



Pandemic Illness Response Plan

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Introduction

“It is better to be prepared for an opportunity and not have one than to have an opportunity and not be prepared.” **Whitney Young Jr.**

St. Clair College has undertaken extensive measures to prepare for the challenges and opportunities posed by a possible outbreak of widespread illness. The plan was created to place St. Clair College in a position of readiness should a pandemic outbreak of illness occur that would threaten both the health of the community and the business continuity of the College. Best- to worst-case scenarios were considered and appropriate plans were developed for responding at various levels of contagion.

The *St. Clair College Pandemic Illness Plan* has taken into consideration advisories from the World Health Organization (WHO), Health Canada, Ontario Ministry of Health and Long-Term Care, Local Health Units, and the U.S. Centre for Disease Control. In addition, the *City of Windsor’s Pandemic Influenza Response Plan: “Tool Kit for Business Continuity Planning”* has been an invaluable help in developing the College plan. The College has sought to ensure that plans are consistent with those of relevant College and business counterparts throughout Ontario.

The St. Clair College Pandemic Illness Response Plan is to be considered a “living” document that must be reviewed and updated on a regular basis as conditions change at the College, in the city and province, across the continent, and around the world.

Overview of Pandemic Illness

"Pandemic" refers either to when disease attacks a *majority of the population* of a geographical area or when an epidemic occurs at the same time in *many different parts of the world*. For example, influenza Type A viruses have the potential to cause a pandemic with high rates of illness and even death. Such widespread illness is also likely to have devastating social and economic consequences as human and material resources are depleted.

Goal and Principles of Pandemic Planning

Overall Goal

The purpose of pandemic planning is to enable the College to meet the challenges of a health crisis (such as an influenza pandemic) which has the potential to result in a significant reduction in the number of staff and students available for continuing operations at the College. The overall goal of the Pandemic Illness Response Plan is to protect members of the College community from the spread of illness while maintaining business operations at the College.

In order for the goal to be met, it will be necessary to:

- Provide and implement the use of resources needed for protecting individuals and
- Identify essential services within the College that will continue to be provided in a crisis such as an influenza pandemic.

Guiding Principles

It is believed that the goal of the pandemic plan will be met through effective leadership, organization, and participation.

- Senior Administration oversees College-wide pandemic planning and provides overall direction for the planning process.
- Leadership works closely with municipalities and local health units to ensure the pandemic strategy is consistent with federal, provincial, and local initiatives.
- A cross-representative Pandemic Steering Committee has input in the creation, communication, and implementation of the pandemic plan.
 - Pandemic plans complement and may overlap but are different from emergency/disaster plans in that the College will have to plan for self-sufficiency as community partners will likely not be able to provide assistance during a pandemic.
 - Participation by all members of the College community is crucial to the success of the plan.
 - Participation will occur through

- education of College community members about measures to prevent infection
 - encouragement in the use of preventive activities
 - surveillance and enforcement of preventive activities
 - creation of guidelines for specific departments/areas within the College
- Preventing the spread of illness requires the provision of Primary Care health services for affected College community members.

Leadership Structure in the Pandemic Illness Response Plan

Senior Operations Group (SOG)

St. Clair College Senior Administration, also known as Senior Operations Group (SOG) is comprised of the President, Vice President Academics, Vice President Finance and CFO, Vice President Human Resources, Safety and Facilities Management, Vice President College Communications and Community Relations and the Vice President International Relations, Campus Development & Student Services.

The Senior Operations Group (SOG) is responsible for identifying essential corporate services; approximate number of staff needed to provide essential services; the number of staff available for redeployment; skill sets required to provide essential services and skill sets of current staff. The SOG is responsible for issuing all directives.

Leadership in the Pandemic Illness Response Plan also includes a Pandemic Resource Team that provides expert advice to the SOG for the purpose of creating and implementing the pandemic plan.

Pandemic Illness Response Coordinator (PIRC)

The Pandemic Illness Response Coordinator is responsible for coordination and preparation of the St. Clair College Pandemic Illness Response Plan and for providing overall direction and support for the planning process.

Pandemic Steering Committee

The Pandemic Steering Committee is responsible for the development of protocols for their specific departments in the event of a pandemic outbreak. Preparedness guidelines for active phases of pandemic planning have been developed for all essential service areas. (*see Appendix E: Departmental Guidelines*):

Pandemic Steering Committee Member	Designated Alternate	Area of Responsibility
AVP Safety, Security and Facilities Management	Manager, Health Safety and Wellness	Chair, Pandemic Steering Committee. Safety, Security and Facilities Management
AVP, Academic	VP Academic	Academics
Nurse Practitioner	Campus Nurse	Pandemic Illness Response Coordinator (PIRC)

VP, College Communications and Community Relations	Manager, Marketing and Recruitment	Communications
AVP, Communications and IT	Manager, IT Client Services	IT Services
Manager, Health, Safety and Wellness	Campus Nurse	Health Centres, Health and Safety
Health, Safety and Wellness Manager	Safety Officer	Health & Safety
Residence, General Manager	Residence, Life Coordinator	Student Residence
Director, Human Resources	Manager, Human Resources	Human Resources & Surveillance Logs
SCCCA Director	Executive Chef, SCCCA, SRC Food Services Manager, TSI Food Services Manager	Food Services and Downtown Campus
Associate Registrar, Chatham Campus	Chair, Nursing	Chatham Campus

Communication Process During a Pandemic Outbreak

Medical Officer of Health

The Medical Officer of Health (MOH) has legislated lead responsibility for the provision of emergency health services, control of epidemics and response to large-scale adverse human health events such as pandemic influenza. The MOH has the power to identify, reduce, or eliminate health hazards and to issue orders if there is an immediate risk of an outbreak of a communicable disease.

Pandemic Illness Response Coordinator

The Pandemic Illness Response Coordinator (PIRC) must report cases of communicable diseases to the local MOH or designate.

The PIRC is responsible for monitoring public health advisories (federal, provincial, and local) and reports directly to the Chair of Pandemic Illness Response regarding pandemic outbreaks.

Senior Operations Group (SOG)

The Senior Operations Group (SOG) will direct the Pandemic Steering Committee to activate the response plan for monitoring influenza activity and for instituting guidelines in the College community. See *Appendix B: Communications in a Pandemic Outbreak*.

Pandemic Steering Committee

Members of the Pandemic Steering Committee will inform all persons in their respective areas to implement departmental guidelines. The Pandemic Steering Committee members will ensure that there is adequate coverage for all essential functions of their departments and report directly to their senior administrator when services must be disrupted due to inadequate staffing or resources.

Employees

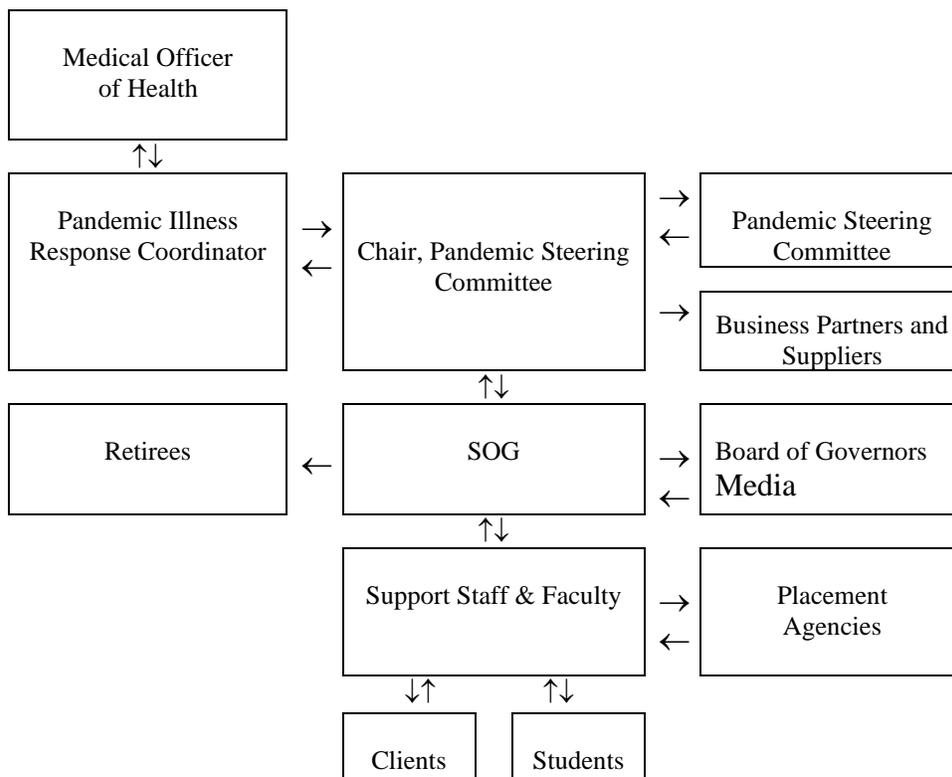
Employees will be responsible for notifying their supervisor of any absence and are requested to stipulate if the absence is due to pandemic illness-like illness (see *Appendix D: Protocol for Employee Attendance During a Pandemic Illness Outbreak*).

Departmental support staff will be responsible to notify Human Resources (HR) with all employee call-ins for illness daily. They will also be responsible for notifying the Campus Health Centre with all student call-ins for pandemic illness-like illness daily.

Students

Students will be responsible for notifying their professor or departmental administrative support staff of absence and are requested to stipulate if the absence is due to pandemic illness-like illness.

