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# Pandemic Influenza Action Guide

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For California State University  
System Campus Presidents

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Office of Systemwide Risk  
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August 25, 2009

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## CHANCELLOR’S MESSAGE – H1N1 VIRUS (AKA SWINE FLU)

No one is sure what will happen this fall, but we are preparing for the possibility of a strengthened, mutated virus, which could result in an increase in the number of people infected. The initial outbreak turned out to be more disruptive than deadly; however the spread of the virus has been world-wide, prompting both the CDC and the WHO to declare a Pandemic – raising the Pandemic Phase to 6, its highest level. **In this current Pandemic**, we may still encounter a large number of sick students, faculty and staff on our campuses. The State of California and the Centers for Disease Control and Prevention have issued a number of alerts and directives indicating the high probability that a significant number of H1N1 cases will occur.

As you know, ***Pandemics are about people*** and the interruptions in their everyday life and in severe cases, death. Our physical facilities will not be damaged, but will require vigilant attention to maintain as much of an “infection free” environment as can be obtained. Pandemics can last several weeks even months and can have multiple events or waves. They can disrupt every facet of every ones’ lives. Goods, services, and transportation can all be affected with delays and shortages to total shutdown. Basic healthcare services can be severely hampered, or become unavailable to all but the critically ill as hospitals and clinics are overwhelmed. Campus operations can be severely hampered or totally shut-down.

Presidents need to ensure that they are ready to respond to an outbreak on each respective campus with appropriate policies and procedures in place for the safety and security of students, faculty and staff and the continuity of operations (classes, business units, etc.).

## OFFICE OF SYSTEM-WIDE RISK MANAGEMENT

The Office of Systemwide Risk Management serves as primary contact for the CSU with the California Emergency Management Agency (CalEMA) and will advise campuses of the State’s response actions. The Risk Management office is available to campus administration in the event assistance is needed and will provide campuses with substantive updates and information from local, State, Federal and international sources as they become available.

## CURRENT PANDEMIC – KEY ACTIONS

- **Given that we are in a current Pandemic, convene their Pandemic Influenza Team as soon as possible to discuss and update campus protocols and procedures** In light of what we have learned about the H1N1 virus, below are some important actions.
- Ensure that Campus pandemic plans are up to date.
- Set up appropriate alert and notification protocols and follow guidance from Local Health Departments and updates from the CDC on situation status, health advisories/alerts and specific directions.

- Provide ongoing information to staff, faculty and students on everyday steps to stay healthy (using good hygiene and cough etiquette). Refer to the DHHS Guidance at <http://www.flu.gov/plan/school/higheredguidance.html>.
- Educate student, faculty and staff on what to do when sick with flu-like symptoms. Refer to the DHHS Guidance at <http://www.flu.gov/plan/school/higheredguidance.html>.
- Plan for electronic or alternative methods to continue classes if faculty and/or students become ill, or if classes cannot be held on campus.
- Define designated quarantine areas in housing units and dorms and alternative provisions for food services.
- Stockpile basic protection supplies for staff and students prior to school starting, such as hand sanitizers, masks, gloves, as well as other operational supplies (if there is a large outbreak, other vendors of essential supplies may be impacted (eg: food services, textbooks, etc.).
- Anticipate a potentially large demand upon our student health centers. Students will need advice on when to seek medical treatment. Consider the following at health centers and clinics. Refer to the DHHS Guidance at <http://www.flu.gov/plan/school/higheredguidance.html>.
  - Set up separate areas for flu symptom cases to help separate from other health center visitors;
  - Set up and publicize call-in lines so that those with milder symptoms don't have to enter the health center, but can call in for advice and info;
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  - Establish relationships with local health departments;
  - When separate H1N1 vaccine becomes available (possibly sometime in October 2009) obtain vaccine supply for the critical staff to keep medical personal healthy; and
  - Develop backup lists and rotation of health center staff.
- Work with WC health care provider to determine if your campus can host seasonal flu vaccinations (does not contain H1N1).
- Activate partial or full Campus EOC as necessary.
- Establish notification and update messages for parents, vendors and off-campus stakeholders.

## **Campus Closure**

The impact of an outbreak on the campus community cannot be pre-determined; however the execution of the campus Pandemic Influenza Business Continuity Plan can minimize the impact on campus operations. There are a number of reasons that a campus may close because of an outbreak. It is important to recognize that any one of the following agencies/individuals may direct closure:

The California Department of Public Health acting through the city and county Public Health offices, may invoke isolation, quarantine or social distancing requirements.

