

The University of North Carolina Wilmington (UNCW)

Pandemic Influenza Response Plan

Annex to the UNCW All Hazards Emergency Operations Plan



**601 South College Road
Wilmington, North Carolina 28403**

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***University of North Carolina Wilmington
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UNCW Emergency Operations Plan Pandemic Influenza Response Plan Annex

I. Introduction

Three instances of pandemic influenza have occurred in the last century. The 1918-1919 Spanish Flu caused illness in 20-40% of the world's populations and killed over 20 million people, 500,000 of those in the U.S. The 1957-1958 Asian Flu caused about 70,000 deaths in the U.S., though a vaccine was produced shortly after it was identified. The 1968-1969 Hong Kong Flu caused approximately 34,000 deaths in the U.S., and still circulates in some form today. Given that the 1918 pandemic swept across the country in 3-4 weeks at a time when fewer people traveled and modes of transportation were slower and more limited, the window for taking action to respond to a pandemic flu emergency in the present time may be limited to a few days in today's highly mobile society with frequent international air travel.

The chances of a pandemic flu threatening the United States has increased in recent times due to the formation and mutation of new influenza viruses throughout the world. 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 influenza activity around the globe, including the emergence of new strains of possible pandemic forms of influenza.

According to the National Strategy for Pandemic Influenza, developed by the Department of Homeland Security in November 2005, "States and communities should have credible pandemic preparedness plans to respond to an outbreak within their jurisdictions." UNCW has created this annex to the all hazards Emergency Operations Plan to help the campus prepare for and respond to a pandemic influenza outbreak. This plan is written with information and guidance from the North Carolina Pandemic Influenza Plan, the World Health Organization Global Influenza Preparedness Plan, the U.S. Government Department of Homeland Security National Strategy for Pandemic Influenza, and the U.S. Government Department of Health and Human Services Pandemic Plan.

A. Purpose

The purpose of the Pandemic Influenza Response Plan Annex to UNCW's Emergency Operations Plan is to establish a comprehensive approach to managing a pandemic flu emergency at UNCW across a spectrum of activities including mitigation, preparedness, response, and recovery. This plan should be implemented in accordance with the UNCW Emergency Operations Plan.

This plan establishes policies, procedures, and organizational structure for response to pandemic flu or other infectious disease emergency that may cause a significant

disruption of the functions of all or portions of the university. This plan describes the roles and responsibilities of university departments and individuals in a pandemic flu or other infectious disease emergency, and should be implemented when there is a potential pandemic flu threat to the United States.

Additionally, the Department of Homeland Security has developed expectations for states and local communities in pandemic flu planning, which this plan addresses. These include:

- Ensuring that all reasonable measures are taken to limit the spread of an outbreak within and beyond UNCW's borders.
- Establishing comprehensive and credible preparedness and response plans that are exercised on a regular basis.
- Integrating non-health entities in the planning for a pandemic, including law enforcement, utilities, and leadership.
- Establishing community-based stockpiles and distribution systems to support a comprehensive pandemic response.
- Identifying key spokespersons for the community, ensuring that they are educated in risk communication, and have coordinated crisis communications plans.
- Providing public education campaigns on pandemic influenza and public and private interventions.

B. Scope

This plan:

1. Is intended to focus on pandemic influenza and infectious disease related emergencies that impact UNCW operations.
2. Applies to all UNCW departments, faculty, staff, and students.
3. Builds upon existing UNCW emergency preparedness procedures by addressing unique policies, situations, operating concepts, and responsibilities required for the response to pandemic flu and infectious disease emergencies.

C. Definitions

The following definitions were adapted from the *National Strategy for Pandemic Influenza, Homeland Security Council, May 2006* and the *HHS Pandemic Influenza Plan, U.S. Department of Health and Human Services, November 2005*.

1. Antiviral medications – Medications presumed to be effective against potential pandemic influenza virus strains. These antiviral medications include the neuraminidase inhibitors oseltamivir (Tamiflu) and zanamivir (Relenza).

2. Avian Flu – An infection of poultry caused by an influenza A virus that meets the World Organization for Animal Health (OIE) definition for high pathogenicity based on the mortality rate of chickens exposed to the virus intravenously or on the amino acid sequence of the cleavage site of the virus' hemagglutinin molecule.
3. Containment – Contain an outbreak to the affected region(s) and limit the spread of the pandemic.
4. Epidemic – A pronounced clustering of cases of disease within a short period of time; more generally, a disease whose frequency of occurrence is in excess of the expected frequency in a population during a given time interval.
5. Essential Functions – Functions that are absolutely necessary to keep a business operating during an influenza pandemic, and critical to survival and recovery.
6. Influenza – An acute viral disease of the respiratory tract characterized by fever, headache, myalgia, prostration, coryza, sore throat, and cough. For screening purposes, influenza is defined as a respiratory illness with temperature greater than 38°C plus either sore throat or cough.
7. Isolation – Separation of infected individuals from those who are not infected.
8. Outbreak – An epidemic limited to localized increase in the incidence of disease, e.g., in a village, town, or closed institution; a cluster of cases of an infectious disease.
9. Pandemic Flu – A worldwide epidemic when a new or novel strain of influenza virus emerges in which humans have little or no immunity, and develops the ability to infect and be passed between humans.
10. Pandemic Vaccine – Vaccine for specific influenza virus strain that has evolved the capacity for sustained and efficient human-to-human transmission. This vaccine can only be developed once the pandemic strain emerges.
11. Quarantine – Separation of individuals who have been exposed to an infection but are not yet ill from others who have not been exposed to the transmissible infection.
12. Seasonal Flu – Seasonal influenza occurs each winter, primarily causing self-limiting disease for 2 to 7 days in most infected individuals.
13. Social Distancing – Infection control strategies that reduce the duration and/or intimacy of social contacts and thereby limit the transmission of influenza. There are two basic categories of intervention: transmission interventions, such as the use of facemasks, may reduce the likelihood of casual social contacts resulting in disease transmission; and contact interventions, such as closing

schools or canceling mass gatherings, which eliminate or reduce the likelihood of contact with infected individuals.

14. Telecommuting/Teleworking – Working from home or an alternate site and avoiding coming to the workplace through telecommunication (computer access).
15. Wave – The period during which an outbreak or epidemic occurs either within a community or aggregated across a larger geographical area. The disease wave includes the time during which disease occurrence increases rapidly, peaks, and declines back toward baseline.
16. WHO Pandemic Flu Alert Levels – WHO uses a series of six phases of pandemic alert as a system for informing the world of the seriousness of the threat and of the need to launch progressively more intense preparedness activities. The designation of phases, including decisions on when to move from one phase to another, is made by the Director-General of WHO. Each phase of alert coincides with a series of recommended activities to be undertaken by WHO, the international community, governments, and industry. Changes from one phase to another are triggered by several factors, which include the epidemiological behavior of the disease and the characteristics of circulating viruses.

II. Policies

A. Social Distancing Policy

Modeling studies have suggested that social distancing measures will decrease the spread of a pandemic influenza virus. These measures aim to increase the social distance between people in an outbreak zone and thus reduce the opportunities for transmission to occur. At UNCW, these measures include canceling classes, canceling events and mass gatherings, closing the campus, and conducting isolation and quarantine measures as needed. These measures are most effective when implemented early in the pandemic and before infection takes hold in a community.

Under the UNCW Emergency Operations Plan, the Crisis Decision Team will make the decision to suspend classes and/or close the campus in a pandemic flu emergency. An agreement on the criteria for these decisions will aid in this decision making. Suggested criteria are:

- WHO Phase 6 – Pandemic Period: Increased and sustained transmission in the general U.S. population.
- Confirmation of a high rate of infectivity, morbidity, and/or mortality.
- Local public health recommendations to curtail/cancel public activities in North Carolina.

- A noticeable decrease in class attendance or increase in students returning home in response to a potential public health emergency.
- Rising employee absenteeism.

