilities

Core Functions:
- o Process calls into the department and forward to appropriate parties
- o Assist students with counseling related to University activities
- o Update department website where students can be advised on how to receive assistance through the department
- o Coordinate testing accommodations, if needed, between the student and instructor
- o Assist students requiring alternative format with appropriate support through their advisor

Core Skills:
- o Computer and Internet literate
- o General office skills (i.e., answering phones, utilizing a fax machine)
- o Knowledge of Office for Students with Disabilities policies and procedures
- o Knowledge to update and maintain department website
- o Knowledge to communicate with Blind and Visually impaired students
- o Knowledge to communicate with Deaf and Hard of Hearing students

Core Personnel:
- o Director, Office for Students with Disabilities
- o Disability Management Specialist
- o Administrative Assistant/Office Manager
- o Deaf and Hard of Hearing Specialist
- o Learning Disability Specialist
- o Coordinator, Assistive Technology Learning Center

International Programs & Services

Core Functions:
- o Provide general assistance to potential International Students
- o Report on National Student Exchange participants
- o Contact with Department of Homeland Security and its various divisions
- o Counsel International students and scholars on status requirements
- o Daily and Quarterly updates on SEVIS

Core Skills:
- o Knowledge of PeopleSoft System
- o Knowledge of SEVIS reporting
- o Knowledge to access student files, use of telephone and fax machine
- o Access to National Student Exchange website

Core Personnel:
- o Director, International Programs & Services
- o International Student Advisor/Student Exchange Coordinator
- o Immigration Counselor
- o Administrative Assistant

Center for Student Financial Aid

Core Functions:
- o Provide financial aid information
- o Process financial aid applications through FAFSA
- o General financial aid reports for the campus and the Chancellors Office
- o Retain student records on both hard copy and electronic formats

Core Skills:
- o Use of computer equipment, internet access, telephones, fax machine
- o Database access to PeopleSoft Student Administration, financial aid server, computer equipment with internet access to U.S. Department of Education
- o Knowledge to maintain and update departmental website
- o General office skills

Core Personnel:
- o Director, Student Financial Aid
- o Associate Director, Student Financial Aid
- o Administrative Support Assistants
- o Financial Aid Advisors
- o Financial Aid Technicians
- o Technical System Assistant

Registrar's Office

Core Functions:
- o Provide academic records, grading, transcripts, registration, graduation services to students
- o Provide student databases and develop reports for University administrators and faculty
- o Provide class scheduling for academic departments
- o Facilitate enrollment and registration
- o Process add/drop requests
- o Record grades and issue transcripts
- o Process graduation checks

Core Skills:
- o Knowledge and coordination of PeopleSoft Student Administration
- o Knowledge of GET, Outlook, OASIS and CSUMentor
- o Use of computer equipment, internet access, telephones, fax
- o Knowledge to maintain and update departmental website and GET home page
- o General office skills

Core Personnel:
- o University Registrar and Director of Enrollment Services
- o Associate Registrar
- o Enrollment Services staff
- o Registrar and GET staff
- o Scheduling Coordinator

ATTACHMENT B
Pandemic – BCP – Executive Summary

President's Council
Pandemic Response Plan
By Alert Period

"Pre-pandemic"	"Pandemic Alert"	"Pandemic"	"Recovery"
No known casual human to human transmission of the virus. No cases on campus or in local community	*Human to human transmission occurring but no cases on campus or in the local community*	*Increased and sustained transmission of virus in the general population and cases in the local community*	*Infection/absenteeism rates drop to levels which allow business practices to return to normal*
1. The designation of the Primary Pandemic Manager is the Director for Risk Management & Environmental, Health and Safety. 2. The designation of the Secondary Pandemic Manager is the Student Health Center Director. 3. The designation of the Tertiary Pandemic Manager is the AVP for Enrollment Management. 4. The designation of the Fourth Pandemic Manager is the AVP for Academic Affairs. 5. The designation of the University Pandemic BCP Committee to include the following representation and/or designee (See Plan Section 2.3.1.6). 6. Disseminate information and protocols from the University Pandemic Business Continuity Plan related to their area of responsibility, and to foster a continuous improvement methodology.	1. Provide financial support in the preparedness and planning for a Pandemic status. Consider and take action from recommendations by the University Pandemic BCP Committee. 2. Provide feedback and updates to the Chancellor as the progression towards a pandemic status dictates.	1. Make any declarations that affect the operational status of the University. This could range from partial to full closure or quarantine. 2. Provide feedback and updates to the Chancellor as the progression towards a pandemic impacts the University.	1. Receive and approve of campus alert status based on input and recommendations from the University Pandemic BCP Committee. 2. Communicate with both on-campus and off-campus constituencies/interests regarding the status of the campus. 3. Approve of campus return to normal operations status. 4. Initiate communication to the campus community (students, staff and faculty) on the full resumption of instructional activity, and/or the schedule to accomplish this objective. 5. Review, debrief, adjustments of Committee.

