



RED DEER COLLEGE

**Pandemic
Management and
Response Plan
April 2020**



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1.0 Introduction

A pandemic is the world-wide spread of an infectious disease. The World Health Organization (W.H.O.) anticipates that an infectious disease pandemic will result in “*high rates of illness and worker absenteeism ... and these will contribute to social and economic disruption*”. As a result, employee absenteeism may impair essential services such as power, transportation and communications consequently contributing to social disruption. In an extreme situation, there is the possibility that the provincial government may order the closure of businesses and educational institutions to slow the spread of the illness. According to the Canadian Centre for Occupational Health and Safety “*a pandemic is not a “one time” event and that periods of illnesses may come in 2 or 3 “waves” anywhere from 3 to 12 months apart, and last overall between 12 and 18 months.*” As well, recovery from a pandemic situation may not be immediate so it is important core business activities can be maintained for several weeks or possibly months with limited staff.

If a pandemic is declared by the W.H.O. it is essential to implement a plan which limits the spread of the infectious disease, protects all “persons” at Red Deer College (RDC), and maintains core business activities.

2.0 Principles

- Students, faculty and staff have the right to know about an infectious disease hazard at the College and how to protect themselves from exposure;
- Students, faculty and staff who are ill have the right to stay at home and away from work/classes;
- Students, faculty and staff who are ill have the right to the necessary time to recover;
- RDC will rely on medical and public health advice from the Provincial and Federal Governments.

3.0 Purpose

As a section of Red Deer College’s overall Emergency Response Plan, the Pandemic Response Plan will:

1. Protect human resources and limit the spread of infectious diseases that the College is responsible for under any conditions or circumstances that may arise.
2. Ensure RDC departments identified in this plan have developed individual plans to ensure they meet the required commitments for their identified level of service during the pandemic; and that their plans return the College to “normal business” after the pandemic in a safe, timely and effective manner.
3. Ensure actions of RDC are in accordance with the direction of provincial and federal public health authorities (e.g. Alberta Health Services, Public Health Agency of Canada), and current occupational health and safety best practice protocols.



4.0 Management of the Pandemic Response

4.1 RDC President's Executive Committee (PEC – Executive Committee)

PEC as the advising authority to the President will consider policy and long-term impact of the pandemic situation on the College's operations, finances and reputation to provide pandemic management guidance. PEC will meet and operate in accordance to PEC's Terms of Reference. The functions of PEC during a pandemic include but are not limited to:

- Minimize the impact of the situation on:
 - Students, faculty, employees and public health
 - Equipment and infrastructure
 - Financial matters
- Provide leadership and support to the Pandemic Management Team
- Establish strategic direction and priorities
- Provide direction on risk communication

4.2 Incident Command Centre Team (ICCT) and Incident Command Centre (ICC)

The RDC Pandemic Plan is a detailed plan that supports the Red Deer College Emergency Response Plan in the event of a pandemic. Additionally, given that RDC follows the Incident Command System (ICS) framework, this RDC Pandemic Management and Response Plan becomes a complimentary document working within that ICS framework. Thus, when a pandemic is declared by the W.H.O., RDC will initially treat this event as a Level 2 Emergency, as is defined by RDC's ICS framework. In this situation, there will initially be a partial activation of the Incident Command Centre Team (ICCT). Additionally, the Incident Command Centre (ICC), which becomes the potential workspace for the ICCT, will also be set up. However, if transmission of the disease does not permit physical proximity (close contact), then section 6.0 needs to be considered, which may create a virtual ICC.

The ICCT is responsible for the overall operational management, coordination and resource support of the pandemic response. The ICCT roles and responsibilities are in accordance with and detailed in the RDC Emergency Response Plan. They provide guidance and recommendations to PEC on the effective and efficient utilization and management of resources related to the site, facility infrastructure, staff, procedures, and communication at RDC.