The economic and social ramifications of canceling classes, social and athletic events, and closing research operations are significant. Additionally, in a pandemic flu situation, UNCW may have to remain closed for 7-10 weeks. However, implementing closing campus measures early, before infection enters the community, may be a better strategy for educational institutions. Reducing the number of students remaining on campus early in the pandemic, and sending them to a safer home environment, may be the best strategy given the limited resources UNCW will have available to support those who remain. The presence of disease, as well as the perception of risk of contracting the disease, will result in high absenteeism from work and classes.

B. Teleworking Policy

To be inserted. This policy is in draft form and is awaiting approval from the UNCW Cabinet.

C. UNCW Communicable Disease Policy

Authority: Chancellor

Source of Authority: UNC Policy No. 300.8.3[G]

Responsible Offices: Student Health Services; Environmental Health & Safety; Human Resources

Purpose

Prompt recognition and identification is the first step in the control of any communicable disease, whether it is prevalent, emerging, or used for bioterrorism. The University of North Carolina Wilmington (UNCW) acknowledges the seriousness of this public health problem and in an effort to be prepared for and control communicable diseases, which affect faculty, staff, students, visitors or employees on campus, has developed the following policy and procedures.

Policy

1. UNCW's Environmental Health and Safety, Human Resources and Student Health Services shall provide training and/or ongoing educational campaigns to persons about communicable diseases.
2. Persons with communicable diseases shall not be excluded from enrollment or employment or restricted in their access to university facilities, programs or services unless a medically based judgment, in an individual case, establishes that exclusion or restriction is necessary for the health and safety of the infected individual or the health and safety of other members of the university community.

3. Students who know, or have reasonable basis for believing, that they have a communicable disease are encouraged to share that information with clinicians in the University Counseling Center or Abrons Student Health Center, so that the University can respond appropriately to their health and educational needs. Faculty and staff who know, or have reasonable basis for believing, that they have a communicable disease are encouraged to share that information with their supervisor, health care provider, Environmental Health and Safety, Human Resources and Student Health Services, as appropriate, so that the university can respond appropriately to their health and educational needs. Any such disclosure shall be treated by the recipient as strictly confidential and no further disclosure shall be made within or without the university unless such release is made pursuant to provisions of law that specifically authorize or require the release of such information or records.
4. Persons who know, or have reasonable basis for believing, that they have a communicable disease are expected to seek expert advice about their health circumstances and are obligated, ethically and legally, to conduct themselves responsibly in accordance with such knowledge for the protection of other members of the university community.
5. Persons who have or have been exposed to a communicable disease that endangers the health of others in the work place may be granted administrative leave for a specified period of time, as per the Leave for Exposure to Communicable Disease Policy established by the Office of State Personnel. <http://www.osp.state.nc.us/manuals/manual99/communicablediseases.pdf>

Procedures

1. The Chancellor's Council on Health and Wellness is responsible to advise the chancellor's office of campus initiatives for addressing communicable diseases. The council will work with other administrators, such as directors and department heads, to ensure that relevant information about communicable disease is available to all faculty, staff, and students and that more detailed information and personal consultation is available upon request.
2. Printed information about communicable diseases is available in Environmental Health and Safety, Human Resources and Student Health Services (i.e. Abrons' Student Health Center and Health Promotions), Student Recreation Center, University Union, academic buildings and residence halls.
3. Faculty and staff who have knowledge of highly contagious diseases (i.e. meningitis, tuberculosis, SARS, etc.) shall notify the highest level administrator, who will initiate the communication cascade which may include university officials and the New Hanover County Health Department for evaluation, treatment and preventive measures.
4. The official university spokesperson on communicable disease shall be the chancellor, or designee. All inquiries from the press, from elected public

officials, or the public, in general, are to be referred to the university spokesperson.

5. No persons with a communicable disease shall, on the basis of such fact, be discriminated against in employment, admission, or other programs or services.
6. This policy and the training, ongoing educational campaigns and departmental communication shall be reviewed annually. Recommendations for policy changes may be forwarded to the Chancellor's Council on Health and Wellness through the Vice Chancellor of Student Affairs and/or members of the council.

D. Financial Policies

To be developed.

E. Travel Policies

To be inserted. This policy is in draft form and is awaiting approval from UNC General Administration.

F. Academic Policies

To be developed.

III. Situation

A. Condition

This plan will be implemented based upon WHO Pandemic Flu Alert Levels. If a pandemic flu affects North Carolina, disruptions to UNCW's operations will most likely be affected. Disruptions may include:

- Massive absenteeism of faculty, staff, and students
- Loss of infrastructure such as power, due to lack of workforce
- Delay of critical services and supplies from external providers
- Loss of key providers and suppliers
- Loss of leaders
- Lack of skills from existing work force
- Cancellation of classes or closing of the university
- Limited essential personnel
- Travel restrictions
- Financial loss
- Impacts to research

Characteristics of a pandemic influenza include:

- 35 percent clinical disease attack rate in the overall population.
- An incubation period of approximately 2 days.
- Ill persons who can shed the virus and can transmit infection for one-half to one day before the onset of illness. (Viral shedding will be greatest during the first two days of illness).
- An average infection rate of an infected person to two other people.

This plan is written in accordance with the World Health Organization (WHO) Pandemic Flu Alert levels, as described in Table 1.

B. Planning Assumptions

1. UNCW will maintain a current, widely disseminated emergency management plan and pandemic flu plan, train personnel to evaluate and respond to pandemic flu and infectious disease emergencies, and maintain emergency response staff to make such responses in an immediate and effective manner.
2. UNCW will be operating under the umbrella of the WHO, DHS, State health, and New Hanover County Public Health when making decisions in a pandemic flu emergency.
3. The first pandemic influenza outbreaks will most likely occur in clusters scattered throughout the world. Therefore, international travelers may be subject to restrictions and screening.
4. In the U.S., the pandemic will hit in waves, and the waves will last approximately 8-12 weeks (based on the estimated wave length described in the *DHS National Strategy for Pandemic Influenza Implementation Plan*). If an outbreak occurs at UNCW, it is likely to last for 6-8 weeks (based on the estimated community outbreak length described in the *DHS National Strategy for Pandemic Influenza Implementation Plan*).
5. If a severe outbreak were to occur, UNCW should expect to suspend classes for 7-10 weeks in a worse case scenario.
6. UNCW may have to cancel large gatherings and events to mitigate the spread of disease and minimize impact to the UNCW Student Health care infrastructure.

Table 1

WHO Phase	WHO Alert Description	WHO Alert Level	Details	Public Health Goals	UNCW Operational Period Goals
Inter-pandemic phase	Low risk of human cases	1	<ul style="list-style-type: none"> • Pandemic alert period • Current situation: Human infections with a new subtype, but no sustained human-to-human spread 	Strengthen influenza pandemic preparedness at the global, regional, national, and subnational levels.	Pre-event assessment and planning
New Virus in animals, no human cases	Higher risk of human cases	2		Minimize the risk of transmission to humans; detect and report such transmission rapidly if it occurs.	
Pandemic Alert	No or very limited human-to-human transmission	3	<ul style="list-style-type: none"> • Elevated pandemic risk • Small, highly localized clusters anywhere in the world with limited human-to-human transmission. • International travel advisories begin. 	Ensure rapid characterization of the new virus subtype and early detection, notification and response to additional cases.	Planning and preparedness
New virus causes human cases	Evidence of increased human-to-human transmission	4	<ul style="list-style-type: none"> • Pandemic imminent • Large clusters, but still localized. • Public health authorities urge to prepare for social distancing. • International travel warnings and passenger screenings begin 	Contain the new virus within limited foci or delay spread to gain time to implement preparedness measures, including vaccine development.	Social distancing and suspension of classes
	Evidence of significant human-to-human transmission	5	<ul style="list-style-type: none"> • Virus characterized as having a high rate of transmissibility and/or mortality • Worried well begin to use resources • Trough between waves 	Maximize efforts to contain or delay spread, to possibly avert a pandemic, and to gain time to implement pandemic response measures.	
Pandemic	Efficient and sustained human-to-human transmission	6	<ul style="list-style-type: none"> • Pandemic period • Increased and sustained transmission in the general U.S. population. • Confirmation of a high rate of infectivity and/or mortality. • Immediately preceded by falling class attendance, students leaving campus and <u>local public health recommendations</u> to curtail/cancel public activities in NC. • Rising employee absenteeism. • International travel restrictions • Essential employees must report to work 	Minimize the impact of the pandemic.	Community Outbreak

