

UNIVERSITY OF TOLEDO

SUBJECT: Infectious Disease Agent (IDA) Plan for Campus Operations

Procedure No: EP-08-010

POLICY

The University of Toledo, in response to an ongoing community, regional or national disaster or influx of potentially infectious patients, will identify and communicate guidelines for reducing transmission among faculty, staff and students maintaining university operations and providing services to those impacted.

Some of the key considerations when making decisions on appropriate responses are:

- Disease severity (i.e., level of sickness, hospitalizations and death rates) in the community, and,
- Impact of disease on faculty, staff and students that are vulnerable and may be at higher risk for adverse health complications.

PURPOSE

To provide a healthy and safe environment for patients, visitors, faculty and staff while maintaining continuity of operations at the University of Toledo.

PROCEDURE

The University of Toledo shall institute its [Emergency Operations Plan \(EOP\) #EP-08-019](#). It aligns with the [Infectious Disease Agent and Max Surge Plan for Clinic Operations #EP-08-017](#) covering UTMC and all associated clinics. Additional plans may be initiated depending on need. All phases will highly depend on the actions directed by federal, state, and local government.

Response for an Extended Event (e.g., Pandemic)

Traditional: There is no evidence of an outbreak or other extended events – normal day-to-day activities apply

Transitional, Level 1:

- Clusters of illness in multiple locations on one continent other than North America suggestive of human-to-human transmission and/or
- Clusters of an outbreak in multiple locations in North America suggestive of human-to-human transmission and/or
- A particularly serious outbreak with significant morbidity or mortality in states surrounding Ohio in which human-to-human transmission is possible and morbidity or mortality is considerable

Transitional, Level 2:

- Clusters of illness on more than one continent other than North America and/or
- Increased numbers of suspect cases located in multiple locations within the United States, highly suggestive of human-to-human transmission and/or
- Scattered numbers of suspected cases around the United States—especially states adjacent to Ohio—with an unusually high mortality rate or significant morbidity. Human-to-human transmission is likely and/or
- Report of suspected cases in Ohio

Transitional, Level 3:

- Clusters of illness in North America and/or
- Increased numbers of suspect cases in multiple locations within the United States that are highly suggestive of human-to-human transmission and beginning to increase in numbers throughout Ohio, but not in Northwest Ohio and/or
- Multiple suspected or definitive cases around the United States, but with an unusually high mortality rate or significant mortality rate and probable human-to-human transmission and/or
- Reports of suspected cases in Northwest Ohio and possible human-to human transmission

Transitional, Level 4:

- Major increase of cases in and around the community and/or
- Infectious disease outbreak or epidemic within the University. Confirmed cases are few, but there is an influx in medical office visits

Catastrophic

- The infrastructure in the community has been severely compromised in the wake of the event; caused by a novel virus, virulent seasonal flu or infectious disease outbreak with high morbidity and mortality

Recovery, Level 1

- Entry Criteria:
 - Symptoms:
 - Downward trajectory of symptomatic individuals reported within a 14-day periodAND
 - Downward trajectory of confirmed or probable cases reported within a 14-day period
 - Cases:
 - Downward trajectory of documented cases within a 14-day periodOR

- Downward trajectory of positive tests as a percentage of total tests within a 14-day period (flat or increasing volume of tests)
- Sustained decrease in the need to treat all patients with crisis care

Recovery, Level 2

- No evidence of a rebound of cases and satisfaction of Recovery Level 1 criteria a second time.

Recovery, Level 3

- No evidence of a rebound of cases and satisfaction of Recovery Level 1 criteria a third time.

Recovery, Level 4

- Return to normal operations with no evidence of clusters of illness in multiple locations globally

Goals, Assumptions and Recommendations

Goals

The goal of the University of Toledo *Infectious Disease Agent Plan for Campus Operations Guidelines* is to protect the health and welfare of the University community while allowing continuation of the essential functions of UToledo during pandemic and epidemic outbreaks of infectious diseases. The University of Toledo pandemic preparation guidelines will offer general principles applicable for reducing the spread of infectious agents. The primary goal of this document is to assist with the protection of the health and safety of students, faculty and staff by minimizing the spread of disease. It should be noted that based on the circumstances, all recommended actions may not necessarily occur in a linear progression. It should also be assumed that as the levels of the pandemic increase the actions implemented in previous levels will be maintained and subsequently added to.

Assumptions

- The infectious disease will reach significant levels of community spread.
- The University of Toledo will incorporate measures to reduce the spread and will initiate increasingly aggressive measures as cases increase in the community.
- A pandemic is likely to cause widespread and sustained effects.
- If the University shuts down, it should remain closed until it is deemed safe to reopen by public health officials and infection prevention personnel.
- When possible, instruction should continue via Blackboard or other alternative modalities.
- Some resident students will not be able to leave campus and will require on-campus housing during an outbreak. On-campus housing will continue to have UToledo network and internet access.
- Departments will be responsible for identifying and recording unit essential services.

Recommendations

- Clear and direct communication is vital during outbreaks to promote the safety and well-being of the University community.
- Hand hygiene and cough/sneeze etiquette remain the cornerstones of infection control. Hand hygiene is defined as thorough handwashing for at least 15 to 20 seconds with soap and water or use of an alcohol-based hand sanitizer rub in the absence of access to soap and water. https://www.who.int/gpsc/clean_hands_protection/en/
- Cough etiquette is defined as procedures that limit droplet and airborne spread of pathogens. The mouth and nose should be covered with a tissue during coughing or sneezing with disposal of the tissue and with secondary hand hygiene immediately afterwards or alternatively, coughing or sneezing into a sleeve or elbow. https://www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html
- Social distancing may be recommended. Per the CDC, “Social distancing means remaining out of congregate settings, avoiding local public transportation (e.g., bus, subway, taxi, ride share) and maintaining distance (approximately 6 feet or 2 meters) from others. If social distancing is recommended, presence in congregate settings or use of local public transportation should only occur with approval of local or state health authorities.”

Roles and Responsibilities

Senior Leadership

The Offices of the Provost and Executive Vice President for Academic Affairs, and the Executive Vice President for Finance and Administration and CFO, in consultation with Incident Command, will oversee the *Infectious Disease Agent Plan for Campus Operations* and make recommendations to the Senior Leadership Team (SLT) and the President, who will provide final approval. An appointed designee should activate the plan as deemed necessary by the President. These guidelines should be reviewed on a tri-annual basis and updated as necessary.

Incident Command System/Team (ICS)

The Incident Command System/Team is a management system designed to enable effective and efficient domestic incident management by integrating a combination of facilities, equipment, personnel, procedures and communications operating within a common organizational structure. At UToledo, the ICS is comprised of experts and representatives from the Main and Health Science campuses, as well as UTMC. This team is led by an Incident Commander.

Pandemic Preparedness Operations Team (PPOT)

The Pandemic Preparedness Operations Team is comprised of academic and operational managers with the appropriate expertise and knowledge of the campus to provide input or assist in the coordination of the preparation, implementation, evaluation and revision of the *Infectious Disease Agent Plan for Campus Operations*. The PPOT's role is to provide the Senior Leadership Team and the ICS with information, so they can make informed and appropriate decisions. The leader of the team or designee will act as the Operations Section Chief for Campus Operations in the Incident Command Structure.

Colleges/Schools/Units

Each college, school and unit should discuss the plan with its employees, including unit-specific responses. The plan should be communicated as broadly as possible. All unit-specific responses should describe ways to quickly contact those who are abroad. It is imperative that absenteeism be tracked as early as possible. If a department has an absenteeism rate of 20% or more, or the University has moved to Transitional Level 3, the Human Resources Department should be contacted.

Human Resources

It should be expected that during a pandemic outbreak, staffing levels will be strained. Reasons for absenteeism may include caring for family members, personal illness and school closures. The Human Resources Department should collect information from colleges/schools/units and report significant absentee patterns to the Executive Vice President of Finance and Administration/CFO and the Provost/Executive Vice President of Academic Affairs. The Human Resources Department only needs to be informed when 20% or more of a unit cannot work due to an illness or when the University moves to Level 3. Being prepared at home can enable employees to continue their regular job duties. Human Resources will offer information and guidance about flexible work arrangements, the [Employee Assistance Program](#), as well as leave management and time reporting (tools available on HR Website).

Transitional Level One

- Clusters of illness in multiple locations on one continent other than North America suggestive of human-to-human transition and/or
- Clusters of an outbreak in multiple locations in North America suggestive of human-to-human transmission and/or
- A particularly serious outbreak with significant morbidity or mortality in states surrounding Ohio in which human-to-human transmission is possible and mobility or mortality is considerable.

All colleges/schools/units should discuss the *IDA Plan for Campus Operations* and how it relates to their unit. *The University should remain open with regularly scheduled classes and activities.*

Institution-wide:

- The Senior Leadership Team and PPOT, in consultation with HR, should begin to communicate, as needed, with the campus community via campus website, e-mail and/or social media.
- Campus community members should be encouraged to regularly check the UToledo website for information updates.
- All appropriate departments need to assess levels of supplies and protective equipment.
- Prevention messages should be widely distributed by Rocket Wellness on both Main and Health Science campuses' common areas.
- University travel to impacted areas is monitored.