The ICCT also provides information and guidance to PEC on infectious disease events leading up to and during a pandemic, and on the risks that may pose a challenge to the RDC community. The ICCT is responsible for annually reviewing and updating (if required) the RDC Pandemic Management and Response Plan to ensure that it is always current. The ICCT will meet and operate in accordance to ICCT's roles as outlined in RDC's Emergency Response Plan, and as per their Terms of Reference.

The ICCT may reach out to additional members from RDC and the community to provide additional technical support and advice. The ICCT may also create interim working groups to help support the ICCT during the time of a pandemic.



5.0 Exposure Risk Level and Required Infectious Disease Exposure Control

The occupations at the highest risk of exposure to an infectious disease are those that care for or have close contact with individuals that have the infectious disease, such as health care workers or emergency response workers.

When a Pandemic is declared the following measures in Table 1 will be followed to control the potential exposure to the infectious disease in the RDC community:

Table 1 Infectious Disease Transmission Risk Levels and Required Exposure Control

Risk Level	Description of Infectious Disease Risk Situation	Required Exposure Control
0	<p>The (WHO) declares a pandemic</p> <p>No suspected¹ cases reported to the RDC Health, Safety & Wellness Centre (HSWC)</p> <p>No probable² cases at RDC</p> <p>RDC maintains its normal day-to-day operation</p>	<ul style="list-style-type: none"> • Activate infectious disease Hazard Communication for RDC community awareness (e.g. website, posters, emails, App); all facilities and departments will be responsible for initiating the Hazard Communication efforts • Activate a Pandemic Management Team and the Pandemic Response Plan • All facilities and departments are responsible for ensuring all “persons” follow Preventative Measures to Reduce Infectious Disease Transmission as detailed in Section 6.0. All facilities and departments will confirm operational service providers have pandemic plans in place and they also have services/staffing continuity plans in place • Increase frequency of cleaning of frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. Use the cleaning agents that are usually used in these areas; no additional disinfection beyond routine cleaning is recommended at this time • Employees must notify their supervisor and stay home if they are sick; Employees with the history of respiratory illnesses, underlying medical conditions or compromised immune systems (such as diabetes and cancer) are recommended to contact human resources to arrange for the alternative work plan if possible
1	<p>Suspected case(s) reported to RDC HSWC or as advised by RDC President’s Executive Committee (PEC)/provincial ministry</p>	<ul style="list-style-type: none"> • Restrict RDC sport sporting events to athletes only and not allow crowd viewing • Eliminate self-serve (e.g. coffee) food service options and move to pre-packaged options

¹ Alberta Public Health Disease Management Guidelines Coronavirus – COVID-19, April 2020: <https://open.alberta.ca/dataset/a86d7a85-ce89-4e1c-9ec6-d1179674988f/resource/76ca9ec0-146d-4f24-be28-a58711343ea5/download/covid-19-guideline-2020-04-03-final-v3.pdf>

² Alberta Public Health Disease Management Guidelines Coronavirus – COVID-19, April 2020: <https://open.alberta.ca/dataset/a86d7a85-ce89-4e1c-9ec6-d1179674988f/resource/76ca9ec0-146d-4f24-be28-a58711343ea5/download/covid-19-guideline-2020-04-03-final-v3.pdf>

Table 1 Infectious Disease Transmission Risk Levels and Required Exposure Control

