
PANDEMIC PLAN



(Revised) February 2020



Pandemic Plan

TABLE OF CONTENTS

| | |
|--|-----------|
| SECTION 1 | 1 |
| PURPOSE | 2 |
| DEFINITIONS | 2 |
| FACTS | 2 |
| GENERAL GUIDING PRINCIPLES | 3 |
| EMERGENCY PLAN ACTIVATION | 4 |
| SECTION 2 – CONTINUITY OF BUSINESS OPERATIONS | 5 |
| HEALTH & SAFETY | 5 |
| ACADEMIC | 5 |
| RESEARCH | 6 |
| HUMAN RESOURCES | 6 |
| TECHNOLOGY SOLUTIONS CENTRE | 7 |
| PHYSICAL PLANT | 7 |
| CAMPUS LIVING / STUDENT RESIDENCES | 7 |
| SECURITY SERVICES | 8 |
| EMERGENCY PREPAREDNESS | 8 |
| FINANCIAL SERVICES | 9 |
| CONCEPT OF OPERATIONS | 9 |
| - PREVENTION PHASE | 9 |
| - PREPAREDNESS PHASE | 10 |
| - RESPONSE PHASE | 10 |
| - RECOVERY PHASE | 11 |
| ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES | 11 |
| - STUDENT RESPONSIBILITIES | 11 |
| - FACULTY RESPONSIBILITIES | 12 |
| - STAFF RESPONSIBILITIES | 12 |
| SUCCESSION PLANNING | 12 |
| ADMINISTRATION & LOGISTICS | 12 |
| PLAN DEVELOPMENT & MAINTENANCE | 13 |
| APPENDIX | 14 |
| U OF W CRITICAL SERVICES IDENTIFICATION TABLE | 14 |



Pandemic Plan

Section 1

Purpose

To establish The University of Winnipeg's response plans and coordination of procedures relating to disruptions created by the declaration of a Pandemic Influenza.

The plan shall initiate and be fully implemented upon the Province of Manitoba declaring a "Health Emergency" in relation to a Pandemic Influenza being declared by the World Health Organization.

Definitions

Pandemic Influenza - a pandemic influenza is a global outbreak of a new strain of influenza virus. This new virus can cause serious illness and spread easily from human to human contact. A pandemic influenza is different from "typical" seasonal outbreaks of influenza, caused by influenza viruses already in existence.

Critical Service – a service whose compromise in terms of availability or integrity would result in the impairment of the health, safety, security, work place environment and efficient functioning / operation of the University, and the cancellation of instructional and research activities. A critical service includes academic instruction, research projects, support functions, operations, Financial Services and / or other staff or equipment required to provide the service.

Facts

Faculty and Staff

The impact of an influenza pandemic will depend on several factors, inclusive of how virulent the strain is, the speed of spread and the effectiveness of response efforts. The Government of Canada may impose restrictive measures upon individuals, groups or entire communities. These measures may include isolation, travel restrictions, quarantines, closures, and restrictions on public gatherings. These measures could result in the cancellation of classes and up to and including the closure of the University.

Impacts to the continuity of operations at the University due to an increase of absenteeism of faculty and staff, which could affect the University's ability to provide critical services. These situations of absenteeism could be resultant of staff infection by the virus or because of their aiding family or friends affected by the virus. It is entirely



Pandemic Plan

possible that individuals could also “self-isolate” themselves out of a fear of becoming infected.

Students

The impacts of absenteeism will most certainly also occur with the student population as illness, caring for loved ones and a general fear of being in public places take hold. During the pandemic, a very real concern with a reduced faculty and student population is lost instructional time that will become a serious issue with any prolonged event cycle. Given this, it is critical that alternative methods of education delivery or means of catching up after the pandemic are considered.

For more information on pandemic influenza, visit the Manitoba Health, Senior’s and Active Living website, Public Health:

<https://www.gov.mb.ca/health/publichealth/index.html>

Supply Chain

During a pandemic, suppliers of goods and services to the university are likely to experience operational, production and shipping interruptions due to the loss of their own workforce in addition to the logistical impacts faced by their suppliers. Pandemic events are also very likely to have an impact on the availability of specific products and services resulting from supply and demand, if the products and / or services are even available at all.

