



Avian Influenza Program

Public Safety Department
Environmental, Health and Safety (EHS) Division
Standard Operating Procedure (SOP) #33

Avian Influenza Response

Level 2 - Pre planning up to and including confirmed cases of human-to- human transmission of avian flu

Level 3 - Sustained human-to-human transmission anywhere in the world

Level 4 - Confirmed cases on campus

	Level 2	Level 3 (Including Level 2 actions)	Level 4 (Including Level 3 actions)
1. Assessment Team • Public Safety • Health Center	<ol style="list-style-type: none"> 1. Monitor avian flu situation 2. Keep Public Information informed 3. Meet with Housing/Dining for quarantine planning. 4. Provide essential personnel with fit testing & training on respiratory protection (Public Safety) 	Distribute N95 respirators to essential personnel (Public Safety, Health Center, Plant Operations)	Assessment Team maintains contact with IAG.
2. Incident Commander (Refer to IAP)	<ol style="list-style-type: none"> 1. Communicate with Northampton County Health Department regarding planning and surveillance. 2. Communicate and benchmark other college Health Services and Public Safety Departments. 3. Alert Advisory Group Coordinator 4. Establish communication with deans and Public Safety Director regarding status of preparedness. 5. Update incident action plan with Assessment Team & Public Information as situation evolves. 6. In conjunction with the Public Information, issue communication(s) to campus community regarding status of disease spread, self-protection and university response. (e-mail, website, town meetings) 	<ol style="list-style-type: none"> 1. Activate Incident Action Plan (IAP) and Meet with Incident Action Group (IAG). 2. Notify Northampton County Health Department. 3. Notify Student Affairs and Counseling and Psychological Services. 4. Notify Housing & Dining on number of potential contacts that may require isolation. 5. Compose communications with Public Information for the campus community regarding signs/symptoms, protocol for referral of suspected cases. 6. Instruct Public Safety and Health Center to distribute N95 respirators to essential personnel. 	<ol style="list-style-type: none"> 1. Advise President's Office to activate Emergency Operations Center (EOC). 2. Recommend temporary closure of building(s) and suspension of student and academic activities to President's Office. 3. Implement Incident Action Plan (IAP). 4. Ensure that each Operations Group function is covered.

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3. Public Safety	<ol style="list-style-type: none"> 1. Health Center trains dispatchers, security, and police on avian flu. 2. Alert Health Center if encountering individual(s) with flu-like symptoms. 3. Provide essential personnel with fit testing & training on respiratory protection. 4. Assess respiratory protection plan and resources. 5. Contract with hazardous material company for professional cleanup. 6. Train and fit essential personnel for respirators 	<ol style="list-style-type: none"> 1. Implement policy on transporting individuals to hospitals. 2. Distribute N95 respirators to essential personnel (Public Safety, Health Center, Plant Operations). 3. Arrange for additional medical waste pickups. 	<ol style="list-style-type: none"> 1. Secure buildings & post signage 2. Assist Health Center 3. Clear Parking Lot ? for medical staging area.
4. Plant Operations	<ol style="list-style-type: none"> 1. Identify building ventilations systems. 2. Provide essential personnel with fit testing & training on respiratory protection (Public Safety) 	Distribute N95 respirators to essential personnel (Public Safety, Health Center, Plant Operations)	Stand by to shut off utilities as directed by Incident Commander, if necessary

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5. President's Office	<ol style="list-style-type: none"> 1. Receive information from Incident Commander 2. Review content of internal and external public information bulletins and announcements. Work with Public Information to select appropriate College spokesperson(s) for media reporting. 3. Essential personnel receive fit test and training on respiratory protection from Public Safety. 4. Consider restricting movement on and off campus for activities/athletic events. 5. Based on U. S. State Department recommendations, University recommends campus community not to travel to affected countries. 6. Receive fit test and training on respiratory protection from Public Safety 	<ol style="list-style-type: none"> 1. Advise Board of Trustees on response options. 2. Activate Emergency Operations Center (EOC) 3. Receive N95 respirators from (Public Safety, Health Center, Plant Operations). 4. Evaluate information on institutional effects of the incident and set response priorities as appropriate. 5. Essential personnel receive N95 respirators from (Public Safety, Health Center, Plant Operations) 	<ol style="list-style-type: none"> 1. Provide oversight for student, staff, & faculty family notifications if appropriate. 2. Authorize temporary suspension of classes or closure.
6. Public Information	Draft internal and external bulletins and announcements, with the President's Office.	<ol style="list-style-type: none"> 1. Write and record bulletins and updates on the College's Emergency Information Hotlines. 2. Write scripts for phone tree with approval from President's Office. 3. Request to campus that faculty and staff and their families to report all flu cases to Incident Commander. 	<ol style="list-style-type: none"> 1. Organize phone banks, if necessary (phone banks can refer callers to emergency services, take messages, support rumor control) 2. Establish a Media Relations Center: coordinate press releases, and manage news teams and interviews, etc.