Risk Level	Description of Infectious Disease Risk Situation	Required Exposure Control
	No probable cases reported to RDC HSWC	<ul style="list-style-type: none"> • RDC HSWC will individually assess whether suspected case has potentially exposed others in the RDC workplace based on the definition of Close contact³: <ol style="list-style-type: none"> 1. being within approximately 6 feet (2 meters) of a probable case for a prolonged period of time; or 2. having direct contact with infectious secretions of a probable case (e.g., being coughed on) • If the situation does not meet the definition of Close contact then it is assumed the risk of exposure is low, the RDC HSWC will contact RDC Facilities Coordinator for completion of workspace cleaning and disinfection of high-touch surfaces, and the work; in accordance with the Alberta <i>Occupational Health and Safety Act Part 2 14(1)</i>⁴ to provide information on workplace hazards, RDC HSWC will advise supervisor to inform colleagues of their coworker’s probable health status and recommend to monitor personal health status • If the situation does meet the definition of Close contact then the workspace must be vacated, isolated (according to Centre for Disease Control and Prevention⁵, it is recommended to close off areas used by the ill persons and wait as long as practical before beginning cleaning and disinfection to minimize potential for exposure to respiratory droplet) and an appropriate cleaning protocol determined⁶, using an approved antimicrobial product with a Health Canada Drug Identification Number, see appendix 1⁷, the RDC HSWC will contact RDC Facilities Coordinator for completion of workspace disinfection; AND in accordance with the Alberta <i>Occupational Health and Safety Act Part 2 14(1)</i>⁸ to provide information on workplace hazards, RDC HSWC will advise supervisor to inform colleagues of the situation and the supervisor in consultation with RDC Human Resources (HR) will determine next steps
2	1 or 2 probable case(s) of Infectious disease reported by AHS to RDC HSWC or as advised by RDC PEC/provincial ministry	<ul style="list-style-type: none"> • RDC HSWC will inform RDC Director, Human Resources, Director, Campus Management and Campus Security Manager to immediately shut-down area, and inform RDC PEC to determine next steps

³ Interim US Guidance for Risk Assessment and Public Health Management of Persons with Potential Coronavirus Disease 2019 (COVID-19) Exposures: Geographic Risk and Contacts of Laboratory-probable Cases, Updated March 7, 2020 **CDC**
<https://www.cdc.gov/>

⁴ Alberta Occupational Health and Safety Act
http://www.qp.alberta.ca/1266.cfm?page=O02P1.cfm&leg_type=Acts&isbncln=9780779800865&display=html

⁵ <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

⁶ **Level 1 Cleaning Protocol:** Using an approved chemical(s) to wipe down work areas or high touch surfaces associated with the individual who is the suspected case after the individual has vacated the space for 72 hours.

⁷ <https://health-products.canada.ca/dpd-bdpp/index-eng.jsp>

⁸ Alberta Occupational Health and Safety Act
http://www.qp.alberta.ca/1266.cfm?page=O02P1.cfm&leg_type=Acts&isbncln=9780779800865&display=html



Table 1 Infectious Disease Transmission Risk Levels and Required Exposure Control

Risk Level	Description of Infectious Disease Risk Situation	Required Exposure Control
		<ul style="list-style-type: none"> • In accordance with the Alberta Occupational Health and Safety Act Part 2 14(1) to provide information on workplace hazards, RDC HSWC will advise supervisor to inform colleagues of the situation and the supervisor in consultation with RDC Human Resources (HR) will determine next steps • The RDC HSWC will contact RDC Facilities Coordinator for completion of Level 2⁹ workspace disinfection using registered antimicrobial products
3	3 or more probable cases of Infectious disease reported by AHS to RDC HSWC or as advised by RDC PEC/provincial ministry	<ul style="list-style-type: none"> • RDC HSWC will inform RDC Director, Human Resources, Director, Campus Management and Campus Security Manager to immediately shut-down area, and inform RDC PEC to determine next steps • In accordance with the Alberta Occupational Health and Safety Act Part 2 14(1) to provide information on workplace hazards, RDC HSWC will advise supervisor to inform colleagues of the situation and the supervisor in consultation with RDC Human Resources (HR) will determine next steps • The RDC HSWC will contact RDC Facilities Coordinator for completion of Level 2¹⁰ workspace disinfection using registered antimicrobial products

6.0 Preventative Measures to Reduce Infectious Disease Transmission

All individuals have a responsibility to reduce the risk of exposure to an infectious disease, and to help prevent the spread of an infectious disease. During a pandemic students, faculty and staff must adhere to the following measures:

- Wash your hands often and well, with soap and water for 20-30 seconds; use hand sanitizer containing at least 70% isopropanol alcohol for at least 15 seconds if soap and water is unavailable;
- Cover your cough or sneeze either with a tissue or in the bend of your elbow, throw the tissue in a “no-touch” waste container and wash your hands;
- Avoid touching your face, nose, or mouth;
- Remove magazines and papers from common rooms and waiting rooms;
- Clean surfaces that are frequently touched with hands often;
- Clean shared workstations and equipment when individuals are changing workstations;