Department Specific:

- Employees should familiarize themselves with the University leave, reporting of absences and compensation policies.
- All departments should identify critical functions essential to maintain University operations and identify those staff and back-ups who are designated to maintain critical operations in the event the University suspends operations.
- Managers will inform those employees in their departments in writing regarding their status and responsibilities in the event the University suspends operations.
- Departments will review and update the [Essential Employee List](#) in accordance with the [University Continuity of Operations](#). HR, in collaboration with SLT, ICS, and PPOT, will offer guidance.
- Departments will ensure all new and existing essential employees are provided the [Essential Personnel Acknowledgement Memo](#).
- Departments should begin to cross-train staff in the event that they may be required to serve in a capacity different from their regular positions, if necessary.
- All departments should begin to review the possibility of alternative work arrangements for faculty and staff, in consultation with HR.
- All departments should be prepared to reassign staff to meet temporary service needs.
- Communication protocols should be confirmed and tested for all department members.
- All departments should inventory their supplies and reorder more in anticipation of vendor disruption.

Academic Affairs:

- A general awareness campaign should be developed in partnership with the Office of Marketing and Communication (MARCOM).
- The importance of distance education through UToledo Online and the Office of the Provost should be stressed. Easily accessible distance learning training programs for faculty and students should be

developed.

- Information on tuition cancelation should be provided to all students and parents, if applicable, through the Offices of the Registrar and Student Financial Aid.
- The worldwide situation should be monitored via CDC, WHO, state and county EMA, national and international news and media outlets.
- A UToledo webpage should be dedicated to describing how to keep informed, how to protect against possible contamination, etc.
- Information on pandemic preparedness and planning should be included in all pre- departure orientation programs.
- The Center for International Studies and Programs (CISP) should be communicating with students abroad regarding their own planning and preparations. A list of faculty and students abroad should be reviewed to determine if they are located in impacted areas.

Main Campus Medical Center/HSC Student Health and Wellness Center:

- Main Campus Medical Center/HSC Student Health and Wellness Center are operated under the direction of the University of Toledo Physicians. The Department Administrator will attend ICS planning meetings as instructed by the UTMC Operations Sections Chief.
- The Department Administrator should maintain regular contact with the UTMC Operations Sections Chief to coordinate distribution of reminders and notices about communicable diseases that spread easily in community living; and support and reinforce educational campaigns related to healthy living and self-care in community living.
- The Department Administrator or designee should review the [Infectious Disease Agent Plan](#) for business continuity.
- Clinic staff should keep workspaces clean. Cleaning and disinfecting frequently touched work surfaces should be completed daily (i.e., computer keyboards, counters, printers, etc.).
- Clinic staff should review “standard precautions.”
- Clinic staff will display information on reducing communicable disease and positive health practices.
- Clinic staff will relay Pandemic Preparedness Operation Plans to all staff.
- The Department Administrator or designee should collaborate with campus partners to encourage vaccination for seasonal influenza.
- Clinic staff should encourage participation in webcasts, seminars and continuing education on pandemics as available.

Research and Sponsored Programs:

- Research and Sponsored Programs (RSP) will work with the Office of Marketing and Communication to publish the impact of COVID-19 on research activities; research faculty students, and staff and how to prepare for an increase in pandemic level.
- Department of Laboratory Animal Resources (DLAR) will work with departmental and faculty animal care staff to ensure that the Animal Emergency Preparedness Plan is disseminated and up to date.
- DLAR and departmental and faculty animal care staff will review animal emergency inventory and order sufficient food, medicine and supplies in case of disruptions in supply chains.
- DLAR will work with departmental and faculty animal care staff to ensure lists of essential staff are up to date.

Public Safety:

- Public Safety will monitor and follow releases from trusted local, state and federal sources providing

direction and best practice for public safety responders.

- Public Safety will engage with colleagues at other peer and state universities to discuss best practices and overcoming operational challenges.
- Public Safety employees are “fit tested” and carry N95 respirators and eye protection or other PPE as directed.
- Public Safety will use alerting procedures to communicate emergency information.
- Periodic emails will be sent to all Public Safety employees providing them with information about procedures and policies.
- Public Safety will have procedures for emergency work schedules in cases of high absenteeism (i.e. 12-hour shifts).
- Public Safety holds mutual aid agreements with local law enforcement agencies and may exercise agreement for possible support scenarios if necessary.
- Public Safety will coordinate with Facilities Management concerning contractor and vendor access on campus at more advanced levels.
- Alert University Health Center and University Health Services if encountering individual(s) with manifestations consistent with outbreak
- Prepare resources to implement traffic pattern changes, if necessary.
- Review lock-down policies.
- Ensure sufficient radios and alternative communication options.
- Re-establish contact with local HAM radio operators.
- Discuss with Senior Leadership, Incident Command, and Legal Department the utilization of law and criminal justice students and faculty (including EMS club) for surge needs (e.g., traffic control, information dissemination, etc.).

Environmental Health and Radiation Safety:

- Work with the Logistic Section Chief/Purchasing to determine inventory of supplies, PPE, testing kits, hand sanitizers.
- Work with Infection Prevention to create an educational plan for PPE donning and doffing.
- Assess respiratory protection plan. Train and fit test personnel for respirators as indicated.
- Maintain CAPRs.
- Assure staff know how to access CAPRs when needed.
- Ensure that medical surveillance data is available and posted daily.

Facilities Management/Building Services

- Facilities Management (FM) should familiarize itself with contingency plans and the Business Continuity Plan.
- FM should regularly review and update staff phone numbers.
- Expectations for staff who are not required to come to campus during a closing should be clarified.
- FM will work with Residence Life, IT and Auxiliary Services to determine necessary situation-specific support for on-campus housing and dining services.
- FM will review SOPs to assure compliance issues are addressed.
- FM will assemble and train the appropriate crews to prepare campus facilities for closing, to operate facilities while closed and to prepare for reopening.
- FM will prepare for general pandemic hygiene training for FM staff.
- FM will develop a plan to ensure core changes, card access and lock maintenance and repair are done in a timely manner.
- FM will train all employees on using protective equipment.

- FM should review contingency plans for a fuel shortage.
- Develop building services emphasizing infection prevention.
- Ensure staff members are trained in cleaning procedures specific to the agent for terminal clean.

Purchasing:

- Review, update, and alert list of providers.
- Contact vendors to activate disaster MOU.
- Logistics officer will be appointed by IC from purchasing

Legal/Risk Management

- Review medical legal aspects of preparedness and response to potential disaster.
- Research legalities of triage prioritization and scarce resources.
- Benchmark risk management and insurance response options with peer universities.
- Familiarize department with legal obligations and ramifications for reporting of Category A infectious diseases.

Finance

- Collect cost information from departments which require stockpiling of equipment or supplies and identify funding to cover purchases.
- Develop procedures for rapid procurement and for payment of supplies, equipment, and services.

Information Technology (IT):

- IT should continue to familiarize itself with contingency plans and the Business Continuity Plan.
- IT should continue to practice a continuity approach for all core systems, services and emergency communication services (e.g., e-mail, www, Rave, Microsoft, Banner, etc.) such that current high availability levels are sustained.
- IT should continue to review and keep current the list of essential employees.
- IT should regularly maintain staff phone list.
- IT staff who are not required to come to campus, but must maintain professional responsibilities, should be clear on what is expected of them during a campus closure.
- IT will ensure that all IT staff who may be required to operate remotely will have appropriate solutions to perform their responsibilities in that modality.
- IT should identify single points of failure for skills, systems and any specific responsibilities.
- IT will prepare and post reference information and frequently asked questions regarding guidance on remote workplace configurations and abilities.
- IT will work with departments to test and rehearse remote access methods for employees in preparation for use during a pandemic or other continuity scenario.
- IT will explore options for a call center or automated call line to answer questions

Residence Life:

- Residence Life staff should identify and clarify responsibilities for pandemic essential personnel.
- Residence Life staff (professional and paraprofessional) should familiarize themselves with response plans each semester during August and January training events.
- Residence Life staff should review and share plans and procedures for the management of well-persons and sick-persons. Note that Residence Life does not have the capacity to house campus partners' essential staff in temporary housing (Facilities Management, UTPD, Dining, Housekeeping, Information Technology, etc.).

- Residence Life staff should maintain regular contact with the Main Campus Health Center, Health Science campus officials and Marketing and Communication for distributing reminders and notices about communicable diseases that spread easily in community living; and support and reinforce educational campaigns related to healthy living and self-care in community living.
- Residence Life staff (professional and paraprofessional) should regularly rehearse various types of notification protocol.
- Residence Life staff should maintain criteria for residents who would be allowed to remain on campus in the event that the residence halls were to close (i.e. travel restrictions, medical, disability, etc.).
- A plan should be developed for managing assistance animals residing in the residence halls with students. Residence Life staff should maintain a quantity of supplies needed in case of emergency. Items may include hand sanitizer, isolation masks, plastic and rubber gloves, linens, flashlights, batteries, bottled water, boxes, packing tape, etc.
- “Out of Office” communication has been maintained to monitor absenteeism since Residence Life employs multiple full-time, part-time, graduate and paraprofessional staff.
- Summer Housing staff should monitor summer conference and intern housing schedules for possible groups and individuals of concern.
- Academic year and summer housing contracts should reference the importance of pandemic planning and possible effects of a pandemic on the housing agreement, room assignments, conferencing and billing.
- Non-essential housing staff should be clear on what is expected of them during a campus closure.
- Residence Life staff should maintain up-to-date electronic copies of current housing rosters assessable to all Residence Life staff.
- Residence Life staff should encourage keeping workspaces clean. Routinely disinfecting commonly touched work surfaces and items (i.e., computer keyboards, front desks, copiers/printers, etc.).