General Guiding Principles

- a. The University community will strive to preserve and protect the health, safety and security of all its members;
- b. The University will continue to operate as normally as possible to minimize disruption of instruction and research, and to protect and preserve the academic experience and workplace environment;
- c. Communication to students and their families, faculty, staff, other members of the University community and the general public will be a priority prior to, throughout the course of and following a pandemic;
- d. The University will ensure people and processes are in place to maintain effective operations throughout a pandemic;
- e. To the best of The University’s ability, students’ needs will be accommodated and students will be provided the flexibility necessary to complete course work and exams;
- f. All reasonable considerations will be made to protect the academic integrity and reputation of The University;
- g. The University will be committed to return to normal following a pandemic.



Pandemic Plan

Emergency Plan Activation

In the event of a Pandemic declaration, the University of Winnipeg Emergency Plan will “activate” at a ***Level 2 (Emergency) Response***. The Manager Emergency Preparedness will engage and monitor situational awareness and report impacts affecting campus operations to the University Executive for decisions concerning the deployment of a larger response effort through initiating the Emergency Operations Centre.



Pandemic Plan

Section 2

Continuity of Business Operations - Assumptions

Following are broad-based planning assumptions:

Health and Safety:

- a. The University will continue, so far as is reasonably practicable, to provide a safe and healthy environment in which to carry on the University's affairs during a pandemic outbreak;
- b. The Safety Officer will continue to provide advice, guidance, technical support and core field services to department and administrative units on safety, health and environmental matters during a pandemic;
- c. The Safety Officer will ensure that all Department WHMIS sheets are up to date and that all hazardous materials are properly stored;
- d. The Safety Officer's response to requests for service will be based on a prioritized risk assessment of the issue/hazards;
- e. The Safety Officer will assist the Emergency Preparedness Coordinator in promoting measures that are proven effective during a pandemic in protecting students, faculty and staff;
- f. The Safety Officer, working with the Emergency Management Team, will ensure, so far as reasonably practicable, that any actions taken by the University are performed in a safe manner and in accordance with legislation.

Academic:

- a. The interest of the students is paramount in the determination of academic concerns in the event of a pandemic;
- b. Where possible and if resources are available, continuation of course work and assignments will be facilitated through independent course work and the use of technology;
- c. Decisions on instructional matters that do not require Senate approval will be the responsibility of the Provost and Vice-President (Academic) in consultation with the relevant Deans, Associate Deans and Chairs;
- d. Decisions to extend the term, revise exam schedules or other alterations to the academic schedule, as recommended by the Emergency Management Team, and endorsed by the Provost and Vice-President (Academic) and the President, will occur through the Senate Executive Committee to make these decisions in an emergency. A special meeting of Senate may be called by the Chair of Senate where time permits;
- e. Students given the flexibility to complete their coursework missed during illness or permitted to withdraw from courses without academic penalty. If possible, students



Pandemic Plan

- may be required to produce a medical certificate.
- f. Students will follow University procedures to apply for consideration of the return of tuition, should it be necessary.

Research:

- a. In the event of a shutdown, Departments must identify research and equipment that can be shut down;
- b. Departments shall identify freezers and/or equipment that *must* remain operational, and will develop procedures for continued operation. In addition, a list of necessary supplies including necessary chemicals and hazardous materials required to sustain the continued operation and a delivery mechanism for these supplies, must be documented;
- c. Departments will make the necessary plans to care for laboratory animals;
- d. The Provost and Vice-President (Academic), in consultation with the Vice-President Research, the Researcher and appropriate Dean, will be the decision maker with respect to research issues in the event that the University cannot support all current research projects;
- e. Every effort to accommodate students whose research has been delayed due to a pandemic shall be considered.

Human Resources:

- a. Initially, if the University shuts down, all employees scheduled to work will continue to be paid. This decision will be reviewed as the length of the shutdown progresses ;
- b. Employees who are unable to attend work due to illness will be covered by the existing sick leave provisions in the relevant collective agreement or University Policy and Procedures;
- c. Employees may be required to work from home if their jobs can be carried out effectively in this manner;
- d. Maintenance of payroll, pension and benefits will take priority. In instances where inaccurate disbursements are made, the University will take corrective steps in the post pandemic stage;
- e. Managers and Human Resources staff will work with employees and their union / association representatives to provide cross training / reassignment of employees and / or employee duties;
- f. Employees will be educated on flu symptoms and will be required to stay home if showing symptoms. If possible, a medical certificate may be required to substantiate the absence.