Communication Chart



Communication Guidelines

1. SOG and Pandemic Steering Committee members must each have at least one designate who is able to serve as their designate if they fall ill during a pandemic.
2. Each employee will have a copy of the lines of communication to follow (including designates) in the event of a pandemic.
3. All students will have a copy of the lines of communication to follow in a pandemic.
4. PIRC will maintain communication with Local Health Units and keep the Chair of the Pandemic Steering Committee informed of pandemic response developments.
5. Chair of the Pandemic Steering Committee will maintain communication with the local municipalities and keep SOG informed of developments if an emergency arises during a pandemic.
6. SOG will direct Pandemic Steering Committee Members re: communication with staff as to changes in pandemic status.
7. SOG will manage all public communications regarding the College pandemic plan status. (*See Appendix B: Administrative Communications in a Pandemic Outbreak*).
8. SOG will maintain a log outlining decisions made and actions taken regarding the pandemic.

Overview of Plan

The Pandemic Illness Response Plan is intended to protect members of the College community and preserve the functioning of College business in the event of a pandemic outbreak. The College is taking a **3-step approach** to pandemic illness planning:

Step 1: Prevention Pandemic illness has not yet been reported

Focus on education of community members on general preventive hygiene measures.

Step 2: Preparedness Potential for pandemic illness – No immediate threat

Activities initiated for establishment of Pandemic Steering Committee.

Creation of corporate and departmental guidelines for all steps of pandemic plan.

Institution of preventive measures and surveillance program.

Step 3: Response

A-Alert: Influenza-like Illness reported in US/Canada

B-Back-up: Illness affects 10% of College population

C-Close Services: Illness affects 30% of College population

D-Discuss Reopening: Most Recover from Acute Illnesses

The Pandemic Illness Response Coordinator advises the Pandemic Steering Committee of public health directives. The Chair informs SOG who then directs and controls implementation of the Pandemic Illness Response Plan, considers risks to individuals and the need for implementing backup plans, and makes decision on if/when to close College services and operations. Leadership (SOG, Pandemic Resource Team and Pandemic Steering Committee) meets to discuss recovery plans for reinstatement of essential and non-essential services.

Step 1: Prevention

Prevention Activities

1. General Preventive Measures (*See Appendix A*)

- Hand washing
- Use of Good Respiratory Hygiene to prevent spread of infection
- Protecting oneself from infection during a Pandemic

2. Immunization

Those at highest risk will be the first to receive available vaccines (as an example, health sciences, childcare services, and those who have chronic medical conditions). Once high-risk individuals are immunized, vaccines will be made available to the rest of the College community. As always, the Public Health Unit will have vaccine clinics that are open to the general public.

3. Education of College Community Members

All members of the St. Clair College community will receive information about:

- General Preventive Measures.
- Pandemic Illness facts.
- The College Pandemic Plan.
- Individual's responsibility in a pandemic outbreak.

Step 2: Preparedness

Formation of Pandemic Steering Committee

Pandemic Steering Committee Members are responsible for creating preparedness guidelines for their particular departments. These guidelines are consistent with what their counterparts are doing in the City and the Province. Departmental guidelines follow the College's 3-step approach (*See Appendix E: Departmental Guidelines*). Preparedness guidelines include recommendations for actions that will need to be taken at various stages of an illness pandemic. Planning focuses on management of resources during a pandemic and identifies responsibilities of employees, students, and others within the College community.

Initiation of Surveillance Program

1. It is necessary to keep records of all reported flu and pandemic illness-like illnesses during a pandemic (*See Appendix C: Surveillance Logs*).
2. All departments will work with H.R. and the Health Centres to report illnesses.
3. A designated support staff person in each department will be responsible for keeping a log of employee and student absences due to illness.
4. Health Centre personnel will keep a log of staff and students who experience illness while at the College.
5. Human Resource Department will gather data on all employee absences.

6. It will be the responsibility of each and every employee to watch for potential sources of infection and report them immediately to Health and Safety office.
7. Employees and students are encouraged to prepare their home and family in order to maintain optimal wellness (*see Appendix G: Guidelines for Home/Family*)

Step 3: Response

A-Alert: Influenza-like Illness reported in US/Canada

- Alert announced by SOG.
- No disruption of College business.
- Heightened surveillance and use of protective measures.
- Begin reporting of symptomatic population.
- Treatment and testing of symptomatic persons.

(*See Appendix F: Guidelines for Learning/Work Environment*)

B-Back-up: Illness affects 10% of College population

- Back-up essential services.
- Some non-essential services may be disrupted.
- Prepare to initiate alternative plans for delivery of services.
- Deploy cross-trained individuals.
- Continue surveillance and use of protective measures.
- Continue reporting and treatment of symptomatic persons.

C-Close Services: Illness affects 30% of College population

- Complete disruption of all non-essential services.
- Some essential services may be disrupted.
- Information lines remain open.
- College closes (*See Appendix B: Closure of College Campuses*)

D-Discuss Reopening: Most Recover from Acute Illnesses

- Leadership and Pandemic Steering Committee meet to review criteria and process for return to business.
- Essential services reinstated.
- Non-essential services reinstated.
- College re-opens but remains on alert as it prepares for another wave of influenza.

Evaluation

A pandemic event could cause high rates of long-term illness and even death thus greatly reducing the available workforce and other resources needed to restore “normal” business operations. The SOG, in consultation with the Pandemic Steering Committee, will evaluate the plan on a regular basis to determine whether guidelines are current, relevant, and are being implemented; if resources are sufficient; and if goals are being met.

The Pandemic Plan is considered to be a “living” document that is always “in process”.

Appendices

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Appendix A

General Preventative Measures

Hand washing
Use of Respiratory Hygiene to Prevent Spread of Infection
Protecting Oneself from Infection by Other Persons

Do Your Part to Prevent an Acute Respiratory Illness /Flu Outbreak!



Wash Your Hands

1. Remove jewelry beforehand wash procedure
2. Rinse hands under warm running water
3. Lather with soap, using friction, and cover all surfaces of the hands and fingers
4. Rinse under warm running water
5. Dry hands thoroughly with a disposable towel
6. Turn off faucet with a disposable towel
7. It's best to keep fingernails short and do not use nail polish or artificial nails

Do Your Part to Prevent the Spread of Infection!



Use Good Respiratory Hygiene

- Cover mouth and nose when you cough or sneeze
- Throw away used tissues (one-time use only)
- Wear a mask if unable to control coughing or sneezing (change mask if wet)
- Wash hands with soap and water -or- Use hand sanitizers after coughing / sneezing
- Keep hands away from mouth, nose, and eyes
- Do not lick fingers to turn or sort pages of paper

Protecting Yourself from Infection During Flu Season



During Flu season, it is especially important to take care of yourself to prevent infection. The following practices will help to decrease your chance of becoming ill:

- **#1 Get Your Flu Vaccine!**
- Use good respiratory hygiene- cover your own mouth and nose
 - when coughing or sneezing. Use tissues ONCE and dispose.
- Encourage others to cover mouth/nose for coughs and sneezes.
- Wash your hands frequently and encourage others to do so.
- Get plenty of sleep and regular physical activity.
- Drink plenty of fluids/water and eat nutritious food.
- Avoid crowds- if unavoidable, wear a mask.
- Encourage those who are ill to stay home, away from others.
- Avoid sharing glasses, water bottles, drinks, dishes, cutlery, etc.
- Disinfect commonly hand-held interior surfaces (i.e. door
 - handles, handrails, eating surfaces, desks, etc.)

Appendix B

Administrative Communications in a Pandemic Outbreak Closure of College Campuses

Administrative Communications in a Pandemic Outbreak

In the event of a pandemic outbreak, the Senior Operating Group (SOG), the Pandemic Illness Response Coordinator (PIRC), and/or appointed designates will be responsible for internal and external communications regarding operations of the College. Patti France, President, is the official spokesperson for internal and external communications.

The following tables denote the process for communications during a pandemic outbreak.

SOG	
Team Members:	Responsibility:
Patti France	President and Official Spokesperson
Joseph Sirianni	VP, Human Resources, Safety and Facilities Management
Waseem Habash	VP-Academic
Ron Seguin	VP International Relations, Campus Development and Student Services
John Fairley	VP College Communications and Community Relations
Marc Jones	CFO and VP Finance

Pandemic Steering Committee Member	Designated Alternate	Area of Responsibility
AVP Safety, Security and Facilities Management	Manager, Health Safety and Wellness	Chair, Pandemic Steering Committee. Safety, Security and Facilities Management
AVP, Academic	VP Academic	Academics
Nurse Practitioner	Campus Nurse	Pandemic Illness Response Coordinator (PIRC)
VP, College Communications and Community Relations	Manager, Marketing and Recruitment	Communications
AVP, Communications and IT	Manager, IT Client Services	IT Services
Manager, Health, Safety and Wellness	Campus Nurse	Health Centres, Health and Safety
Health, Safety and Wellness Manager	Safety Officer	Health & Safety
Residence, General Manager	Residence, Life Coordinator	Student Residence
Director, Human Resources	Manager, Human Resources	Human Resources & Surveillance Logs
SCCCA Director	Executive Chef, SCCCA, SRC Food Services Manager, TSI Food Services Manager	Food Services and Downtown Campus
Associate Registrar, Chatham Campus	Chair, Nursing	Chatham Campus

Internal Communications	
	<ul style="list-style-type: none"> <input type="checkbox"/> Voice mail <input type="checkbox"/> Email <input type="checkbox"/> Alertus <input type="checkbox"/> Posters <input type="checkbox"/> Departmental mailboxes <input type="checkbox"/> Departmental meetings <input type="checkbox"/> St. Clair College website: Health Centre