Dining Services:

- All dining locations should remain fully operational.
- All hot-line stations should be staffed and served by dining services. South Grill will be most affected by this.
- Increase frequency in cleaning dining areas and sanitizing all areas including, but not limited to tabletops, chairs, napkin dispensers, salt and pepper shakers, handles, tongs and any other high-use common items
- Have hand sanitizers at the front of dining areas, this can be in the machine, as well as have a bottle for use at each register.
- Have timer set for 30 minutes in all locations to stop and wash hands and change gloves
- Prepare/producing quarantine meals as needed.

Student Affairs:

- Student Affairs departments should update their preparedness plans to include: a list of essential employees, procedures that can be reviewed with staff on closing the residence halls during a pandemic, procedures that can be reviewed with Aramark on closing dining facilities, procedures on the management of temporary housing and procedures on the management of housing facilities for emergency responders.
- Staff who are not required to come to campus, but must maintain professional responsibilities, should be clear on what is expected of them during a campus closure.
- Students should be advised to check the University website to receive information updates.
- A statement should be communicated to students participating in Spring/Winter Break programs describing how they can obtain information and how to protect themselves against possible contamination.

Office of Marketing and Communications (MARCOM):

- MARCOM will consult with the ICS, SLT, HR and the PPOT for updates and new information.
- MARCOM will work to determine appropriate messaging to alert the campus community of preparation efforts.
- It will review all communications related to pandemic preparedness and draft overall University messaging.
- MARCOM will take the lead in distribution of communication messages.
- Create a pandemic-specific resources page on the web, which will not go live until Level 1.
- Prepare and communicate to the campus community—faculty, staff, students and parents of current students— that a committee has been formed and proactive measures are in place to plan for a possible pandemic outbreak; and include information about how updates and announcements will be distributed.
- Assist in the creation of a general awareness campaign to educate the community about how to mitigate the spread of flu and social distancing guidelines.
- Provide campus communicators assistance with developing flyers for residence halls, the Main Campus Medical Center and public bulletin boards, including electronic signboards and shuttle buses.
- Draft memos to provide to faculty, staff and students returning from travel in affected countries with recommendations not to return to campus based on recommended guidelines for mitigating disease transmission.
- Develop talking points for all “front desk staff” on where to find general information, what resources the UToledo community can turn to and location of information from the Centers for Disease Control and Prevention.
- Coordinate with CISP to ensure that the communication being distributed to study abroad students conveys necessary information including tuition cancellation insurance, how to monitor the situation overseas, etc.; and similar flyers and information developed for the on-campus community should be given pre-departure to all students.
- Coordinate with the Division of Student Affairs on any information, worksheets and updates intended for parents.
- Design appropriate signage (i.e. quarantine, etc.).

MARCOM Division Specific:

- Employees should practice and rehearse urgent communication notification procedures including campus-wide email distribution, text alerts, Emergency Homepage editor and normal safety and security notification Web postings.
- Develop a division-wide contact and emergency contact information, including next of kin.
- Contact information should be updated and hard copies should be kept by division assistants in addition to digitally.
- Ensure that all employees responsible for critical functions have the technology needed to be able to work remotely, if necessary.
- All essential communication team members should have laptops; and essential personnel should be prepared to take office-issued laptops home every night when applicable.
- All employees should investigate ways to be able to telecommute/work from home, if needed, during a pandemic or overnight emergency.
- Employees should recognize that in the event of an outbreak, various team members beyond the primary essential personnel team may be called upon to assist in university-wide communication efforts and other critical functions.
- Employees should be clear on what is expected of them during a suspension of operations or University closure.

- All departments should inventory regular supplies and reorder more in anticipation of vendor disruption.
- Departments should order and maintain a quantity of supplies needed in case of emergency; including hand sanitizer, facemasks, plastic and rubber gloves, flashlights, batteries, bottled water and first aid kit.
- Participate in webcasts, seminars, conferences and professional associations to keep abreast of the news for information and updates on a potential pandemic crisis.

Human Resources:

- The Human Resources Department should review all relevant University policies and procedures, collective bargaining agreements and applicable state and federal laws.
- The Human Resources Department will review current leave processes and policies.
- The Human Resources Department should review existing workplace flexibility guidelines and provide advice to departments.
- The Human Resources Department should be prepared to track patterns of absenteeism that are provided to the HR office.
- The Human Resources Department should review the [Continuity of Operations Plan](#) and be prepared to provide advice to departments.
- Human Resources Department should refer faculty and staff to the [Employee Assistance Program](#) for mental well-being support and resources.
- The Human Resources Department will begin to create FAQ's and other resources regarding UToledo employment.
- The Benefits Department will review health care plans and work with vendors to stay apprised of any changes. When possible and applicable, Benefits Specific FAQ's will be created.
- Labor and Employee Relations will prepare to have discussions with union representatives when necessary.

Athletics:

- Athletics staff (full-time and part-time) should reiterate and review response plans related to pandemic preparedness.
- Travel will be coordinated with Sport Administrators if travel from affected countries is restricted or if travel plans need to be cancelled.
- Athletics should provide a list to the Emergency Response Team of any student-athlete(s) living on campus who has had contact with or has traveled where the virus has been confirmed.
- Media relations should provide talking points to coaching and support staff personnel in order to answer questions.
- Athletics staff should continue to post information on personal hygiene in the locker rooms and fitness center.
- Athletics should work with Athletics Facilities Management department to augment regular cleaning protocols.
- Athletics staff should link their website main pages to updates listed on the UToledo main page and to the Main Campus Medical Center main page for additional information.
- Athletics should provide information about how they can protect themselves from infection.
- Athletic Facilities should notify outside groups contracted to rent athletic facilities regarding the potential impact on facility access and availability should the situation advance to Level Two, Level Three or Level Four.

Recreational Services:

- Recreational Services staff (full-time and part-time) should reiterate and review response plans related to pandemic preparedness.
- Recreational Services staff should provide talking points to support staff personnel in order to answer questions.
- Recreational Services staff should continue to post information on personal hygiene in the locker rooms and fitness center.
- Recreational Services should work with Custodial Services department to augment regular cleaning protocols.
- Recreational Services staff should link their website main pages to updates listed on the UToledo page dedicated to the event.
- Recreational Services should notify outside groups contracted to rent recreational facilities regarding the potential impact on facility access & availability should situation advance to Level Two, Level Three or Level Four.

Transitional Level Two

The following are considered guidelines and the decision as to what level the University is in will be made by the Incident Command Team in coordination with leadership.

- Clusters of illness on more than one continent other than North America and/or
- Increased numbers of suspect cases located in multiple locations within the United States, highly suggestive of human-to-human transmission and/or
- Scattered numbers of suspected cases around the United States and the states surrounding Ohio, but with an unusually high mortality rate or significant morbidity and human-to-human transmission is likely and/or
- Report of suspected cases in Ohio

The university should remain open during this level, with regularly scheduled classes and activities. The pandemic educational awareness campaign should be implemented, with increased communication with the campus community. The President should consider activating this level of the plan based on information gathered by the Incident Command System and various local, state and federal agencies.

**Note: if no actions are listed for specific groups below, it is implied that assessment will occur of existing activities and continuation of previous transitional level or recovery level will occur until those actions are no longer deemed necessary.*

Institution-wide:

- Faculty, staff and students, should be notified if travel to affected countries is restricted or if travel plans should be canceled. Voluntary travel should be registered.
- All University-sponsored travel should be monitored via the Concur System.
- Review guidance of the use of masks for non-clinical employees and implement as directed by ODH.
- Faculty, staff and students returning from travel in affected countries should be notified about the quarantine rules and/or self-isolation in effect, and consideration should be given to advising them to not return to campus until the end of the quarantine/self-isolation period.
- Conferences, camps, orientations and other large gatherings may be canceled or postponed with the Senior Leadership Team (SLT) providing final approval. Each responsible college, school, and unit will serve as the communication link between campus service providers and clients who contract for use of UToledo facilities and services, to provide information about cancellations and postponements.
- Social distancing recommendations should be based in the current Ohio Department of Health guidance. Non-essential meetings or meetings above the ODH threshold are strongly urged to be delivered remotely when possible. For gatherings of any size, take steps to lower risk and prevent the spread of viruses: use video- and teleconferencing options, and remind attendees to practice social distancing and avoid shaking hands.

Department Specific:

- All departments should review the plan and ensure that it is current and that all department members are familiar with its contents.
- All departments should update department websites and list any changes to service levels, and share this information with MARCOM.
- All departments should be prepared to reassign staff temporarily to meet service needs.
- All departments should prepare plans for alternative work arrangements, when possible, and communicate expectations to employees in the event of a modified work arrangement, suspension of operations or University closure.
- All departments should discuss social distancing with all employees and follow ODH guidance.