7. The decision to cancel classes must be made early in the period of contagion to allow residential students to return to a less-risky home environment. Because not all students will be able to return home, it is expected that many students will have to be housed on campus and cared for. These students will also increase the probability of quarantine and isolation measures. Essential services must be provided for students remaining on campus and for essential personnel.
8. After the period of contagion has passed, UNCW may need to reschedule its instructional calendar.
9. Absenteeism may reach 40 percent for periods of about 2 weeks at the height of a pandemic wave, with lower levels of staff absent for a few weeks on either side of the peak.
10. High absenteeism of staff will present challenges to campus leadership and delivery of services as human resources are strained in all aspects of operations. Planning needs to consider issues of depth charting for leadership positions, cross training personnel, and teleconnectivity that allows employees to work from home.
11. UNCW will provide to the extent possible access to its critical information technology applications including email, Banner, and WebCT/VISTA. During this time, UNCW will reserve bandwidth solely for these critical applications. Fire transfer protocol (desktop communication and central server applications) will be discouraged.
12. ITSD will provide a reasonable attempt to support a new community of teleworkers as a result of the pandemic.
13. To the extent possible, essential services that can be provided from remote sites will be supported by employees working from home. Emergency operations may have to coordinate through alternate means other than on-site meetings.
14. Advanced stockpiling of critical resources will be necessary prior to the outbreak. During a community outbreak of the pandemic flu, there will be significant economic disruptions, including inventory shortages, shipment delays, and reduced business activity.
15. Contagious employees (both symptomatic and asymptomatic) may feel compelled to come to work. Steps need to be taken to minimize this risk, such as instructing employees to remain at home if ill.
16. Trask Coliseum may be used as a mass dispensing site by the New Hanover County. UNCW may have to provide personnel to support this operation.

IV. Concept of Operations

B. Organization

According to the UNCW Emergency Operations Plan, the organizational structure of emergency management at UNCW consists of several elements including the Crisis Decision Team (CDT), the Emergency Operations Group (EOG), the Emergency Operations Center (EOC), the DRU Council, and external entities. These elements will continue to function in a pandemic flu or infectious disease emergency, with slight modifications, as described below. Additionally, a Pandemic Flu Planning Committee will function to coordinate plans and procedures for pandemic flu and infectious disease emergencies at UNCW.

1. Pandemic Flu Planning Committee

This committee will meet on a regular basis to discuss specific plans and procedures for preparing for, responding to, and recovering from a pandemic flu or infectious disease emergency. Membership of this committee includes:

- Associate Vice Chancellor for Business Affairs (Chair)
- Emergency Management Coordinator (lead plan writer)
- Associate Provost
- Associate Dean of Research
- Assistant Provost for International Programs
- Senior Associate Vice Chancellor for Business Affairs
- Associate Vice Chancellor for Student Development Services
- Medical Director
- Assistant to the Chancellor for Marketing and Communications
- Environmental Health & Safety Director
- Director of the Physical Plant
- Director of Human Resources
- Legal Counsel
- Chief of Police
- ITSD Representative
- School of Nursing Representative
- External entities as required

2. Crisis Decision Team

The Crisis Decision Team (CDT) consists of members of UNCW senior management who are responsible for communicating during disaster situations to make decisions regarding canceling classes, evacuations, closing the campus, and other emergency management decisions. The CDT will conduct emergency meetings, initiated by the Emergency Operations Coordinator, to determine a course of action based on group discussion and information provided by support personnel. The CDT will also approve any major policy changes to emergency

plans as suggested by the Emergency Operations Group (EOG). CDT members and their alternates must remain on call at all times. The following university personnel comprise the CDT:

- Associate Vice Chancellor for Business Affairs - Business Services (EO Coordinator)
- University Provost
- Vice Chancellor for Student Affairs
- Vice Chancellor for Business Affairs
- Vice Chancellor for Information Technology
- Special Assistant to the Chancellor
- Associate Vice Chancellor for Business Affairs – Facilities
- Assistant to the Chancellor for Marketing and Communications

The Crisis Decision Team will remain as structured in the UNCW Emergency Operations plan during a pandemic flu emergency, with a few additions. Additional personnel will include:

- Director of Human Resources
- General Counsel

Additional support personnel will include:

- Medical Director/Liaison to New Hanover County Health Department
- Director International Programs
- Associate Dean of Research
- Director of Housing and Residence Life
- Director of Auxiliary Services (and food services as necessary)

2. Emergency Operations Group

The EOG will function as described in the UNCW Emergency Operations Plan, with additional personnel as necessary, including members of the Pandemic Flu Planning Committee.

3. Emergency Operations Center

The Emergency Operations Center (EOC) will be activated as needed in a pandemic flu situation. The EOC may have to operate in a virtual capacity to limit contagion of the virus among key personnel. The UNCW EOC will be activated in coordination with the New Hanover County EOC.

4. External Entities

UNCW will continue to rely on coordination and communication with the external entities described in the UNCW Emergency Operations Plan.

Additionally, the following agencies will be consulted during a pandemic flu or infectious disease emergency:

- New Hanover County Health Department
- New Hanover Health Network
- North Carolina Department of Health and Human Services
- Center for Disease Control

C. Response Actions

UNCW's response to a pandemic flu or infectious disease emergency is based on the WHO pandemic flu alert levels, as described below. Response levels are divided into operational periods according to the WHO levels.

WHO Phase	WHO Alert Description	WHO Alert Level	UNCW Operational Period Goals
Inter-pandemic phase	Low risk of human cases	1	Pre-event assessment and planning
New Virus in animals, no human cases	Higher risk of human cases	2	
Pandemic Alert	No or very limited human-to-human transmission	3	Planning and preparedness
New virus causes human cases	Evidence of increased human-to-human transmission	4	Social distancing and suspension of classes
	Evidence of significant human-to-human transmission	5	
Pandemic	Efficient and sustained human-to-human transmission	6	Community Outbreak

General UNCW response measures for each level are listed below. Detailed response measures are listed for each responding department in Appendix A: UNCW Infectious Disease/Pandemic Influenza Response Plan Departmental Checklists.

1. Pre-event Assessment and Planning (WHO Levels 1-2)

- Conduct periodic meetings of the Pandemic Flu Planning Committee.
- Continue to plan, secure supplies, and solicit vendors in preparation for an event.
- Review and update departmental emergency plans and checklists.
- Update emergency contact information.

2. Planning and Preparation (WHO Level 3)

- Conduct regular meetings of the Pandemic Flu Planning Committee.
- Continue to plan, secure supplies, and solicit vendors in preparation for an event
- Review and update departmental emergency plans and checklists.
- Update emergency contact information.
- Evaluate research activities for increased risk/exposure and implement screening if necessary. (e.g. research on migratory birds, etc.)
- Monitor travel activities of faculty, staff, and students in at-risk areas and implement screening if necessary.
- Conduct extra biohazard training, N-95 training, and fit testing as needed.
- Secure a location for the stockpiling of additional supplies to sustain students and emergency personnel for an extended period of time.
- Review procedures for collection of dead animals (particularly birds) with grounds crew.
- Secure contractual agreements for delivery of additional supplies.
- Disseminate information regarding emergency procedures and personal protective measures (such as hand washing and cough etiquette) to faculty, staff, and students.
- Encourage faculty, staff, and students to get a current flu vaccination.
- Coordinate with the New Hanover County Health Department and New Hanover County Emergency Management.

