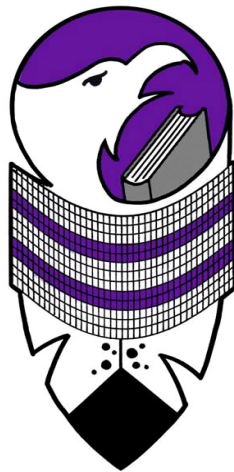


Grand River Post Secondary Education Office

Pandemic Plan



Current as of November 3, 2009

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Stage 1

Pandemic Prevention



Stage 1 - Prevention

Pandemic Prevention—*Preventing spread of disease:*

- Face to face contact is only to be conducted on a limited basis.
- Hygiene alert – Protocols for hand-sanitizing. Dispenser has been put in the entrance to the office requiring visitors to sanitize their hands.
- There are entrance protocols in place, it is important to ensure that they are followed at all times.
- Staff are to stay home when sick to stop spread of any infections
- Weekly scheduled office sanitation. Sanitized wipes have been purchased and are to be used to wipe down surfaces that require sanitation (doorknobs, telephones, desks, keyboards, etc)

Stage 1 - Prevention

Pandemic Prevention— *Staying away from high-risk areas and events:*

- Elimination of campus visits for the school year.
- Be sure to advise students, as well as campuses that counselors will not be visiting campuses this year.
- Advise students through e-mail, the calendar, and mail-outs, etc of alternate ways to make contact with their counselor for the required semester contacts.
- Counselors will not be attending conferences in high risk areas (i.e. OSCA in Toronto)

Stage 1 - Prevention

Pandemic Prevention— *Office function plans:*

- Ensure that counselors have the correct contacts for students (i.e. e-mail, phone number, address, etc.
- Identify emergency team functions within the office and the community
- Off-site computer access has been put into place so that employees are able to work from home
- Staff is being cross trained so that they are able to handle more takes should it become necessary.

Stage 2

Pandemic Preparedness



Stage 2 - Preparedness

Influenza Outbreak—*Preventing spread of disease:*

- More restricted face to face contact
- Elimination of walk-ins and the majority of person--to-person contact from outside of the office.
- Entrance protocols will be in place and must be closely observed at all times.
- Implement alternative means of communication as much as possible. Use other resources such as e-mail and phone calls.

Stage 2 - Preparedness

Influenza Outbreak— *Changing of procedures*

- Be prepared to run the office with minimal employees
- Staff are to change their messages on their voicemail as well as on Outlook to “out of office” responses as necessary.
- Counselors are to print weekly caseload data with updates to e-mail addresses, telephone numbers, etc.
- Voluntary quarantine / isolation becomes an option in Stage 2.

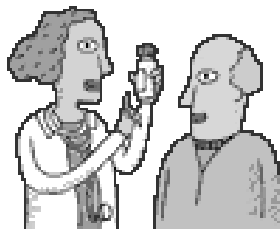
Stage 2 - Preparedness

Influenza Outbreak— *Possible office shut-down:*

- Have a plan in place for dealing with office shut down. The plan should include: procedures for dealing with students as well as institutions, database access, EFT, and updates to the office website providing information to students.
- Otherwise, operate the office as usual so as not to disrupt daily activities of employees and students. Students will be of main concern in trying to ensure normal office operations.

Stage 3

Pandemic Outbreak



Stage 3 - Pandemic

Influenza Pandemic — *Preventing Spread of Disease:*

- Office is closed
- No direct contact - isolation / quarantine
- Let student / public know that there will be restricted contact with counselors via e-mail, mail-outs, radio broadcasts, website, signs, etc.
- Always make students aware of the situation at the office with current updates

Stage 3 - Pandemic

Influenza Pandemic — *Changing of Procedures:*

- Office is closed
- Staff are to change their messages on their voicemail as well as on Outlook to “out of office” responses as necessary.
- If possible, it is important to look at ways to work from home via telephone, e-mail, etc. Another phone line should be set up for emergency phone calls from students - attempt to look at getting a second phone line.
- Always make students aware of the situation at the office with current updates

Stage 3 - Pandemic

Influenza Pandemic — *Office Shut-Down*

- Office is closed
- Emergency team functions will need to be set in place. All functions of the office will need to be covered. One person from each department will be set up to perform all tasks with cross-training experience.
- Staff are going to need off-site resources at their homes. They will need their case load, for example, to be able to carry on essential duties.
- If the pandemic becomes severe, many places will likely be shut down as well. In this case, many students will not be attending school.

Stage 4

Pandemic Recovery

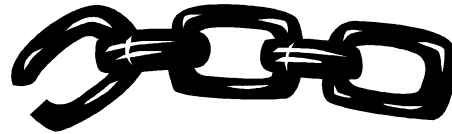


Stage 4 - Recovery

Pandemic Recovery — *Office Shut-Down*

- Once widespread pandemic has occurred and recovered, office will re-open and normal procedures will resume. (This information will be made available from Health Canada)
- Advise students that the office has re-opened.
- Implement plans for dealing with the students as well as the institutions. This will be key regarding funds, completion of courses, etc.
- Have an e-mail, mail-out, or website available to students answering questions that students may have. This will help to avoid office and telephone congestion.
- Attempt to return to pre-pandemic office procedures as much as possible

Chain of Command



Scenario 1:

Justine \Rightarrow Paulie

\Rightarrow Sue \Rightarrow Board

Scenario 2:

Justine \Rightarrow Char

\Rightarrow Sue \Rightarrow Board