- All faculty, staff and students should be notified to clean their own workspaces.
- All departments should communicate and reinforce employee health screening (i.e. temperature monitoring) and reporting for employees who come to campus as required by ODH.

Academic Affairs:

- All faculty should be advised to prepare to deliver instruction via online or other alternative methods. Assessment of student access to the internet should also be determined.
- All non-essential faculty, staff, and student University travel to Level 3 designated locations should be cancelled. Non-essential travel to impacted areas should be evaluated.
- Faculty should be instructed to familiarize themselves with procedures to accommodate students who are medically impacted or utilize accommodations due to a disability.
- There should be increased messaging to faculty on preparing to convert their courses to remote/online delivery.
- Identify academic policies that should be temporarily modified or suspended. For example, the UToledo [Missed Class Policy \(3364-71-14\)](#) could be temporarily modified to not require students to provide documentation for COVID-19 related absences.
- Virus reported at one or more sites abroad where UToledo does not have programs:
 - Appropriate restrictions on UToledo travel plans to affected areas should be determined and communicated.
 - Consideration should be given to canceling all non-essential travel.
 - All UToledo students abroad should receive a communication recommending they not travel to affected areas and/or not travel at all away from program site.
 - The Incident Commander and the Provost should be given a list of all UToledo students abroad.
 - Advice from CDC, WHO, and the State Department regarding U.S. travelers and their possible return to the U.S. should be obtained and monitored
 - The policy regarding student withdrawal from programs abroad should be matched with the on-campus withdrawal policy.
- Virus reported at one or more sites abroad where UToledo does have programs:
 - Advice from the CDC, WHO, and State Department should be obtained to determine if it is possible for program participants to travel home (to the U.S.).
 - An appropriate plan regarding health care for affected students should be developed.
 - An appropriate quarantine/self-isolation plan and shelter-in-place arrangements should be developed.
 - Consideration should be given to canceling programs in affected areas and handling tuition refunds/withdrawals/plans for students; allowing them to complete their work if timing is not a factor.
 - For programs outside the affected areas, all non-essential travel should be canceled.
 - Consider canceling all study abroad programs, depending on ability of students to travel back to U.S.
 - New international students coming from affected countries should be notified of U.S. State Department protocols for admission to the U.S. Consideration should be given to allowing automatic deferral to the next term of admissions and deposits.
 - Increased faculty training on distance education programs through CTE should be considered.

Main Campus Medical Center/HSC Student Health and Wellness Center:

- The Department Administrator or designee will maintain contact with UTMC.
- Clinic staff should review response plans related to pandemic preparedness.
- Clinic staff should review, update, and train front desk staff on correctly answering questions.

- Main Campus Medical Center should link the website main page to updates listed on the UToledo main page and to appropriate department main pages for additional information.
- Clinic staff should support and reinforce educational campaigns related to personal hygiene and social distancing procedures.
- Clinic staff should track the delivery times of supplies, etc. for indicators of effects on vendors.
- Clinic staff should implement/encourage 24-hour monitoring of appropriate web sites and information sources, such as the CDC, ODH, etc.

Research and Sponsored Programs:

- RSP and DLAR should have an elevated state of awareness and readiness for short staffing and changing requirements.
- DLAR and departmental and faculty animal care areas will begin increased sanitation of high-touch areas.

Public Safety:

- Public Safety will coordinate with MARCOM for holding statements for information lines.
- Public Safety officials who have emergency incident command duties will ready backups to be prepared to take over routine duties if necessary.

Environmental Health and Radiation Safety:

- Assist with reviewing Standard Operating procedures for cleaning.
- Act as a liaison between MC, HSC, Infection Control and the TLCHD.

Facilities Management/Building Services:

- FM should have an elevated state of awareness and readiness for short staffing and changing requirements.
- FM will participate in the PPOT and best delegate and execute to facilitate prompt, accurate, and reliable facilities, and utility support.
- FM staffing shortages will be monitored, communicated and managed.
- FM will assess the impact of events on contractor availability.
- FM will assess the impact of events on supply and material availability.
- FM will monitor the compliance database to assure compliance issues are addressed.
- FM will begin increase the level of sanitation in high traffic areas such as the libraries, Student Union, recreation facilities, and classrooms.

Purchasing:

- Centralize PPE and supply that is in high demand so they can be controlled.
- Report vendor status to Incident Command Team and Executive Council.

Legal/Risk Management

- Assess actual risk/insurance claims.
- Deliver results of investigations to Incident Command Team and Executive Council.
- Communicate with insurance carriers on evolving campus issues.
- Identify and implement steps that must be taken to monitor and protect insurance coverage.
- Review MOU's and contracts that may be initiated due to the pandemic (Housing, regional hospital council assistance, etc.)

Finance:

- Implement application of emergency funding as needed to support essential operations and rapid procurement procedures.
- Encourage staff to track time spent in response activities to situation in anticipation for potential reimbursement.

Information Technology:

- IT should have an elevated state of awareness and readiness for communications support.
- IT staffing will continue to be monitored, managed and adjusted based on any unique requirements in the situation.
- IT will continue to assess the impact on all external service providers and partner availability (i.e. Microsoft, Ellucian, Allscripts, etc.).
- Review remote access capabilities to support tele-work needs.

Residence Life:

- Residence Life staff (professional and paraprofessional) should reiterate and review response plans related to pandemic preparedness, specifically for pandemic essential personnel.
- Summer housing and conferences staff should be notified if travel from affected countries is restricted or if travel plans need to be cancelled.
- Residence Life staff should collaborate with the Center for International Studies and Programs (CISP) to cross-reference and provide a list to the Emergency Response Team of any students living on campus who are from the country where the virus has been confirmed.
- Residence Life staff in collaboration with Marketing and Communication should provide talking points to residence hall and phone front desk personnel for answering questions.
- Residence Life staff should continue to post information on personal hygiene in the residence halls.
- Residence Life staff should link their website's main page to updates listed on the UToledo main page and to the pandemic information main page for additional information.
- Residence Life staff should maintain regular contact with the Main Campus Health Center, Health Science Campus Officials, and Marketing and Communication for distributing reminders and notices about communicable diseases that spread easily in community living. They should further provide information about how individuals can protect themselves from infection, and support and reinforce educational campaigns related to healthy living and self-care in community living.

Dining Services:

- All dining locations fully operational.
- Common self-serve food sources such as salad bars or buffet style service should be suspended.
- Emphasize/retrain hygiene standards for all staff.
- Additional monitoring of hygiene standards.
- Increase cleaning frequency of all high-touch areas.
- Preventative/Proactive cleaning procedures.
- Increased frequency of utensil/pan rotation.
- Increased monitoring of dishwashing procedures.
- Discontinue the use of personal re-fillable cups.
- Assess inventory on-hand and make adjustments as necessary, e.g., water, takeout containers, perishable items, disposable service ware.
- I-House prepared for increase of emergency inventory.
- Ottawa East - preparing/producing quarantine meals as needed.

- Support and reinforce educational campaigns related to personal hygiene and social distancing procedures.

Office of Marketing and Communications (MARCOM):

- A MARCOM designee should meet periodically with Incident Command Leader.
- Implement the pandemic educational awareness campaign.
 - Edit, or draft letter from Campus Administration with an update as to current world and campus conditions, include travel restrictions if necessary.
 - Distribute already designed electronic signs to School/Unit liaisons and front desk staffs.
- Draft/write ALL communications pieces on behalf of campus administrators related to pandemic preparedness. MARCOM takes lead in distribution of communication messages to the community.
- Continue to communicate with campus community, as needed, via websites, text alerts and/or mass email of current conditions.
 - All communication should include link to emergency resources on the Web and recommended guidelines for mitigating transmission of the disease.
- Update information on a designated website and make live.
 - Update as needed with copies of all campus-wide communication.
 - Add appropriate links to information sources as necessary.
- UToledo Homepage is at Normal setting.
- Be prepared to respond to incoming media inquiries.
 - All offices and staff across the University should direct news media inquiries to the MARCOM office. Only the University spokesperson or an assigned designee speaks to the media about University operations.
- Provide, if needed, assistance in communicating recommended guidelines to follow for faculty, staff and students returning from travel to affected areas.
 - Key Contacts: Provost's Office (faculty), CISP and student affairs (Alternate Breaks).
- Deliver talking points to all "front desk" staff on where to find general information, what resources the UToledo community can turn to and location of emergency preparedness and pandemic flu websites.
- Begin coordinating messages with local health authorities.
- Maintain communication with other PIOs at virtual or physical joint information centers (JICs).
- Coordinate with external partners to establish media relations center; coordinate press releases, when applicable; manage news teams and interviews.
- Provide briefing material to UT administrators daily for possible interviews.

MARCOM Division Specific:

- Primary MARCOM personnel make preparations to re-assign current projects to other staff, if needed.
- MARCOM Associate Vice President should provide direction and tasks to essential staff and inform 'at the ready' staff of potential next steps.