Pandemic – BCP – Executive Summary

University Pandemic Committee
Pandemic Response Plan
By Alert Period

"Pre-pandemic" *No known casual human to human transmission of the virus. No cases on campus or in local community*	**"Pandemic Alert"** *Human to human transmission occurring but no cases on campus or in the local community*	**"Pandemic"** *Increased and sustained transmission of virus in the general population and cases in the local community*	**"Recovery"** *Infection/absenteeism rates drop to levels which allow business practices to return to normal*
1. Establish a set meeting schedule for each alert stage. 2. Oversee development and implementation of University Pandemic Business Continuity Plan. 3. Develop operational strategies, procedures, protocols and monitoring for limited employee attendance scenarios. 4. Develop a dedicated page on the campus website for information, direction, and status to the campus community and outside shareholders. 5. Establish protocols for dealing with international students. 6. Establish protocols for dealing with students in University Housing. 7. Establish parameters and protocols for social distancing to avoid spread through human to human contact. 8. Establish milestones for the implementation of planning elements.	1. Notification of alert stage change to campus community. 2. Realign committee meeting frequency with heightened alert status. 3. Increase campus and community surveillance and monitor health news advisories. 4. Implement personal hygiene preventative measures for campus community. 5. Consider implementation of Pandemic BCP elements, as appropriate. 6. Report to the President and Chancellor's Office any relevant campus actions and/or precautionary measures. 7. Institute evaluation of resources and preventative personal protection for the campus community, and initiate additional procurement activity, if necessary. 8. Provide campus departmental notifications in preparation of advancement to Pandemic alert status.	1. Implement the *Suspected Pandemic Case Notification Intake Form* for the campus. The University Pandemic Manager shall institute this protocol within operational departments on campus, in coordination with the Human Resources Department. The Director for the Student Health Center shall institute this protocol for students and coordinate with the Director of Housing for campus residents. Both the Office of Risk Management & EHS and the Student Health Center shall maintain records and report back to the Committee. 2. Implement the *Pandemic Notification Form* to the campus community. 3. Realign committee meeting frequency with heightened alert status. 4. Institute preventative measures and personal hygiene protocols.	1. Monitor the campus incidence of Pandemic and associated absenteeism, and evaluate the operational and institutional capability(s) of the University. 2. Advise the President on the schedule to resumption of normal University operations. 3. Communicate status of pandemic alert stage to campus community, and update the associated website and communication resources accordingly. 4. Initiate a review and assessment of the overall campus response to the Pandemic Period Action Plan, determine effectiveness, and make adjustments or changes that would benefit the campus community for future occurrences. 5. Solicit feedback from campus organizations, departments, and auxiliaries on possible improvements to the campus response action plan.

9. Periodically review, update and revise the Plan as needed to reflect the most current knowledge and science related to the Pandemic transmission/impact.	9. Evaluate the necessity to restrict international travel for students, staff and faculty. 10. Evaluate the necessity to restrict individuals traveling from affected countries from entering the campus, and/or develop guidelines in the medical evaluation of those individuals traveling from affected countries from entering the campus. 11. Review campus special event and crowd dependent activities with the University Events Coordinator. 12. Update pandemic website and evaluate additional communication opportunities. 13. Notify faculty to prepare plans for alternate methods for course instruction delivery.	5. Notification of alert stage change to the campus community. 6. Implement cluster control and social distancing protocols in the workplace and academic settings. 7. Initiate restricted activity related to outside and internal "special" events on campus. 8. Implement medium and long-term response characteristics of the Pandemic BCP. 9. Restrict student, faculty, and staff business travel to affected regions of the U.S. and abroad. 10. Update pandemic website, and evaluate/implement additional communication methodologies. 11. Monitor cases of Pandemic among humans in order to update strategies and protocol for social distancing, group activity restrictions, food establishment restrictions, and other pertinent actions. 12. Activation of the Emergency Operations Center (EOC) for the University. 13. Consistently review the effectiveness of ongoing response actions and modify program/plan/approach accordingly.	6. Continue surveillance of the Pandemic worldwide, through medical agency (WHO, CDC, DHS, etc.) and first responder (hospitals, police, CSU Risk Mgmt., etc.) networks. 7. Investigate need to restock supplies essential in support of further pandemic occurrences. 8. Initiate procurement for those essential supplies depleted during previous Pandemic occurrence. 9. Review discontinuing travel restrictions associated with pandemic, if appropriate.

Pandemic – BCP – Executive Summary

Pandemic Manager
Pandemic Response Plan
By Alert Period

"Pre-pandemic" *No known casual human to human transmission of the virus. No cases on campus or in local community*	"Pandemic Alert" *Human to human transmission occurring but no cases on campus or in the local community*	"Pandemic" *Increased and sustained transmission of virus in the general population and cases in the local community*	"Recovery" *Infection/absenteeism rates drop to levels which allow business practices to return to normal*
1. Approve personal and campus hygiene standards for inclusion into the campus plan and procurement activity. 2. Review and coordinate medical protocols with the Director of the Student Health Center for management of potential pandemic cases. This shall include a campaign to increase campus community awareness through informational dissemination from established and accredited sources. 3. Train personnel on the aspects of the University Pandemic BCP. 4. Identify high risk/exposure areas on campus to focus special attention on social distancing and personal hygiene preventative measures. 5. Develop isolation strategies in the event cases of pandemic are confirmed on campus. This shall be closely coordinated with the Director of Public Safety and the Director for the Student Health	1. Monitor CSU, State and National preparedness actions related to pandemic. 2. Review and facilitate update to the campus pandemic website, through Public Affairs. 3. Establish with assistance from ITS, Payroll, HRM and Public Affairs a centralized electronic resource for the tracking of pandemic-related absences, by department and division. 4. Develop institutional awareness bulletins and notices to heighten campus preparedness on pandemic. 5. Monitor travel to any affected areas (nationally or internationally) and report back to the University Pandemic BCP Committee. 6. Establish departmental protocols for distribution related to the tracking and reporting of pandemic related cases on campus. 7. Alert the campus Pandemic BCP Committee of the pandemic status and make recommendations	1. Monitor activities of the university, employee population, and visitors to reduce and/or minimize the impact of the pandemic to campus operations. 2. Provide pandemic case metrics to the University Pandemic BCP Committee on a consistent basis. 3. Evaluate and report areas of concern within the University community and/or facilities related to transmission and control of pandemic. 4. Report campus status to Chancellor's Office Risk Management Office. 5. Closely monitor all domestic and international travel for University business and report concern(s) to the University Pandemic BCP Committee.	1. Initiate a review to determine any potential litigation, claim activity, or labor related exposures to the University. 2. Report such exposures to the University Pandemic BCP Committee and President's Office.

Center. 6. Recommend procurement of campus supplies and infrastructure as a preventative measure to address public area disinfection and proper personal hygiene.	concerning cluster control and social distancing measures for initiation on the campus. 8. Make recommendations on the activation of the campus Emergency Operations Center (EOC) and/or on the convening of the campus Pandemic BCP Committee. 9. Monitor activities of the University, employee population and visitors to reduce and/or minimize the impact of pandemic to campus operations. 10. Evaluate and report areas of concern within the campus community and/or facilities related to transmission and control of the pandemic. 11. Work with the Human Resources Management (HRM) and Academic Affairs representatives to receive information concerning the number of faculty and staff unable or unwilling to report to work and the number of students absent from class. Communicate this information to the Pandemic BCP Committee. 12. Promote preventative measures and personal hygiene protocols with Student Health center advisement. 12. 13. Make recommendations on the initiation of restricted activity related to outside and internal "special" events on campus.		