⁹ **Level 2 Cleaning Protocol:** Using an approved chemical(s) to wipe down work areas or high touch surfaces associated with the individual who is the suspected case after the individual has vacated the space for 72 hours. Then also utilize the Clorox Total 360 or similar bleach-based atomizing system (if available) within the work area. Ensure adjacent workspace/spaces are vacated prior to atomizing system being utilized.

¹⁰ **Level 2 Cleaning Protocol:** Using an approved chemical(s) to wipe down work areas or high touch surfaces associated with the individual who is the suspected case after the individual has vacated the space for 72 hours. Then also utilize the Clorox Total 360 or similar bleach-based atomizing system (if available) within the work area. Ensure adjacent workspace/spaces are vacated prior to atomizing system being utilized.



6.0 Preventative Measures to Reduce Infectious Disease Transmission (cont'd)

- Do not share cups, glasses, dishes, cutlery, phones, desks, offices, pens, staplers, or other work tools and equipment;
- Stay more than two metres (6 feet) from others, whether or not they show any signs of illness;
- Use a cloth face covering when in a public setting where the measure to stay more than two metres (6 feet) from others is not possible, see Appendix 3 for cloth mask guidance
- Avoid close contact with other people (e.g. shaking hands or hugging)
- Stay at home and away from others if you are feeling ill, call **Health Link at 811**; and follow the instructions/recommendations on Alberta Health Services website: <https://www.albertahealthservices.ca/info/Page12630.aspx>
- No travel for work purposes utilizing public transportation that place faculty and staff in close proximity with other individuals, or work flexible hours to avoid peak public transportation times;
- International and domestic air/train/bus travel is not permitted for work purposes; and
- If possible students, faculty and staff should work *offsite* using external computers/cell phones and electronic unified communication and collaboration platforms (e.g. Microsoft Teams), or work flexible hours to avoid peak crowding the workplace.

7.0 Critical Services Identified

- **Corporate Communications**
- **Campus Management Facilities and Infrastructure**
- **Campus Management Janitorial Services**
- **Campus Management Materials Management**
- **Financial Services Risk Services and Procurement**
- **Health, Safety & Wellness Centre**
- **Human Resources Business Advising and Labour Relations/Compensation and Benefits**
- **Information Technology Services**
- **Residence Operations**
- **Security and Emergency Response**



8.0 Critical Services' Individual Plans

Corporate Communications

Accountability: Director of Marketing and Communications

Delegate: Communications Coordinator

Director/Delegate of Marketing and Communications Responsibilities

- Coordinate preventative measures to reduce infectious disease transmission as detailed in Section 6
- Keep track of staff and who is available to come to work
- Establish what the department needs will be including essential equipment/supplies, contracts, level of service agreements, etc.
- Identify and train “back ups” for essential functions,
- Plan for possible requirements for overtime from staff that are available
- Ensure access to equipment, facilities, utilities, computers, machinery or equipment, tools, vehicles, communication equipment on-site or off-site. Includes ability to access systems from remote or home locations
- Ensure everyone knows who is next in line for management/ decision makers should someone not be available. The alternates must be trained to fulfill their roles in this plan
- Maintain an up-to-date contact list for your staff, and Pandemic Management Team

Significance:

During a pandemic situation, this department would ensure that communications are delivered to students, staff, faculty and the external community. Crisis communications would be implemented in conjunction with the College’s Emergency Response and Business continuity plan.

Identified Priorities:

Work with key internal stakeholders to establish key messages that will be used in communications to both internal and external stakeholders, including the media; will establish channels to use as required to ensure that information is delivered as required.

Communications will be aligned with the College’s planning and resources to support those individuals affected by the Pandemic.

In Event of Pandemic Affecting Service Provision:

Available staff would be assigned to ensure that communications functions are maintained. Team members have the capability to work remotely and would be able to action the crisis communications plan from an off campus location if required.