Pandemic Plan

Technology Solutions Centre

- a. During a shutdown, Technology Solutions Centre servers and network infrastructure can normally run without on-site staff for two weeks. After that time,
- b. Staff will be required to attend the campus to perform some maintenance functions.
- c. During a shut down there will be a protocol for allowing Technology Solutions Centre staff access to the University to perform maintenance and recovery functions;
- d. If requested, Technology Solutions Centre will endeavor to provide a call centre management infrastructure for an off-site help desk, student, faculty, staff and
- e. public queries and other functions;
- f. In all scenarios, it will be necessary to keep core web sites, core data network, and email services running.
- g. Shall liaise with telephone and internet services suppliers to ascertain if they have a pandemic plan in place and determine where the University falls within their priority response cycle;
- h. In administrative systems, Technology Solutions Centre services defines requirements from their business units.

Physical Plant

- a. Services will be maintained as long as possible provided there are adequate staffing levels;
- b. Cleaning of washrooms and public areas will be a priority. Increases to the frequency of the cleaning of classrooms and commonly used surfaces including doorknobs, washrooms, public access computer keyboards and eating areas may be necessary. Cleaning of offices will be given a lower priority if the number of cleaning staff is limited;
- c. Shall liaise with Manitoba Hydro and other major utility providers to ensure they will continue to provide normal service and support during all phases of a pandemic;
- d. In the event of a shutdown, only essential services maintained (i.e., environmental systems).

Student Residences:

- a. Residences will continue to operate as normally as possible during a pandemic;
- b. In the event of a shut down the residences will be kept open even though some students may decide to return home during the period of the shut down;
- c. Students in residence should be encouraged to practice preventative measures and to arrange for a flu buddy. Flu-buddies watch out for each other and assist in the



Pandemic Plan

- event one of them becomes infected;
- d. Procedures will be established to isolate sick students and to provide the necessary services;
 - e. Third-party service providers will maintain services to students in residence. Students may be recruited to augment areas where staff are ill and services need to be maintained (i.e., cleaning, food services etc.);
 - f. Arrangements made through Clinic Community Health to provide nurse services to monitor the health of students in residences.

Security Services:

- a. In the event of a pandemic, staffing will be maintained on a 24/7 basis; however staff absences will likely hamper the services provide by the department;
- b. Emergency services provided to the University by the City of Winnipeg will still be in place; however response to non-emergency calls will likely not occur due to staffing shortages within the City of Winnipeg;
- c. Security Services staff will be equipped with safety equipment to protect themselves from infection, and with first-aid training. Additional training or equipment in the event of a pandemic sourced as required to assist in fulfilling operational responsibilities.

Communications and Marketing

- a. Shall provide students, faculty and staff with information on how to protect themselves from the flu, what the symptoms are, and encourage them to make appropriate personal health decisions during a pandemic;
- b. Shall ensure that students and their families, faculty, staff, and the general public are kept up to date on the pandemic situation by maintaining the University website;
- c. Shall develop communications as requested by the Emergency Management Team and Departments;
- d. Shall provide guidance to a call centre, if established.

Emergency Preparedness

- a. The Manager, Disaster Recovery and Emergency Response shall monitor the pandemic situation and will provide updates on the status of the pandemic;
- b. Shall promote measures that are effective during a pandemic in protecting students, faculty and staff as endorsed by public health authorities. (i.e., Public Health Agency of Canada, Manitoba Health, Winnipeg Regional Health Authority)
- c. The Emergency Operations Centre activated to a **Level 2 (Emergency)**. Refer to the University of Winnipeg's Emergency Plan;



Pandemic Plan

- d. Shall liaise with other Universities and Colleges to determine the status of the pandemic as it affects them;
- e. Shall assist the Safety Officer as required.
- f. Shall liaise with external organizations / authorities regarding mitigation, preparedness, response and recovery action during the pandemic;

Financial Services

Financial Services will take the necessary steps to ensure the continuation of payment, insurance and supply of goods and service functions as deemed essential. Financial Services assumptions:

1. Authorize student loan documents, issue scholarships, and refund cheques to students.
2. Procure essential goods and services.
3. Process payments to faculty and staff for reimbursement claims and to vendors for goods and services procured.
4. Banking services.
5. Track extraordinary expenses related to Pandemic Response.