Pandemic – BCP – Executive Summary

Student Health Center
Pandemic Response Plan
By Alert Period

"Pre-pandemic"	**"Pandemic Alert"**	**"Pandemic"**	**"Recovery"**
No known casual human to human transmission of the virus. No cases on campus or in local community	*Human to human transmission occurring but no cases on campus or in the local community*	*Increased and sustained transmission of virus in the general population and cases in the local community*	*Infection/absenteeism rates drop to levels which allow business practices to return to normal*
1. Monitor CDC, DHHS, WHO and LADHS websites on weekly basis for information regarding infectious diseases. 2. Communicate with LADHS regarding preliminary planning and surveillance and CSULA Pandemic Committee. 3. Update website with information and links regarding detection, diagnosis and treatment of flu. 4. Provide students with self-care guidelines for upper respiratory infections. 5. Educational materials and outreach to assist students/staff understand differences in symptoms of colds vs. flu. 6. Outreach to campus community with educational campaign to minimize germ transmission (i.e. hand washing, tissue use, sharing food, missing classes). 7. Educational campaign regarding avoidance of disease transmission.	1. Post educational materials. Communicate if cases in the community. 2. Follow State and County protocol for patient testing. 3. Review protocol for referral to local hospitals/ emergency departments. Update with LADHS.	1. Communicate with LADHS and CSULA Pandemic Committee. 2. Coordinate with Public Health authorities for accurate and timely diagnosis of suspect cases. 3. Work with housing to identify students that require isolation and care. 4. Ongoing communications with campus community regarding signs/symptoms, protocol for referral of suspected cases. 5. Provide care as able to affected/suspected students. 6. Identify contacts of suspected case. Report to LADHS. 7. Arrange for screening of students who have had contact. Advise others to seek screening. 8. Initiate prophylaxis of contacts based on strength of patient presentation and per government guidelines. 9. Provide daily updates on case	1. Continue to monitor progress of cases. 2. Advise the PC on return to routine operations. 3. Review and assess effectiveness of procedures and revise as needed.

8. Provide in-service training to SHC staff on pandemic and SHC procedures. Review respirators and PPE supplies and training. 9. Provide in-service training to first responders and other campus professionals on pandemic and SHC procedures.		numbers to CSULA Pandemic Committee. 10. Communicate with area hospitals/ERs for protocols for admission. Coordinate transport of seriously ill students to hospitals/ emergency departments. 11. Coordinate closure of building(s) and suspension of student and academic activities as needed.	

Pandemic – BCP – Executive Summary

Human Resources Management
Pandemic Response Plan
By Alert Period

"Pre-pandemic" _No known casual human to human transmission of the virus. No cases on campus or in local community_	"Pandemic Alert" _Human to human transmission occurring but no cases on campus or in the local community_	"Pandemic" _Increased and sustained transmission of virus in the general population and cases in the local community_	"Recovery" _Infection/absenteeism rates drop to levels which allow business practices to return to normal_

1. Plan for training in conjunction with the pandemic manager and Public Safety.
2. Review, prepare and/or develop relevant policies:
  a. Absence
  b. Assignment/Reassignment
  c. Voluntary Reduction in time base
  d. Health and safety
  e. Compensation
  f. Leave programs
3. Review collective bargaining agreements.
4. Prepare Employee Assistance Program information.
5. Prepare relevant and appropriate communication to the employees in cooperation with the Pandemic Manager and Public Affairs.
6. Develop telecommuting guidelines and implementation procedures.
	1. Review accuracy of contact information.
	2. All relevant policies and issues related to collective bargaining agreements should be current and ready for communication.
	3. Review HRM operations to ensure all bases are covered, make necessary adjustments.
	4. Work in conjunction with the Pandemic Manager and Public Affairs to communicate information to the campus community related to collective bargaining agreements and/or HR policies/procedures.
	5. Review Pandemic BCP with staff.
	6. Provide EAP resources in case employees are in distress.
	7. Distribute telecommuting guidelines to management
		1. Implement personal hygiene, cleaning and sanitizing regimens.
		2. Ensure that individual and common work areas are frequently cleaned and disinfected. Separate work locations.
		3. Report illness or death to appropriate personnel.
		4. Implement attendance reporting in Payroll Services..
		5. Implement HRM work operation according to the Pandemic BCP.
		6. Implement, where applicable, telecommuting policy.
		7. Communicate relevant policies (CBAs, University, systemwide, EAP) in cooperation with the Pandemic Manager and Public Affairs.
		8. Continue HRM operation with minimum staff or if closure is warranted, implement shutdown procedures.
			1. Work with appropriate personnel to return employees back to work if they were on a medical leave of absence.
			2. In cooperation with Pandemic Manager and Public Affairs, communicate any relevant and necessary messages related to returning to work or other policies.
			3. Terminate telecommuting work arrangement on an ongoing and case-by-case basis.
			4. Communicate EAP services if necessary.
			5. Bring HRM operation back to full service.
			6. Continue, in cooperation with Payroll, to monitor attendance in returning the workforce to the campus.
			7. Continue regimen of hygiene and cleaning work stations to guard against new cases.