3. Social Distancing and Suspension of Classes (WHO Levels 4-5)

- Continue to conduct regular Pandemic Flu Planning Committee meetings and begin holding EOG and CDT meetings as necessary.
- Consult with General Administration on system wide coordination steps.
- Begin issuing international travel advisories and issue screening procedures and/or possible quarantine orders of individuals who have traveled to infected areas.
- Suspend or conclude at-risk research and other activities where possible.
- Aggressively stockpile supplies necessary to sustain students who may not be able to evacuate if classes are canceled.
- Review the university schedule for large events and public gatherings.
- Consider activating the Emergency Operations Center, at least partially.
- Begin aggressive screening of patients at the Student Health Clinic and faculty and staff if necessary.
- Disseminate public information on a regular basis through the Marketing and Communications Department.
- Prepare for social distancing and issue a decision regarding class cancellations. Evacuate as many students as possible (late stage).
- Coordinate with the New Hanover County Health Department and New Hanover County Emergency Management.

4. Community Outbreak (WHO Level 6)

- Curtail all international travel. Quarantine any returning individuals for 10 days to two weeks prior to returning to campus.
- Coordinate with the New Hanover County Health Department and New Hanover County Emergency Management.
- Curtail all campus activities and suspend classes.
- House students who are unable to return home because of distance or local conditions in a central location. Quarantine ill students in a separate location.
- Close campus to everyone but essential personnel and students who must remain on campus. Allow teleworking and alternate means of education where possible.
- Require essential personnel to report to campus, unless ill.
- Maintain inventory of critical items and ensure accessibility to multiple vendors during supply chain interruptions.
- Distribute PPE, such as masks and gloves, to all emergency personnel.
- Emphasize hand washing and cough etiquette.
- Shut down non-essential facilities.
- Block unauthorized traffic on campus.
- Provide food and support services to remaining students on campus and emergency personnel.

Appendix A: UNCW Infectious Disease/Pandemic Influenza Response Plan Departmental Checklists

The following checklists denote specific responsibilities for UNCW departments, offices, and/or individuals during an infectious disease or pandemic influenza emergency. The checklists are divided into operational period goals based on the World Health Organization (WHO) pandemic influenza alert levels, described below.

WHO Phase	WHO Alert Description	WHO Alert Level	UNCW Operational Period Goals
Inter-pandemic phase	Low risk of human cases	1	Pre-event assessment and planning
New Virus in animals, no human cases	Higher risk of human cases	2	
Pandemic Alert	No or very limited human-to-human transmission	3	Planning and preparedness
New virus causes human cases	Evidence of increased human-to-human transmission	4	Social distancing and suspension of classes
	Evidence of significant human-to-human transmission	5	
Pandemic	Efficient and sustained human-to-human transmission	6	Community Outbreak

Infectious Disease/Pandemic Influenza Planning Committee and Emergency Operations Group

Pre-event Assessment, Planning and Preparation (WHO Levels 1-3)

- Review Infectious Disease/Pandemic Influenza Response Plan.
- Conduct joint review of plans with UNCW and New Hanover County Health Department and Emergency Management.
- Track preparedness tasks and accomplishments.
- Identify essential functions and personnel campus-wide.
- Assess PPE needs for emergency personnel and stock.
- Encourage departments to draft/ update Business Continuity Plans for an infectious disease/pandemic influenza emergency.
- Coordinate internal and external education and outreach with Marketing and Communications Department.
- Assess threat and implement appropriate response activities.
- Essential personnel receive N-95 fit testing from EH&S personnel.
- Consider holding a meeting of the Emergency Operations Group.

Social Distancing and Suspension of Classes (WHO Levels 4-5)

- Assess threat and implement appropriate Level 4-5 response activities.
- Advise on activation of Emergency Operations Group and Crisis Decision Team.
- Plan for recovery in post-pandemic period.
- Distribute PPE to members.
- Hold a meeting of the Emergency Operations Group.
- Verify succession plan for leaders of essential departments.
- Coordinate internal and external outreach with Marketing and Communications Department.

Community Outbreak (WHO Level 6)

- When the Crisis Decision Team is activated, the Pandemic Flu Planning Committee will operate under the EOG.
- Direct tactical emergency operations under the direction of the Emergency Operations Coordinator; implement Level 3 activities.
- Coordinate internal and external outreach with Marketing and Communications Department.

Incident Command

Pre-event Assessment, Planning and Preparation (WHO Levels 1-3)

- Coordinate planning and preparation with UNCW, New Hanover County Health Department, and General Administration.
- Determine essential services and coordinate with Pandemic Flu Planning Committee to identify essential personnel.
- Determine which essential services can be provided from home. Review teleworking policy and IT readiness for essential personnel whose duties do not require coming to campus.
- Assess personal protective equipment (PPE) needs for essential personnel and stock.
- Ensure N-95 respirator fit tests are conducted by EH&S for first responders and essential facilities personnel.
- Assess with Housing and Residence Life the estimated numbers of residents who will remain on campus if classes are suspended and travel limited.
- Work with Housing and Residence Life, EH&S, Facilities, Student Health and other units to identify space for isolation and quarantine.
- Coordinate education efforts with EH&S, Student Health, Human Resources, Marketing and Communications, New Hanover County Health Department, and New Hanover County emergency management. Identify funding for education. Make website more visible to educate campus community. Consider poster program. Emphasize hygiene, hand washing and flu shot during this Level.
- Coordinate with Student Health the monitoring of information on the number of cases of human transmission in the world. Monitor CDC and WHO website.
- Identify funding and/or vendor support for stockpiling of critical food and beverage supplies and medical supplies. Identify storage areas for non perishable items.
- Review contracts and agreements of critical suppliers, including food and bottled water suppliers; add contract clauses, as needed, to address an outbreak of pandemic flu or other communicable disease. Secure storage space.
- Coordinate the development of screening protocols with Student Health and work with School of Nursing for the implementation of the screening. Consider implementing protocols for persons at high risk due to travel or other means.
- Ensure rapid notification procedures are in place if a community member exhibits symptoms.
- Ensure the development of policies for international travel and study abroad.
- Ensure the development of appropriate academic and financial policies for adjusting the instruction calendar. Coordinate with UNC General Administration.
- Coordinate the review of the MOU to use Trask Coliseum as a dispensing site with General Counsel.
- Coordinate with Marketing and Communications Department to develop scripts for scenarios including but not limited to: patient zero at UNC Wilmington, a human transmission case in North America, the domestic U.S., and NC/SC or 500 mile radius.
- Establish triggers for partial activation or full activation of the EOC.

- Coordinate with New Hanover County Health Department on cancellation of events, activities, shuttle services, etc.
- Establish triggers for suspension of classes and prepare financial plans for class suspension.
- Establish triggers for closing the university and prepare financial plans for closing.
- Implement UNCW's Emergency Operations Plan.

Social Distancing and Suspension of Classes (WHO Levels 4-5)

Operations

- Coordinate rapid notification procedures from Student Health to NHC Health Department and General Administration.
- Communicate with Student Health, Human Resources, and the NHC Health Department about anti-viral supply and vaccine development and work with School of Nursing for the implementation of the vaccination and/or anti-viral medication.
- Coordinate with Student Health the screening of resident students and essential personnel who will remain on campus during the period of contagion.
- Record the names and emergency contact information for all students who remain on campus.
- Increase education efforts. Continue emphasis on seasonal flu shot and hand washing/cough hygiene. Add education on personal preparedness to the pandemic flu website, including keeping an adequate supply of medicine and food on hand. Coordinate services available to commuter students with New Hanover County Emergency Management.
- Designate "clean" facilities. Coordinate cleaning procedures for facilities that will remain open on campus.
- Address housing visitation policy.
- Coordinate with Student Health and ensure appropriate quantities of medical supplies are on hand.
- Assess alternate provisions if it is necessary to suspend shuttle services.
- Assess IT support for essential services, communications and teleworking.
- Call meeting of the CDT via Web-EOC to make a decision about suspending classes and evacuating students.
- Advise the CDT on suspending events and activities.
- Advise CDT on making preparations to suspend classes.
- Coordinate with New Hanover County Health Department on the quenching of suspected cases on campus, in the tri-county area (New Hanover, Pender, Brunswick), in the eight-county region, and in North Carolina/South Carolina.
- Coordinate mass vaccination/dissemination of anti-virals to essential personnel if anti-viral and/or vaccine becomes available.