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7. Housing and Dining	<p>Enact planning for quarantine of students:</p> <ol style="list-style-type: none"> 1. Health Center trains essential personnel on risks and response. 2. Identify potential rooms and/or buildings to be used for quarantined students. Update by semester based on current occupancy. 3. Notify current occupants in spaces that will be needed of the potential or need for them to move. 4. Ensure emergency response menu is planned for various degrees of need. 5. Stockpile additional foodstuffs and water. 6. Ensure food delivery process is planned and delivery supplies are on hand. 7. Essential personnel receive fit test and training on respiratory protection from Public Safety 	<p>Enact plan for quarantine of students:</p> <ol style="list-style-type: none"> 1. Set up Housing and Dining command center and recall essential personnel. 2. Enact emergency phone contact tree. 3. Identify meal delivery need and method for quarantined students. 4. Communicate situation and needs to owners and landlords of rented properties. 5. Identify roles of essential staff: leadership, communications, food production, food delivery, maintenance and housekeeping. 6. Essential personnel receive N95 masks from (Public Safety, Health Center, Plant Operations) 7. Activate emergency locator tracker on housing website for use by displaced students to report their temporary addresses. 	<ol style="list-style-type: none"> 1. Activate plan from level 3 to quarantine students in conjunction with the guidance from the County Health Department.
8. Risk Mgmt	<ol style="list-style-type: none"> 1. Identify risk exposures for which insurance can and cannot be obtained including associated financial impact. 2. Identify steps that must be taken to monitor and protect insurance coverage. 3. Benchmark risk management response and insurance coverage options with peer institutions. 	<p>Communicate with insurance carriers on evolving campus issues.</p>	<p>Assess actual risk/insurance claim issues.</p>

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9. Medical Services	<ol style="list-style-type: none"> 1. Post entry door notifying patients with influenza profile and have traveled to (or have been visited by persons from) effected countries to call ?. 2. Isolated exam room 3. Arrange for negative pressure machines. 4. Standard precautions in place 5. Respiratory protection equipment in place. 6. In-service training for avian flu. 7. Follow State and County protocol for patient testing. 8. Monitor Health Care workers. 9. Essential personnel receive fit test and training on respiratory protection from Public Safety 10. Policy on transporting individual to hospitals. 	<ol style="list-style-type: none"> 1. Isolate and monitor suspected cases. 2. Identify contacts of suspected case. 3. Communicate with parents of suspected cases and explain procedure. 4. Initiate prophylaxis of contacts based on strength of patient presentation. 5. Update Incident Commander 6. Establish phone triage lines for Student Health Services. 7. Initiates pre-event counseling for essential personnel. 8. Initiate poster, e-mail campaign on self- protection. 9. Essential personnel receive respirators from (Health Center). 	<ol style="list-style-type: none"> 1. Isolation room in Health Center (negative pressure) 2. Locate people contacted by patient. 3. Arrange for screening of people who have had contact. 4. Arrange for counseling services 5. Contact Coroner's office if necessary
10. ATS/IT	<ol style="list-style-type: none"> 1. Assess supplemental telecomm. computing hardware/software needs: <ul style="list-style-type: none"> • Student Affairs • Health Services • Public Relations • Counseling Center • Human Resources • Telecommunications 2. Assess needs for webpage support. 3. Develop plan for adding volunteers to pubic email addresses. 4. Develop plan for distributing telephone calls to homes or phone banks. 	<p>Purchase/contract for supplemental telecommunications/computing hardware/software needs.</p>	<ol style="list-style-type: none"> 1. Add additional phone lines to EOC, quarantine areas, and functional groups. 2. Publish messages from Public Relations on a periodic basis on web's front page. 3. Assist with email message distribution 4. Set up podium and microphones for media center. 5. Provide guidance for forwarding phones and setting up "bounce messages."

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11. Student Affairs	<ol style="list-style-type: none"> 1. Health Center trains; Resident Assistants and other offices within the Division on avian flu. 2. Monitor student travelers entering from effected regions and assists with communication to international students and their families. 3. Formulate and rehearse plan to address needs/support for commuter students. 4. RAs – Formulate and rehearse plan to address needs/support for students. 5. Student Life – Formulate and rehearse plan to address needs/support for Greek organizations. 6. Identify division personnel available for telephone support work. 7. Receive fit test and training on respiratory protection from EH&S 	<ol style="list-style-type: none"> 1. Arrange for monitoring/delivery of medications, other goods and services to isolated cases. 2. Assist with relocation of students for quarantine 3. Assist with telephone consultation and support. 4. Essential personnel receive respirators from (Public Safety, Health Center). 	<ol style="list-style-type: none"> 1. Identify student events where confirmed patients have attended. 2. Residential staff assists Health Center.
12. Human Resources	<ol style="list-style-type: none"> 1. Identify essential personnel. 2. Monitor faculty & staff travelers entering from effected regions. 3. Prepare a call-off policy 4. Identify personnel available for telephone support work. 	Same as Level 2	Activate call-off policy.