External Communications	
	<ul style="list-style-type: none"> <input type="checkbox"/> Radio: CKLW, CKWW, CHRY, CHWI <input type="checkbox"/> Newspaper: Windsor Star <input type="checkbox"/> Television: CBC outlets; Cable TV <input type="checkbox"/> SCC website: Pandemic Plan Link <input type="checkbox"/> Bus Co: Transit Windsor

Closure of College Campuses in a Pandemic Outbreak

Administrative Authority

1. The Vice President, Academic (VPA), in consultation with the Pandemic Steering Committee, is designated as the person responsible for making the decision regarding cancellation of classes and closure of campuses. If College closure is being considered, the VPA will invoke the Emergency Operations Control Group (EOCG) to meet immediately to begin preparations. EOCG is part of the College's Emergency Response Plan which will be invoked at this time.
2. The Vice President, Academic or President will delegate an alternate senior administrator to fulfill the decision-making process in his/her absence, as outlined below.
3. The decision to close campuses will be relayed to the Emergency Response Team who will begin preparations to close the school and communicate accordingly. .
4. The Pandemic Illness Response Coordinator (PIRC) will be responsible for the collection of data on influenza-like illness in the college and will consult with the Vice President, Academic on the interpretation of this data. Data will be gathered from local health units, Human Resources and any other relevant sources deemed necessary by the PIRC.
5. College staff deciding to remain at home (if only classes are cancelled) must contact, by phone, their immediate supervisor giving specific details. These calls must be logged by the supervisor.
6. It is the responsibility of the supervisor to advise his/her afternoon shift staff by telephone at the earliest possible time if the College is closed for their shift and they are not expected to report for work.

Maintenance of Essential Services

7. Where possible, the following essential services will be maintained during any total or partial closing of facilities or cancellation of operations:
 - (a) telephone switchboard
 - (b) mechanical/electrical maintenance
 - (c) building services
 - (d) health centre
 - (e) security
 - (f) other staff who may be designated "essential" by the President and Sector Head
8. Personnel in the essential service area will be required to carry out their assigned duties.

9. If the decision to close the campus is made during regular operations and an evacuation is determined appropriate, the following steps will be taken:

- Departmental Administrators will oversee evacuation and securing of all Work Areas.
- Faculty will oversee the evacuation of Classrooms/Labs.
- Once evacuation of an area is complete, no unauthorized personnel will be allowed re-entrance.

Appendix C

Surveillance Logs

**Pandemic Illness Response Plan
International Student Incident Report**

Name of Student	Country of Origin	Date of Arrival in Canada	Date of Expected Return Home	Date – Time and Brief Description of Incident	Family Contacted	Embassy Notified

Forward copy to Health Centre daily before 12:00 noon.

Appendix D

Guidelines for Corporate Administrative and Staffing Services - Protocol for Employee Attendance During a Pandemic Illness Outbreak

Protocol for Employee Attendance During a Pandemic Illness Outbreak

The College believes that consistent and reliable attendance on behalf of its employees is an integral part of providing quality service. During a pandemic outbreak of any communicable illness, the College focus is to protect members of the college community from the spread of illness and to maintain business operations at the college.

In order for members of the college community to be protected from the spread of illness, it will be necessary for all employees to use the available resources that are in place and to strictly adhere to guidelines set forth by the Pandemic Illness Response Plan.

POLICY

College Policy requires regular and prompt attendance at work and it is the responsibility of every employee to meet this requirement. Regular and prompt attendance is also a condition of employment at St. Clair College. During a pandemic illness outbreak, it is expected that up to 30% of the population may be affected. Therefore, the College realizes that not all employees will be able to meet the attendance requirement. It is preferable that employees who are have pandemic illness-like illness will not come in to work in order to preserve the health of those who are able to attend and maintain the business operations of the College.

PROCEDURE

Management Responsibilities

Managers are expected to treat employees fairly, provide direction and assistance in attendance targets, and remove causes of absenteeism in accordance with the Policy.

1. Managers are responsible for their department's overall attendance performance as well as maintaining attendance statistics required for consistency and establishing objective standards. In fulfilling their responsibilities, managers are expected to consult appropriately with Human Resources.
2. In the event of a Pandemic Illness Outbreak, managers will be responsible for keeping accurate daily records of employee absenteeism due to influenza-like illness and report this information to Human Resources daily before noon.
3. Human Resources will assist the employee and the supervisor in the management of medical issues that affect attendance.
4. The supervisor may require that an employee provide a doctor's note for each day of absence during a pandemic outbreak.
5. The original doctor's note should be sent to Human Resources for inclusion in the Personnel file and a copy may be kept for the manger's own records. The document

should include the anticipated length of absence, return date, and if there are any restrictions.

6. If the pandemic response direction from Public Health authorities includes self-isolation and thus a doctor's note cannot be attained, the student/staff must have called in to the Health Unit and this will be commutated to the PIRC. This record will be considered adequate.

Employee Responsibilities

The following are employee obligations with respect to attendance and dependability:

1. Absence from work affects the employee's work record, has a negative effect upon co-workers may deprive clients of important services and is costly to the College. Regular attendance is an obvious condition of employment. It is also essential that employees report to work on time, adhere to the allotted meal and rest periods and remain on duty until the stipulated end of the day.
2. If an employee is unable to report to work, the employee must report the absence personally to their immediate supervisor or designate, as soon as possible but preferably before the commencement of their designated workday. Likewise, employees are to report their intentions to return to work following an absence as soon as possible so that the appropriate staffing and scheduling alterations may be made. A doctor's note must be provided if an employee is absent for three (3) days or more.
3. In the event of an extended illness, updated doctor's notes are required in accordance with the short-term disability requirements. If after reporting to work an employee is unable to complete an assigned shift due to illness, s/he must inform their supervisor that they are leaving the College premises. If the immediate supervisor is not available, the employee must inform their group leader or immediate supervisor's designate.
4. If the pandemic response direction from Public Health authorities includes self-isolation and thus a doctor's note cannot be attained, the employee must follow protocol and call Public Health authorities and inform their Manager that they have done this and are in self-isolation. The Health Unit will inform the PIRC of such cases with College employees. This record will be considered adequate

Notification of Return to Work

The College expects employees to keep their supervisors informed as to a likely return to work date. Should this not occur, the supervisor may initiate contact with the employee from time to time in order to obtain a status report on the illness as well as to deal appropriately with any resulting staffing and/or scheduling issues.

Return to Work – Doctor's Notes

Employees may be required by their manager to provide a medical clearance to return to work after being off for an illness. A return to work note is mandatory when the original doctor's note did not specify an anticipated time limit on the illness or an expected return to

work date. It is recognized that in the event of a pandemic outbreak, it may be very difficult for employees to gain access to medical services. Every attempt will be made to provide health services at the College for employees.

Appendix E

Departmental Guidelines

Guideline Template

Guidelines for Health Centres

Guidelines for Facilities Management

Guidelines for Food Services

Guidelines for Student Residences

Guidelines for IT Services

Guidelines for Human Resources

Guidelines for International Recruitment

Departmental Guideline Template

Guidelines: _____
(Department)

It is the responsibility of each departmental manager to develop pandemic illness guidelines for their respective departments. Managers will need to review the St. Clair College Pandemic Illness Response Plan and consult with the Pandemic Illness Response Coordinator to ensure the plan is consistent with goals and objectives of pandemic planning.

Step 1: Prevention	
Responsible Person	Area of Responsibility
Identify Who is Responsible	Determine what they are responsible for in preventing influenza-like illness or the spread of illness and for maintaining the functions of day-to-day college business.
_____	<input type="checkbox"/> Review educational materials/posters on general preventive hygiene measures with all staff.
_____	<input type="checkbox"/> Recommend vaccinations to high-risk groups first then to general staff
_____	<input type="checkbox"/> Provide for in-class instruction with students in your program regarding preventive measures

Step 2: Preparedness	
Responsible Person	Area of Responsibility
Chair/Manager	<input type="checkbox"/> Sit on Pandemic Steering Committee <input type="checkbox"/> Review Pandemic Illness Response Plan <input type="checkbox"/> Create Pandemic Guidelines for department and review with all staff <input type="checkbox"/> Identify essential services in the department <input type="checkbox"/> Designate a representative in event that you become ill or unable to carry out your position <input type="checkbox"/> Identify skill sets for your position <input type="checkbox"/> Cross-train designate for your position <input type="checkbox"/> Designate a representative for support staff position in event that person becomes ill or is unable to carry out position <input type="checkbox"/> Identify skill sets for support staff position (Review PDFs) <input type="checkbox"/> Cross-train designate for support staff position

Administrative Assistant	<ul style="list-style-type: none"> ❑ Prepare telephone/address/e-mail list of departmental staff ❑ Create list of outside entities and contact information frequently used by the department ❑ Order extra stock supplies: <ul style="list-style-type: none"> ❑ Hand sanitizers ❑ Disinfectants ❑ Disposable cleaning cloths ❑ Tissues
Faculty	<ul style="list-style-type: none"> ❑ Prepare alternate plans for delivery of course content in the event that you become ill and are unable to attend class. ❑ Prepare alternate plans for delivery of course content in the event that students become ill and are unable to attend class. ❑ Prepare alternate plans for delivery of course content in the event that the school is closed.