Pandemic – BCP – Executive Summary

Academic Affairs
Pandemic Response Plan
By Alert Period

"Pre-pandemic" *No known casual human to human transmission of the virus. No cases on campus or in local community*	**"Pandemic Alert"** *Human to human transmission occurring but no cases on campus or in the local community*	**"Pandemic"** *Increased and sustained transmission of virus in the general population and cases in the local community*	**"Recovery"** *Infection/absenteeism rates drop to levels which allow business practices to return to normal*
1. Disseminate information to all Academic Affairs organizations for their understanding, preparation and action. 2. Integrate Pandemic response information into organizational policies and practices, where appropriate. 3. Review policies and standards regarding student excused absences from class when ill, caring for members of household or if campus is closed. 4. Review policies and standards regarding faculty absences; recommend changes to H.R., if appropriate. 5. Develop plans for students to make up missed classes, if necessary, if pandemic is declared. 6. Approve criteria for suspension of classes if pandemic is declared. 7. Develop reporting measures to gage impact on faculty and students. 8. Disseminate copies of the	1. Receive updates from Pandemic Committee regarding possible activation of the Pandemic Response Plan. 2. Facilitate dissemination of appropriate information to faculty regarding status and University response. 3. Furnish faculty with information to assist in their response to students concerns. 4. Review understanding of Pandemic Flu plan with all faculty and staff. 5. Ensure students are aware of personal and group hygiene in classrooms. 6. Prepare alternatives to in-class instruction if possible. 7. Prepare action plans for immediate implementation.	1. Monitor levels of faculty and student absences and report to the University Pandemic Manager and University Pandemic BCP Committee. 2. Implement instructional contingencies and/or emergency actions to facilitate institutional academic goals during a pandemic. 3. Maintain consistent communication with faculty on instructional and procedural action plans. 4. Review and consider withdrawal of students in internship status or other clinical rotations. 5. Monitor levels of faculty and student absences and report to Pandemic Committee. 6. Facilitate dissemination of instructions to faculty. 7. Communicate with faculty regarding status of University response. 8. Ensure students are aware of and practice personal and group hygiene in classrooms.	1. Revert to Pandemic Alert Period mode until stabilization is confirmed and decision is made to revert to Pre-pandemic Period. 2. Re-establish all student services that were suspended, identify any staff shortages, especially critical areas. 3. Reassign staff as necessary to re-establish priority areas of student contact and services. 4. Update all departmental websites with current information. 5. Review and assess effectiveness of procedures and advise changes.

Pandemic Flu Business Continuity Plan to all Academic Affairs faculty and staff. 9. Ensure faculty and staff members have copy of and have read and understand the Pandemic Flu Business Continuity Plan. 10. Develop flu pandemic awareness training for faculty, staff and students based on this plan. 11. Develop plan for care and monitoring of students in practicum, internship and community service learning. 12. Consider possible alternatives to in-class instruction.		9. In case of closure, implement college and/or department plan to shut down operations.	

Pandemic – BCP – Executive Summary

Student Affairs
Pandemic Response Plan
By Alert Period

"Pre-pandemic" *No known casual human to human transmission of the virus. No cases on campus or in local community*	"Pandemic Alert" *Human to human transmission occurring but no cases on campus or in the local community*	"Pandemic" *Increased and sustained transmission of virus in the general population and cases in the local community*	"Recovery" *Infection/absenteeism rates drop to levels which allow business practices to return to normal*
1. In coordination with Public Affairs, integrate pandemic response information to continuing and prospective students and their families. 2. The Director of the Student Health Center serves as the University's Secondary Pandemic Manager. 3. In preparation for a reduced staffing environment, identify succession personnel in critical Student Affairs areas. 4. Develop alternative plans that include: - Recruitment - Admission - Financial Aid - Registration - Use of Student Affairs Personnel	1. Monitor absentee rate of all Student Affairs personnel on a daily basis. 2. Review emergency contact information for all Student Affairs Management personnel and their respective staff. 3. Alert the University Student Health Center if offices encounter students with flu like symptoms. 4. Monitor number of employees by department with flu-like symptoms. 5. Notify potential National and International Student Exchange students the potential of restrictions on student travel.	1. Reduce services that are not essential. 2. Students will continue to access GET/SA for online registration, grades, class schedules, etc. 3. Prospective students may apply through CSUMentor and view their application status, including missing documents. 4. Students will apply for graduation on-line, departmental approval will be accepted by email. 5. Request for grades and transcripts will be processed on-line, alternative method of payment will be created. 6. Students can access GET/SA to view status of their Financial Aid award including missing documents. 7. Campus closure will necessitate the following for	1. Revert to Pandemic Alert Period mode until stabilization is confirmed and decision is made to revert to Pre-pandemic Period. 2. Re-establish all student services that were suspended, identify any staff shortages, especially critical areas. 3. Reassign staff as necessary to re-establish priority areas of student contact and services. 4. Update all departmental websites with current information. 5. Review and assess effectiveness of procedures and advise changes.

		particular student needs: - OSD students will require accessibility through course web pages, and computer availability and technical assistance. - OSD accommodation services will be maintained by office staff through website remote, TTY relay services and internet communication for testing accommodations as needed and electronic text for visually impaired. - International Students require specialized services. IPS websites will be updated as it relates to U.S. Department of Homeland Security. - National and International Student Exchange students will be alerted of their student status via e-mail.	

Pandemic – BCP – Executive Summary

Public Affairs
Pandemic Response Plan
By Alert Period

"Pre-pandemic" *No known casual human to human transmission of the virus. No cases on campus or in local community*	**"Pandemic Alert"** *Human to human transmission occurring but no cases on campus or in the local community*	**"Pandemic"** *Increased and sustained transmission of virus in the general population and cases in the local community*	**"Recovery"** *Infection/absenteeism rates drop to levels which allow business practices to return to normal*
1. Review pandemic communications plan with public affairs staff; activate templates and systems. 1. Act as center of information for staff, faculty, students and families can find up-to-date and reliable information. 2. Disseminate information about pandemic campus preparedness and response plan. 3. Disseminate information from public health sources covering routine infection control measures, modes of infection, symptoms, modes of transmission, how to protect self and family. 4. Anticipate potential fear and anxiety of staff, students and families as a result of rumors and misinformation and plan communications accordingly. 5. Review readiness to meet communications needs in preparation for pandemic, including templates and all other standby materials. 6. Special web information page	1. Communicate campus safety measures; toll free line of information; redundant channels of information put into usage and kept updated. 2. Communicate information on all campus measures being taken; HRM bulletins regarding policies, travel, health services; public health sources. 3. Communicate Student Affairs information regarding status of housing, food service, health services; how students' safety on campus will be maintained. 4. Anticipate rumor and work to address fear and anxiety that can result from rumors or misinformation. 5. Disseminate links and sources of other information regarding a pandemic. 6. Work with external media/community as a source of information.	1. Work closely with EOC/administrators regarding communication needs assessment. 2. Activate all communication modes. 3. Frequently communicate via phone tree. 4. Verify accuracy of daily information. 5. Act as center of information for staff, faculty, students and families. 6. Disseminate information about pandemic campus preparedness and response plan. 7. Communicate information on all campus measures being taken; bulletins regarding policies, travel, health services; public health sources. 8. Communicate pertinent information as to campus health safeguards. 9. Repeatedly communicate existence of toll free line of information.	1. Help assemble report regarding campus impact/response. 2. Review ways to improve communications effectiveness 3. Provide updates to all audiences. 4. Provide follow-up health information. 5. Review effectiveness of procedures and policies. 6. Provide information about return to routine operations. 7. Communicate thanks to all parties involved in response on behalf of University/President.