In the event that the delivery of ongoing Marketing & Communications projects are compromised, RDC's advertising agency of record, Indigo Ice, will be assigned to assist.

Limitations:

Communications channels used at RDC are reliant on systems networks being accessible and available. IT Services are critical in ensuring that the Marketing & Communications team can function.

8.1 Critical Services' Individual Plans

<p style="text-align: center;">Campus Management Facilities and Infrastructure</p>

Accountability: Director of Campus Management
Delegate: BGIS

Director/Delegate Campus Management Responsibilities

- Coordinate preventative measures to reduce infectious disease transmission as detailed below
- Keep track of staff and who is available to come to work
- Establish what the department needs will be including essential equipment/supplies, contracts, level of service agreements, etc.
- Reach out to suppliers to ensure critical equipment, supplies, and parts are stocked up in anticipation of supply shortages. Send surveys to key vendors to assess the level of preparedness.
- Continued sourcing of additional product or personal protective equipment as requested is required.
- Identify and train back-up personnel for essential functions
- Plan for possible requirements for overtime from staff that are available.
- Ensure access to equipment, facilities, utilities, computers, machinery or equipment, tools, vehicles, communication equipment on-site or off-site. Includes ability to access systems from remote or home locations.
- Ensure everyone knows who is next in line for management/ decision makers should someone not be available. The alternates must be trained to fulfill their roles in this plan.
- Maintain an up-to-date contact list for your staff, and Pandemic Management Team.
- Communication with contractors and vendors continually so they are aware of pandemic status.



Significance:

Facilities systems include mechanical, electrical and architectural components, as well as monitoring devices for ammonia, fire detection and suppression at each facility. This group is responsible for 24/7 monitoring of critical infrastructure and dispatching repairs as required, keeping all functional building systems running. This group is also responsible for maintenance of the grounds and roadways about campus.

Identified Priorities

Priorities for facilities systems is somewhat seasonal in nature. In the winter, the highest priority is to maintain heat in the building to prevent freeze up of systems and functional operations. There may be an increased need for attention to the grounds and walkways due to snow. During this season, there may also be an increased need to attend to building management systems. During the summer and peripheral seasons, mechanical cooling of vulnerable IT systems is critical and air conditioning is ideal for functional operations. Continuity of electrical systems is critical in all seasons to maintain operation of technology, equipment and lighting. Maintained functionality of emergency generators is critical in all seasons to maintain critical electricity system in a blackout event.

Some systems require daily monitoring checks:

- Fan rooms, boiler rooms and essential equipment
- Building management system
- Fire and suppression monitoring systems
- Ammonia ice plant
- Grounds - Ice/Snow site conditions
- Emergency generators

In Event of Pandemic Affecting Service Provision

BGIS has identified that in the event of a staffing shortage due to pandemic both internal and external resources may be available through BGIS.

Limitations

Due to the nature of function, all work must be completed on site and there is no opportunity for this group to work remotely from off site. All monitoring of critical systems will and can be monitored remotely as well as on site



8.2 Critical Services' Individual Plans

Campus Management Janitorial Services

Accountability: Director of Campus Management

Delegate: Coordinator of Campus Management

Director/Delegate of Campus Management Responsibilities

- Oversee janitorial contract readiness to respond to emerging and ongoing pandemic concerns as required, identifying additional operating funds if required
- Coordinate preventative measures within the janitorial contract scope to help reduce infectious disease transmission
- Identify and train Alternate for business continuity of essential functions
- Ensure ability of Designate and Alternate to access key operational and communication systems from off site or home locations
- Ensure consistency of access to required equipment, supplies, facilities, utilities and required support services housed on-site
- Keep contracted services informed of any closures or restrictions to facility areas or services

