

Operational Planning Matrix
Tri-County Technical College
 Operational Planning Matrix
 Pandemic Event

Risk/Response Definition and Levels

	Level 1 (Pandemic Alert)	Level 2 (Pandemic Risk)	Level 3 (Pandemic Imminent)	Level 4 (Pandemic Period)
	<p>Level 1: Pandemic Alert (Low Risk) Pre-event Planning and Assessment</p> <ul style="list-style-type: none"> • No current hazard to persons beyond normal seasonal flu • Annual Review of Policies and Procedures 	<p>Level 2: Pandemic Risk (Moderate Risk) Intense Planning and Preparation; Implementation of Educational/Awareness plan</p> <ul style="list-style-type: none"> • Minimal immediate danger to overall College population • Isolated reports of illness within College population • Small, highly localized clusters of disease reported in service area 	<p>Level 3: Pandemic Imminent (Medium Risk) Preparations to Potentially Suspend Classes</p> <ul style="list-style-type: none"> • Increased number of illness reports; an accelerated rate within College population. • Large clusters of disease reported in service area, but still localized • Local public health agencies urge population to prepare for social distancing (e.g., cancellation of events, etc.) • Possible need to suspend individual classes within a curriculum where high concentrations of disease exist 	<p>Level 4: Pandemic Period (High Risk) Suspend On-Campus Classes</p> <ul style="list-style-type: none"> • Large scale reports of illness within College population. • Increased and sustained transmission within the College population. • Falling class attendance, students leaving campus, and local public health recommendations to curtail/cancel public activities • Rising employee absenteeism • Increased and sustained transmission among population in service area.

	Level 1 (Pandemic Alert)	Level 2 (Pandemic Risk)	Level 3 (Pandemic Imminent)	Level 4 (Pandemic Period)
1. Develop guidelines to address concerns of student and/or instructor absences due to illness or other non-academic circumstances beyond the control of the students/instructors.	Guidelines discussed/developed/reviewed	Guidelines distributed	Guidelines implemented (See "Guidelines for Addressing Concerns of Student and/or Instructor Absences Due to Illness or Other Non-academic Circumstances Beyond the Control of the Students/Instructors.")	
2. Develop a procedure for students who are sick or in self-isolation to obtain class material.		Faculty asked to analyze, for the classes they are teaching, the feasibility/appropriateness of putting class materials online. (Note: It is recognized that not all students have the technology needed to access such materials.)	Faculty asked to place class materials online, as appropriate, and to notify students of the availability of the materials.	
3. Develop and disseminate alternative procedures for completing course work (i.e., web-based instruction, lessons and assignments, delivered electronically or via mail).		Faculty asked to analyze, for the classes they are teaching, the feasibility/appropriateness of making available online assignment drop boxes and online assessment capabilities.	Faculty asked to make available and utilize, as appropriate, online assignment drop boxes and online assessment capabilities. Faculty will notify students of the availability of these tools.	See attachment "Institutional Move to Level 4."
4. Coordinate with Student Affairs on sick student notification tracking and information collection.		VPAA, credit division deans, and department heads will work together to maximize faculty participation in sick student tracking system.	VPAA, credit division deans, and department heads will work together to maximize faculty participation in sick student tracking system.	
5. Assist in distribution of Education Plan by presenting the plan in classes.		Faculty will assist with distribution of Education Plan through presentation of plan to classes.	Faculty will assist with distribution of Education Plan through presentation of plan to classes.	

*see "Guidelines" attachment at end of Matrix

Operational Planning Matrix
Student Affairs, Admissions, Records, Bridge, TRIO, WIA,

Level 1 (Pandemic Alert)	Level 2 (Pandemic Risk)	Level 3 (Pandemic Imminent)	Level 4 (Pandemic Period)
Determine essential operational functions and assess the types and level of work that can be conducted at a distance.	Continue Level 1 activities as appropriate.	Continue Level 1 and 2 activities as appropriate.	Continue Level 1, 2, and 3 activities as appropriate.
Identify essential personnel within the department for each phase.	Implement phased communication plan for faculty/staff/students in regards to Student Record services.	Based on Student Records staff availability, possibly reduce office hours as needed.	Essential staff report to work. All others employees work at home as needed.
Develop phased communications plan for faculty/staff/student in regards to Student Record services.	Stockpile materials and supplies needed to support essential staff.	Minimize window traffic by utilizing drop box in Student Records lobby.	
Review Pandemic Flu plan with staff and identify expectations, roles, and obligations for each staff member.	Encourage faculty/ students to conduct business online, via eTC, when feasible.	Modify procedures to allow availability of additional services online, via eTC (i.e., withdraw from the College).	
Cross-train staff for essential functions.	Identify processes and/or procedures that can be modified to allow availability online, via eTC.		
Provided hygiene supplies for staff (i.e., Clorox wipes, Lysol spray, hand sanitizer)			
Notify Supervisor, Dean, VPSA, Personnel if employee or family member of employee gets flu.			