Human Resources:

- Human Resources should work with Incident Command to advise the University community to become familiar with Social Distancing Guidelines and flexible work guidelines.
- Human Resources should refer faculty and staff to the [Employee Assistance Program](#) for mental health well-being support and other resources.
- Human Resources' specific information should be added to UToledo and HR webpages, including HR FAQs.
- Human Resources should be prepared to provide guidance on possible alternative work arrangements for

- employees that are deemed high-risk for disease transmission and/or must go into self-isolation.
- Human Resources should be prepared to monitor and report patterns of absenteeism that are provided to the HR office.
- Human Resources should be prepared to assist departments with cross-training and knowledge capture.

Athletics:

- Athletics staff (full-time and part-time) should be kept informed about the status of the pandemic and the status of University operations.
- Athletics staff (full-time) should be prepared to reassign staff temporarily to meet service needs. Specific attention should be given to filling the roles of part-time employees (such as Federal Work Study student workers, part-time game operation staff, etc.) and contracted service workers (Athletic Facilities) who might leave campus in the event of a Level Three or Four pandemic.
- Coaching, athletic training staff, team physicians and local and state agencies should immediately report any student-athletes demonstrating virus symptoms and encourage student-athletes to visit the local hospital if indicated. If mild illness is present, self-isolation would be encouraged.
- Athletics staff should activate its emergency plans and make appropriate preparations in case a decision is made to advance to Level Three.
- In the event of a situation which has been deemed an emergency by the proper constituents, the Athletics Emergency Assistance Staff member should communicate the emergency to the Director of Athletics and all program supervisors.
- Program supervisors should have all team schedules, student-athlete contact information, travel itinerary and parental contact information available for their respective programs.
- The sport administrators should first contact the Head Coach by phone and inform coach of emergency situation on campus.
- Head Coach should inform his or her staff, student-athletes, sports medicine staff traveling with the team, sports information staff traveling with the team, bus driver or rental agency, and parents.
- Athletic Business will coordinate additional cost incurred as a result of extended stay away from university.
- If credit card limits have been reached by those coaches without the American Express Corporate card, coaches should call the Athletic Business Office for use of the Athletic Department credit card. For all other financial implications, coaches should contact the Athletic Business Office or program supervisor to help negotiate a situation.
- Athletics should work with the Athletic Facilities Management department to review and potentially augment current cleaning protocols.
- Athletic Communications staff should link the website main page to updates listed on the UToledo main page for additional information.
- Athletics should work with the Team Physicians to hold meetings for student-athletes and provide information about how they can protect themselves from infection.
- Athletics Director and Athletics Communications should prepare email correspondence and/or other direct correspondence to be sent to parents of student-athletes regarding possible actions to be taken should situation advance to Level Three or Level Four.

- Athletics Communications should communicate to athletic sporting event attendees about the need to remain home if ill and use good hygiene practices while at the event. Communication alternatives should include public service announcements, website postings, social networking websites, etc.
- Athletics Facilities should communicate directly with outside groups contracted to rent athletic facilities regarding access and availability of facilities during Level Two and the likely impact to postpone or cancel events should the situation rise to Level Three. Each contractual agreement should be evaluated on a case-by-case basis.
- Athletics will continue alternative viewing and listening options (e.g. remote web-based viewing, internet radio, etc.) of athletic competitions.

Recreational Services:

- Recreational Services staff (full-time and part-time) should be kept informed about the status of the pandemic and the status of University operations.
- Recreational Services staff (full-time) should be prepared to reassign staff temporarily to meet service needs. Specific attention should be paid to filling the roles of part-time employees (Federal Work Study student workers, etc.) and contracted service workers (Housekeeping) who might leave campus in the event of a Level Three or Four pandemic.
- Recreational Services staff should activate its emergency plans and make appropriate preparations in case a decision is made to advance to Level Three.
- Recreational Services staff should link the website main page to updates listed on the UToledo main page for additional information.
- Recreational Services should communicate directly with outside groups contracted to rent facilities regarding access and availability of facilities during Level Two and the likely impact to postpone or cancel events should the situation rise to Level Three. Each contractual agreement should be evaluated on a case-by-case basis.

Transitional Level Three

The following are considered guidelines and the decision as to what level the University is in will be made by the Incident Command Team in coordination with the PPOT and the SLT.

- Clusters of illness in North America and/or
- Increased numbers of suspect cases in multiple locations within the United States that are highly suggestive of human-to-human transmission and beginning to increase in numbers throughout Ohio, but not in Northwest Ohio and/or
- Multiple suspected or definitive cases around the United States, but with an unusually high mortality rate or significant mortality rate and probable human-to-human transmission and/or
- Reports of suspected cases in Northwest Ohio and possible human-to human transmission

The university should remain open, but all course instruction should be delivered in a non face-to-face method as deemed appropriate. Social distancing measures should be implemented, and the University should consider making evaluations and preparations for closing and sending students home. *The President should consider activating this level of the plan based on information gathered by the Incident Command System and various local, state and federal agencies.*

**Note: if no actions are listed for specific groups below, it is implied that assessment will occur of existing activities and continuation of previous transitional level or recovery level will occur until those actions are no longer deemed necessary.*

Institution-wide:

- Recommendations should be provided to the Senior Leadership Team in regards to whether UTledo community members traveling abroad should shelter in place or evacuate.
- E-mail alerts should be sent to faculty, staff, students, parents, Trustees, and vendors informing them of the status of University operations and plans for “next steps.”
- The media should be provided information about the status of the University and campus activities.
- Campus community members should be encouraged to regularly check the UTledo website for information updates.
- Faculty, staff and students who are planning to travel domestically or internationally on personal travel is strongly discouraged.
- High traffic areas shall be evaluated to determine if closure is appropriate.
- Procurement should begin expediting emergency supply and service orders.

Department Specific:

- All departments should keep their staff informed about the status of the pandemic and the status of University operations.
- All departments should update their websites with closing status information and any changes to service levels and inform MARCOM of changes.
- All departments should maintain staff phone lists.
- All departments should be prepared to reassign staff temporarily to meet service needs. Consult with the Human Resources Department or the Payroll Office for pay guidelines.
- Procurement should coordinate with individual departments and prepare to provide contract vendors with suspension of work service contracts, if it becomes necessary.
- Employees who are deemed high risk for disease transmission should be asked to work remotely, when possible.

Academic Affairs:

- Study Abroad Programs:
 - Depending on student withdrawals from UToledo, consideration should be given to canceling planned programs abroad due to lack of enrollment
 - A list, by home location (state and city), of students planning to study abroad should be created
 - Appropriate shelter-in-place plans and quarantine and/or self-isolation arrangements at all UToledo sites should be developed and communicated.
 - The ability of students to return home should be monitored via the State Department. Consideration should be given to assisting students with travel arrangements, as necessary.
- Faculty should be encouraged to provide students with the means to complete coursework off-campus if students want/need to go home before the end of the semester.

Main Campus Medical Center/HSC Student Health and Wellness Center:

- Clinic staff should activate its emergency plan.
- Clinic staff should be kept informed about the status of the pandemic and the status of University operations.
- Campus partners should immediately report any students demonstrating virus symptoms and encourage students to call the Main Campus Medical Center.
- Clinic staff should maintain regular contact with Housing staff for distributing reminders and notices about communicable diseases that spread easily in community living.
- The Department Administrator should limit schedules, canceling routine and non-urgent visits depending on volume of those who are ill.
- Routine response drills should be practiced and evaluated in regards to responding appropriately to patients presenting with symptoms.

Research and Sponsored Programs:

- RSP and DLAR Administrative staff should consider allowing employees to work remotely on a case-by-case basis.
- RSP, in consultation with MARCOM, will communicate to research faculty and encourage research prioritization, freezing of samples, and preparation for potential University shutdown.

Public Safety:

- Public Safety should have an elevated state of awareness and readiness for support but will not go to 12 hour shifts or invoke mutual aid until a need is determined by the Chief of Police or designee or the Incident Commander.
- Public Safety staffing shortages will be monitored and managed with Human Resources.
- Consideration should be given to obtaining Personal Protective Equipment (PPE) and having it on hand for all essential staff, in case it is needed.

Information Technology:

- IT should prepare to provide VPN access to those employees who will be working remotely.

Residence Life:

- Residence Life staff (professional and paraprofessional) should be kept informed about the status of the pandemic and the status of university operations.
- Residence Life staff (professional and paraprofessional) should be prepared to reassign staff temporarily to

meet service needs. Specific attention should be paid to filling the roles of paraprofessional staff who might leave campus in the event of a Level Three or Four pandemic (resident assistants and desk workers).