Logistics

- Coordinate with NHC Health Department and Athletics the plan for using Trask Coliseum as a dispensing site.
- Distribute surgical masks and gloves to essential personnel.
- Verify VPN access for teleworking employees providing essential services.

- Secure location for supplies.
- Designate facilities that are housing students who are unable to return home, utilized for isolation and quarantine, or housing essential personnel.
- Maintain housekeeping in designated facilities.
- Monitor the activities of critical suppliers, airlines, and other public services.
- Monitor the supply of food and water. Ensure approximately 7-10 weeks supply for approximately 400 individuals.
- Coordinate feeding procedures for students and essential personnel.

Communications

- Coordinate internal and external outreach with Marketing and Communications Department, including but not limited to:
 - Communications to faculty, staff and students.
 - Information regarding mass vaccination/dissemination of anti-virals if appropriate.
 - Coordinate with International Programs, Housing and Residence Life, and Student Health welfare/plans for return of students from affected areas; e.g. Study Abroad and NSE students.
 - Coordinate with NHC Emergency Management and NHC Health Department the information for students living in off campus housing.
 - Cancellation of events and activities and suspension of classes.
 - Communication regarding the end of the semester and the start of the new semester (academic calendar).
 - Communicate evacuation plan to resident students and parents of resident students.

Safety

- Ensure respirator fit tests of first responders and appropriate essential personnel.
- Assist student health with screening, investigation of suspected cases, and rapid notification.
- Inspect facilities.

Community Outbreak (WHO Level 6)

- Gather number of cases on campus and in County; report to CDT.
- Direct Emergency Operations Group.
- Partially or fully activate the Emergency Operations Center.
- Advise Crisis Decision Team.
- Coordinate internal and external outreach with Marketing and Communications Department.

Crisis Decision Team

Pre-event Assessment, Planning and Preparation (WHO Levels 1-3)

- Endorse the UNCW Pandemic Influenza Response Plan annex to the UNCW EOP.
- Draft, review and endorse all policies related to pandemic flu.
- Assess PPE needs for CDT members and stock.
- Coordinate internal and external outreach with Marketing and Communications Department.
- Hold a meeting of the CDT to discuss next steps.
- Coordinate internal and external outreach with Marketing and Communications Department.

Social Distancing and Suspension of Classes (WHO Levels 4-5)

- Hold meeting of the CDT. Make decision about suspending classes.
- Distribute PPE to CDT members.
- Evaluate influenza pandemic effects; reevaluate response plan and priorities.
- Draft succession plan for UNCW leadership with assistance from Human Resources.
- Coordinate internal and external outreach with Marketing and Communications Department.
- Ensure contact between CDT members can be maintained via phone or email throughout the pandemic flu emergency.

Community Outbreak (WHO Level 6)

- Authorize implementation of relevant pandemic flu policies and procedures.
- Plan for post-pandemic recovery and resumption of normal operations.
- Plan for revised instruction calendar and completion of the semester if applicable.
- Coordinate internal and external outreach with Marketing and Communications Department.

Emergency Management (EH&S)

Pre-event Assessment, Planning and Preparation (WHO Levels 1-3)

- Identify essential personnel and inform them of their responsibilities.
- Manage Pandemic Flu Planning Committee and coordinate all pandemic flu planning activities.
- Assess needs for essential personnel.
- Revise guidelines for on-campus mass dispensing site as needed. Work with New Hanover County Health and Emergency Management on Trask Coliseum MOU.
- Review and revise Emergency Operations Plan and Pandemic Flu annex. Write additional plans as necessary.
- Conduct training and exercises.
- Assist Marketing and Communications Department with public information as needed.
- Attend County and State exercises and training.
- Coordinate planning measures with external entities such as New Hanover County Health Department.
- Review biohazard procedures with housekeepers.
- Update Emergency Management website with pandemic flu information. Coordinate with Marketing and Communications Department.
- Provide situation updates to upper management and the CDT as conditions change.

Social Distancing and Suspension of Classes (WHO Levels 4-5)

- Update emergency management web site and pandemic flu website. Make pandemic flu website more visible to campus community.
- Review guidelines for on-campus mass dispensing site including MOU with County; prepare to implement.
- Provide situation updates to CDT and EOG.
- Assist with EOG and CDT meetings as required.
- Maintain communication with New Hanover County Emergency Management and New Hanover County Health Department.
- Coordinate internal and external outreach with Marketing and Communications Department.
- Coordinate implementation of plans and response with external entities.

Community Outbreak (WHO Level 6)

- Essential personnel must report to work.
- Assist public health officials with investigation of suspected cases.
- Update web sites and assist with other public information tasks as necessary.
- If MOU is activated, provide appropriate resources; solicit volunteers if needed.
- Send representative to NHC EOC if activated on site. If EOC is activated virtually, monitor all EOC activities via WebEOC.

- Coordinate internal and external outreach with Marketing and Communications Department.
- Coordinate implementation of plans and response with external entities.

Environmental Health & Safety (non- Emergency Management)

Pre-event Assessment, Planning and Preparation (WHO Levels 1-3)

- Identify departmental essential personnel and inform them of their responsibilities.
- Assess needs for essential personnel.
- Assess departmental essential personnel PPE needs and stock.
- Assist UNCW departments with selection of and ordering N-95 masks and other PPE as necessary. Provide fit testing and training.
- Coordinate internal and external outreach with Marketing and Communications Department.
- Provide guidance to meet regulations and protect staff with respect to biohazards.
- Develop VPN procedures as necessary.
- Assess biohazards as needed.
- Promote self-care, hand washing, and seasonal influenza shots for employees.
- Fit test essential personnel.
- Review biohazard procedures and infection control with housekeepers.
- Plan for increased volume of biohazardous waste.
- Act as subject matter expert for CDT as needed.
- Attend EOG and CDT meetings as necessary.

Social Distancing and Suspension of Classes (WHO Levels 4-5)

- Essential personnel receive PPE.
- Serve on EOG and advise CDT as needed.
- Coordinate internal and external outreach with Marketing and Communications Department.

Community Outbreak (WHO Level 6)

- Essential personnel must report to work.
- Arrange for additional medical waste pickups.
- Assist public health officials with investigation of suspected cases.
- Send representative to UNCW EOC if activated.
- Coordinate internal and external outreach with Marketing and Communications Department.
- Determine and continue essential departmental functions.

Marketing and Communications Department

Pre-event Assessment, Planning and Preparation (WHO Levels 1-3)

- Keep abreast of pandemic flu information in the news and what local, state, and federal agencies/departments are communicating to constituent groups.
- Develop relationships with public relations/community officials in local and state health-related agencies that UNCW may interface with during an event.
- Provide risk communications training to individuals in the Marketing and Communications department.
- Update Emergency Information Hotline and breaking news headlines as necessary
- Assess PPE needs for Marketing and Communications staff and stock.
- Participate in the Pandemic Flu Planning Committee.
- Revise the UNCW Emergency Communications Plan to better reflect communication needs required for a pandemic.
- Identify essential personnel and inform them of their responsibilities; assess essential personnel PPE.
- Assess equipment and office supply needs.
- Review IT needs for increased teleworking.
- Communicate with internal and external audiences as requested by various UNCW departments.
- Post updated Avian/Pandemic Influenza information on emergency web site. Use information from CDC and New Hanover County Health Department.
- Issue Level 1 communications (educational campaign, self-protection information, hand washing, promote seasonal flu vaccination, university response). Use information from CDC and New Hanover County Health Department.
- Select technical expert spokespersons for internal and media communications. Provide updated training.
- Develop Level 2 communications; pre-script messages. Use information from CDC and New Hanover County Health Department.
- Coordinate internal messages, employee communications and news releases through the UNCW media spokesperson.
- Manage media relations issues and responses.
- Provide training for staff on hygiene and Level 3 plans.
- Communicate with internal and external audiences as requested by various UNCW departments.
- Post Pandemic Communications Plan and collateral materials to PIER system.
- Modify the Communications kit to include items that may be needed in a pandemic, such as N-95 masks.