The CSU Chancellor may direct specific campus closures and the shutdown of all but critical functions.

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

**NOTE: The decision to close a campus or substantially curtail major activities of a campus as a result of an influenza outbreak would not be an easy decision. The decision to do so requires consultation and coordination with the Chancellor.**

***Please refer to your campuses Pandemic Influenza Plan for specific information on your campus policies and protocols.***

In the event a campus is affected by a single case H1N1 fu virus or a total outbreak, the integrity and reputation of the institution may be called into question. Potential damage and increased confusion can be minimized through clear and sustained communication with all interested or involved stakeholders including the Office of the Chancellor.

It is important to determine the facts in an identified case or outbreak as soon as possible, and factually distribute that information in as timely a manner as is possible. Once made aware of an identified case or outbreak, **Presidents should immediately notify the CO and coordinate with their PIO.** In addition, Presidents should receive regular briefings on the status of the situation from the their Pandemic Influenza Manager and direct appropriate action as necessary. Timely and ongoing communications with the CO is essential.

#### **Campus Crisis Communication Team**

In the event individual case or outbreak, the Campus Communications Team should be assembled and the CO Public Affairs office notified. Members of the Campus Crisis Communications Team include:

- The President,
- Director of Public Relations,
- Director of Public Safety, and
- Such senior staff members as may be deemed necessary to managing the crisis itself including gathering of relevant information.

It is highly likely that other parties involved in the crisis; police, fire department, health officials, government agencies, etc., will also have an interest in the campus situation and may have a spokesperson. It is important to coordinate the messaging and relay the proper information to ensure an informed and unified response.

***Please refer to your campuses Crisis Communications Plan for specific information on your campus policies and protocols.***  
CO Communications Office

Chancellor's Office Public Affairs Procedures

The Public Affairs office bears the primary responsibility in the CO for handling and responding to all media inquiries during an emergency. The assistant vice chancellor for public affairs, the director of media relations and media relations specialist shall follow the following procedures in a H1N1 case:

- Serve as an authoritative, reliable source of accurate information for the Chancellor's office, CSU campus presidents, the media and the general public.
- In coordination with the affected campuses, issue the news releases within the first hour or as soon as possible and establish communication and initiate a procedure for periodic updates to the media.
- Coordinate and manage all media briefings and be responsible for staffing all interviews involving the Chancellor or representative.
- Distribute all information to key internal stakeholders at the same time it is being released to the media.

Ensure that the Campus Crisis Communications Team coordinates communications and public/campus announcements with the CO Public Affairs Office.

### **ADDITIONAL RESOURCE INFORMATION**

California Department of Public Health  
<http://www.cdph.ca.gov/Pages/default.aspx>

California Emergency Management Agency  
<http://www.calema.ca.gov/>

Center for Disease Control & Prevention –  
<http://www.cdc.gov/h1n1flu/college-alert.htm> &  
[http://www.cdc.gov/h1n1flu/guidance/guidelines\\_colleges.htm](http://www.cdc.gov/h1n1flu/guidance/guidelines_colleges.htm)  
<http://www.cdc.gov/h1n1flu/guidance/exclusion.htm>

CDC 3-Step Action Plan and Flyer  
<http://www.cdc.gov/flu/protect/preventing.htm>  
[http://www.cdc.gov/flu/professionals/flugallery/2009-10/pdf/h1n1\\_take3.pdf](http://www.cdc.gov/flu/professionals/flugallery/2009-10/pdf/h1n1_take3.pdf)

H1N1 section of Systemwide Risk Management web site -  
[http://www.calstate.edu/risk\\_management/em/pandemicflu/index.shtml](http://www.calstate.edu/risk_management/em/pandemicflu/index.shtml)

United States Department of Health and Human Services <http://www.flu.gov>

## OPERATIONAL CHECKLISTS

The following position checklists are provided as guidance to the Campus President and Influenza Manager for the application of the Incident Command System (ICS) for Campus and CO coordination/operations to any disaster event including a Pandemic.