SA-Student Development (Assessment Center, Athletics, Career Services, Student Life & Counseling Services)

Level 1 (Pandemic Alert)	Level 2 (Pandemic Risk)	Level 3 (Pandemic Imminent)	Level 4 (Pandemic Period)
Discuss the possible threat of pandemic flu.	Continue to discuss the risks and threats of pandemic flu. Discussions occur during staff meetings and in informal discussions.	Continue to discuss the implications of pandemic flu occurrences. Discussions become a part of daily communications among staff and supervisors.	Curtail the delivery of non-essential services as directed and/or in concert with other departments on campus as well as external entities.
Read available materials online regarding flu symptoms and occurrences.	Read available materials online regarding flu symptoms and occurrences. This reading includes frequent review of the Pandemic Flu Blog provided by TCTC.	Remind all employees continually read and respond as need to information and directives provided by the College. This reading includes frequent review of the Pandemic Flu Blog provided by TCTC.	Monitor the possible effects of pandemic flu on participation in athletic team practices and intercollegiate competition. Adjust practices and/schedules as warranted and notify all parties involved. Update print and online communications accordingly.
Provided hygiene supplies for staff (i.e., Clorox wipes, Lysol spray, hand sanitizer)	Assign staff members to be responsible for additional cleaning of surfaces in work areas. This includes computer keyboards, table, desk, and counter tops. Purchase adequate quantities of cleaning supplies.	In addition to additional cleaning precautions and measures, employees closely monitor signs of flu symptoms among students and coworkers.	Ensure that all employees adhere to the precautions and measures recommended by the College administration.
Develop cross-training and/or staff coverage contingency plans as warranted.	Post signage as provided regarding flu risks and precautions.		Provide communications regarding any decrease in hours and/or service provision in a timely manner through all available means (e.g., print, online, phone messages, etc.)
Notify Supervisor, Dean, VPSA, Personnel if employee or family member of employee gets flu.			Monitor the pandemic period closely and ensure that communications regarding resuming services are provided.

Level 1 (Pandemic Alert)	Level 2 (Pandemic Risk)	Level 3 (Pandemic Imminent)	Level 4 (Pandemic Period)
Determine essential operational functions and assess the types and level of work that can be conducted at a distance..	Continue Level 1 activities as appropriate..	Continue Level 1 and 2 activities as appropriate.	Continue Level 1, 2, and 3 activities as appropriate.
Identify essential personnel within the department for each phase.	Implement phased communication plan for faculty/staff/students in regards to Financial Aid services.	Based on Financial Aid staff availability, possibly reduce office hours as needed.	Essential staff report to work. All others employees work at home as needed.
Review Pandemic Flu plan with staff and identify expectations, roles, and obligations for each staff member.	Stockpile materials and supplies needed to support essential staff.	Minimize traffic by utilizing drop box in Financial Aid lobby.	
Cross-train staff for essential functions.	Encourage faculty/ students to conduct business online, via eTC, when feasible.	Modify procedures to allow availability of additional services online, via eTC.	
Provided hygiene supplies for staff (i.e., Clorox wipes, Lysol spray, hand sanitizer)	Identify processes and/or procedures that can be modified to allow availability online, via eTC.		
Notify Supervisor, Dean, VPSA, Personnel if employee or family member of employee gets flu.			

SA-Secondary Transition Programs

Level 1 (Pandemic Alert)	Level 2 (Pandemic Risk)	Level 3 (Pandemic Imminent)	Level 4 (Pandemic Period)
<ul style="list-style-type: none"> • Notify staff to stay home if feeling sick • Notify Supervisor, Dean, VPSA, Personnel if employee or family member of employee gets flu. • Read the Pandemic Flu blog • Order Chlorox wipes/Lysol for office and wipe down all work areas • Provide pocket guide to Pandemic Flu 	<ul style="list-style-type: none"> • Level 1 activities continue • Review office/staff hours and develop plan if an employee cannot report to work • Draft phone message for department if College is closed • Inventory and order needed operational supplies 	<ul style="list-style-type: none"> • Levels 1 and 2 activities continue • Review activities on hs campuses and work with sites regarding postponing/cancelling hs activities, if necessary • Stay in touch with hs sites regarding conditions at the schools • Have copy of all phone numbers/emails of contacts at the sites, in preparation for Level 4 	<ul style="list-style-type: none"> • Levels 1, 2, and 3 activities continue • Communicate with hs sites regarding postponing any planned activities • Keep phone numbers/emails available for communication with hs contacts from home, if needed • Check email and voice messages from home. If college is closed