Step 3: Response A - Alert

Chair/Manager	<ul style="list-style-type: none"> ❑ Inform departmental staff to activate the system for monitoring influenza-like activity ❑ Report cases of absenteeism related to influenza-like illness to the Human Resources on a daily basis. ❑ Instruct staff to offer a mask to wear to anyone who has a cough, or is sneezing, or has a runny nose, in order to prevent the spread of respiratory secretions. ❑ Ensure that persons displaying or reporting symptoms of pandemic illness-like illness are sent to the Health Centre or family physician.
Administrative Assistant	<ul style="list-style-type: none"> ❑ Initiate use of Departmental Employee Absence Report ❑ Monitor daily the number of staff calling in or presenting to the work with influenza-like symptoms. ❑ Keep a record of daily reports from professors on the number of students who have called in with pandemic illness-like illness. ❑ Utilize increased preventive measures such as handwashing, respiratory hygiene, cleansing of shared tools such as keyboards and telephones. ❑ Offer a mask to wear to anyone who has a cough, or is sneezing, or has a runny nose, in order to prevent the spread of respiratory secretions.

Step 3: Response B - Back-up	
Chair/Manager	<ul style="list-style-type: none"> <input type="checkbox"/> Inform the Administrative Assistant to prepare back-up system for essential services only. <input type="checkbox"/> Reassign staff as needed to maintain essential services <input type="checkbox"/> Ensure all personnel have key contact information and understand reporting structure
Administrative Assistant	<ul style="list-style-type: none"> <input type="checkbox"/> Continue with all precautions listed in Step 3A. <input type="checkbox"/> Continue all essential services. <input type="checkbox"/> Prepare to cancel/hold all non-essential services

Step 3: Response C - Close Services	
Chair/Manager	<ul style="list-style-type: none"> <input type="checkbox"/> Inform essential staff to prepare to close department. <input type="checkbox"/> Meet with SOG to discuss plan for closure
Administrative Assistant	<ul style="list-style-type: none"> <input type="checkbox"/> Call clients to cancel all appointments. <input type="checkbox"/> Call off-campus staff and faculty to inform of closure. <input type="checkbox"/> Change the message on the phone (internal and external). <input type="checkbox"/> Ensure that all supplies and records are secure. <input type="checkbox"/> Lock the entrance to the department. <input type="checkbox"/> Verify with Chair/Manager of how/where you can be reached regarding further developments.

Step 3: Response D - Discuss Re-opening	
Chair/Manager	<ul style="list-style-type: none"> <input type="checkbox"/> Meet with SOG and other Pandemic Steering Committee members to discuss re-opening of the College and essential services. <input type="checkbox"/> Communicate to Administrative Assistant as to when department will re-open.
Administrative Assistant	<ul style="list-style-type: none"> <input type="checkbox"/> Call staff and faculty to inform them of departmental re-opening. <input type="checkbox"/> Upon return to work- refer to Step 3A: Response - Alert

Guidelines for Health Centres

Step 1: Prevention	
Responsible Person	Area of Responsibility
Nurse Practitioner	<ul style="list-style-type: none"> <input type="checkbox"/> Educate college community members on general preventive hygiene measures. <input type="checkbox"/> Recommend influenza vaccinations to high-risk groups first then to general college community
Campus Nurses	<ul style="list-style-type: none"> <input type="checkbox"/> Disseminate educational materials/posters on general preventive hygiene measures throughout college. <input type="checkbox"/> Administer influenza vaccinations to high risk groups first then to general college community
Administrative Assistant	<ul style="list-style-type: none"> <input type="checkbox"/> Schedule appointments for Influenza Vaccination <input type="checkbox"/> Assist with communications to college community

Step 2: Preparedness	
Responsible Person	Area of Responsibility
Nurse Practitioner	<ul style="list-style-type: none"> <input type="checkbox"/> Establish a Pandemic Steering Committee <input type="checkbox"/> Designate a representative in event that you become ill or unable to carry out your position <input type="checkbox"/> Identify skill sets for your position <input type="checkbox"/> Cross-train designate for your position
Campus Nurses	<ul style="list-style-type: none"> <input type="checkbox"/> Order influenza vaccines <input type="checkbox"/> Schedule influenza immunization clinics <input type="checkbox"/> Designate a representative in event that you become ill or unable to carry out your position <input type="checkbox"/> Identify skill sets for your position <input type="checkbox"/> Cross-train designate for your position <input type="checkbox"/> Designate a representative for administrative assistant in event that he/she becomes ill or is unable to carry out position <input type="checkbox"/> Identify skill sets for administrative assistant position <input type="checkbox"/> Cross-train designate for administrative assistant position
Administrative Assistant	<ul style="list-style-type: none"> <input type="checkbox"/> Prepare telephone/address/e-mail list of health centre staff <input type="checkbox"/> Create list of healthcare entities and contact information frequently used or referred to by the health centre <input type="checkbox"/> Order extra stock supplies: <ul style="list-style-type: none"> <input type="checkbox"/> Masks (N95 and Regular) <input type="checkbox"/> Gloves (Non-latex and Nitrile) <input type="checkbox"/> Hand sanitizers <input type="checkbox"/> Disinfectants <input type="checkbox"/> Disposable cleaning cloths

	<ul style="list-style-type: none"> ❑ Tissues ❑ Viral Collection Kits
Step 3: Response A - Alert	
Pandemic Influenza Response Coordinator	<ul style="list-style-type: none"> ❑ Inform the Campus Nurses to activate the system for monitoring influenza activity ❑ Report cases of diagnosed influenza or influenza-like illness to the public health unit on a daily or weekly basis.
Nurse Practitioner	<ul style="list-style-type: none"> ❑ Assess, Diagnose and Treat individuals for influenza illness ❑ Initiate use of Influenza-like Illness Assessment Tool ❑ Employ “Standard and Droplet Precautions”
Campus Nurse	<ul style="list-style-type: none"> ❑ Initiate use of Influenza-like Illness Assessment Tool ❑ Monitor daily the number of patients calling or presenting to the clinic with influenza-like symptoms (see Staff/Student Illness Report Sheet). ❑ Gather daily reports from Human Resources on the number of employees who have called in with pandemic illness-like illness (if known). ❑ Keep a record of daily reports from professors on the number of students who have called in with pandemic illness-like illness. ❑ Ensure that “Standard and Droplet Precautions” are used by all health centre personnel in the presence of symptomatic patients. Ensure reception personnel wear masks. ❑ Designate one exam room for patients with pandemic illness-like illness. ❑ Dedicate equipment and supplies to isolation room.
Administrative Assistant and Reception Personnel	<ul style="list-style-type: none"> ❑ Ensure that persons displaying or reporting symptoms of pandemic illness-like illness are given first priority to be seen in the clinic. ❑ Postpone/reschedule non-essential clinic appointments. ❑ All Health Centre personnel wear masks. ❑ Offer a mask to wear to anyone who is waiting to be seen in the clinic, who has a cough, or is sneezing, or has a runny nose, in order to prevent the spread of respiratory secretions. ❑ Designate separate waiting area for symptomatic patients.
Step 3: Response B - Back-up	
Pandemic Influenza Response Coordinator	<ul style="list-style-type: none"> ❑ Inform the Campus Nurses and Administrative Assistant to prepare back-up system for essential services only.

Nurse Practitioner	<input type="checkbox"/> Continue to see patients with pandemic illness-like illness or make recommendations by telephone <input type="checkbox"/> Continue with all precautions listed in Step 3A.
Campus Nurses	<input type="checkbox"/> Continue to see patients with pandemic illness-like illness or make recommendations by telephone <input type="checkbox"/> Continue with all precautions listed in Step 3A.
Administrative Assistant	<input type="checkbox"/> Cancel all appointments for non-acute illness <input type="checkbox"/> Continue with all precautions listed in Step 3A.

Step 3: Response C - Close Services

Pandemic Influenza Response Coordinator	<input type="checkbox"/> Inform the Campus Nurses and Administrative Assistant to prepare to close Health Centres.
Campus Nurse	<input type="checkbox"/> Make provision for follow-up care of patients (hospital, clinic, home-health care services, self- or family-based care at home). <input type="checkbox"/> Ensure that all supplies and records are secure. <input type="checkbox"/> Lock the Health Centres. <input type="checkbox"/> Verify with PIRC of how/where you can be reached regarding further developments.
Administrative Assistant	<input type="checkbox"/> Call patients to cancel all appointments <input type="checkbox"/> Change the message on the phone (internal and external) <input type="checkbox"/> “The Health Centre is closed until further notice. If this is an emergency, please call 9-1-1 or go to the emergency department of your local hospital.”