Janitorial Contract Services Responsibilities

- Closely track janitorial staffing levels, who is available to come to work, and who is able to pick up additional shifts if increased service hours are required
- Plan for possible requirements for overtime from staff that are available
- Ensure janitorial contract requirements are met, including essential inventory of equipment and supplies on hand and on order. Increase ordering as required to mitigate supply chain delays
- Hire and train sufficient staff in all areas to maintain operations as required.
- Ensure business continuity and access to required equipment, facilities, vehicles and communication equipment by staff if management is off site
- Ensure ability of management to access key operational and communication systems from off site or home locations if required
- Ensure business continuity through Alternates clearly identified and trained for management/decision making positions should someone not be available, including Alternates from other service locations
- Maintain an up-to-date contact list of all janitorial staff, and Pandemic Management Team
- Share and keep current the Pandemic Management Team organizational chart and contact information with the Campus Management delegate

Significance

Response to a pandemic situation identifies that the first line of defense is personal hygiene, a responsibility shared by all members of the RDC community. The role of janitorial services is key in helping to reduce the transmission of the virus within our facilities.



Identified Priorities

The regular janitorial scope of services remains in place unless RDC, in consultation with the janitorial service provider, determines a change of scope is required. Additional disinfecting of high-touch points in public or high traffic areas will be added to the regular scope of services as required. Any decision to change cleaning chemicals or procedure will be at the request of RDC and/or AHS, and will be made in consultation with the janitorial services provider.

In an emerging or ongoing pandemic operational priority will be given to all public and/or high traffic areas including:

- Washrooms
- Food service areas
- Library
- Fitness Centre
- Sports facilities
- High traffic corridors
- Residences
- Common areas where people congregate

In Event of Pandemic Affecting Service Provision

Our service provider (Best Clean) has identified that in the event of a reduced staff attributed to a pandemic emergency, that the company has 150 other contracts in the Red Deer market and would be able to draw resources from these sites. Specifically, the company has identified fifteen part time employees which could immediately be drawn upon in an emergency.

Limitations:

Due to the nature of function, all work must be completed on site and there is no opportunity for this group to work remotely from off site.



8.3 Critical Services' Individual Plans

Campus Management Materials Management

Accountability: Director of Campus Management

Delegate: Coordinator of Materials Management

Director/Delegate of Campus Management Responsibilities

- Coordinate preventative measures to reduce infectious disease transmission as detailed Section 6
- Keep track of staff and who is available to come to work
- Establish what the department needs will be including essential equipment/supplies, contracts, level of service agreements, etc.
- Identify and train "back ups" for essential functions
- Plan for possible requirements for overtime from staff that are available
- Ensure access to equipment, facilities, utilities, computers, machinery or equipment, tools, vehicles, communication equipment on-site or off-site. Includes ability to access systems from remote or home locations
- Ensure everyone knows who is next in line for management/ decision makers should someone not be available. The alternates must be trained to fulfill their roles in this plan
- Maintain an up-to-date contact list for your staff, and Pandemic Management Team

Significance

- The receiving and delivery of mail/goods throughout the College
- Administration of keys/card access
- Emergency response members
- Other duties as assigned by Director of Facilities

Identified Priorities

- Distribution of supplies to keep the College operational.

In Event of Pandemic Affecting Service Provision:

- All staff in this area are cross trained and can support other functions.
- The back door at Shipping is to be kept unlocked with a boundary around it and a pallet there. This is the area that is restricted for couriers to drop off.
- Couriers must disinfect their vehicles.
- RDC will no longer sign for materials, the Couriers are to ask for our name and sign for us.
- Follow the practice to leave all packages and mail in quarantine in Shipping for 72 hours, unless we have a request for it to be delivered immediately. There are three areas marked off with the signs 24, 48, and 72 hours. We will be leaving the packages on pallets and moving the pallets to the different areas that have been marked.