***Checklists are correlated with a Pandemic Phase –  
Level Six (6) – Confirmed cases on campus.***

## Campus Pandemic Influenza Manager

- Alert campus Pandemic Influenza team of the pandemic status and make recommendations concerning cluster control and social distancing measures for initiation on the campus.
- Make recommendations on the activation of the campus Emergency Operations Center (EOC).
- Monitor activities of the university, employee population and visitors to reduce and/or minimize the impact of influenza to campus operations.
- Evaluate and report areas of concern within the campus community and/or facilities related to transmission and control of the pandemic influenza.
- Receive information concerning the number of faculty and staff unable or unwilling to report to work and the number of student absent from class. Communicate this information of the Pandemic Influenza team.
- Closely monitor all domestic and international travel for university business and report concern(s) to Pandemic Influenza team.
- Initiate implementation of an online Notification Intake form and report procedures; collect and compile data to be reported in various statistical formats. Provide report to team on the number of suspected influenza cases involving campus faculty, staff and students.
- Institute preventative measures and person hygiene protocols.
- Working with the campus Public Affairs, notify of the pandemic status to the campus community. Updated Pandemic Influenza website and evaluate additional community methodologies.
- Make recommendations on the initiation of restricted activity related to outside and internal “special” events on campus.
- Make recommendations on the restriction of student, faculty and staff business travel to affected regions of the U.S. and abroad.

- Continuously monitor situation for effectiveness of ongoing response actions and modify program/plan/approach accordingly. Report any findings/concerns.

## University President

- Receive information from the Pandemic Influenza team of the pandemic status and activations of Emergency Operations Center (EOC).
- Alert the Chancellor's Office of System-wide Risk Management and inform of any protective measures concerning social distancing on the campus.
- Provide feedback and updates to the Chancellor as the progression of a Pandemic impacts the campus.
- Ensure that the campus Influenza Manager and Pandemic Influenza team monitors activities of the university, employee population and visitors to reduce and/or minimize the impact of influenza to campus operations.
- Ensure that the Influenza Manager has implemented personal hygiene and preventative measures campus wide.
- Ensure that the Student Health Center is having ongoing communications with campus community and the Pandemic Influenza team regarding signs/symptoms, protocol for referral of suspected cases.
- Ensure that the Student Health Center is coordinating with Public Health authorities for accurate and timely information and/or diagnosis of suspected cases.
- Ensure that Humans Resources is continue HR operations and is prepared to continue work if the pandemic warrants a reduction in staff or operations in accordance with the campus Pandemic Influenza plan.
- Ensure that Academic Affairs monitors levels of faculty and student absences and report to the campus Influenza Manager and the Pandemic Influenza team.
- Ensure that Academic Affairs implements instructional contingencies and/or emergency action to facilitate institutional academic goals during a pandemic.
- Ensure that Student Affairs reduce services that are not essential.
- Ensure that Public Affairs work with the Influenza Manager and EOC administrators regarding internal and external communications. Ensure the dissemination of information of campus health protocols to the campus community via website and EWS.
- Ensure that Public Affairs work with the CO Public Affairs office to communicate on all campus measure being taken regarding policies, travel, health services and public health.
- Ensure that Information Technology Services (ITS) has updated personnel and emergency contact lists.
- Ensure that ITS has protocols and systems in place for key personnel to work from home and/or alternate locations.

- Ensure ITS continues to make updates to the campus redundant website.
- Ensure that Housing/Dorms monitors status of apartments and residents and provides updates to Student Health Centers and Influenza Manager.
- Ensure that Public Safety activates the EOC to the level required to support activities and work with the CO EOC.
- Ensure that Facilities Management monitors and assists in closing building(s) as directed to clean and sanitize all common hard surfaces.
- Ensure Financial Services execute purchase requisitions for pandemic related materials.
- Ensure Financial Services post call-in numbers for conducting business to minimize walk-ins.
- Regarding Legal Preparedness, ensure that Legal Affairs guides and monitors processing of grievances about and appeals of University decisions and action to ensure compliance with procedural and substantive due process requirements as well as campus policies and law.
- Ensure Legal Affairs distribute summaries of new or notable laws particularly applicable to a pandemic situation and receive suggestions on modifications to policies and procedures if needed in response to new laws or legal procedures adopted during a pandemic.
- Continuously monitor situation for effectiveness of ongoing response actions and modify program/plan/approach accordingly. Report any findings/concerns to the Chancellor's Office.