developed and ready for activation. 7. Establish protocols for communication to students, staff, faculty and parents on operational status of the University.		10. Disseminate information from public health sources covering routine infection control measures, modes of infection, symptoms, modes of transmission; how to protect self and family. 11. Anticipate potential fear and anxiety of staff, students and families as a result of rumors and misinformation and plan communications accordingly. 12. Review daily action plan with key pandemic staff. 13. Special web information page continually reviewed/updated. 14. Provide accurate information to media in accordance with FERPA guidelines. 15. Communicate updates to CSU Public Affairs and Fresno partners. 16. Anticipate next phase.	

Pandemic – BCP – Executive Summary

Information Technology Services (ITS)
Pandemic Response Plan
By Alert Period

"Pre-pandemic" *No known casual human to human transmission of the virus. No cases on campus or in local community*	"Pandemic Alert" *Human to human transmission occurring but no cases on campus or in the local community*	"Pandemic" *Increased and sustained transmission of virus in the general population and cases in the local community*	"Recovery" *Infection/absenteeism rates drop to levels which allow business practices to return to normal*

1. Plan for personnel succession
  a. Succession lists at least three deep
  b. Cross training of personnel; at least two employees trained to cover every position
  c. Preparation of process maps of procedures if key personnel are absent
2. Reviews and update ITS management escalation chart.
3. Review and update personnel and emergency contact list
4. Review and update emergency management documents and plans located on Availl server:
  a. ITS Emergency Management Plan
  b. Vendor contact information
  c. Network/Telecom diagrams
  d. Recovery matrix
  e. Server resources
5. Prepare for work-at-home for key ITS personnel:
  a. Purchase laptops, hardware, software for key personnel
  b. Cell phones
	1. Plan for personnel succession:
	  a. Continue cross training of personnel
	  b. Complete process maps of internal procedures
	2. Reviews and update ITS management escalation chart.
	3. Review and update personnel and emergency contact list.
	4. Review and update emergency management documents and plans located on Availl server:
	  a. ITS Emergency Management Plan
	  b. Vendor contact information
	  c. Network/Telecom diagrams
	  d. Recovery matrix
	  e. Server resources
	5. Prepare for work-at-home for key ITS personnel:
	  a. Test equipment from home to ensure access to campus network, servers, and systems
	  b. Test access to voice mail and PBX
	  c. Develop a campus telephone answering schedule
		1. Plan for personnel succession:
		  a. Personnel assume duties of absent staff members
		  b. Process maps are available for reference if needed
		2. Reviews and update ITS management escalation chart
		3. Review and update personnel and emergency contact list.
		4. Review and update emergency management documents and plans located on Availl server:
		  a. ITS Emergency Management Plan
		  b. Vendor contact information
		  c. Network/Telecom diagrams
		  d. Recovery matrix
		  e. Server resources
		5. Work-at-home for key ITS personnel:
		  a. Technical personnel begin to monitor the campus network, servers, and systems from off campus
		  b. Essential vendors and service providers are contacted and informed of campus closure
			1. Plan for personnel succession:
			  a. Personnel assume duties of absent staff members
			  b. Process maps are available for reference if needed
			2. Reviews and update ITS management escalation chart.
			3. Review and update personnel and emergency contact list.
			4. Review and update emergency management documents and plans located on Availl server:
			  a. ITS Emergency Management Plan
			  b. Vendor contact information
			  c. Network/Telecom diagrams
			  d. Recovery matrix
			  e. Server resources
			5. Work-at-home for key ITS personnel:
			  a. All ITS personnel resume regular work routine and schedule
			  b. Review and assess effectiveness of pandemic response and advise changes
			6. Work-at-home for key campus

c. Purchase 16 port Reach Line Card (RLC) and Remote Office 9115 for the PBX
6. Prepare for work-at-home for key campus personnel:
   a. Size the VPN connection requirement for concurrent users and purchase additional licenses if required
   b. Analyze need and prepare for additional system redundancies
   c. Develop a procedure with Facilities Operations to ensure a continual supply of diesel fuel for the generators supporting the Data Center and Telecommunication Switch rooms
   d. Develop plan to create WebCT shell and auto populate for courses
   e. Determine how critical meetings could convene via telephone or on-line
7. Communicable Disease Communication:
   a. In coordination with Public Affairs develop the university communicable disease web page
   b. Determine method to propagate same unified message to all web pages identified as a priority
   c. Prepare for redundant University web site through 4CNet
8. Review the Disaster Recover plans for CMS.

d. Develop schedule for on-campus system checks
e. Obtain Public Safety Identification Cards for key personnel who have to come to campus
f. Develop schedule for off-campus Help Desk support
g. Obtain listing of authorized managers and their contact information for approval of emergency accounts.
6. Prepare for work-at-home for key campus personnel:
   a. VPN is sized to accommodate 2,000 concurrent users
   b. Servers purchased and installed for additional redundancies
   c. Obtain off-campus contact information and call forward instructions for essential service areas such as Admission, Financial Aid, etc.
   d. Ensure Facilities Operations has a contract for diesel fuel supply and delivery
   e. WebCT shell developed
   f. Purchase SBC/AT&T conference call (1-800) number with security PIN for telephone meetings
   g. Provide campus with recommendations of secure portable data storage devices
   h. Develop end user documentation and training in preparation for work-at home
7. Communicable Disease Communication:

c. ITS telecommunication and Help Desk personnel begin remote assistance
d. In accordance with Public Affairs, ITS Management will provide the telecommunication and Help Desk staff with current status and information
6. Prepare for work-at-home for key campus personnel:
   a. ITS personnel begin to monitor the network, servers, and systems remotely and take action required action to restart services
   b. In accordance with the directions of Public Affairs, all department offices will change their greeting to reflect the current situation of the campus
   c. Telecommunications will program "call forward" to off-campus telephone/cell numbers as directed by each division
   d. ITS will work with key Facilities Operations personnel to ensure that an adequate supply of diesel fuel is available
   e. All user documentation and guides are available on-line
7. Communicable Disease Communication:
   a. Continue updating the university communicable disease web page with all

personnel:
a. Campus personnel return to normal work routine
7. Communicable Disease Communication:
   a. Archive the university communicable disease web page and hold for future use
   b. Deactivate the propagation of the same unified message to all web pages identified as a priority. Archive all content for future use
   c. Sunset the daily refresh of the redundant university web site. Revert back to a schedule in line with the reduced threat level, such as a monthly or quarterly schedule

	a. Update the University communicable disease web page with all timely content and post online for public viewing b. Deploy, test and troubleshoot method to propagate same unified message to all web pages identified as a priority c. Begin making periodic updates to the redundant university web site for campus d. est redundant University web site through 4CNet	content provided by federal, state, and local authorities b. Activate the propagation of the same unified message to all web pages identified as a priority c. Continue making periodic updates to the redundant university web site of campus. Increase the updates to a daily refresh d. Activate redundant University web site through 4CNet in the event of campus system failure	

Pandemic – BCP – Executive Summary

Housing
Pandemic Response Plan
By Alert Period

"Pre-pandemic" *No known casual human to human transmission of the virus. No cases on campus or in local community*	"Pandemic Alert" *Human to human transmission occurring but no cases on campus or in the local community*	"Pandemic" *Increased and sustained transmission of virus in the general population and cases in the local community*	"Recovery" *Infection/absenteeism rates drop to levels which allow business practices to return to normal*

1. Prepare specific multi-modal communication plan for residents.
2. Develop an educational program on emergency preparedness, including a flu pandemic.
3. Train and cross train staff on Pandemic pandemic preparedness and business operations.
4. Create resource lists of digital, on-campus and regional sources of protective equipment, information and services.
5. Create contingency budget that incorporates pandemic planning assumptions and response actions.
6. Request legal review of housing agreements to determine extent to which reassignment is possible if necessary.
	1. Distribute and post information to residents regarding pandemic, personal hygiene, personal responsibility, guest policies and area resources.
	2. Distribute information regarding plans and preparations to residents' emergency contacts.
	3. Initiate ways to minimize unnecessary social contacts such as using the Housing Channel for updates on class syllabi changes in coursework, etc.
	4. Articulate functional priorities of Housing Services, staffing hours and alternative staffing arrangements and position responsibilities.
	5. Suspend routine or non-vital contact between staff and students.
	6. Implement additional sanitary procedures and make sanitation supplies and equipment available to residents and staff. Implement mechanisms for identifying and reporting individuals with flu-like symptoms.
		1. Communication Plan:
		  a. All information be pre-approved through University Pandemic Committee and/or Public Affairs. Provide updates to residents (paper and digital) – symptoms, hygiene, changes in services, regional resources.
		  b. Housing Office would monitor the status of apartments and residents.
		2. Student Issues:
		  a. Housing would be unable to accommodate requests for single rooms during pandemic or requests to be transferred to another room due to illness or due to roommate/apartment-mate being ill or fear of being ill.
		  b. Routine maintenance and business operations may be delayed or altered.
		  c. Housing staff, if able, will respond to those ill with minimal distribution of food
			1. Communication:
			  a. Information would be pre-approved through University Pandemic Committee and/or Public Affairs. Advise residents / public status of Housing Complex, resumption of normal business practices and services and recommended sanitation procedures.
			2. Student Issues:
			  a. provide follow-up counseling / health care
			  b. Financial Aid resumption, outstanding bill processing
			  c. Document the number of students who were ill
			3. Staff Issues:
			  a. payroll, sick leave and vacation leave data are updated
			  b. all work station areas and equipment are thoroughly cleaned
			  c. Temporary staff assistance for recovery time (if

			(soup), will need assistance from other departments for distribution depending upon number of those ill. d. Provide updates to Student Health Center regarding number of ill students as reported to us, and arrange for their treatment via Student Health Center, as able. e. If a specific apartment is deemed uninhabitable by Department of Public Health, we would attempt to relocate residents. f. Implement Death of a Resident procedures if necessary. 3. Staff Issues: 　a. Employees will inform supervisor if they have any symptoms or have been in contact with someone who does. 　b. Utilize phone tree as necessary to contact staff. 　c. Programming will be suspended or delivered via digital media. 　d. The majority of judicial cases would be suspended until end of pandemic. Severe violations will adhere to due process procedures with stipulations for health and safety. 　e. May need to deploy additional staff from other departments, including	available) 4. Operational issues: 　a. Sanitize and re-open common areas 　b. Resume standard business practices

| | | weekend assistance to answer phones and respond to emergency.

4. Operational Issues:
   a. Maintain normal business hours but distribute sanitary supplies and alter procedures to minimize person to person.
   b. Deploy a Housing staff member to the Cashier's Office, to process billing and rent-payment to limit person-to-person contact.
   c. Identify additional authorized signatures for the purpose of processing payroll.
   d. Will need to prepare alternative cleaning options and store cleaning / disinfectant supplies.
   e. Close Computer Lab and Game Room.
   f. Request for Exemption. Residents who are concerned about their living environment and fear contagion, may select to leave Housing.
   g. Data. Housing Office would track number of residents who self-report illness to our office. | |