SA-Admissions & Recruitment

Level 1 (Pandemic Alert)	Level 2 (Pandemic Risk)	Level 3 (Pandemic Imminent)	Level 4 (Pandemic Period)
<ul style="list-style-type: none"> • Order Clorox wipes, Lysol and hand sanitizer for the staff. • Provide staff a pocket guide to Public Health and Pandemic Flu. • Notify staff to stay home if they are feeling sick • Read the Pandemic Flu blog • Notify Supervisor, Dean, VPSA, Personnel if employee or family member of employee gets flu. 	<ul style="list-style-type: none"> • Level 1 activities continue • Review office and staff hours to readjust if employee cannot report to work • Review and determine work/projects that can be completed from home or remotely • Work with IT to develop link for the home page: “To communicate with the Admissions Office, please click below” • Request additional TCTC letterhead and other material for mailings for Level 4 • Draft phone message for department if College is closed and how to contact the Admissions Office 	<ul style="list-style-type: none"> • Levels 1 and 2 activities continue • Cancel or postpone scheduled on/off campus recruiting events • Wipe down employee area with Clorox wipes • Prepare for envelopes to be stamped in advance to use for mailings in the event Level 4 occurs. • Pack mailing material for Level 4 (letterhead, envelopes and inserts) • Cease tours and invites to campus • If possible, review department phone to forward calls to a remote location for Level 4 • Save all letters to a thumb drive to use from home or a remote location • Create an alert message to inform prospective students that correspondence might be delayed • Add an alert message to the front page and submission page of the online application that correspondence might be delayed • Timing of Level 4 might change the beginning date of next term. If so, this message can be relayed in the acceptance packet. 	<ul style="list-style-type: none"> • Levels 1, 2, and 3 activities continue • Processing: all applications received online can be uploaded manually, acknowledged electronically or mailed using pre-stamped envelopes • Processing: all missing requirements letters will be sent electronically or mailed using pre-stamped envelopes • Forward Admissions and Information Center calls to designated number (if possible) • All communication will be done electronically via email

	Level 1 (Pandemic Alert)	Level 2 (Pandemic Risk)	Level 3 (Pandemic Imminent)	Level 4 (Pandemic Period)
Develop a plan for <u>cross-training</u> Director, Coordinators, Counselors, Admin. and Accountant in the event an employee experiences an extended absence from work.	Communicate the cross training plan for TRiO staff – at TCTC and PT employees.	Create and when necessary, implement the new Job Assignment Plan.	Effectively communicate new Job Assignment Plan (i.e. emergency staff meetings and one-on-one meetings, e-mails). DoE & TCTC needs to prepare for high volume absences.	Evaluate number of employees available for work. Immediately communicate with the Program Specialists of DOE the current Pandemic level of TCTC. Follow recommendations by TCTC and DOE.
Create a plan for keeping the <u>Department of Education</u> informed about Pandemic Flu in service areas of TRiO grants.	TCTC & TRiO Director determine the need to communicate with DOE regarding the Pandemic Flu.	Continue to evaluate and monitor the Pandemic Flu Alert to determine if written communication needs to be sent to the Program Specialists.	Immediately submit in writing to the Program Specialist the current status of conditions. Submit and request approval of the temporary New Job Assignment Plan.	Submit an update to the Program Specialists with a status report of the temporary New Job Assignment Plan.
Create a plan to <u>communication</u> with TRiO participants, parents, PT employees and school district staff (e-blasts, texting, etc.) of adjusted office hours and other means to learn about the status of services and visits to schools.	Continue to communicate as normal with participants, parents and school districts. All scheduled events and services will continue with no interruption.	Polish or re-work communication tools for participants, parents, PT employees and school districts.	Send appropriate communication to all immediate stakeholders.	Immediate correspondence (E-blasts, letters, etc.) to all employees, students, parents, PT employees and school districts the current status and health risks. More direction should come from the DoE.
Encourage staff to participate in <u>preventive health risk and hygiene</u> seminar/trainings (i.e. read health signs posted around campus, use hand sanitizer, etc.).	Review procedures for reducing germs in individual offices, reception area in the suite, etc. Provided hygiene supplies for staff.	Designate individual to handle all mail (pick-up and delivery) to reduce the spread of germs throughout the office areas.	Minimize drop in traffic by encouraging all students to reduce visits to staff offices. Utilize e-mail for questions. Designate an area to drop off time-sheets for PT employees.	Provide drop boxes for time-sheets and other correspondence with instructions that offices will re-open according to TCTC Administration.
	Notify Supervisor, Personnel if employee or family member gets flu.			

SA-Bridge

Level 1 (Pandemic Alert)	Level 2 (Pandemic Risk)	Level 3 (Pandemic Imminent)	Level 4 (Pandemic Period)
<ul style="list-style-type: none"> • Distribute awareness information/pocket guides; post fliers at Highpointe • RAs conduct program on hygiene and prevention techniques • Encourage individual infected students to go home (leave Highpointe) until they are better • If students are unable to leave Highpointe, encourage that they isolate themselves in their bedrooms and roommates continually disinfect the apartment • Provided hygiene supplies for staff (i.e., Clorox wipes, Lysol spray, hand sanitizer). • Notify Supervisor, Dean, VPSA, Personnel if employee or family member of employee gets flu. 	<ul style="list-style-type: none"> • Level 1 Activities continue • Discourage healthy residents whose permanent residence is in a high risk area not to travel home or return to Highpointe if already at home • Encourage residents to stock up on non-perishable food items and other daily essentials • Work with Highpointe LLC, Clemson University, and Redfern Health Center to determine an isolation space for infected students who cannot travel home • Inventory and order needed operational supplies • Develop a plan for closing Bridge housing should Level 4 be imminent 	<ul style="list-style-type: none"> • Level 1 and 2 activities continue • Implement isolation restrictions as needed • Limit guest access to Highpointe • Screen residents returning from home if located in high risk areas • Implement a daily census monitoring system to determine what students are still at Highpointe • Disseminate information to students and parents regarding the college's initiatives. • Advise students that if classes are cancelled, they will be expected to return home until the college reopens. • Develop a plan to consolidate minimal number of students who are unable to go home. 	<ul style="list-style-type: none"> • Levels 1, 2, and 3 activities continue • Follow directives of EMT regarding operational procedures • Work closely with Highpointe, LLC and Defender Industries regarding security during closed periods.