Step 3: Response D - Discuss Re-opening

Pandemic Influenza Response Coordinator	<input type="checkbox"/> Meet with SOG and Pandemic Steering Committee members to discuss re-opening of the College and essential services. <input type="checkbox"/> Communicate to Campus Nurses and Administrative Assistant as to when to re-open Health Centre.
Nurse Practitioner	<input type="checkbox"/> Upon return to work- refer to Step 3A: Response - Alert
Campus Nurse	<input type="checkbox"/> Upon return to work- refer to Step 3A: Response - Alert
Administrative Assistant	<input type="checkbox"/> Upon return to work- refer to Step 3A: Response - Alert

St. Clair College Health Centre

Respiratory Illness Assessment Tool

**This tool is to be used for immediate triage of patients or staff
prior to further assessment or clinical management.**

Patient Name: _____ DOB: _____

High-risk infectious respiratory illness in the general population is determined by the presence of 1, 2, and 3 plus any of 4 a-c,

- 1. New onset of respiratory illness
- 2. Fever (> 38 C / 100.4 F) *
- 3. Cough
- 4. Contact with high-risk infected person through
 - a) Travel to area of outbreak
 - b) Close contact with a person who has traveled to area of outbreak
 - c) Close contact with person who has suspected or confirmed infection

-
- Does not meet criteria for high-risk respiratory illness
 - Treated in health centre and released
 - High-risk infectious respiratory illness suspected
 - Referred to Public Health Unit for further instruction and testing
 - Activated EMS for transport to Hospital (if in respiratory distress)

Signature: _____

Date: _____



Respiratory Illness

If You Have the Following:

- 1. New onset of respiratory illness
- 2. Fever (> 38.0 C / 100.4 F)
- 3. Cough (new or worse)

AND you have had

- 4. Contact with high-risk infected person through:
 - d) Travel to area of outbreak or
 - e) Close contact with a person who has traveled to area of outbreak or
 - f) Close contact with person who has suspected or confirmed acute respiratory infection

***** Contact your local Public Health Unit for further instruction *****

Windsor Essex County Health Unit Tel: 519- 258-2146 Ext. 1420

Chatham-Kent Public Health Unit Tel: 519-352-7270 (ext 2)

If you are in Respiratory Distress (have great difficulty breathing)

Call 9-1-1 for EMS

Step 1: Prevention

Responsible Person(s) and Area of Responsibility

- ❑ Educational posters are and will continue to be posted on the H&S bulletin boards and in washrooms (W.M, N.B)
- ❑ In class instruction will be provided to all staff by their respective manager upon receipt of awareness material from Health Center. At the Thames Campus, Health Center staff will provide in-class instruction to all building occupants.
- ❑ All staff will be encouraged to obtain influenza vaccinations especially plumbers, caretakers and security personnel. This will take place during the in-class sessions and will include any information on public vaccination clinics available.

Step 2: Preparedness

Responsible Person(s) and Area of Responsibility

The Manager, Health Safety and Wellness will participate on the Pandemic Steering Committee, review the Pandemic Illness Response Plan and ensure department guidelines are created. N.B. will attend these meeting in the Manager's absence.

ESSENTIAL SERVICES

- ❑ Essential services shall be identified as those services required to maintain a clean, safe and fully operational facility. Any work requests received will be assessed against these criteria and prioritized accordingly.
- ❑ In general, essential FM tasks will include cleaning, sterilizing, equipment repair/maintenance, boiler/chiller/HVAC operation, mail room services, shipping/receiving, gasoline and grocery runs, and services deemed essential to the operation of other College departments.
- ❑ At the South Campus, security services shall be provided in the following order of priority: Monitoring the Fire Alarm Panel, providing campus patrol services, monitoring the bus loop. Snow removal is and will continue to be completed as per the priority directive issued to the contractor annually.

Step 2: Preparedness

EMPLOYEE BACKFILLING

- ❑ At the South Campus all managers within facilities are cross trained sufficiently to perform all admin duties. Positions will be backfilled in the following order:
 - AVP Safety, Security and Facilities Management: Manager Construction and Engineering Services, Manager Facilities Maintenance and Energy Management, Manager, Health, Safety and Wellness
 - Manager Facilities Maintenance and Energy Management: Supervisor, Facilities Maintenance, AVP Safety, Security and Facilities Management
 - Manager Construction and Engineering Services: AVP Safety, Security and Facilities Management, Supervisor, Facilities Maintenance
 - Manager Health Safety and Wellness: AVP Safety, Security and Facilities Management, Manager Facilities Maintenance and Energy Management
 - Administrative Assistant, Safety, Security and Facilities Management: Health and Safety Officer
- ❑ Essential tasks completed by the Administrative Assistant include the notification of urgent work requests to the appropriate manager, the processing of incoming work orders and invoice payment. A checklist of tasks and procedures, where required, will be maintained on the shared facility drive for access by the dept.
- ❑ Chatham Campus will be supported by South Campus staff as appropriate.

CONTACT LISTS

- ❑ Telephone lists for staff are already available. Each manager will post a copy of their contact lists on the shared facility drive.

STOCK LEVELS

- ❑ Extra stock levels of essential expendable supplies will be ordered to maintain a 2-month supply with the expectation that resources will be scarce during a pandemic.
- ❑ Hand sanitizer, tissues and single use cleansing clothes will be made available in select staff areas (i.e. break rooms, lunchrooms, near drinking fountains) throughout the flu season.

Step 3: Response A - Alert

- ❑ Upon notification of Alert level, AVP will advise department managers to implement Step 3 of plan.
- ❑ Departmental meetings will be held with all staff members, including contract staff as appropriate (i.e. security, snow removal, Best Custodial), to advise them of 'alert' level and to discuss the following:
 - a. The types of PPE available and when it should be worn.
 - b. How to obtain, use and maintain PPE.
 - c. The need to follow-up with Health Center or the family physician as appropriate.
 - d. Requirements for increased diligence with relation to personal hygiene including a review of hand sanitizer, tissue and wipe locations.
- ❑ A notice will be posted in the SSFM office at South Campus, visible to all staff, stating the response level. Chatham and Downtown campuses will be informed and notices posted likewise.
- ❑ Absenteeism reporting will commence and be coordinated through the Administrative Assistant. All Managers will be responsible for reporting on their direct reports. In the absence of the Administrative Assistant, this will be coordinated by the Health and Safety Officer (sample report form appear at end of plan).

Step 3: Response B - Back-up

- ❑ AVP will advise the Admin Assistant to assess service levels and adjust W/O issuance accordingly.
- ❑ All managers will review staffing levels (including contract personnel) and adjust service levels as required.
- ❑ Ongoing dialogue with College departments will take place to ensure essential services are not interrupted.

Step 3: Response C - Close Services

- ❑ AVP will liaise with department managers and EOCG to coordinate College closure.
- ❑ The Admin Assistant will ensure all phone messages are updated.
- ❑ Custodial, Security and snow removal services will continue a priority basis. Building lockdown procedures will follow standard college closure policy.
- ❑ Garbage/recycling pick-up frequency will be evaluated and modified as appropriate.
- ❑ Non-essential contract services will be advised of College closure by contracting manager.
- ❑ Departmental meeting will be held to discuss SSFM department activities during closure.
- ❑ Cleaning/sanitizing of entire campus will commence immediately upon closure. Work will be completed with support of contract cleaning firm. Areas will be prioritized as follows:
 - a. Health Center
 - b. Washrooms
 - c. Eating Areas (including upper deck)
 - d. Drinking Fountains/Pay Phones
 - e. Registrars Front Counter
 - f. Open Computer Labs
 - g. Study Areas (student center)
 - h. Conference Rooms (Including shared faculty spaces)
 - i. Closed Computer Labs
 - j. Office Phones and Keyboards

Step 3: Response D - Discuss Re-opening

- ❑ AVP will continue to liaise with EOCG and Pandemic Steering Committee members to coordinate re-opening.
- ❑ Department managers will be advised of re-opening date and will ensure that all essential services will be available. They will also advise appropriate contractors and direct reports.
- ❑ Prior to college opening, a departmental staff meeting will be held to update personnel of current response level, review the status of activities taken during the closure and to re-iterate the importance of proper hygiene/use of PPE etc. etc.

Guidelines: Food Services

Step 1: Prevention	
Responsible Person	Area of Responsibility
Manager	<p>In order to prevent the spread influenza-like illness and maintain the functions of food service the following steps will be implemented</p> <ul style="list-style-type: none"> <input type="checkbox"/> Review educational materials/posters on general preventive hygiene measures with all staff. <input type="checkbox"/> Recommend influenza vaccinations to all staff

Step 2: Preparedness	
Responsible Person	Area of Responsibility
Manager	<ul style="list-style-type: none"> <input type="checkbox"/> Sit on Pandemic Steering Committee <input type="checkbox"/> Review Pandemic Illness Response Plan <input type="checkbox"/> Create pandemic guidelines for department and review with staff <input type="checkbox"/> Identify essential services in the department <input type="checkbox"/> Designate a representative in event that you become ill or unable to carry out your position <input type="checkbox"/> Ensure staff implement preventive measures such as handwashing and respiratory hygiene <input type="checkbox"/> Cease accepting reusable mugs <input type="checkbox"/> Use clean glassware for beverage refills
Administrative Support	<ul style="list-style-type: none"> <input type="checkbox"/> Prepare telephone/address/e-mail list of departmental staff <input type="checkbox"/> Create list of outside entities and contact information frequently used by the department
Faculty (For Academic Food Service Programs)	<ul style="list-style-type: none"> <input type="checkbox"/> Provide for in-class instruction with students in food service programs regarding preventive measures <input type="checkbox"/> Prepare alternate plans for delivery of course content in the event that you become ill and are unable to attend class. <input type="checkbox"/> Prepare alternate plans for delivery of course content in the event that students become ill and are unable to attend class. <input type="checkbox"/> Prepare alternate plans for delivery of course content in the event that the school is closed for 3-6 weeks.

Step 3: Response A – Alert	
Manager	<ul style="list-style-type: none"> ❑ Inform departmental staff to activate the system for monitoring influenza (<i>see Appendix C: Departmental Employee Absence Report</i>) ❑ For College-run services - report cases of absenteeism related to influenza-like illness to the Human Resources daily ❑ For Contracted and Student-run services - report cases of absenteeism related to influenza-like illness to the Health Centre daily ❑ Provide masks for staff to wear if they have a cough or are sneezing in order to prevent the spread of respiratory secretions. ❑ Ensure that persons displaying or reporting symptoms of pandemic illness-like illness are sent to the Health Centre or family physician.
Administrative Support	<ul style="list-style-type: none"> ❑ Initiate use of Departmental Employee Absence Report ❑ Monitor daily the number of staff calling in or presenting to the work with influenza-like symptoms. ❑ Keep a record of daily reports from professors on the number of students who have called in with pandemic illness-like illness. ❑ Utilize increased preventive measures such as handwashing, respiratory hygiene, cleansing of shared tools such as cash registers and telephones. ❑ Offer a mask to wear to anyone who has a cough or is sneezing in order to prevent the spread of respiratory secretions.
Faculty (For Academic Food Service Programs)	<ul style="list-style-type: none"> ❑ Ensure strict implementation of preventive measures with students in food service programs ❑ Offer a mask to wear to anyone who has a cough or is sneezing in order to prevent the spread of respiratory secretions. ❑ Review alternate plans for course delivery and important contact information in the event of illness or cancellation of classes.