CONCEPT OF OPERATIONS

Public health authorities at all levels of government will have the lead role during a pandemic influenza. The University of Winnipeg will support public health authorities in the containment of a pandemic influenza by complying with control measures. The University will ensure, as far as is reasonably practicable, the health and safety of students, faculty and staff by educating them on what a pandemic is, how it is spread and how to protect themselves and their families.

Activities by Phases of Emergency Management

Prevention and Mitigation

- a. Education of the student, faculty and staff:
 - i. What a pandemic influenza is and how is it spread
 - ii. How to protect themselves and their families
- b. Individual Departments shall identify their critical services, with a focus to prioritize and develop procedures to ensure continued operation.
- c. Academic Departments, in addition to the above, require to:
 - i) Create and maintain an inventory of research projects. Prioritize projects to indicate which are the most critical to the departments. Procedures will be developed to protect these research projects through a pandemic;
 - ii) Ensure that up to date WHMIS forms are provided to the Safety Officer and that all



Pandemic Plan

- hazardous materials are properly stored;
- iii) List those classes which are most critical or time sensitive and will require that additional efforts be focused on maintaining these classes at an acceptable level;
 - iv) Develop alternate means of service delivery for as many classes as possible in the event that Manitoba Health orders a closure of all Universities, Colleges and schools.

Preparedness Phase

Departments will develop their individual pandemic plan. Departments must contact third-party service providers to ensure that they have a plan in place to continue to provide their service to the University.

The University of Winnipeg will take the following action:

- a. Continue to educate the students, faculty and staff;
- b. Communications will develop and maintain a Pandemic Influenza update site on the University Web page

Response Phase

Should a declaration of a Health Emergency occur in Manitoba, University of Winnipeg shall:

- a. Continue to educate students, faculty and staff;
- b. Promote hygiene measures to minimize influenza transmission;
- c. Increase the frequency of cleaning of classrooms and commonly used surfaces including doorknobs, washrooms, public access computer keyboards and eating areas;
- d. Reduce close contact with students, coworkers, or others for the duration of the pandemic by:
 - i. Postponing all non-essential university sponsored or sanctioned group events on university property;
 - ii. Reduce the number and duration of in-person meetings or conduct these meetings via telephone or email;
 - iii. For meetings that must occur, create buffer zones of at least one to two metres between participants and keep meetings as short as possible; and
 - iv. Consider other strategies for reducing crowded situations and increasing social distance.



Pandemic Plan

- e. Communicate to the students, faculty and staff the operational status of the University.
- f. Prior to commencing any travel outside or within Canada, consult Manitoba Health Links (204-788-8200 or 1-888-315-9257), Manitoba Health, Seniors and Active Living / Public Health: <https://www.gov.mb.ca/health/publichealth/index.html> or Canada Flu: <https://www.canada.ca/en/public-health/services/diseases/flu-influenza/influenza-surveillance.html>
- g. During a shutdown, students, faculty and staff will be required to remain off campus unless assigned a role to a critical service and. No face-to-face meetings or instructions will take place during a shut down.

Recovery Phase

A pandemic cycle comes in waves of 6 to 8 weeks and can last up to two years. A pandemic will result in a variety of impacts that the University and its Departments must be prepared to address, including:

- a. Psychological stress, low morale and related issues for employees and students;
- b. Permanent loss of employees and their corporate knowledge;
- c. Significant loss of instructional time and a backlog of work that was postponed due to the pandemic;
- d. Additional costs to the University that will need to be managed; and
- e. Communicating with students, faculty and staff the operational status of the University.