A-WIA

	Level 1 (Pandemic Alert)	Level 2 (Pandemic Risk)	Level 3 (Pandemic Imminent)	Level 4 (Pandemic Period)
Develop a plan for cross-training admin and Case Manager personnel in the event that someone experiences an extended absence from work	Plan communicated to all WIA staff – at TCTC and those working in the three OneStop offices.	Implement job assignment plan based on those WIA employees who are working	Communicate job assignments and prepare for high absentee rates	Evaluate number of employees available for work – and eliminate office hours at the college – evaluate need to maintain office hours at the three OneStop offices
Create communications plan to notify WIA participants (letters and/or emails) notifying participants that office hours at the college may be curtailed	Have plan in place – with “canned” letters and emails that can be sent through the state Virtual OneStop system – with options to cover various contingencies that may be forthcoming	Fine tune communication letters and emails in anticipation of implementing the next step in the process	Send appropriate communications to participants and WIA employees.	Communicate to employees and to participants that the college WIA office is closed because of the current health risks
Create signage for office entrance communicating where WIA participants can place their attendance sheets for the week	Have plan in place to create and post appropriate signage indicating the reasons for possible curtailment of office operations	Based on WIA staff availability implement reduced office hours as required	Based on WIA staff availability implement reduced office hours as required and post signage as appropriate	Post signs that the college WIA office is closed with an expected re-opening date of TBD
Develop training plan for receptionist. Provided hygiene supplies for staff (i.e., Clorox wipes, Lysol spray, hand sanitizer)	Have appropriate materials on hand and review procedures for safe dealing with drop in traffic in the office	Implement plan of reduced face to face contact by increased use of drop boxes and use appropriate safe materials for those dealing with drop in traffic	Minimize drop in traffic by keeping traffic to a minimum and by utilizing drop boxes and other communications for handling participant questions	Provide drop boxes for attendance sheets, etc. with instructions that the office should re-open as of TBD
Coordinate/communicate with WIA employees working at OneStops (Anderson, Oconee, and Pickens) to provide backup services and office coverage as required, if possible	Create plan of coverage for all four work areas based on expected numbers of available WIA staff	Implement coverage plan to insure that WIA staff are available to participants in any of the four work locations	Coordinate with the OneStop offices to minimize contact with outside traffic – and consider reduced office hours based on manpower and office hours	Provide drop boxes in each of the four work locations and coordinate with the OneStop Directors on expected office hours in each area
	Notify Supervisor, Dean, VPSA, Personnel if employee or family member gets flu.			

INTERNAL	Level 1 (Pandemic Alert)	Level 2 (Pandemic Risk)	Level 3 (Pandemic Imminent)	Level 4 (Pandemic Period)
College-wide communications and media relations section				
1. Identify who will be in charge of communications and 2 or 3 backups in case of illness.	Rebecca Eidson Backup 1: Lisa Garrett Backup 2: Mary Johnston	Rebecca Eidson Backup 1: Lisa Garrett Backup 2: Mary Johnston	Rebecca Eidson Backup 1: Lisa Garrett Backup 2: Mary Johnston	Rebecca Eidson Backup 1: Lisa Garrett Backup 2: Mary Johnston
2. Establish notification system to key personnel.	Email	Email, face-to-face meetings	Email, face-to-face meetings and continuous contact as needed via cell phones	Email, face-to-face meetings and continuous contact as needed via cell phones
3. Identify all possible communication options with students, staff, faculty, parents and outside constituencies.	Posters, fliers, info sheets, Blog (linked to public website and eTC)	Posters, fliers, info sheets, Blog (linked to public website and eTC), global emails	Posters, fliers, info sheets, Blog (linked to public website and eTC), global emails, press releases, text messages, manage media relations	Posters, fliers, info sheets, Blog (linked to public website and eTC), global emails, press releases, text messages, manage media relations
4. Provide information to the campus community on: the status of situation on campus; travel advice or visits to campus self care and personal preparedness planning; proper hand washing and cough techniques; federal, state, and local health resources.	Issue Level 1 Communications: <ul style="list-style-type: none"> • Activate blog and include general awareness-raising information, CDC links, etc. Linked to public website and eTC • Hang CDC posters around campuses. Stay abreast of what is happening at other area colleges and how they are handling issues.	Issue Level 2 Communications: <ul style="list-style-type: none"> • Display additional posters as needed • Communicate protocol for reporting suspected cases • Develop guide for instructors to use in classroom – include CDC awareness information, how to report suspected/confirmed cases, etc. • Update blog to include additional details and FAQs about Pandemic. (Linked to public website and eTC) • Issue global emails with critical information as needed 	Issue Level 3 Communications: <ul style="list-style-type: none"> • Prepare for social distancing • Prepare communications related to possible cancellation of certain classes where high level of disease exists • Prepare for and respond to media requests • Develop post-pandemic communication 	<ul style="list-style-type: none"> • Continue to update blog (linked to public website and eTC) • Issue global emails with critical information as needed • Prepare text messages • Press releases and respond to media requests; manage media relations