Pandemic – BCP – Executive Summary

Public Safety
Pandemic Response Plan
By Alert Period

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1. Maintain Emergency Operations Center and related supplies in a state of readiness. 2. Provide succession planning in command staff that includes operational knowledge of essential functions in a reduced staffing environment. 3. Cross-train internal department personnel in University Police Dispatch duties to insure the critical point of contact for the public is constantly available and that the Public Safety campus radio communications system is continually operational. 4. Develop contingency plans for the University Police. 5. Work with Public Affairs to develop a campus-wide community information distribution plan that includes the locations that signage would be placed, types of signage used [electronic boards, banners, alerts, general information], website data	1. Monitor absentee rate of all Public Safety personnel on a daily basis. 2. Advise management and command staff of possible activation of the business continuity pandemic response plan. 3. Alert the University Pandemic BCP Committee and the Student Health Center if encountering individuals with flu-like symptoms in medical aid calls for service and in routine response actions. 4. Test Emergency Operations Center equipment and all supplemental communications weekly [documentation required]. 5. Review emergency contact information for all campus management personnel and department employees. 6. Distribute information to Public Safety employees relative to situation. 7. Limit person-to-person contact with the majority of services being transferred to the Parking and	1. Activate Emergency Operations Center to the level required to support activities. 2. University Police personnel placed on stand-by for security coverage based on 24-hour continual service requirement. 3. Command and management staff placed on rotational schedule, if required. 4. Reduce services provided that are not essential to University mission. 5. Implement contingency plans for the University Police to supplement directed patrol activities. 6. Assist Public Affairs in campus-wide community information distribution. 7. Utilize building and evacuation coordinators to notify building occupants of any closures.	1. Revert to Pandemic Alert Period mode until stabilization is confirmed and the decision is made to stand-down to the Pre-pandemic Period. 2. Re-activate support activities suspended during Pandemic Period, if any. 3. Complete an "After-Action Report" using incident command system post-event guidelines.

resource points, and an approval process. 6. Train back-up records personnel in reporting requirements related to legally mandated issues. 7. Maintain emergency contact data listing for all building and evacuation coordinators.	Transportation Building service windows.		

Pandemic – BCP – Executive Summary

Facilities
Pandemic Response Plan
By Alert Period

"Pre-pandemic" *No known casual human to human transmission of the virus. No cases on campus or in local community*	"Pandemic Alert" *Human to human transmission occurring but no cases on campus or in the local community*	"Pandemic" *Increased and sustained transmission of virus in the general population and cases in the local community*	"Recovery" *Infection/absenteeism rates drop to levels which allow business practices to return to normal*
1. Identify building mechanical systems which rely on periodic physical intervention by core personnel have been identified to include (see 3.2.3.1). 2. Identify key primary and secondary back-up personnel and notified of their responsibilities in relation to essential mechanical systems (see 3.2.3.2). 3. Identify areas campus wide that we need to be focus on keeping clean and sanitized. 4. Identify outside vendors that will need to supply the essential products for maintaining campus operations.	1. Ensure preparedness of staff of essential mechanical systems. 2. Assign personnel to monitor these essential mechanical systems. 3. Implement increased custodial support in common group areas and restroom facilities. Evaluate increasing evening staffing to support evening classes. 4. Initiate increased Building Service Engineer (BSE) oversight of buildings and institute increased preventative maintenance activities (filter change-out, evaluate increasing outside air rather than recirculation of existing building make-up, etc.). 5. Prepare and/or update action plans for individual areas with the focus on operating within minimal staffing levels. 6. Review and update personnel succession plans and employee/staffing contact information. 7. Evaluate outside contracts and service providers as a back-up	1. Ensure that cleaning or sanitizing common hard surfaces receives highest priority by our staff (tables, desktops, door handles, restrooms, etc.). 2. Ensure sufficient paper products are on hand for the restrooms. 3. Ensure HVAC systems are moving sufficient filtered and fresh air though all buildings. 4. Continue to monitor essential mechanical systems campus wide for daytime classes, offices and evening classes. 5. Ensure outside providers are supplying adequate supplies on a set schedule to maintain the campus operations. 6. Communicate with our elevator company on maintaining staffing for elevator calls and emergencies. Have the fire department on stand-by for emergencies. 7. Assist in closing building as directed, clean and sanitize all common surfaces as these	1. Assist on reopening the buildings as the campus begins to reopen. 2. Clean and sanitize all indoor areas prior to opening each building. 3. Ensure all essential mechanical systems are running properly prior to opening the buildings. 4. Evaluate internally how Facilities Services could better service the campus during another Pandemic Period.

	measure to maintaining operational capability, and if necessary establish service contracts to implement. 8. Maintain fuel levels in the emergency generators campus wide.	buildings close.	

Pandemic – BCP – Executive Summary

Financial Services
Pandemic Response Plan
By Alert Period

"Pre-pandemic" *No known casual human to human transmission of the virus. No cases on campus or in local community*	"Pandemic Alert" *Human to human transmission occurring but no cases on campus or in the local community*	"Pandemic" *Increased and sustained transmission of virus in the general population and cases in the local community*	"Recovery" *Infection/absenteeism rates drop to levels which allow business practices to return to normal*
1. Prepare and maintain personnel succession plans and contact information. 2. Where applicable, understand and prepare work-at-home plans. 3. Establish person-to-person (customer-to-staff) contact protocol. 4. Encourage employees and students to setup direct deposits. 5. Prepare manual checks and logs for financial transactions. 6. Obtain listing of pandemic related materials from Pandemic Committee. 7. Prepare and maintain contact list for the State and Chancellor's Office.	1. Prepare and/or update action plans for individual areas with the focus on operating within minimal staffing levels. 2. Review and update personnel succession plans and employee contact information. 3. Review and update work at home capabilities and procedures. 4. Initiate person-to-person contact protocol. 5. Review the status of requisitions for pandemic related materials. 6. Initiate, where applicable, requisitions for pandemic related materials. 7. Post notification/information at individual areas for service procedures. 8. Post electronic and mail-in payment procedures at the Cashier's Office.	1. Implement safe work practices and procedures. 2. Post call-in numbers for conducting business to minimize walk-ins. 3. Where appropriate, implement work-at-home procedures. 4. Execute purchase requisitions for pandemic related materials. 5. Identify staff volunteers willing to assist with other University functions.	1. Maintain procedures/processes as defined in the Pandemic Alert Period. 2. Assess and determine when to downgrade to the Per-Pandemic Period stage. 3. Assess work back-logs and staff availability. 4. Establish and implement procedures to return to normal work routines. 5. Conduct lessons learned review and update pandemic plan as appropriate.