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

Roles and Responsibilities

Departments will prepare an individual pandemic plan. This plan will include a list of all classes, services and administrative activities that normally take place. Departments will then prioritize their list into those activities and services that are most critical or time sensitive. These strategies will ensure services may continue or be delivered by an alternate means. Less critical activities and services can be postponed and if necessary, the staffing resources can be re-assigned to supporting the critical activities and services.

Student Responsibilities:

- a. Practice preventative measures (i.e., washing hands frequently, follow coughing etiquette, maintain social distancing);



Pandemic Plan

- b. Remain off campus and not attend classes if they are experiencing flu-like symptoms, advise their professor(s) and/or instructor(s). Obtain any instructional material they can complete at home;
- c. Remain off-campus during a campus shut down;
- d. Contact their professor(s) and/or instructor(s) for any instructional material they can complete during the period of the shutdown;
- e. Monitor the University website for up-to-date information;
- f. Upon the re-opening of the University, report to classes on the identified day;
- g. Contact their professor(s) and/or instructor(s) if they are unable to return due to quarantine, nursing an infected person or are ill with the flu.

Faculty Responsibilities:

- a. Practice preventative measures (i.e., washing hands frequently, follow coughing etiquette, maintain social distancing);
- b. Where possible develop alternate means of delivery of instruction (i.e., electronic, hard copy, etc.) for their students in the event of an extended absence or a shutdown of the University. Faculty should consult with TSC to identify alternate delivery channels and ensure that capacity will be allocated;
- c. The Province may request the taking of attendance to aid in monitoring the spread of the pandemic influenza;
- d. Remain off campus and not attend classes if they are experiencing flu-like symptoms. Advise their Chair or Dean;
- e. Remain off campus during a campus shut down unless they have been identified to maintain critical services;
- f. Monitor the University website for up to date information;
- g. Upon the re-opening of the University, report to classes on the identified day;
- h. Contact their Dean or Chair if they are unable to return due to quarantine, nursing an infected person or are ill with the flu.

Employee Responsibilities:

- a. Practice preventative measures (i.e., washing hands frequently, follow coughing etiquette, maintain social distancing);
- b. Working with their Manager or Director, document procedures for the continued operation of their service in the event of an extended absence;
- c. Contact their supervisor if they are experiencing flu like symptoms and following their directions including immediately departing and remaining off campus;
- d. Remain off campus during a campus shut down unless they are identified as a critical service provider;
- e. Monitor the University website for up to date information;
- f. Maintain contact with their supervisor during the shutdown via telephone and /or email;
- g. Upon the re-opening of the University, report to work on the identified day unless they have been advised otherwise by their supervisor / manager / department



Pandemic Plan

head;

- h. Contact their supervisor / manager / department head if they are unable to return to work due to quarantine, nursing an infected person or are ill with the flu.

Succession Planning

All Departments will identify key response personnel and designate persons who are able to succeed them in the event they become afflicted or otherwise deployed to other areas of responsibility.

Administration and Logistics

Follow Section 6.0 of The University of Winnipeg's Emergency Management Plan - Basic Plan

Plan Development and Maintenance

The Manager, Disaster Recovery and Emergency Response is responsible for the maintenance of this plan in accordance with The University of Winnipeg's Emergency Plan – <https://www.uwinnipeg.ca/emergency-preparedness/docs/emergency-plan.pdf>

ATTACHMENTS

Appendix "A" – Critical Services/Function Identification Table



Pandemic Plan

Appendix “A”

The University of Winnipeg

Critical Services Identification Table

| Faculty or Department Name | | | | | | | | | |
|---|--|---|---|---|---|------------------|-----------|------------|---------|
| Critical Service (refer to definition in the Pandemic Plan) | Who Performs this Service (list primary and alternates) | Equipment required to perform this Service (computers and systems, freezers, research equipment, etc | Supplies required to perform this Service (include 3 rd party suppliers) | Are there current plans or procedures in place to continue this service? (If Yes attach a copy. If No prepare a plan or procedure) | What is the Maximum Allowable Downtime for this critical service before it must be re- started? | | | | |
| | | | | | 0 – 8 Hrs | 8 – 24 Hrs | 1 week | 2 weeks | 3 weeks |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| Prepared By: | | | | Signature | | | | | |
| Approved By: | | | | Signature | | | | | |



Pandemic Plan

This Page Intentionally Left Blank