Step 3: Response B - Back-up	
Manager	<ul style="list-style-type: none"> ❑ Prepare to back-up system for essential services only ❑ Reassign staff as needed to maintain essential services ❑ Ensure all personnel have key contact information and understand reporting structure ❑ Use up stock of perishable goods ❑ When perishable goods have been used up, prepare food menus from non-perishable goods
Administrative Support	<ul style="list-style-type: none"> ❑ Continue with all precautions listed in Step 3A. ❑ Continue all essential services. ❑ Prepare to cancel/hold all non-essential services

Faculty (For Academic Food Service Programs)	<ul style="list-style-type: none"> ❑ Prepare to implement alternate plans for course delivery
Step 3: Response C - Close Services	
Manager	<ul style="list-style-type: none"> ❑ Inform essential staff to prepare to close department. ❑ Meet with Senior Administrator to discuss plan for closure
Administrative Support	<ul style="list-style-type: none"> ❑ Call clients to cancel all appointments. ❑ Call off-campus staff and faculty to inform of closure. ❑ Change the message on the phone (internal and external). ❑ Ensure that all supplies and records are secure. ❑ Lock the entrance to the department. ❑ Verify with Manager of how/where you can be reached regarding further developments.

Step 3: Response D - Discuss Re-opening	
Manager	<ul style="list-style-type: none"> ❑ Meet with SOG and other Pandemic Steering Committee members to discuss re-opening of the College and essential services. ❑ Communicate with employees as to when department will re-open. ❑ Upon return to work- refer to Step 3A: Response - Alert

Guideline: Student Residence

Step 1: Prevention	
Responsible Person	Area of Responsibility
Identify Who is Responsible	Determine what they are responsible for in preventing influenza-like illness or the spread of influenza and for maintaining the functions of day-to-day college business.
CLC Communicable Diseases Outbreak Response Planning Team	<ul style="list-style-type: none"> <input type="checkbox"/> Establish a Business Continuity Plan <input type="checkbox"/> Set priorities and provide direction to the General Manager of the Residence.
Manager	<ul style="list-style-type: none"> <input type="checkbox"/> Share information about Pandemic Flu with employees <input type="checkbox"/> Review educational materials/posters on general preventive hygiene measures with all staff. <input type="checkbox"/> Recommend influenza vaccinations to high-risk groups first then to general staff. <input type="checkbox"/> Provide tissues, masks, hand sanitizers, paper towelling, gloves, and disinfectants for employee use. <input type="checkbox"/> Provide handwash stations in elevator lobby.
Staff	<ul style="list-style-type: none"> <input type="checkbox"/> Share information about Pandemic Illness Response Plan with residents (Post signs throughout building to inform students of the signs of influenza). <input type="checkbox"/> Post informational bulletins to keep students up to date on new developments. <input type="checkbox"/> Install signage to enforce hand washing before entering the building, after using elevator, etc. <input type="checkbox"/> Review educational materials/posters on general preventive hygiene measures with all residents. <input type="checkbox"/> Place copies of all posters, letters, minutes, etc. in front office for easy reference by all staff <input type="checkbox"/> Recommend influenza vaccinations to high-risk groups first then to general residents. <input type="checkbox"/> Encourage residents to stay in separate room or isolate self from others who are sick <input type="checkbox"/> Encourage the residents' use of tissues, masks, hand sanitizers, paper towelling, and disinfectants.

Step 2: Preparedness	
Responsible Person	Area of Responsibility
Manager	<ul style="list-style-type: none"> <input type="checkbox"/> Sit on Pandemic Steering Committee <input type="checkbox"/> Review Pandemic Illness Response Plan

	<ul style="list-style-type: none"> <input type="checkbox"/> Create and review Pandemic Guidelines for Residence with all staff. <input type="checkbox"/> Hold staff meetings as required to discuss new developments in the pandemic plan. <input type="checkbox"/> Advise employees to prepare for possibility of limited access to goods and services <input type="checkbox"/> Assemble emergency package including equipment and supplies (specifically: _____) <input type="checkbox"/> Identify essential services in the residence (attached) <input type="checkbox"/> Designate a representative in event that you become ill or unable to carry out your position <input type="checkbox"/> Identify skill sets for your position <input type="checkbox"/> Cross-train a designate for your position <input type="checkbox"/> Designate a representative for support staff position in event that person becomes ill or is unable to carry out position <input type="checkbox"/> Identify skill sets for support staff position (Review PDFs) <input type="checkbox"/> Cross-train (job shadow) a designate for support staff position <input type="checkbox"/> Restrict ill staff members who live on-site to remain isolated in their suites.
Staff	<ul style="list-style-type: none"> <input type="checkbox"/> Prepare telephone/address/e-mail list of key staff <input type="checkbox"/> Create list of outside entities and contact information frequently used by the residence <input type="checkbox"/> Ensure a 2-3 month supply of cleaning and maintenance materials and office supplies are always on hand <input type="checkbox"/> Order extra stock supplies: <ul style="list-style-type: none"> <input type="checkbox"/> Hand sanitizers <input type="checkbox"/> Disinfectants <input type="checkbox"/> Disposable cleaning cloths <input type="checkbox"/> Tissues <input type="checkbox"/> Masks <input type="checkbox"/> Gloves <input type="checkbox"/> Send information letters to students, parents, and/or guarantors as needed. <input type="checkbox"/> If ill, call manager but DO NOT REPORT TO WORK.
Residents	<ul style="list-style-type: none"> <input type="checkbox"/> Familiarize self with actions to prevent pandemic illness-like illness <input type="checkbox"/> Prepare alternate plans for acquisition of course content in the event that you become ill and/or are unable to attend class. <input type="checkbox"/> Report illness to the Front Desk as soon as possible.

Step 3: Response A - Alert (5% of Residence Population is Ill)

Manager	<ul style="list-style-type: none"> ❑ Inform staff to activate the system for monitoring influenza activity but to continue to maintain all normal services. ❑ Instruct staff to wear a mask or offer a mask to wear to anyone who has a cough or is sneezing in order to prevent the spread of respiratory secretions. ❑ Implement mandatory handwashing upon entering Residence ❑ Ensure that persons displaying or reporting symptoms of pandemic illness-like illness contact the Health Centre or family physician prior to arrival for a health assessment.
Staff	<ul style="list-style-type: none"> ❑ Maintain all normal services ❑ Initiate use of Departmental Employee Absence Report ❑ Monitor daily the number of staff calling in or presenting to the work with influenza-like symptoms. ❑ Keep a record of daily reports on the number of students who have pandemic illness-like illness and report daily to Campus Nurse (519-972-2380). ❑ Utilize increased preventive measures such as handwashing, respiratory hygiene, cleansing of shared tools such as keyboards and telephones. ❑ Offer a mask to wear to anyone who has a cough or is sneezing in order to prevent the spread of respiratory secretions.

Step 3: Response B - Back-up (10-15% of Residence Population is Ill)

Manager	<ul style="list-style-type: none"> ❑ Inform the Administrative Assistant to prepare back-up system for essential services only. ❑ Reassign staff as needed to maintain essential services ❑ Ensure all personnel have key contact information and understand reporting structure
Staff	<ul style="list-style-type: none"> ❑ Continue with all precautions listed in Step 3A. ❑ Continue all essential services. ❑ Prepare to cancel/hold all non-essential services. ❑ Only residents and parents allowed in building – NO GUESTS ❑ Ensure residents sign in and out of building. ❑ Ask students to remain in their suites. ❑ Move healthy students to vacant beds where possible. ❑ Provide basic food items to those who are ill.
Residents	<ul style="list-style-type: none"> ❑ Report illness to the Front Desk as soon as possible. ❑ Remain in your suite if ill. ❑ Prepare alternate plans for housing in the event that the residence must close ❑ Ask to be moved to vacant bed or return home if roommate ill.

Step 3: Response C - Close Services (20% of Residence Population is Ill)	
Manager	<input type="checkbox"/> Inform essential staff to prepare to close residence. <input type="checkbox"/> Meet with SOG to discuss plan for closure
Staff	<input type="checkbox"/> Call all residents to inform of closure. <input type="checkbox"/> Assist in evacuation of residents and employees and with alternate housing arrangements if required Change the message on the phone (internal and external). <input type="checkbox"/> Ensure that all supplies and records are secure. <input type="checkbox"/> Lock the entrances to the Residence. <input type="checkbox"/> Verify with Manager of how/where you can be reached regarding further developments.