Social Distancing and Suspension of Classes (WHO Levels 4-5)

- Post updated Avian/Pandemic Influenza information on emergency web site. Use information from CDC and New Hanover County Health Department.
- Update Emergency Information Hotline and breaking news headlines as necessary.

- Issue Level 2 communications (protocol for suspected cases, preparations for social distancing). Use information from CDC and New Hanover County Health Department.
- Develop Level 3 communications.
- Develop post-pandemic communications (medical clearance, recovery).
- Distribute PPE to Marketing and Communications staff members.
- Develop pre-scripted messages for UNCW operator in Telecommunications.
- Coordinate internal messages, employee communications and news releases through the UNCW media spokesperson.
- Manage media relations issues and responses.
- Update/review death reporting policies.
- Activate rumor control hotline center if necessary.
- Serve on the Emergency Operations Group and Crisis Decision Team if activated.
- Activate the UNCW Pandemic Emergency Communications Plan.
- Essential personnel receive PPE.
- Communicate with internal and external audiences as requested by various UNCW departments; consult with General Counsel about messaging, press releases, etc.
- Assess what additional materials need to be developed (brochures, web sites, etc.) to effectively communicate with internal and external audiences.

Community Outbreak (WHO Level 6)

- Post updated Avian/Pandemic Influenza information on emergency web site. Use information from CDC and New Hanover County Health Department.
- Update Emergency Information Hotline and breaking news headlines as necessary
- Issue Level 3 communications (self-protection, social distancing, etc). Use information from CDC and New Hanover County Health Department.
- Coordinate internal messages, employee communications and news releases through the UNCW media spokesperson.
- Manage media relations issues and responses.
- Report UNCW deaths according to policies.
- Essential personnel must report to work or telecommute.
- Provide communications support to Trask Coliseum operation.
- Communicate with internal and external audiences as requested by various UNCW departments.

Student Health

Pre-event Assessment, Planning and Preparation (WHO Levels 1-3)

- Identify essential personnel and inform them of their responsibilities.
- Assess PPE and N95 needs and inventory; order stocks.
- Distribute pandemic flu information to students.
- Follow surveillance plans for individuals with acute respiratory illness.
- Communicate with New Hanover County Health department as necessary.
- Maintain Respiratory Infectious Disease Protocol for evaluation/treatment seriously ill students.
- Ask patients with respiratory symptoms about foreign travel/poultry contact within past 2 weeks.
- Report suspected cases of Avian Flu/SARS/other ID's (as required by law) to New Hanover County Health Department.
- Update emergency phone call list.
- Ensure that the one (1) negative pressure room to put patients in is ready for use.
- Conduct mask effectiveness research.
- Conduct mask usage informal study.
- Determine need for other supplies including tape, IV fluid equipment, gloves, tissue paper, gowns, pulse oximeter, etc. Determine funding source for equipment.
- Educate Student Health staff on flu/pandemic flu, possible scenarios, that they are essential personnel and will need to be flexible on duties depending on pandemic events.
- Help assess suitability of student housing for students unable to go home, or for care of exposed or ill students.
- Update information for contacts at the New Hanover County Health Department.
- Conduct general campus education about pandemic flu and seasonal flu.
- Conduct general campus education about preventive measures such as washing hands, covering mouth with cough/sneeze, staying home if ill.
- Review guidelines from CDC on dispensing medicine for treatment and prophylaxis of seasonal flu.
- Review CDC guidelines on administering vaccines for seasonal flu.
- Promote, arrange, encourage, and publicize the seasonal flu vaccine on campus.
- Administer seasonal influenza vaccinations.
- Review PPE & N95 needs; inventory.
- Essential personnel receive N95 fit testing from EH&S.
- Review relevant plans and procedures.
- Review CDC and New Hanover County Health Department guidelines on dispensing medicine for treatment and prophylaxis of avian flu.
- Review guidelines on administering avian flu vaccines. Coordinate with New Hanover County Health Department and the CDC.

Social Distancing and Suspension of Classes (WHO Levels 4-5)

- Essential personnel receive PPE and N-95s.
- Report suspected cases to Incident Command and New Hanover County as required.
- Transport any suspected cases to New Hanover Health Network.

- If requested, assist/report to New Hanover County Health Department or New Hanover Health Network.
- Coordinate internal and external outreach with Marketing and Communications Department.
- Assist and advise CDT concerning closing decision.
- UNCW Student Health personnel may need to report to New Hanover Health Network or New Hanover County Health Department to assist, assuming needs on-campus are limited.

Community Outbreak (WHO Level 6)

- Essential personnel must report to work.
- Report cases to Incident Command.
- Consider closing Student Health Services if it becomes overwhelmed; set up procedures for transporting sick students to New Hanover Health Network.
- Provide health services to UNCW community as needed.
- If requested, assist/report to New Hanover County Health Department or New Hanover Health Network.
- Consider residential visits for ill students.
- Assist with New Hanover County Health Department investigations.
- Coordinate internal and external outreach with Marketing and Communications Department.
- Provide area for mass medication/immunization process for the UNCW community if necessary.
- Assist with Trask Coliseum mass dispensing procedures as needed.

University Police

Pre-event Assessment, Planning and Preparation (WHO Levels 1-3)

- Identify essential personnel and inform them of their responsibilities.
- Assess essential personnel PPE needs and stock.
- Fit testing and training of essential personnel about N-95 and other anticipated PPE's/practices.
- Issue anticipated PPE's to police department for stock purposes, plus additional quantity for any passenger/prisoner transports that maybe come necessary.
- Conduct influenza awareness training (symptoms and hygiene) for dispatchers, security, and police.
- Issue PPE to essential police personnel.
- Anticipate number of police personnel who may be required to stay on campus throughout event, communicate to EH&S for logistical support.
- Identify non-essential services which may be discontinued if severity of incident increases.
- Modify work schedules as necessary to ensure sufficient staff are held in reserve to ensure coverage for duration of incident.
- Establish staff recall protocol and methods for police staff.

Social Distancing and Suspension of Classes (WHO Levels 4-5)

- Review Trask Coliseum MOU responsibilities.
- Essential personnel receive PPE.
- Coordinate internal and external outreach with Marketing and Communications Department.
- Identify specific locations which will require increased security.
- In anticipation of restricting access to the campus, identify Physical Plant vehicles which will be used for blocking roadways, unless other barricade material is made available.
- Consider restricting access into the police department and the ability to provide alternate means for communicating with the dispatcher and receiving service.

Community Outbreak (WHO Level 6)

- Essential personnel must report to work.
- Assist with evacuations.
- Prepare for crowd control: Trask Coliseum MOU, fit testing, social distancing measures, residential housing.
- If MOU is activated, provide resources for securing Trask Coliseum.
- Coordinate internal and external outreach with Marketing and Communications Department.

Housing and Residence Life

Pre-event Assessment, Planning and Preparation (WHO Levels 1-3)

- Identify essential personnel and inform them of their responsibilities.
- Discuss and plan for shelter-in-place and quarantine situations versus evacuation situations.
- Assess essential personnel PPE needs and stock.
- Distribute pandemic flu information to students in residence halls.
- Estimate number of students/families that will stay in residence halls for the duration of a pandemic flu emergency.
- Inform students of pandemic flu status; ask them to plan for leaving campus if classes are suspended. (use hurricane hall meeting procedures).
- Train support staff on hygiene, response actions, and symptom recognition.
- Review plans to support students who remain when classes are suspended (or develop procedures for finding other housing for these students).