- Once packages and mail is handled, all staff are washing their hands with soap and hot water. We keep our own desks as clean zones. We don't take any physical work back to it, we do all work on other surfaces in Shipping and keep those cleaned and disinfected throughout the day. We only go back to our desks if our hands are washed and then work on our computers from there.
- We have been keeping the main Shipping door locked and asking people to call on the Courtesy phone. We will also be using the retractable barrier as one more layer of separation.
- All internal mail is quarantined for 72 hours before delivery.
- If it's not possible to isolate mail/packages for 72 hours before handling and distributing the following steps will be followed by all individuals (either sending or receiving mail):

Procedure to Follow when Handling Mail

- Before handling mail/packages wash hands well, with soap and water for 20-30 seconds; use hand sanitizer containing at least 70% isopropanol alcohol for at least 15 seconds if soap and water is unavailable;
 - Ensure that while the mail is handled that all coughs/sneezes are covered either with a tissue or in the bend of your elbow, throw the tissue in a "no-touch" waste container and wash your hands;
 - Avoid touching the face, nose, or mouth while handling mail; and
 - After handling mail, the hands should be washed again as detailed above
- We will continue to process outgoing mail through the mail machine on the day we pick it up. We will make sure to wash our hands when we are finished processing it. The mail bins go over to the roped off area by the door for Canada Post to pick up.

Limitations:

- All roles within this department require attendance on campus.



8.4 Critical Services' Individual Plans

Financial Services

Accountability: Vice President, College Services

Delegate: Financial Services Managers

Vice President/Delegate of College Services Responsibilities

- Coordinate preventative measures to reduce infectious disease transmission as detailed in Section 6
- Keep track of staff and who is available to come to work
- Establish what the department needs will be including essential equipment/supplies, contracts, level of service agreements, etc.
- Identify and train "back ups" for essential functions
- Plan for possible requirements for overtime from staff that are available
- Ensure access to equipment, facilities, utilities, computers, machinery or equipment, tools, vehicles, communication equipment on-site or off-site. Includes ability to access systems from remote or home locations
- Ensure everyone knows who is next in line for management/ decision makers should someone not be available. The alternates must be trained to fulfill their roles in this plan
- Maintain an up-to-date contact list for your staff, and Pandemic Management Team

Significance:

Financial Services, including Risk Services, is required to ensure that revenue is received, expenses paid, insurance is maintained, liabilities controlled and budget managed (including cash flow). Three key roles that have interactions with multiple clients in the course of their work and with are the most critical to maintain in the event of a college closure is Fees and Cashier's Area, Procurement and Accounts Payable.

Identified Priorities:

Wherever possible, services are to be maintained for:

- service to customers related to payment receipts/account maintenance and inquiries
- bill payments and expense reimbursements
- reporting/consolidation and remittances to applicable government agencies
- procurement of goods and services related to the pandemic
- revision of contractual needs due to the pandemic
- insurance management
- assisting RDC travelers in the pandemic



In Event of Pandemic Affecting Service Provision:

- Duties will be delegated as required from a senior management level
- Infrastructure is in place to allow most staff to work remotely
- Cross training is taking place to ensure coverage of key roles and duties
- Reliance on technology for remote access for clients
- Adjust business hours accordingly
- Provide support to the Emergency Operations Centre as required

Limitations:

Due to the nature of services provided and technical requirements, the some of the critical tasks for this department cannot be performed off site as they involve on-site technological needs, direct contact with clients and/or documents.



8.5 Critical Services' Individual Plans

Health, Safety and Wellness Centre

Accountability: Director, Human Resources

Delegate: Manager, Health, Safety & Wellness

Director/Delegate Human Resources Responsibilities

- Coordinate and educate the RDC community on preventative measures to reduce infectious disease transmission as detailed in Section 6
- Establish what the department needs will be including essential equipment and supplies.
- Identify and train “back ups” for essential functions Plan for possible requirements for overtime from staff that are available
- Ensure staff have the ability to access systems from remote or home locations
- Ensure everyone knows who is next in line for management/decision makers should someone not be available. The alternates must be trained to fulfill their roles in this plan
- Maintain an up-to-date contact list for your staff, and for the Pandemic Management Team

Significance

The Health, Safety and Wellness Centre (HSWC) Team receives direction from Alberta Health Services under the authority of the Medical Officer.