5. Communicate early and often. Share pandemic planning status with the community.	Weekly updates	Bi-Weekly updates	Updates three times weekly; more if needed	Daily updates
6. Ensure materials are easy to understand.	Use DHEC and CDC supplied materials and links; follow best practice standards in creating other materials and communications.	Use DHEC and CDC supplied materials and links; follow best practice standards in creating other materials and communications.	Use DHEC and CDC supplied materials and links; follow best practice standards in creating other materials and communications.	Use DHEC and CDC supplied materials and links; follow best practice standards in creating other materials and communications.
7. Collaborate on canned messages for dissemination to internal and external constituencies.	Consult with Pandemic Workgroup and outside agencies (as appropriate) regarding messages to be communicated.	Consult with Pandemic Workgroup and outside agencies (as appropriate) regarding messages to be communicated. Consult with Emergency Management Team and director of Campus Safety as appropriate.	Consult with Pandemic Workgroup and outside agencies (as appropriate) regarding messages to be communicated. Consult with Emergency Management Team and director of Campus Safety as appropriate.	Consult with Pandemic Workgroup and outside agencies (as appropriate) regarding messages to be communicated. Consult with Emergency Management Team and director of Campus Safety as appropriate.
8. Coordinate Pandemic Awareness/Education Plan to fit students, faculty, and staff.	CDC, DHEC supplied posters, fliers, information sheets, web links	CDC, DHEC supplied posters, fliers, information sheets, web links; also related College policies and procedures are communicated.	CDC, DHEC supplied posters, fliers, information sheets, web links; also related College policies and procedures are communicated.	CDC, DHEC supplied posters, fliers, information sheets, web links; also related College policies and procedures are communicated.
Department-specific planning				
Discuss the potential ramifications of a pandemic on department – specific activities and estimate the impact; reaffirm mission-critical activities from previous year and identify new ones that should be considered.	Department Meeting to discuss mission critical activities.	Weekly meetings as needed	Meetings as needed	Meetings as needed, including alternative formats, e.g., conference calls, email.

Operational Planning Matrix

Reviewed 10/16/09

<p>Develop a plan for finalizing and handling press checks for major publications, e.g., Catalog, Viewbook, CCE schedule.</p>	<p>Plan developed – consider whether support is needed from other campus units and consult with them accordingly.</p>	<p>Cross training implemented</p>	<p>Cross training continues</p>	<p>Plan for continuation of mission-critical activity is fully implemented.</p>
<p>Review upcoming events (e.g., Annual Report Luncheon, Bluegrass Concert, etc.) and consider cross-training and staffing issues during periods of high employee absenteeism.</p> <p>END PR</p>	<p>Plan developed</p>	<p>Cross training implemented</p>	<p>Cross training continues – consider whether event should be cancelled. If so, communicate cancellation.</p>	<p>Plan for continuation of mission-critical activity is fully implemented.</p>

	Level 1 (Pandemic Alert)	Level 2 (Pandemic Risk)	Level 3 (Pandemic Imminent)	Level 4 (Pandemic Period)
1. Discuss the potential financial ramifications of a pandemic and estimate the impact and identify emergency funding to cover purchases and continuation <ol style="list-style-type: none"> a. Collect info on stockpiling supplies b. Cost of increased sanitation measures c. 		<ul style="list-style-type: none"> • Implemented new account code to track all associated costs • Allocate some funding to cover costs associated with education and prevention plan (printing, cleaning, masks, hand sanitizers, etc.) 	Track costs to insure budgeted funds are covering expenses.	
2. Develop procedures for rapid procurement and payment of supplies, equipment, and services.		Recent increases in allowable dollar charges on the P-card should allow for more flexibility in purchasing.	Cross-train P-card supervisors to be able to fill in for reallocation of expenses during absences since that is time sensitive.	
3. Develop plan for continuation of payroll and accounting during high employee absenteeism.			Consider allowing off-campus access to financial systems, payroll, etc. to perform mission critical functions. Work with IT to allow needed access.	Work with Campus Safety to allow access to campus in isolated situations for continuation of mission critical functions, i.e. payroll.

	Level 1 (Pandemic Alert)	Level 2 (Pandemic Risk)	Level 3 (Pandemic Imminent)	Level 4 (Pandemic Period)
1. Coordinate the identification of essential personnel and ensure departments are depth charted.		Work with Supervisors to identify mission critical functions, by time of year, and insure a minimum of two levels of cross-training.	Implement use of cross-trained employees in the event of extended employee absences or absences occurring during mission critical times.	Allow only essential personnel on campus during mission critical times.
2. Encourage Faculty and Staff to update contact information		Encourage employees to update their contact information with the Personnel office and their Supervisors		
3. Prepare call-off guidelines and review annual/sick leave guidelines for applicability in a pandemic event a. Employees who have been exposed or are suspected of having the illness should not report to work. Therefore, liberal, non-punitive policies should be established in order to ensure compliance with public health recommendations.		Educate employees on need to stay out of work if they are experiencing flu/cold symptoms including a fever; and not to return until they are fever-free without medication for a minimum of 24 hours. (CDC guidelines). Insure employees know that it is their responsibility to keep their supervisor informed of their status.	Update and monitor the employee absences and keep VBPA informed of status Respond to concerns from employees regarding illness and policies/procedures clarification. Refer employees to EAP as needed.	Communicate closing/cancelling of classes to college community (use channels similar to Inclement weather notification instances) Communicate any necessary procedures regarding recording of work hours for those that did work as an essential personnel. Consider mass entry of required time off rather than individual keying of time missed in leave system.
4. Establish return-to-work guidelines consistent with the case definition.		Continue to send FMLA letters as required by federal law, but relax the need for a return to work statement given the current medical community's guidance of not		Communicate return to work/classes information to the college community (use channels similar to Inclement weather notification instances)