Step 3: Response D - Discuss Re-opening	
Manager	<input type="checkbox"/> Meet with CLC Communicable Diseases Outbreak Response Planning Team and ST. Clair College SOG and other Pandemic Steering Committee members to discuss re-opening of the College, Residence, and other essential services. <input type="checkbox"/> Communicate to staff as to when Residence will re-open.
Staff	<input type="checkbox"/> Call staff and residents to inform them of Residence re-opening. <input type="checkbox"/> Upon return to work- refer to Step 3A: Response - Alert

Essential Services for St. Clair College Student Residence

The following have been identified as Essential Services that need to be maintained in the event that a Pandemic Influenza is declared:

1. Residence would remain a secure 24-hour operation.
2. Basic front desk functions would continue (answer and transfer calls, operation of business equipment, backup of software)
3. Enhanced housekeeping guidelines would be implemented with respect to the regular disinfection of common areas.
4. Cleaning of student rooms would be suspended indefinitely to prevent the spread of viruses.
5. Only maintenance requests with priority to quality of living would be attended to.
6. Preventative /Building maintenance would continue (enhanced air circulation and quality would be addressed – i.e.: more frequent filter cleaning/changes)
7. Financial Reporting would continue to Head Office on a regular basis. Deposit and cash handling procedures will be modified to reflect the capabilities of the staff.
8. All Resident Life programming and social event planning would require a higher degree of approval with possible suspension of programming.

Guideline: IT Services

Step 1: Prevention	
Responsible Person(s)	Area of Responsibility
Amar Singh (IT Enterprise) Lynn Fujimoto (IT Client Services) Beth Storey (IT System Services)	<input type="checkbox"/> Review educational materials/posters on general preventive hygiene measures with all staff. <input type="checkbox"/> Recommend influenza vaccinations to essential staff first then to general staff <input type="checkbox"/> Oversee implementation of general preventive measures

Step 2: Preparedness	
Responsible Person	Area of Responsibility
Manager	<input type="checkbox"/> Sit on Pandemic Steering Committee <input type="checkbox"/> Review Pandemic Illness Response Plan <input type="checkbox"/> Create Pandemic Guidelines for department and review with all staff (See: <i>IT Disaster Recovery Plan</i>) <input type="checkbox"/> Identify essential services in the department <input type="checkbox"/> Identify services that can be run from home in event of closure <input type="checkbox"/> Determine number of key personnel needed to maintain essential services <input type="checkbox"/> Designate a representative in event that you become ill or unable to carry out your position <input type="checkbox"/> Identify skill sets for your position <input type="checkbox"/> Cross-train designate for your position <input type="checkbox"/> Designate a representative for support staff position in event that person becomes ill or is unable to carry out position <input type="checkbox"/> Identify skill sets for support staff position (Review PDFs) <input type="checkbox"/> Cross-train designate for support staff position
Administrative Support	<input type="checkbox"/> Prepare telephone/address/e-mail list of departmental staff <input type="checkbox"/> Create list of outside entities and contact information frequently used by the department <input type="checkbox"/> Order extra stock supplies: <ul style="list-style-type: none"> <input type="checkbox"/> Hand sanitizers <input type="checkbox"/> Disinfectants <input type="checkbox"/> Disposable cleaning cloths <input type="checkbox"/> Tissues

Step 3: Response A - Alert	
Manager	<ul style="list-style-type: none"> ❑ Inform departmental staff to activate the system for monitoring influenza activity ❑ Report cases of absenteeism related to influenza-like illness to the Human Resources daily. ❑ Instruct staff to offer a mask to wear to anyone who has a cough, or is sneezing, or has a runny nose, in order to prevent the spread of respiratory secretions. ❑ Ensure that persons displaying or reporting symptoms of pandemic illness-like illness are sent to the Health Centre or family physician. ❑ Maintain business as usual ❑ Post notices on Web for internal and external communications as directed by SOG
Administrative Support	<ul style="list-style-type: none"> ❑ Initiate use of Departmental Employee Absence Report ❑ Monitor daily the number of staff calling in or presenting to the work with influenza-like symptoms. ❑ Utilize increased preventive measures such as handwashing, respiratory hygiene, cleansing of shared tools such as keyboards and telephones. ❑ Offer a mask to wear to anyone who has a cough or is sneezing in order to prevent the spread of respiratory secretions.

Step 3: Response B - Back-up	
Manager	<ul style="list-style-type: none"> ❑ Inform the Administrative Assistant to prepare back-up system for essential services only. ❑ Reassign staff as needed to maintain essential services ❑ Ensure all personnel have key contact information and understand reporting structure ❑ Post notices on Web for internal and external communications as directed by SOG
Administrative Support	<ul style="list-style-type: none"> ❑ Continue with all precautions and reporting listed in Step 3A. ❑ Continue all essential services. ❑ Prepare to cancel/hold all non-essential services

Step 3: Response C - Close Services	
Manager	<ul style="list-style-type: none"> ❑ Meet with SOG to discuss plan for closure and determine list of services to keep running (i.e., phone system) ❑ Post notices on Web for internal and external communications as directed by SOG ❑ Inform essential staff to prepare to close department (Refer to: <i>IT Disaster Recovery Plan</i>) ❑ Check status of systems from home
Administrative Support	<ul style="list-style-type: none"> ❑ Inform outside service providers of plans to close down. ❑ Notify off-campus and contract staff to inform of closure. ❑ Change the message on the phone (internal and external). ❑ Ensure that all supplies, records, and equipment are secure. ❑ Lock the entrance to the department. ❑ Verify with Manager of how/where you can be reached regarding further developments.

Step 3: Response D - Discuss Re-opening	
Manager	<ul style="list-style-type: none"> ❑ Meet with SOG and other Pandemic Steering Committee members to discuss re-opening of the College and essential services. ❑ Communicate to Administrative Assistant as to when department will re-open. ❑ Post notices on Web for internal and external communications as directed by SOG
Administrative Support	<ul style="list-style-type: none"> ❑ Notify staff to inform them of departmental re-opening. ❑ Upon return to work- refer to Step 3A: Response - Alert

Guideline: Human Resources

Step 1: Prevention	
Responsible Person	Area of Responsibility
Director	<ul style="list-style-type: none"> <input type="checkbox"/> Review educational materials/posters on general preventive hygiene measures with all staff <input type="checkbox"/> Recommend influenza vaccinations to high-risk groups first then to general staff
Administrative Assistant	<ul style="list-style-type: none"> <input type="checkbox"/> Clean workstations that have multiple users in between users <input type="checkbox"/> Schedule appointments for staff to receive influenza vaccine

Step 2: Preparedness	
Responsible Person	Area of Responsibility
Director	<ul style="list-style-type: none"> <input type="checkbox"/> Sit on Pandemic Steering Committee <input type="checkbox"/> Review Pandemic Illness Response Plan <input type="checkbox"/> Create Pandemic Guidelines for department and review with all staff <input type="checkbox"/> Identify essential services in the department <input type="checkbox"/> Determine number of personnel in each department of the college (will be used to identify % of staff absent) <input type="checkbox"/> Designate a representative in event that you become ill or unable to carry out your position <input type="checkbox"/> Identify skill sets for your position <input type="checkbox"/> Cross-train designate for your position <input type="checkbox"/> Designate a representative for support staff position in event that person becomes ill or is unable to carry out position <input type="checkbox"/> Identify skill sets for support staff position (Review PDFs) <input type="checkbox"/> Cross-train designate for support staff position
Administrative Assistant	<ul style="list-style-type: none"> <input type="checkbox"/> Prepare telephone/address/e-mail list of departmental staff <input type="checkbox"/> Create list of outside entities and contact information frequently used by the department <input type="checkbox"/> Assist Departmental Managers to access PDFs for their depts. <input type="checkbox"/> Order extra stock supplies: <ul style="list-style-type: none"> <input type="checkbox"/> Hand sanitizers <input type="checkbox"/> Disinfectants <input type="checkbox"/> Disposable cleaning cloths <input type="checkbox"/> Tissues

Step 3: Response A - Alert	
Director	<ul style="list-style-type: none"> ❑ Inform departmental staff to activate the system for monitoring influenza activity ❑ Meet with Pandemic Influenza Response Coordinator daily to relate departmental data re: absenteeism related to influenza-like illness. ❑ Instruct staff to offer a mask to wear to anyone who has a cough, or is sneezing, or has a runny nose, in order to prevent the spread of respiratory secretions. ❑ Ensure that staff displaying or reporting symptoms of pandemic illness-like illness are sent to the Health Centre or family physician.
Administrative Assistant	<ul style="list-style-type: none"> ❑ Initiate use of Departmental Employee Absence Reports ❑ Monitor daily the number of staff calling in or presenting to the work with influenza-like symptoms. ❑ Utilize increased preventive measures such as handwashing, respiratory hygiene, cleansing of shared tools such as keyboards and telephones. ❑ Offer a mask to wear to anyone who has a cough or is sneezing in order to prevent the spread of respiratory secretions.

Step 3: Response B - Back-up	
Director	<ul style="list-style-type: none"> ❑ Inform the Administrative Assistant to prepare back-up system for essential services only ❑ Reassign staff as needed to maintain essential services ❑ Ensure all personnel have key contact information and understand reporting structure
Administrative Assistant	<ul style="list-style-type: none"> ❑ Continue with all precautions listed in Step 3A. ❑ Continue all essential services. ❑ Prepare to cancel/hold all non-essential services

Step 3: Response C - Close Services	
Director	<ul style="list-style-type: none"> <input type="checkbox"/> Inform essential staff to prepare to close department. <input type="checkbox"/> Meet with SOG to discuss plan for closure
Administrative Assistant	<ul style="list-style-type: none"> <input type="checkbox"/> Call clients to cancel all appointments. <input type="checkbox"/> Call off-campus staff to inform of closure. <input type="checkbox"/> Change the message on the phone (internal and external). <input type="checkbox"/> Ensure that all supplies and records are secure. <input type="checkbox"/> Lock the entrance to the department. <input type="checkbox"/> Verify with Director of how/where you can be reached regarding further developments.