Social Distancing and Suspension of Classes (WHO Levels 4-5)

- Essential personnel receive PPE.
- Advise CDT as necessary.
- Prepare for student evacuation.
- Coordinate internal and external outreach with Marketing and Communications Department.
- Coordinate services that must be provided to students who remain on campus.

Community Outbreak (WHO Level 6)

- Assist with evacuation or quarantine measures. If evacuation, sign out students (similar to hurricane procedures).
- Work and coordinate with other departments on campus and New Hanover County.
- Essential personnel must report to work.
- Support international students, families and others who remain in UNCW residences.
- Coordinate internal and external outreach with Marketing and Communications Department.

Human Resources

Pre-event Assessment, Planning and Preparation (WHO Levels 1-3)

- Identify critical personnel and review their responsibilities.
- Assess critical personnel personal protective equipment needs and available stock.
- Review teleworking arrangements and plan for “at home” drill. (This will include reviewing computer needs, connections, emergency contact numbers, protocol for back-ups, etc.) Each critical function should have two trained back-ups (preferably from other sections in HR).
- Assist Marketing and Communications unit with campus education.
- Write/ finalize teleworking, communicable disease leave, and fitness for duty policies and communicate them to campus.
- Plan for the suspension of non-critical office functions and how to communicate with members of the public who regularly contact HR (retirees, applicants, etc. – prepare telephone recorded messages and plan for website messages).
- Review all HR functions and prepare campus communications regarding issues that may be encountered during a pandemic. (Wage hour, health and other benefit claims, workers’ compensation, etc.)
- Develop an HR checklist of task items that need to be addressed at WHO levels 4 and above. This will include the identification of critical functions that must be continued, functions that will be continued if resources are available, and functions that will be placed on hold. (This will be a separate document.)
- Conduct drill for “at home” critical functions.
- Conduct drill for office closure of “non-critical functions”.
- Instruct campus offices to refresh emergency contact information on their respective employees.
- Prepare benefits FAQ sheets for website on what employees can expect regarding their health and other related coverages during an outbreak and the recovery period. (This resource may already be provided by state agencies.).
- Attend CDT meetings and advise as necessary.

Social Distancing and Suspension of Classes

- Work with CDT to coordinate the closing of campus.
- Notify critical employees of the alternate worksite arrangements. Depending on timing, another “at home” drill may be appropriate.
- Update website or re-direct to Communications website regarding the closing.
- Refresh contact lists of home numbers and cell numbers of all HR staff.

Community Outbreak (WHO Level 6)

- At this point, the campus will likely be closed, the county health department likely will be directing decisions, and routine arrangements will have been made. The HR “at home” plans will be in place for completing critical tasks such as loading pay actions, benefit contacts, etc.

- Prepare for the re-opening of the university. Work to ensure proper compensation for individuals who worked during the closing.
- Prepare for wave of personnel actions to separate individuals who are not able to return to university employment.
- Prepare for pay actions to compensate, according to state policy, the individuals who worked during the period of closure.

**Information Technology Systems Division
(Includes Telecommunications)**

Pre-event Assessment, Planning and Preparation (WHO Levels 1-3)

- Identify essential personnel and inform them of their responsibilities.
- Review IT needs for increased teleworking.
- Assess essential personnel PPE needs and stock.
- Plan for general information call center if necessary.
- Ensure operators at Telecom are provided with up-to-date information about pandemic flu status of the campus.
- Assist with hotline activation if necessary.
- Ensure business continuity plans are up-to-date.
- Make necessary plans for teleworking activities.

Social Distancing and Suspension of Classes (WHO Levels 4-5)

- Essential personnel receive PPE.
- Support teleworking for employees who wish to work from home.
- Provide telecom resources for EOC, if activated.
- Coordinate internal and external outreach with Marketing and Communications Department.

Community Outbreak (WHO Level 6)

- Essential personnel must report to work.
- Support teleworking.
- Support general information call center, if implemented.
- Provide appropriate resources to Trask Coliseum if MOU is activated.
- Continue support of EOC.
- Coordinate internal and external outreach with Marketing and Communications Department.

Office of Facilities/Physical Plant

Pre-event Assessment, Planning and Preparation (WHO Levels 1-3)

- Identify essential personnel and inform them of their responsibilities, including the following groups
 - Housekeepers
 - HVAC shop
 - Electric shop
 - Plumbing shop
 - Locksmith/Carpenter
 - Motor Pool
 - Work Control
- Develop needs assessment for housekeeping supplies
- Develop needs assessment for housekeeping equipment. Implement changes as needed (replace soap dispensers that promote infection, review policy re: toilet seat covers, identify disinfecting products and identify supplies, enter into supply agreements as necessary).
- Assess essential personnel PPE needs and stock; conduct preliminary training and fit tests, get necessary vaccinations.
- Work with HR to develop policies regarding extended sick time for employees, what to do when necessary personnel do not report to work as scheduled, determining when sick employees may return to work, etc.
- Determine policy for use of shared equipment for higher alert levels (Housekeeping equipment, vehicles, phone, computers).
- Work with suppliers to insure that essential supplies (fuel, power, water, housekeeping supplies, repair parts) are available in times of high alert levels.
- Review water supply system, and determine what practices to implement in times of crisis (example, do we valve off the water supply to all water coolers).
- Identify the services that will be discontinued during times of crisis. Example, essential repair work only will be done, not modifications; employees may be asked to bag their own trash, seal it, and leave it just inside their office door, or take it to the dumpster on their own.
- Train housekeepers for hygiene and cleaning of personal contact surfaces (e.g., doorknobs). Instruct all essential employees on handling of such.
- Define essential buildings which will receive service at higher alert levels.

Social Distancing and Suspension of Classes (WHO Levels 4-5)

- Essential personnel receive PPE, with training.
- Coordinate internal and external outreach with Marketing and Communications Department.

Community Outbreak (WHO Level 6)

- Essential personnel must report to work
- If Trask Coliseum MOU is activated, provide appropriate support resources.

- Change housekeeping procedures to prioritize essential personnel areas, remaining students/families, and cleaning of personal contact surfaces
- Coordinate internal and external outreach with Marketing and Communications Department.

Campus Dining/Aramark

Pre-event Assessment, Planning and Preparation (WHO Levels 1-3)

- Identify essential personnel and inform them of their responsibilities. Identify who will stay on campus during WHO Level 4-6 activities.
- Identify suppliers and alternates during social distancing and community outbreak activities.
- Assess essential personnel PPE needs and stock.
- Coordinate internal and external outreach with Marketing and Communications Department.
- Plan for delivery of meals during community outbreak period. Identify alternate suppliers.

Social Distancing and Suspension of Classes (WHO Levels 4-5)

- Essential personnel receive PPE.
- Order and stock meals to support students who will remain on campus.
- Coordinate internal and external outreach with Marketing and Communications Department.

Community Outbreak (WHO Level 6)

- Essential personnel must report to work.
- Provide meals to students and employees who remain on campus.
- Coordinate internal and external outreach with Marketing and Communications Department.

Division of Student Affairs

Pre-event Assessment, Planning and Preparation (WHO Levels 1-3)

- Identify essential personnel and inform them of their responsibilities.
- Work with student groups to distribute pandemic flu information and develop plans if activities are canceled or postponed.
- Assess essential personnel PPE needs and stock.
- Retain estimated numbers of UNCW students expected to stay in Wilmington if campus is closed.
- Participate and assist with internal and external outreach with Marketing and Communications Department as needed.
- Ask students to plan for leaving campus if classes are suspended (use hurricane procedures).
- Conduct parent outreach activities.
- Guide students toward area counseling services both on and off campus.
- Discuss tasks associated with adjusting the academic calendar.
- Participate and assist with internal and external outreach with Marketing and Communications Department as needed.