- Residence Life staff should communicate with Public Private Partnership (Honors Academic Village) property management for plans and instructions for students living in non-residence life University provided housing accommodations.
- Residence Life staff “on call” should immediately report any students demonstrating virus symptoms and encourage students to follow the recommended testing and treatment plans.
- Residence Life staff should activate its emergency plans and make appropriate preparations in case a decision is made to close all residence halls. This includes:
 - Determine which residence halls and rooms would be most readily available for temporary accommodations for well-housing and sick-housing (residence hall determination might fluctuate depending on time of year and occupancy). Parks Tower will be the first residence hall utilized for well-person housing. Peterson House and Tucker Hall will be the first residence halls utilized for sick-person housing due to private living facilities.
 - Determine alternate housing arrangement for live-in professional staff living facilities.
 - Notify staff of the residence hall(s) for interim housing accommodations that residents would need to be prepared for moving so that these halls could be used to house students who cannot leave campus.
 - Purchase boxes for packing of personal items and belongings and work with Facilities to determine options for implementing a storage plan.
 - Redistribute linens to selected temporary housing storage location if needed. Residents will be encouraged to bring their own linens, but this would provide a back-up resource.
 - Identify spare mattress and furniture locations to all Residence Life staff.
 - In collaboration with Marketing and Communication, provide information for communication to students, parents, and the community members about student pick-up/departure and/or temporary housing arrangements.
 - Recruit and train volunteers to assist with student relocation and temporary housing staffing needs.
- Residence Life staff (particularly the Hall Director staff) should work with campus partners to hold meetings for students and provide information about how they can protect themselves from infection.
- Summer Residence Life staff should coordinate outreach to summer conference groups regarding possible effect of the pandemic on their current or upcoming summer program.

Dining Services:

- Dining will begin to operate on a reduced schedule – serving only 2 meals a day to residents who are not able to leave campus and for essential personnel. All retail locations will be closed. Only Ottawa East, Parks, and South will remain open, along with Rocket Market (Ottawa). Catering and concession services are reduced.
- Convert to single use utensils, plates, cups, etc.
- Shift ALL retail inventory to residential to increase inventory on hand.
- Hours of service to be assessed based on business need.
- Reconfigure to allow for social distancing.

Office of Marketing and Communications (MARCOM)

- SLT, PPOT and MARCOM member should increase level of communication with the Incident Command Team.
- Continue the pandemic educational awareness campaign.
 - Check with school/unit liaisons and Front Desk staff as to whether newflyers need to be printed.
- Draft/Write ALL communications pieces on behalf of campus administrators related to pandemic

- preparedness. MARCOM takes lead in distribution of communication messages to the community.
- Draft email about cancelling classes and prepare memo for potential school closing.
 - Continue to communicate to the campus community, as needed, via website, UToledo alert and/or mass email regarding current conditions.
 - All communication should include link to emergency resources on the Web and recommended guidelines for mitigating transmission of the disease.
 - President, in collaboration with MARCOM, should inform trustees and consortium presidents of our operational status.
 - Vice President of Student Affairs, in consultation MARCOM, should inform parents of the University's operational status and next steps.
 - Be prepared to respond to incoming media inquiries.
 - Media staff should accompany any print or broadcast outlet while on campus.
 - Update talking points for all "front desk" staff on where to find general information, what resources UToledo community can turn to, and location of emergency preparedness and pandemic flu websites.
 - Assist in updating students participating in Alternative Break programs on how to protect themselves against possible contamination.
 - Assist CISP in updating students participating in Study Abroad programs on how to protect themselves against possible contamination.
 - Assist Housing Office in preparing a notification to parents of resident students about making arrangements to pick up students and/or interim housing arrangements should the need arise.
 - Assist Housing staff in preparing/designing large posters/flyers announcing Resident Hall closing.

MARCOM Division Specific:

- All MARCOM staff should review the University's emergency response plans and procedures.
 - Update Emergency Communications Campus Personnel List
- Essential MARCOM personnel should prepare to re-assign current projects to other staff, if needed.
- MARCOM Associate Vice President should provide direction and tasks to essential staff and inform 'at the ready' staff of potential next steps.
- MARCOM staff should practice and rehearse emergency communication notification procedures including campus wide email distribution, text alerts, Emergency Homepage editor, and normal safety and security notification web postings.
- Ensure that all essential personnel have the technology needed to be able to work remotely.
 - Essential/on-call personnel should take office-issued laptop home every night, as well as important files.
- MARCOM staff should be encouraged to keep workspaces clean. Division assistants should disinfect commonly touched work surfaces and items once a week (e.g. copiers/printers, kitchen counters, etc.)
- Social distancing guidelines are implemented.

Human Resources:

- The Human Resources Department will monitor patterns of absenteeism that are provided to the HR office and report as needed.
- Human Resources should be prepared to provide guidance on possible flexible work arrangements, reassignment of work, and other alternative arrangements.
- Human Resources should be prepared to track alternative work arrangements and other leave requests.

Athletics:

- Athletics should close all athletic centers.
- Athletics should postpone and/or cancel all contracted facility rental events.
- Athletics should work with Facilities Management department to review and potentially augment current cleaning protocols.
- Athletics should continue to conduct varsity athletic practices and home and away-from-home varsity athletic competitions as scheduled.
- Athletics staff should be kept informed about the status of the pandemic and the status of University operations via a daily briefing (at a minimum) from the Director of Athletics.
- Athletics staff should be reassigned to temporarily fill the roles of part-time employees and contracted services who might leave campus in the event of a Level Three or Level Four pandemic.
- Coaching and front-line staff should receive training and talking points to address student-athletes, parents, visiting institutions, fans, etc.
- Athletics should send email correspondence and/or other direct correspondence to parents of student-athletes regarding actions taken at Level Three and potential actions to be taken should situation advance to Level Four.
- Athletics should communicate publicly that all athletic sporting events are continuing as scheduled despite cancellation of classes and closing of residence halls. Communication alternatives should include radio, television and internet media outlets, public service announcements, website postings, social networking websites, etc.
- Athletics should implement increased alternative viewing and listening options (e.g. remote web-based viewing, internet radio, etc.) of home varsity athletic competitions.

Recreational Services:

- Recreational Services should close all facilities (Student Recreation Center, Morse Center and Health Education Center).
- Recreational Services should cancel all programs, events and services.
- Recreational Services staff should be kept informed about the status of the pandemic and the status of University operations via a daily briefing (at a minimum) from the Director of Recreational Services.
 - Recreational Services staff should be reassigned to fill temporarily the roles of part-time employees and contracted services who might leave campus in the event of a Level Four pandemic.

Transitional Level Four

The following are considered guidelines. The decision to which level the University is in will be made by the Incident Command Team in coordination with leadership.

- Major increase of cases in and around the community and/or
- Infectious disease outbreak or epidemic within the University. Confirmed cases are few, but there is an influx in medical office visits

Continue to use alternative delivery methods for academic instruction and all residence halls closed. Only **essential employees should report to work. *The President should consider activating this level of the plan based on information gathered by the ERT and various district and federal agencies.***

**Note: if no actions are listed for specific groups below, it is implied that assessment will occur of existing activities and continuation of previous transitional level or recovery level will occur until those actions are no longer deemed necessary.*

Institution-wide:

- SLT and PPO should continue to communicate with the Incident Command Structure, as needed, to discuss recovery planning.

Department Specific:

- All departments should prepare for the recovery phase.

Academic Affairs:

- The Provost should give consideration to canceling all current study abroad programs.
- Appropriate arrangements for health care, shelter-in-place and quarantine/self-isolation at all travel abroad sites should be implemented.
- The Provost should give consideration to canceling all on-campus classes, but continuing distance education classes by ensuring technology support for interested faculty.

Main Campus Medical Center/HSC Student Health and Wellness Center:

- Clinic staff should be kept informed about the status of the pandemic and the status of University operations via a daily briefing (at a minimum). Representatives are a part of the daily safety huddle.
- Clinic staff should receive "just-in-time" training and talking points to for front desk personnel.
- Clinic will remain in contact with the Incident Command Team for updates from the Department of Health.

Research and Sponsored Programs:

- RSP will communicate, through consultation with MARCOM, to research faculty that online grant submissions will continue remotely (i.e., through work remote plans) by RSP staff.
- DLAR and departmental and faculty animal care staff to implement Animal Care Emergency Preparedness Plan. All staff considered essential employees.
- Only critical research to continue (i.e., those researchers deemed essential personnel), as determined by the Provost.

Public Safety:

- Public Safety should have an elevated state of awareness and readiness for support but will not go to a 12 hour shifts or invoke mutual aid until a need is determined by the Chief of Police or designee or the Incident

Commander.

- Public Safety will participate in the EOC conferences and start manager level briefings to communicate more information to rank and file.
- Public Safety will work with Residence Life and Dining Services to ensure a safe and orderly move out. The same procedures will be used as for normal move out. Once evacuated residence halls will be secured to all students and only designated housing, dining and maintenance staff will be permitted entry.
- Public Safety will work with Media Relations to address media inquiries.
- Public Safety staffing shortages will be monitored and managed with Human Resources.
- The Department of Public Safety should close and secure non-essential buildings.

Facilities Management/Building Services

- FM personnel will be expected to continue to work until relieved.
- FM will assemble and train the appropriate crews to operate facilities while closed and to prepare for reopening.
- Facilities Management essential staff should maintain services in essential buildings.

Information Technology:

- IT will communicate with the PPOT and best delegate and execute to facilitate prompt, accurate, and reliable communications.
- Assess the impact of events on external service provider and partner availability.