<p>5. Prepare communications for supervisors and the campus work force addressing guidelines related to reporting of illness, business travel procedures, and returning from affected areas.</p>		<p>going to the doctor Develop and Implement a tracking mechanism to capture data related to the incident. Employees should report to Supervisor who will, in turn, report to the Personnel Office any related absences.</p>		
<p>6. Prepare work-at-home guidelines that address telecommuting issues.</p>		<p>Work with Supervisors to discuss availability of telecommuting and to Identify mission critical functions that may be conducive for telecommuting</p>	<p>Work with Supervisors in individual cases to determine if telecommuting is an acceptable way to continue mission critical functions. Consider temporary delegation of telecommuting approval to expedite the process for mission critical functions.</p>	<p>Communicate any necessary procedures regarding recording of work hours.</p>
<p>7. Assist in the recruitment of a volunteer work force and identification of cross-training needs.</p>			<p>Work with temporary agencies in placing temporary employees to back fill in positions where existing cross-trained individuals are not available</p>	<p>Incorporate notification of "shut-down" to any temporary agency staffing that may be in place</p>

IT

	Level 1 (Pandemic Alert)	Level 2 (Pandemic Risk)	Level 3 (Pandemic Imminent)	Level 4 (Pandemic Period)
1. Develop IT plan for school closing and increased distance learning.	Increase network resources. Available to assist with set up of WebCT for courses. Courses created after begin semester would not be available. Courses where quality could not be maintained and labs would not be available.	Monitor network. Assist with WebCT as needed.	Monitor network. Assist with WebCT as needed.	Monitor network. Assist with WebCT as needed.
2. Develop secure reporting database for faculty/staff and students. Addresses accuracy and non-duplication	Set up shared folder on server. Grant access to users. Move spreadsheet to shared folder. Set up email alias "studentflu@tctc.edu". (Larry Barnes completed shared folder and email alias. Solution Services asking for access to shared folder.)	Assist as needed.	Assist as needed.	Assist as needed.
3. Develop computer sanitation plan with SSC	Be available to help with any questions. Keep equipment clean. (Solution Services will meet with Jeanne Otey.)	Keep equipment clean.	Keep equipment clean.	Keep equipment clean.
4. Co-develop Flu page and information sharing with Public Relations	Set up Pandemic Flu Blog. Assist with updates to blog. (Rebecca Eidson working with Jan Kempinski on blog.)	Assist with updates to blog or problems that arise.	Assist with updates to blog or problems that arise.	Assist with updates to blog or problems that arise.
5. Develop plans for mission continuation	Review mission critical positions. For missions critical positions, verify primary and backup employees. Backup employees to stay up to date with position.	Backup employees to stay up to date with position.	Backup employees to stay up to date with position. Should the need arise, backup to take over position.	Backup employees to stay up to date with position. Should the need arise, backup to take over position. For some situations will need access to campus.

Administrative Services (Risk Management) Service Solutions

	Level 1 (Pandemic Alert)	Level 2 (Pandemic Risk)	Level 3 (Pandemic Imminent)	Level 4 (Pandemic Period)
1. Prepare for improved sanitation measures and stockpiling of supplies.	Review TCTC Pandemic Event Plan Annually Maintain elevated sanitation supply for Flu Season	Ensure adequate supplies are in stock Increase sanitation schedule in high traffic areas	Extra personnel deployed to increase sanitation at high risk areas	Continue increased sanitation and problem area decontamination. Prepare for sanitation of entire school
2. Implement SSC's Pandemic Program	Review Details of plan	Decontaminate isolated areas when identified	Implement SSC full Pandemic Plan	Increased Decontamination and sanitation to prepare for school closing/reopening
3. Develop Plans for Mission Continuation	Develop and Review Depth Chart	Depth Chart and on call list implemented	Depth Chart and on call list implemented	Depth Chart and on call list implemented for possible school decontamination
4. Asses Risk and Prevention actions for College	Annual Review Depth chart and cross training reviewed	Depth chart and cross training implemented	Depth chart and cross training implemented	Prepare for suspension or closing of school and reopening