Pandemic – BCP – Executive Summary

Golden Eagle (Auxiliary) Operations
Pandemic Response Plan
By Alert Period

"Pre-pandemic" *No known casual human to human transmission of the virus. No cases on campus or in local community*	**"Pandemic Alert"** *Human to human transmission occurring but no cases on campus or in the local community*	**"Pandemic"** *Increased and sustained transmission of virus in the general population and cases in the local community*	**"Recovery"** *Infection/absenteeism rates drop to levels which allow business practices to return to normal*
1. Update and maintain management staff contact numbers. 2. Establish work-at-home procedures for designated staff. 3. Communicate existence & purpose of campus Pandemic Response Plan to management staff and building tenants. 4. Discuss potential impact of high absenteeism on UAS core business functions. 5. Create internal procedures and strategies to address impact (cross-training, daily meetings, temporary staffing, changes in person to person hygiene, etc.).	1. Review action plans to maintain core functions with reduced staff. 2. Review hygiene protocols with food court operators and Bookstore. 3. Designate contact person & alternate to maintain communication with Pandemic Manager. 4. In conjunction with BCP Committee, communicate possible restrictions on use of retail locations to campus community.	1. Implement heightened personal hygiene protocols in all food vending establishments. 2. Report to the University Pandemic BCP Committee on actions to restrict or curtail food operations and large gatherings in food vending establishments. 3. Implement University procedures/guidelines for minimizing public gatherings at the Golden Eagle. 4. Implement contingency plans for child care centers under the control and oversight of the Auxiliary. 5. Implement work-at-home plan as needed. 6. Reduce services and work schedules of staff to minimum.	1. Upon recommendation by Pandemic BCP committee, transition to Alert level of core functions as staffing allows. 2. Schedule post-Pandemic review meeting with senior staff to assess status of core functions and prioritize return to normal operations. 3. Expand services to Pre-Pandemic levels. 4. Prepare material for evaluation of operations during Pandemic period.

Pandemic – BCP – Executive Summary

Legal Preparedness
Pandemic Response Plan
By Alert Period

"Pre-pandemic" *No known casual human to human transmission of the virus. No cases on campus or in local community*	"Pandemic Alert" *Human to human transmission occurring but no cases on campus or in the local community*	"Pandemic" *Increased and sustained transmission of virus in the general population and cases in the local community*	"Recovery" *Infection/absenteeism rates drop to levels which allow business practices to return to normal*
1. Establish contacts with Chancellor's Office, Office of General Counsel, Center for Disease Control, Los Angeles Superior Court, etc. 1. Gather and coordinate CSU Executive Orders and Coded Memorandum, Campus Administrative Procedures, Faculty Handbook, and other policy guidelines. 2. Establish contacts with Centers for Disease Control and public health organizations so that proper documents can be prepared. 3. Establish contacts with municipal and public health care agencies. 4. Establish contacts with courts and administrative agencies. 5. Establish contacts with public safety organizations and civil rights organizations. 6. Establish contacts with state and local bar associations/committees.	1. Request information from Chancellor's Office, Office of General Counsel, Center for Disease Control, Los Angeles Superior Court, etc. 2. Begin creating due process flowchart that encompasses CSU Executive Orders and Coded Memorandum, Campus Administrative Procedures, Faculty Handbook, and other policy guidelines. 3. Request information from Centers for Disease Control and public health organizations so that proper documents can be prepared. 4. Request information from municipal and public health care agencies. 5. Request information from courts and administrative agencies. 6. Request information from public safety organizations and civil rights organizations.	1. Guide and monitor processing of grievances about, and appeals of, University decisions and actions, to ensure compliance with procedural and substantive due process requirements, as well as University policies and law. 2. Prepare and distribute (following consultation with Public Affairs, the University Pandemic BCP Committee, and President's Office) summaries of new or notable laws particularly applicable in a pandemic situation. 3. Suggest modifications to University policies and procedures if needed in response to new laws or legal procedures adopted during a pandemic. 4. Document the bases for, and effects of, University decisions and actions, in anticipation of future litigation, and/or claims.	1. Initiate a review to determine any potential litigation, claim activity, or labor related exposures to the University. 2. Report such exposures to the University Pandemic BCP Committee and President's Office.

Pandemic – BCP – Executive Summary

All University Organizational Units
Pandemic Response Plan
By Alert Period

"Pre-pandemic" *No known casual human to human transmission of the virus. No cases on campus or in local community*	"Pandemic Alert" *Human to human transmission occurring but no cases on campus or in the local community*	"Pandemic" *Increased and sustained transmission of virus in the general population and cases in the local community*	"Recovery" *Infection/absenteeism rates drop to levels which allow business practices to return to normal*
1. Plan for organizational resilience and personnel succession within the organization. 2. Prepare and periodically update personal contact information and emergency call lists. 3. Where applicable, understand and prepare work-at-home plans for some or all personnel. 4. Evaluate how organization will continue normal operations with potential for large employee absenteeism.	1. Prepare and/or update action plans for individual areas with the focus on operating within minimal staffing levels. 2. Review and update personnel succession plans and employee/staffing contact information. 3. Evaluate outside contracts and service providers as a back-up measure to maintaining operational capability, and if necessary establish service contracts to implement.	1. Report occurrences of employee absenteeism due to illness greater than one-day to the Pandemic Manager. 2. Review current operations in order to implement work reductions to those essential functions/activities for the continued operation of the University and instructional services to students. 3. Immediately report serious illness or death of campus personnel (whether occurring on campus or elsewhere) to the University Pandemic BCP Committee, and/or the Pandemic Manager. 4. In the event of partial or full campus closure, implement department plan to cease operations and to operate under the essential function protocol, as previously identified.	1. All departments shall continue to monitor members of their organization for flu related symptoms, and/or absenteeism occurrences. Report occurrences to the Pandemic Manager. 2. Restore university operations to as normal an operation as the situation would allow. Report on operational capability to the University Pandemic BCP Committee. 3. Evaluate and coordinate operational backlog, and report on any resource concerns to achieve full operational capability to the University Pandemic BCP Committee. 4. Conduct an evaluation of the pandemic procedures and protocols, and report to the University Pandemic BCP Committee any opportunity for improvement and/or concern. 5. Monitor guidance and direction from the University Pandemic BCP Committee for potential changes in

		5. In the event of a University closure, implement college/department plan to cease operations. Re-evaluate for effectiveness and applicability.	alert status and/or institutional readiness.