Residence Life:

- Residence Life staff should activate emergency plans and begin closing all residence halls.
- Encourage residents (including student staff members) to leave campus and go home if possible.
- Assess the number of student staff who need to remain on campus and their ability to continue performing in their functions or to assume functions of other paraprofessional staff.
- Notify residents of select halls that residents of these buildings will need to leave campus and store personal belongings so that these halls may be used to house students who cannot leave campus.
- Purchase boxes and tape for packing of personal items and belongings.
- Organize linen distribution to students moving into select halls.
- Assisting with the relocation of well students and Residence Life staff who cannot leave campus to select halls.
- Assist with the relocation of students and Residence Life staff who cannot leave campus due to illness to select halls.
- Establishing a resident check-out process to ensure halls are empty (residents will return room keys and indicate their intended destination, emergency contact, and personal cell phone number).
- Establish a resident check-in procedure for alternative housing.
- Create a new roster for open residence halls and distribute to relevant campus partners.
- Update residence hall clearances.
- Close residence hall desks and relocate keys and secure documents to temporary housing halls.
- Create a desk staffing schedule to ensure coverage 24 hours a day when possible.
- Organize and train volunteers to assist with resident move-out, approved hall relocation and temporary housing staffing.
- Residence Life staff (professional and paraprofessional) should be kept informed about the status of the pandemic and the status of University operations via a daily briefing (at a minimum) from the Associate Vice President and Director of Residence Life.

- Residence Life staff (professional and paraprofessional) should be reassigned to temporarily fill the roles of paraprofessional staff members who might leave campus in the event of a Level Three or Four pandemic (resident assistants and desk workers).
- Residence Life staff should communicate hall closing procedures to administrative offices located within residence halls. Administrative offices in residence halls will remain open during this Level but are strongly encouraged to relocate prior to Level Four.

Dining Services:

- All locations closed except Ottawa East, which continues preparing/producing limited quarantine meals as needed

Office of Marketing and Communications (MARCOM)

- MARCOM should increase level of communication to daily basis (at a minimum) with the Incident Command Team.
- MARCOM should receive updates of number of communities affected for communication prep.
- University will not confirm deaths. Confirmation of death is by local authorities.
- Assist and approve ALL communications pieces on behalf of campus administrators related to pandemic preparedness. MARCOM takes lead in distribution of communication messages to the community.
- Announce classes have been cancelled, residence halls closed, etc. based on Senior Leadership Team's recommendations.
 - Edit/Finalize University statement announcing that the University is closing.
 - Send mass email.
 - Send UToledo Text alert.
 - Send to all Front Desk staff, school/unit communication liaisons.
 - Utilize the Emergency School Closing List, contact local media outlets with information.
 - Update information on the UToledo website.
- Respond to incoming media inquiries and be prepared for media to arrive on campus in mass.
 - All offices and staff across the university should direct news media inquiries to the MARCOM office. Only the University spokesperson or an assigned designee speaks to the media about University operations.
 - Do not allow any media outlets into the Residence Halls or student areas without being accompanied by a MARCOM staff member.
 - In coordination with Public Safety, identify an area where satellite trucks can park.
- Make preparations to implement a Press Briefing Room
 - Also need, a green room for personnel attending briefing and work room for MARCOM staff and support team.
 - Secure use of rooms.
 - Make arrangements for podium, mics, etc.
 - Make arrangements to audio record and video record all briefings.
 - Prepare Information Kits (electronic and hard copies)
- UToledo Homepage will be the location for most up-to-date information for all audiences – campus community, alumni and parents.
- All campus communication updated as needed in rolling format.
 - Timestamp each new entry.
- Save, print, record and capture all materials developed during crisis for archival purposes.

MARCOM Division Specific:

- MARCOM Associate Vice President should provide direction and tasks to essential staff and inform 'at the ready' staff of potential next steps.
- Begin full-scale Emergency Communications Activity.
 - 'At the Ready' team mobilize for extra duty assignments.
 - Regular, day-to-day projects temporarily halted expect for essential deadlines.
 - Make preparations to conduct communication operations at off-site location or from individual homes, if needed.

Human Resources:

- Human Resources should update FAQ's and other applicable supervisor and employee resources.
- Human Resources should be prepared to receive additional questions about various types of leaves and unemployment, when applicable.
- Human Resources should review collective bargaining agreements and may have continued discussions with Union representatives.
- Human Resources will continue to monitor the Essential Employee List and guidelines.
- Human Resources and Benefits will monitor any possible change in health care benefits and prepare for an increase in questions.

Athletics:

- Athletics should postpone and/or cancel all athletic practices and competitions (home and away-from home competitions).
- Athletics should transport student-athletes from away-from-home competition sites back to campus so these student-athletes may gather personal belongings and depart campus in manner consistent with the institution's Level Four evacuation procedures.
- Athletics should postpone and/or cancel all contracted facility rental events.
- Athletics should work with Facilities Management department to review and potentially augment current cleaning protocols.
- Athletics should notify athletic administrators and coaches from upcoming visiting opponent institutions to provide information about Level Four impact on postponement/cancellation of athletic competitions.
- Athletics should communicate publicly that athletic competitions (home and away-from-home) are to be postponed/cancelled until further notice. Communication alternatives should include radio, television and internet media outlets, website postings, emails, text messages, social networking websites, etc.
- Athletics staff should be kept informed about the status of the pandemic and the status of University operations via a daily e-mail briefing (at a minimum) from the Director of Athletics and Recreation.
- Prior to shutting down the office, Athletics staff should update the athletic website, voicemails and out of office auto-responses with closing status information and describe how it will impact activities and services.

Recreational Services:

- Recreational Services should postpone and/or cancel all contracted facility rental events.
- Recreational Services should work with Facilities Management department to review and potentially augment current cleaning protocols.
- Recreational Services should communicate publicly that varsity athletic competitions (home and away-from-home) are to be postponed/cancelled until further notice. Communication alternatives should include radio, television and internet media outlets, website postings, emails, text messages, social networking websites, etc.
- Recreational Services staff should be kept informed about the status of the pandemic and the status of University operations via a daily e-mail briefing (at a minimum) from the Director of Recreational Services.

Catastrophic

The following are considered guidelines and the decision as to what level the University is in will be made by the Incident Command Team in coordination with SLT and the PPOT.

- The infrastructure in the community has been severely compromised in the wake of the event; caused by a novel virus, virulent seasonal flu or infectious disease outbreak with high morbidity and mortality

Travel restrictions have been imposed. The campus should close – all administrative offices should be closed and only essential employees should report to work. *The President should consider activating this phase of the plan based on information gathered by the ERT and various district and federal agencies.*

**Note: if no actions are listed for specific groups below, it is implied that assessment will occur of existing activities and continuation of previous transitional level or recovery level will occur until those actions are no longer deemed necessary.*

Department Specific:

- All departments should keep their staff informed about the status of the pandemic and the University's response.
- Prior to shutting down their offices, all departments should update their websites with closing status information and describe how it will impact their services.

Academic Affairs:

- Campus should officially be closed for business and to visitors.
- Canceling all courses and distance education classes.

Main Campus Medical Center/HSC Student Health and Wellness Center:

- Clinic staff should activate plans and procedures for continuity of business, if necessary.
- Main Campus Medical Center staff should be kept informed about the status of the pandemic and the status of University operations via a daily e-mail briefing (at a minimum). Representatives are part of the daily safety huddle.
- Clinic staff should arrange for counseling services for patients and/or staff.

Public Safety:

- Public Safety will start manager level briefings to communicate more information to rank and file.
- If UToledo is closed, Public Safety will establish appropriate staffing levels and allow access only to authorized UToledo employees. Any walk-through or maintenance access issues will be coordinated through Public Safety.
- Employees will be encouraged to wear protective gear when around infected persons and will be encouraged to frequently clean work areas themselves in addition to environmental service cleaning.
- Daily briefings will be held with Public Safety managers to keep them abreast of University-wide operational decisions and requirements.
- All pandemic illness encounters and issues will be documented and forwarded to the appropriate parties.

Facilities Management/Building Services

- FM will assemble, task and schedule the appropriate crews to operate facilities while closed and to prepare for reopening.

Information Technology:

- IT should have a highly elevated state of awareness and readiness for communications support.
- IT will communicate and best delegate and execute to facilitate prompt, accurate, and reliable communications.
- IT will continue to monitor Information Technology infrastructure and make any adjustments as needed.
- IT essential personnel will be expected to continue to work schedules as required.
- IT leadership will establish internal broadcast IT communications through the Technology website as required.
- IT will continue to monitor and manage any staffing and systems shortages, and adjust as appropriate.
- IT will continue to assess the impact of events on external service provider and partner availability and make adjustments as needed.

Residence Life:

- Residence Life staff should activate plans and procedures for the management of temporary housing with campus partners (Facilities Management, Public Safety, Aramark Housekeeping, Information Technology, etc.).
- Residence Life staff should activate plans and procedures for the management of short-term housing facilities for emergency responders with campus partners.
- Residence halls not utilized for temporary housing should be fully closed including administrative offices located within residence halls.
- Residence Life staff (professional and paraprofessional) should be kept informed about the status of the pandemic and the status of university operations via a daily e-mail briefing (at a minimum) from the Associate Vice President for Student Services.
- Prior to shutting down the office, Residence Life staff should update their websites, voicemail, and out of office auto-responses with closing status information and describe how it will impact services.