	Level 1 (Pandemic Alert)	Level 2 (Pandemic Risk)	Level 3 (Pandemic Imminent)	Level 4 (Pandemic Period)
1. Ongoing communications with local public safety officials.	Monthly monitoring of DHEC and CDC websites	Weekly check of DHEC & CDC. Weekly communication with ACESD	Daily Check of CDC Update and weekly update from ACESD	Daily communication with ACESD
2. Quarantine procedures and location for students waiting for transportation.	Identify location to self-isolate student. Have decontamination plan in place.	Prepare room to briefly host student, ie plastic on floor, chairs, and Kleenex, etc.	Room available	Room available
3. Protect and secure needed supplies.	Have supply list completed	Check supply deficiencies and replenish stock and order needed items	Distribute supplies to key personnel for local storage. Check supplies weekly.	Check security of supplies and replenish across campus as needed.
4. Train in use of PPE.	Yearly BBP training	Refresh in PPE use.	Train all affected employees	School Closed
5. Equip Office and vehicles with PPE kits.	Equip as part of vehicle inspection.	Have vehicles completely equipped.	Extra supplies in vehicles for distribution where needed.	School Closed
6. Develop internal plans for mission continuation	Identify people to cover shifts if needed.	Increase internal hygiene and monitor employees	Daily check of employees health	Less staff needed. Promote self-isolation to cover college
7. Establish communication plan with Public Relations for updates and information.	Have Flu communication plan ready. Check annually during Summer School	Start first phase of hygiene education	Full communication plan in effect including classroom presentations	Focus on external communications
8. Plan for transport of student if no other means available	Ill Student Transportation Plan in place	Review plan and have PPE ready	Director or designee will transport protected by PPE	Closed
9. Develop plan for closing campus and restricting access to campus.	Campus Closing Plan in Place (Weekend Procedure)	Review plan	Have personnel on standby to close campus. Notify Public Relations for posting	Closed. Post more signage and communications

INTERNAL	Level 1 (Pandemic Alert)	Level 2 (Pandemic Risk)	Level 3 (Pandemic Imminent)	Level 4 (Pandemic Period)
Discuss the potential ramifications of a pandemic and estimate the impact; reaffirm mission-critical activities from previous year and identify new ones that should be considered.	Division Meeting to discuss mission critical activities.	Weekly meetings as needed	Meetings as needed	Meetings as needed, including alternative formats, e.g., conference calls, email.
Develop a plan for processing donations to Foundation during periods of high employee absenteeism.	Plan developed – consider whether support is needed from other campus unit (e.g., Business Office) and consult with them accordingly.	Cross training implemented	Cross training continues	Plan for continuation of mission-critical activity is fully implemented.
Review upcoming events (e.g., Fall Classic, Philanthropist of the Year dinner, etc.) and consider cross-training and staffing issues during periods of high employee absenteeism.	Plan developed	Cross training implemented	Cross training continues – consider whether event should be cancelled. If so, communicate cancellation.	Plan for continuation of mission-critical activity is fully implemented.
Develop a plan for issuing tax deductible letters (if pandemic risk at end of calendar year) during periods of high employee absenteeism.	Plan developed	Cross training implemented	Cross training continues	Plan for continuation of mission-critical activity is fully implemented.
Develop a plan to continue bank deposits during periods of high employee absenteeism.	Plan developed - consider whether support is needed from other campus unit (e.g., Business Office) and consult with them accordingly.	Cross training implemented	Cross training continues	Plan for continuation of mission-critical activity is fully implemented.
Develop a plan to manage annual audit (if pandemic risk at the end of a fiscal year) during periods of high employee absenteeism.	Plan developed - consider whether support is needed from other campus unit (e.g., Business Office) and consult with them accordingly.	Cross training implemented	Cross training continues	Plan for continuation of mission-critical activity is fully implemented.

Corporate & Community Education

	Level 1 (Pandemic Alert)	Level 2 (Pandemic Risk)	Level 3 (Pandemic Imminent)	Level 4 (Pandemic Period)
1. Monitoring and Reporting of CCE Student Illnesses	Instructors will receive detailed instructions on how to report CCE flu cases via email from division office. Frances Wilson will serve as CCE contact and report cases to proper campus representatives	Instructors will receive detailed instructions through face-to-face meetings with the H1N1 division representative and the Dean's Office on how to report CCE flu cases via email from division office and flu prevention. Frances Wilson will serve as CCE contact and report cases to proper campus representatives	Continue Level 2 practices. In addition a task force consisting of the CCE H1N1 Representative, Dean, Director of Operations and Program Managers will work to reschedule / delay / cancel certain programs and/or classes in order to stave off a potential pandemic.	Classes cancelled indefinitely (in accordance with college policy and procedure dealing with a Pandemic) CCE H1N1 Taskforce will consider telecommuting for necessary faculty/staff, utilizing electronic resources for registration, email and automated phone system (voicemail) for communication
2. TCTC Flu Education Program	Campus Flu Signage will be placed in bathroom stalls/mirrors, hallways, and on large screen monitors in hallways. We will also insert a sheet with H1N1 prevention information in each course folder and encourage the instructor to share the information to the classroom.	Continue promotion through signage and monitors in hallways.	Continue promotion through signage and monitors in hallways.	Continue promotion through signage and monitors in hallways.
3. Promote immunizations	The CCE office will encourage all faculty and staff to get flu vaccinations (email will be sent from the Dean's office encouraging everyone to participate in TCTC Sponsored immunizations) The division office is considering incentives to motivate faculty and staff to participate. If TCTC sponsors the	Continue to promote immunizations	Continue to promote immunizations	Immunizations not working!