Social Distancing and Suspension of Classes (WHO Levels 4-5)

- Essential personnel receive PPE.
- Review procedures for adjusting the academic calendar.
- Participate and assist with internal and external outreach with Marketing and Communications Department as needed.

Community Outbreak (WHO Level 6)

- Coordinating lead on communicating with students and families remaining at UNCW and in Wilmington.
- Communicate death notices.
- Participate and assist with internal and external outreach with Marketing and Communications Department as needed.

International Programs

Pre-event Assessment, Planning and Preparation (WHO Levels 1-3)

- Identify essential personnel and inform them of their responsibilities.
- Assess essential personnel PPE needs and stock.
- Create procedures for communicating with and recalling abroad students.
- Review/develop policies and procedures for recalling students from affected regions.
- Issue advisories for students, faculty and staff planning international travel.
- Issue advisories for students, faculty, staff and visitors arriving from affected regions.
- Communicate with international students on campus.
- Recall students from affected regions of necessary.

Social Distancing and Suspension of Classes (WHO Levels 4-5)

- Essential personnel receive PPE.
- Advise, communicate with overseas students, faculty and staff.
- Advise, communicate with on-campus international students.
- Coordinate internal and external outreach with Marketing and Communications Department.

Community Outbreak (WHO Level 6)

- Essential personnel must report to work.
- Continue to advise, communicate with overseas students, faculty and staff.
- Where possible, support overseas students, faculty and staff who are unable to return.
- Coordinate internal and external outreach with Marketing and Communications Department.

General Counsel's Office

Pre-event Assessment, Planning and Preparation (WHO Levels 1-3)

- Identify essential personnel.
- Assess contract clauses in the event of university closings or cancellations.
- Develop revised “force majeure” clause to include pandemic as a qualifying event that terminates contracts for performances, events, and services.
- Participate on the Pandemic Flu Planning Committee.
- Review and revise the office’s business continuity plan.
- Develop list of important and frequent legal contacts in the community and across the state and UNC system.
- Coordinate with Business Affairs to determine whether the MOU with New Hanover County for use of Trask Coliseum for emergency response is up to date.
- Consult with University Police to determine whether the law enforcement mutual aid agreements are adequate and complete.
- Advise on the UNCW Pandemic Flu Plan.
- Prepare legal resources for OGC website.
- Coordinate with appropriate offices to develop and revise policies for teleworking, travel, communicable diseases, etc.
- Coordinate with appropriate offices to develop, review, revise, or amend any contracts for essential services and supplies (e.g. food, water, masks, respirators, waste disposal, housing).

Social Distancing and Suspension of Classes (WHO levels 4-5)

- Coordinate with Marketing and Communications Department on press releases.
- Advise on student evacuation issues.
- Advise on employee leave issues.
- Coordinate with Attorney General’s Office, UNC GA legal, New Hanover County attorneys.
- Coordinate with cabinet officials to assess and manage risks (financial, legal, corporate, personnel, insurance, etc.).
- Advise on enforcement of policies and grievance/appeals procedures.

Community Outbreak (WHO Level 6)

- Assess legal risks and advise.
- Telework from home or from identified alternative legal office.
- Coordinate with Attorney General’s Office and UNC GA legal for any claims associated with outbreak.

Office of the Provost

Pre-event Assessment, Planning and Preparation (WHO Levels 1-3)

- Identify essential personnel and inform them of their responsibilities.
- Develop policies and procedures for alternate methods of instruction.
- Assess essential personnel PPE needs and stock.
- Serve on the CDT and attend meetings.
- Coordinate internal and external outreach with Marketing and Communications Department.
- Educate UNCW community about distance learning procedures if they are implemented.
- Establish a team to study strategies for emergency conversion of classes to distance learning options.
- Establish a post-pandemic team which will consider 'early' student absentee cases which violated the normal academic policies.

Social Distancing and Suspension of Classes (WHO Levels 4-5)

- Essential personnel receive PPE.
- Create options for distance-learning conversion of classes if possible.
- Continue to encourage and monitor alternate means of instruction.
- Communicate with faculty regarding continuing classes in some capacity and student absenteeism.
- Contribute to decision to cancel classes and close the university.
- Attend CDT meetings.
- Coordinate internal and external outreach with Marketing and Communications Department.
- Discuss alterations/adjustments to the academic calendar.

Community Outbreak (WHO Level 6)

- Essential personnel must report to work.
- Continue to monitor and coordinate academic procedures including absenteeism and alternate methods of instruction.
- Coordinate internal and external outreach with Marketing and Communications Department.

Office of Sponsored Programs

Pre-event Assessment, Planning and Preparation (WHO Levels 1-3)

- Identify essential personnel and inform them of their responsibilities.
- Assess essential personnel PPE needs and stock.
- Review plans and impacts to lab animal care.
- Develop plans to address faculty absence as it affects federal grants.
- Assist researchers in developing business continuity plans including data back up, animal care, and reaching grant requirements.
- Communicate with researchers regarding plans and procedures and teleworking.

Social Distancing and Suspension of Classes (WHO Levels 4-5)

- Essential personnel receive PPE.
- Assist researchers with implementing business continuity plans.
- Coordinate internal and external outreach with Marketing and Communications Department.

Community Outbreak (WHO Level 6)

- Essential personnel must report to work.
- IACUC ensure support for laboratory animals.
- To allow OSP staff to work from home, consider allowing off-campus access to information systems.
- Coordinate internal and external outreach with Marketing and Communications Department.

Finance

Pre-event Assessment, Planning and Preparation (WHO Levels 1-3)

- Identify essential personnel and inform them of their responsibilities.
- Develop needs assessment for payroll supplies.
- Coordinate with the Office of State Budget and Management on implementing state wide policies and procedures.
- Coordinate with the Office of State Personnel on implementing state wide policies and procedures.
- Coordinate with the Office of State Controller on implementing state wide policies and procedures.
- Develop needs assessment for payroll supplies, account payables supplies, and student account supplies.
- Develop coordination with banking community.
- Review Payroll needs for teleworking and/or campus work.
- Assess essential personnel PPE needs and stock.
- Coordinate internal and external outreach with Marketing and Communications Department.
- Exercise Payroll business continuity plan.

Social Distancing and Suspension of Classes (WHO Levels 4-5)

- Essential personnel receive PPE.
- Begin following the Office of State Budget and Management policies and procedures for social distancing and suspension of working environment.
- Begin following the Office of State Personnel policies and procedures for social distancing and suspension of working environment.
- Begin following the Office of State Controllers policies and procedures for social distancing and suspension of working environment.
- Implement Payroll Continuity Plan with banking community
- Coordinate with Accounting for the cash management requests with the Office of State Treasure
- Coordinate internal and external outreach with Marketing and Communications Department

Community Outbreak (WHO Level 6)

- Essential personnel must report to work
- To allow staff to work from home, consider allowing off-campus access to financial planning and payroll information systems
- Coordinate internal and external outreach with Marketing and Communications Department.

General for Offices and Departments

Pre-event Assessment, Planning and Preparation (WHO Levels 1-3)

- Draft and update Business Continuity Plan for Pandemic Influenza.
- Instructional departments should consider developing alternate methods of instruction.
- Plan for absent employees and develop teleworking procedures.
- Identify essential personnel.
- Conduct influenza awareness training (symptoms and hygiene).
- Monitor campus communications and disseminate information to employees.
- Determine policy for use of shared equipment for higher alert levels.

Social Distancing and Suspension of Classes (WHO Levels 4-5)

- Prepare to activate Business Continuity Plans.
- Plan distancing/dispersing measures for essential personnel.
- Plan for teleworking.
- Coordinate internal and external outreach with Marketing and Communications Department.
- Consider alternating staff work schedules to limit exposure.

Community Outbreak (WHO Level 6)

- Activate Business Continuity Plans.
- Report absent employees to HR.
- Coordinate internal and external outreach with Marketing and Communications Department.