UT Toledo Dining Services:

- All venues are closed

Marketing and Communications (MARCOM)

- Assist with drafting ALL communications pieces on behalf of campus administrators related to pandemic preparedness. MARCOM takes lead in distribution of communication messages to the community.
- Continue to keep Campus Community informed of updates as needed by:
 - Send mass email,
 - Send RAVE Text alert,
 - Leave Telecommunication voicemail
 - Send to all Front Desk Staffs, School/Unit Communication Liaisons/Senior Leadership Team

- Continue communication updates to the UToledo Web site
- Link Engage CPLs for UToledo Web site updates to School/Unit/Department sites
- Respond to incoming media inquiries and be prepared for media to be on campus.
 - Follow steps from Level Three for preparation of Press Briefing Room, and Press Briefing events.
 - Make arrangements with Public Safety to have Patrol Officers identify potential media on-site without permission.
- Continue to save, print, record, and capture all materials developed during crisis for archival purposes.

MARCOM Division Specific:

- ‘At the ready’ staff, should prepare office for long-term closure; update voicemail, email out-of-office tool describing how closure will impact services; suspend newspaper delivery and other regular deliveries.
- Essential staff should determine if communication operations can continue from off-site location/individual homes or should remain at Communications Central until on-site working group station can be fully closed.

Recovery Level One

Pandemic is not declared over but there has been a downward trajectory of illnesses reported within a 14-day time period, and a downward trajectory of documented cases. The President of the University *should consider activating this level of the plan based on information gathered by the Incident Command Team and various local, state and federal agencies.*

Planned Recovery Scenario 1: Fully Online, No Students Return

- ALL VULNERABLE INDIVIDUALS* should continue to shelter in place. Members of households with vulnerable residents should be aware that by returning to work or other environments where distancing is not practical, they could carry the virus back home. Precautions should be taken to isolate from vulnerable residents.
- All individuals, WHEN IN PUBLIC (e.g., parks, outdoor recreation areas, shopping areas), should maximize physical distance from others. Social settings of more than 10 people, where appropriate distancing may not be practical, should be avoided unless precautionary measures are observed
- Avoid SOCIALIZING in groups of more than 10 people in circumstances that do not readily allow for appropriate physical distancing (e.g., receptions, trade shows).
- MINIMIZE NON-ESSENTIAL TRAVEL and adhere to CDC guidelines regarding isolation following travel.

PLANNED RECOVERY SCENARIO 1: EMPLOYERS

- Continue to ENCOURAGE TELEWORK, whenever possible and feasible with business operations.
- If possible, RETURN TO WORK in phases
- Close COMMON AREAS where personnel are likely to congregate and interact or enforce strict social distancing protocols
- Minimize NON-ESSENTIAL TRAVEL and adhere to CDC guidelines regarding isolation following travel
- Provide reasonable and appropriate ACCOMMODATIONS for personnel who are members of a VULNERABLE POPULATION

PLANNED RECOVERY SCENARIO 1: SPECIFIC TYPES OF EMPLOYERS

- SCHOOLS AND ORGANIZED YOUTH ACTIVITIES (e.g., daycare, camp) that are currently closed should remain closed
- LARGE VENUES (e.g., sit-down dining, movie theaters, sporting venues, places of worship) can operate under strict physical distancing protocols
- GYMS can open if they adhere to strict physical distancing and sanitation protocols

**Note: if no actions are listed for specific groups below, it is implied that assessment will occur of existing activities and continuation of previous transitional level or recovery level will occur until those actions are no longer deemed necessary.*

Recovery Level Two

Pandemic is not declared over but there has been a sustained downward trajectory of illnesses reported within a 14-day time period, and a sustained downward trajectory of documented cases. No Evidence of a rebound and satisfy the gating criteria a second time. The President of the University should consider activating this level of the plan based on information gathered by the Incident Command Team and various local, state and federal agencies.

Planned Recovery Scenario 2: Mostly Online, Some Students Return

- ALL VULNERABLE INDIVIDUALS should continue to shelter in place. Members of households with vulnerable residents should be aware that by returning to work or other environments where distancing is not practical, they could carry the virus back home. Precautions should be taken to isolate from vulnerable residents
- All individuals, WHEN IN PUBLIC (e.g., parks, outdoor recreation areas, shopping areas), should maximize physical distance from others. Social settings of more than 50 people, where appropriate distancing may not be practical, should be avoided unless precautionary measures are observed
- NON-ESSENTIAL TRAVEL can resume

PLANNED RECOVERY SCENARIO TWO: EMPLOYERS

- Continue to ENCOURAGE TELEWORK, whenever possible and feasible with business operations
- Close COMMON AREAS where personnel are likely to congregate and interact or post moderate social distancing protocols
- NON-ESSENTIAL TRAVEL can resume
- Provide reasonable and appropriate ACCOMMODATIONS for personnel who are members of a VULNERABLE POPULATION

PLANNED RECOVERY SCENARIO TWO: SPECIFIC EMPLOYERS

- SCHOOLS AND ORGANIZED YOUTH ACTIVITIES (e.g., daycare, camp) can reopen
- LARGE VENUES (e.g., sit-down dining, movie theaters, sporting venues, places of worship) can operate under moderate physical distancing protocols
- GYMS can remain open if they adhere to strict physical distancing and sanitation protocols

**Note: if no actions are listed for specific groups below, it is implied that assessment will occur of existing activities and continuation of previous transitional level or recovery level will occur until those actions are no longer deemed necessary.*

Recovery Level Three

Pandemic is not declared over but there has been a sustained downward trajectory of illnesses reported within a 14-day time period, and a sustained downward trajectory of documented cases. *No Evidence* of a rebound and satisfy the gating criteria a third time. The President of the University *should consider activating this level of the plan based on information gathered by the Incident Command Team and various local, state and federal agencies.*

Planned Recovery Scenario 3: Mostly on Campus, Most Students Return

PLANNED RECOVERY SCENARIO THREE: INDIVIDUALS

- VULNERABLE INDIVIDUALS can resume public interactions, but should practice physical distancing, minimizing exposure to social settings where distancing may not be practical, unless precautionary measures are observed
- LOW-RISK POPULATIONS should consider minimizing time spent in crowded environments

PLANNED RECOVERY SCENARIO THREE: EMPLOYERS

- Resume UNRESTRICTED STAFFING of worksites

PLANNED RECOVERY SCENARIO THREE: SPECIFIC EMPLOYERS

- LARGE VENUES (e.g., sit-down dining, movie theaters, sporting venues, places of worship) can operate under limited physical distancing protocols
- GYMS can remain open if they adhere to standard sanitation protocols

**Note: if no actions are listed for specific groups below, it is implied that assessment will occur of existing activities and continuation of previous transitional level or recovery level will occur until those actions are no longer deemed necessary.*

Recovery Level Four

Pandemic is declared over and University operations can resume. The President of the University *should consider activating this level of the plan based on information gathered by the Incident Command Team and various local, state and federal agencies.*

Planned Recovery Scenario 4: Students Fully Return to Campus

PLANNED RECOVERY SCENARIO FOUR: INDIVIDUALS

- VULNERABLE INDIVIDUALS can resume public interactions, but should practice physical distancing, minimizing exposure to social settings where distancing may not be practical, unless precautionary measures are observed
- LOW-RISK POPULATIONS should consider minimizing time spent in crowded environments

PLANNED RECOVERY SCENARIO FOUR: EMPLOYERS

- Resume STAFFING of worksites

PLANNED RECOVERY SCENARIO FOUR: SPECIFIC EMPLOYERS

- LARGE VENUES (e.g., sit-down dining, movie theaters, sporting venues, places of worship) can operate under limited physical distancing protocols
- GYMS can remain open if they adhere to standard sanitation protocols

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Appendix A Remote Access and Virtual Class Operation

Remote Access and Virtual Class Operation

The University operates a variety of robust remote access technologies that enable virtual operation of classes as well as utilization of our academic systems. These include the following:

Cisco WebEx and Microsoft Teams are an industry leading technology, which is our standard for collaboration and videoconferencing. WebEx conferencing can be used by all current faculty, staff and students for web audio and/or video collaboration and provides unlimited recording. Additional information can be found at [Remote Access and Virtual Class Technologies \(utoledo.edu\)](#)

Virtual labs (“VLAB”) is used to access commonly available software, remotely on a 24x7 basis. The virtual lab setup is similar to the available workstation in the UToledo Open Student Labs, and is used by many students and faculty. It can be accessed at the following link: <https://www.utoledo.edu/it/VLab/>

To access many of the University applications and systems, you may also require VPN setup. This can be obtained by calling the IT Help Desk (419-530-2400 or 419-383-2400).

This request can also be submitted on-line at the following site: <https://www.utoledo.edu/it/CS/HelpDesk.html>

Additionally, every faculty member can communicate directly with their class via email through the Banner faculty self-service, which has each of their classes all set-up as an email group. This is a private email group, only available to the faculty for the respective course. A faculty who may be teaching multiple classes, will have a distinct email group for each of their classes.

Preparations are in motion this week to provide support for getting all faculty setup to operate virtually with whatever technology they prefer and are comfortable using. This will include getting faculty setup, tested and support in place for them, both on-site as well as via the IT Help Desk. The IT Help Desk operates a 7x24 schedule.