	immunizations for students, this will also be heavily promoted throughout the division.			
<p>4. Continuing Education Contingency Plan</p> <p>a. Absentee Rules</p> <p>b. Web and Distance learning policy</p>	<p>-For on-campus and off-campus training programs: Each student that is suspected of having H1N1 flu, will be given as much time as needed to recover. Once the student has recovered he/she will meet with the program manager to discuss how to make up the class time that has been missed. Due to some program requirements (healthcare clinical, federal requirements for truck driving, etc) students may be required to retake the class in order to make up time missed during the absence. The makeup class time will be provided to the student at no charge.</p> <p>-CCE programs that are taught via distance education are mainly contracted through third-party agencies. Every attempt will be made to work with the third-party vendors on the student's behalf to allow the student extra time to complete the class.</p>	Same	In addition to policies in Level 1, the CCE Program Managers, Dean, and Director of Operations will work to reschedule classes, delay classes that have not started in order to prepare for/prevent a potential Pandemic.	<p>In accordance to college policy on H1N1 Pandemic.</p> <p>All courses that are in progress will be halted, and resumed at a time when the pandemic has subsided.</p> <p>The CCE H1N1 task force will work to reschedule missed courses, and rearrange courses that were in progress during the pandemic outbreak.</p>

Operational Planning Matrix
Facilities and Maintenance

	Level 1 (Pandemic Alert)	Level 2 (Pandemic Risk)	Level 3 (Pandemic Imminent)	Level 4 (Pandemic Period)
1. Develop contingency plans in case of fuel, water, and energy shortages including availability of emergency generators	Normal Operations Annual Review of Pandemic Plan	Normal Operations	Communicate with Suppliers/Vendors Ensure full supply of needed fuel.	Close Facilities, reduce energy consumption Store fuel on site for vehicles
2. Identify building ventilation systems and recommended cleaning procedures	Normal Operations	Ensure adequate disinfectant and replacement filters in stock	Disinfect and replace filters in contaminated areas	Disinfect and replace filters in contaminated areas
3. Procure PPE supplies for maintenance staff to assist with cleaning and repairs	Normal Operations	Update inventories of PPE supplies and coordinate with SSC on disinfects	Increase PPE supplies for storage in coordination with SSC.	Maintain adequate supplies
4. Plan for school closing and reopening.	Normal Operations	Maintain standard TCTC Schedule	Have personnel on standby to close campus. Notify Public Relations for posting	Implement closing of school and reopening schedule
5. Internal plans for mission continuation	Normal Operations	Have on-call list up to date and distributed.	Cross-trained teams from Maintenance and Public Safety on standby	Skeleton crew as dictated by on-call list.
6. Decontamination Plan	Normal Operations	Review Plan and check supplies	Decontaminating problem areas.	Sanitize school before reopening of school

***Guidelines Addressing Concerns of Student and/or Instructor Absences Due to Illness or Other Non-academic Circumstances Beyond the Control of the Students/Instructors**

Faculty members are to be as lenient as is reasonable, without compromising significantly the core content and accompanying student learning outcomes of the course, in the matter of their class attendance policies.

In recognition of the likelihood that many students with H1N1 will not be able to provide official documentation of their illnesses, faculty members are to be more lenient than usual in the matter of illness documentation from a medical facility.

Faculty members are asked, insofar as it is practical and reasonable, to assist students in making up work and in successfully completing their classes.

Faculty members are asked to work with students on a case-by-case basis to assist students in determining if the best course of action is to withdraw from the class, take a grade of "Incomplete" in the class, or complete the class according to the academic calendar.

Faculty members are asked, in those disciplines for which it is possible, to identify one or more other faculty members with whom they can work to cover each other's classes in case of faculty member illness.

If the College moves to Level 3, faculty members are asked to exercise a reasonable amount of patience in the matter of processing paperwork for withdrawing students from class for excessive absences.

If the College moves to Level 3, faculty members will be asked to use their professional judgment and to work with department heads and program coordinators to determine what material can be omitted without significantly compromising the course.

If the College moves to Level 3, the amount of time allowed for students to remove grades of "Incomplete" will be extended.

***Institutional Move to Level 4**

It is recognized that the time of the semester in which the College moves to Level 4 will impact the plan for resuming and completing instruction for the semester. For example, if the College moves to Level 4 with several weeks remaining in the semester, then, when classes resume, the remainder of the semester may be compressed so students can still complete the semester according to the academic calendar. On the other hand, if the College moves to Level 4 close to the time of final examinations, it will probably be necessary to extend the semester into the first week(s) of the following semester.

It is recognized that individual programs may move to Level 4 at different times, and at times different from the time the College moves to Level 4. Each program coordinator and department head will have the opportunity to recommend suspension of classes for a particular program, even if the College has not moved to Level 4. Such a recommendation will require the approval of the appropriate dean and the VPAA. In case classes are suspended for a particular program, students in that program who are well will be expected to continue to attend classes for which they are registered in programs for which classes are not suspended.