Step 3: Response D - Discuss Re-opening	
Director	<ul style="list-style-type: none"> <input type="checkbox"/> Meet with SOG and other Pandemic Steering Committee members to discuss re-opening of the College and essential services. <input type="checkbox"/> Communicate to Administrative Assistant as to when department will re-open.
Administrative Assistant	<ul style="list-style-type: none"> <input type="checkbox"/> Call staff to inform them of departmental re-opening. <input type="checkbox"/> Upon return to work- refer to Step 3A: Response - Alert

Guidelines for International Recruitment

Step 1: Prevention	
Responsible Person	Area of Responsibility
Manager	<input type="checkbox"/> Review educational materials/posters on general preventive hygiene measures with all international staff and students <input type="checkbox"/> Recommend vaccinations
	<input type="checkbox"/>

Step 2: Preparedness	
Responsible Person	Area of Responsibility
Vice President, International Relations, Campus Development & Student Services Manager	<input type="checkbox"/> Sit on Pandemic Steering Committee <input type="checkbox"/> Review Pandemic Illness Response Plan <input type="checkbox"/> Create Pandemic Guidelines for department and review with all staff <input type="checkbox"/> Identify essential services in the department <input type="checkbox"/> Designate a representative in event that you become ill or unable to carry out your position <input type="checkbox"/> Identify skill sets for your position <input type="checkbox"/> Cross-train designate for your position <input type="checkbox"/> Designate a representative for support staff position in event that person becomes ill or is unable to carry out position <input type="checkbox"/> Identify skill sets for support staff position (Review PDFs) <input type="checkbox"/> Cross-train designate for support staff position
Administrative Assistant	<input type="checkbox"/> Prepare telephone/address/e-mail list of departmental staff <input type="checkbox"/> Create list of outside entities and contact information frequently used by the department <input type="checkbox"/> Order extra stock supplies:
	<input type="checkbox"/>

Step 3: Response A - Alert	
Managers	<ul style="list-style-type: none"> <input type="checkbox"/> Inform departmental staff to activate the system for monitoring influenza-like activity <input type="checkbox"/> Report cases of employee absenteeism related to influenza-like illness to the Human Resources daily. <input type="checkbox"/> Instruct staff to offer a mask to wear to anyone who has a cough or is sneezing in order to prevent the spread of respiratory secretions. <input type="checkbox"/> Ensure that persons displaying or reporting symptoms of pandemic illness-like illness are sent to the Health Centre or clinic.
Administrative Assistant	<ul style="list-style-type: none"> <input type="checkbox"/> Initiate use of <i>Departmental Employee Absence Report</i> <input type="checkbox"/> Monitor daily the number of staff calling in or presenting to the work with influenza-like symptoms. <input type="checkbox"/> . <input type="checkbox"/> Utilize increased preventive measures such as handwashing, respiratory hygiene, cleansing of shared tools such as keyboards and telephones. <input type="checkbox"/> Offer a mask to wear to anyone who has a cough or is sneezing in order to prevent the spread of respiratory secretions.
<p>Staff and students who have recently come from pandemic areas may be quarantined following advisories from Public Health.</p> <p>Travel to/from "infected" areas (domestic and international) is not recommended during a pandemic outbreak and may cause disruption of services in International Recruiting and Development. This would apply to students as well as recruiters.</p> <p>Communication with student's emergency contact person must be made to keep families apprised of situation.</p>	

Step 3: Response B - Back-up	
Manager	<ul style="list-style-type: none"> <input type="checkbox"/> Inform the Administrative Assistant to prepare back-up system for essential services only. <input type="checkbox"/> Reassign staff as needed to maintain essential services <input type="checkbox"/> Ensure all personnel have key contact information and understand reporting structure
Administrative Assistant	<ul style="list-style-type: none"> <input type="checkbox"/> Continue with all precautions listed in Step 3A. <input type="checkbox"/> Continue all essential services. <input type="checkbox"/> Prepare to cancel/hold all non-essential services

Step 3: Response C - Close Services	
Manager	<ul style="list-style-type: none"> <input type="checkbox"/> Inform essential staff to prepare to close department. <input type="checkbox"/> Meet with SOG to discuss plan for closure
Administrative Assistant	<ul style="list-style-type: none"> <input type="checkbox"/> Call clients to cancel all appointments. <input type="checkbox"/> Call off-campus staff and faculty to inform of closure. <input type="checkbox"/> Change the message on the phone (internal and external). <input type="checkbox"/> Ensure that all supplies and records are secure. <input type="checkbox"/> Lock the entrance to the department. <input type="checkbox"/> Verify with Manager of how/where you can be reached regarding further developments.
<p>Arrange for "emergency evacuation" when possible (covered by international student insurance) Contact embassies, etc. as required by international protocol in special incidents Keep strict records on international students and any unusual incidents including illness, hospitalization, or death (see: <i>International Student Incident Report</i>)</p>	

Step 3: Response D - Discuss Re-opening	
Manager	<ul style="list-style-type: none"> <input type="checkbox"/> Meet with SOG and other Pandemic Steering Committee members to discuss re-opening of the College and essential services. <input type="checkbox"/> Communicate to Administrative Assistant as to when department will re-open.
Administrative Assistant	<ul style="list-style-type: none"> <input type="checkbox"/> Call staff to inform them of departmental re-opening. <input type="checkbox"/> Upon return to work- refer to Step 3A: Response - Alert

Appendix F

Guidelines for Learning/Work Environments

Workstations

Classrooms

Laboratories

Off-Campus Placements

Guidelines for Learning/Work Environments

Work Stations, Classrooms, Laboratories, and Off-Campus Placements

- Any employee (includes faculty and support staff) or student suspected of having a communicable illness or flu like symptoms should not attend work/school.
- Wash hands several times a day using soap and warm water for 15-20 seconds (this is generally around the time it takes to sing the ABC's). Dry hands with paper towels or automatic hand dryers if possible. In class or lab, allow regular breaks for the students, support staff and faculty to wash hands.
- Make sure tissues are available in all classrooms. Students, faculty, and staff should cover their mouths when coughing and use a tissue when sneezing or blowing their noses. Tissues should be thrown away immediately following proper hand washing (alcohol hand gels may be used in the classrooms or at workstations to minimize disruption).
- Students are required to report any absence due to an influenza-like illness to the Health Centre. Faculty and support staff are required to report absences to their department chair and the Health Centre. Reporting illness outbreaks assists in disease surveillance and understanding the impact on the community.
- Most faculty, staff, and students (especially those with medical conditions and those working in high-risk areas) should get the flu shot. Remember, it is never too late in the flu season to be vaccinated. Check with the Health Centre on the availability and dates of vaccination.
- Closure of individual schools in the event of an outbreak has not proven to be an effective way of stopping the flu but that decision may be made by senior administration if absentee levels do not permit business operations to continue.
- All students and staff should avoid sharing glasses, water bottles, drinks, spoons/forks, etc.
- Students, staff and faculty will need to disinfect commonly handled interior surfaces (i.e. door handles, desks, keyboards, countertops, lab equipment, etc.) between users, if possible. (Bleach solutions or commercial disinfectants are appropriate.)
- Students, faculty, and staff who are absent during a pandemic outbreak must be allowed liberal, non-punitive sick leave time.

- Faculty, staff, or students who become ill while at work, or in classroom, laboratory, or field placement are required to notify their supervisor. Those with pandemic illness-like symptoms will be asked to leave and are encouraged to seek medical attention in the Health Centre, walk-in clinic, or physician's office.
- Chairpersons are to ensure that all faculty, staff, and students are given information as to how to access information from home in the event of a college closure. As well, resources on where to find up-to-date, reliable information on pandemic outbreaks will be distributed (Employees and students in off-site field placements must have access to supplies needed for preventive measures to be carried out. The College must communicate expectations regarding policies and ensure that employees and students are provided with and encouraged to use preventive measures while at field placements.
- It is recommended that during a pandemic outbreak, travel is restricted to/from affected domestic and international areas. Employees and students who are in a field placement in affected areas will be recalled to the College.

Appendix G

Guidelines for Home/Family

Guidelines for Home/Family

- ✓ Wash your hands often with soap and water for about 15 seconds, including:
 - before and after eating;
 - after you have been in a public place;
 - after using the washroom;
 - after coughing and sneezing;
 - after touching surfaces that other people also touch.

- ✓ Stay healthy by eating well, drinking lots of water, getting regular exercise and plenty of rest
- ✓ Get your annual flu shot
- ✓ Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.
- ✓ If possible, stay home from work, school, and errands when you are sick. You will help prevent others from catching your illness.
- ✓ Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick.

Emergency Illness Kit:

- Alcohol-based hand sanitizer that's between 60 and 90% alcohol
- Medicines for headaches, coughs and fevers
- Thermometer
- Anti-diarrheal medication
- Drinks with electrolytes

For sick persons:

Create a separate room for sick household members.

Use a facemask, at home or out in public.

Avoid sharing personal items.

Postpone or cancel your attendance at large events.

Cover your coughs and sneezes with a tissue.

Wash your hands often with soap and water for at least 20 seconds. Use at least a 60% alcohol-based hand sanitizer if soap and water are not available.

Clean frequently touched surfaces and objects

Anyone who wishes to further discuss pandemic planning may consider booking a group information session with the Nurse Practitioner and Campus Nurse at the St. Clair College Health Centre.

Resources:

<https://www.ontario.ca/page/pandemic>

CDC : <https://www.cdc.gov/nonpharmaceutical-interventions/pdf/gr-pan-flu-ind-house.pdf>