In Event of Pandemic Affecting Service Provision

- Provide support to the Emergency Operations Centre as required
- Provide monitoring and surveillance of employees, students and individuals in contract positions presenting with or reporting infectious disease like symptoms
- Co-ordinate and communicate isolation directives/orders
- Provide non identifying aggregate data of reportable infectious disease illness cases to PEC

Limitations

- Outsource the triage and treatment of the college community
- Disability Management could be conducted from home
- Mass immunization will be provided by AHS



8.6 Critical Services' Individual Plans

Human Resources Business Advising and Labour Relation/Compensation and Benefits

Accountability: Vice President, Corporate

Delegate: Director of Human Resources

Corporate Vice President/Delegate Responsibilities

- Coordinate preventative measures to reduce infectious disease transmission as detailed Section 6
- Keep track of staff and who is available to come to work
- Establish what the department needs will be including essential equipment/supplies, contracts, level of service agreements, etc.
- Identify and train “back ups” for essential functions
- Plan for possible requirements for overtime from staff that are available
- Ensure access to equipment, facilities, utilities, computers, machinery or equipment, tools, vehicles, communication equipment on-site or off-site. Includes ability to access systems from remote or home locations
- Ensure everyone knows who is next in line for management/decision makers should someone not be available. The alternates must be trained to fulfill their roles in this plan
- Maintain an up-to-date contact list for your staff, and for the Pandemic Management Team

Significance:

Human Resources, including payroll, is required to ensure that faculty and staff are paid, that benefit premium claims are submitted through our external carriers, pay scholarships to students, monitor compliance with respective collective agreements, as well as other functions. An interruption of more than 48 hours would significantly diminish confidence in the College from its own constituents.

Note: Health and Safety is a recognized branch of the Human Resources office, but given its distinct role in the event of a pandemic situation, has been identified separately.

Identified Priorities:

Wherever possible, service must be maintained for:

- Payroll and benefits
- Recruitment for faculty and staff
- Labour relations and human resources business advising services
- Health and Safety for faculty and staff



In Event of Pandemic Affecting Service Provision:

Cross training of staff between the payroll and benefits office and the Human Resources Information Systems roles is possible.

In the event of staffing shortages critical and urgent services will continue to be provided by existing staff members. Some benefits, payroll, recruitment, HR business advising, and disability management work could be done remotely, however not for an extended period of time.

Limitations:

Due to the nature of the work done by this department, work cannot be out-sourced to an external provider.

Some functions can be managed remotely, but duties that require an on-site presence include: facilitating conflict resolution, submission of WCB claims, and support to faculty and staff on short and long term disability leave.

8.7 Critical Services' Individual Plans

Information Technology Services (I.T.)

Accountability: Chief Information Officer

Chief Information Officer Responsibilities:

- Maintenance of all RDC records
- Coordinate preventative measures to reduce infectious disease transmission as detailed in Section 6
- Keep track of staff and who is available to come to work
- Establish what the department needs will be including essential equipment/supplies, contracts, level of service agreements, etc.
- Identify and train "back ups" for essential functions
- Plan for possible requirements for overtime from staff that are available
- Ensure access to equipment, facilities, utilities, computers, machinery or equipment, tools, vehicles, communication equipment on-site or off-site. Includes ability to access systems from remote or home locations
- Ensure everyone knows who is next in line for management/ decision makers should someone not be available. The alternates must be trained to fulfill their roles in this plan
- Maintain an up-to-date contact list for your staff, and Pandemic Management Team



Significance:

I.T. Services is responsible for several critical components of the College's operations. This includes telephone systems, the student information administration system, emergency communications system, audio/visual services, as well as network support for internal and external communications and uses. In the event of a pandemic situation, I.T. services may become increasingly important for users who require to work remotely from off campus.

Vital Records are maintained by I.T. Services (day-to-day services include Records Management; Forms Management; and Confidential Document Destruction). Responsibilities under this area include access to corporate records maintained in the records centre, protection of historical records maintained in the archive and destruction of confidential documents as required.

Identified Priorities:

The priority would be to maintain the College infrastructure (networks, telephones, and servers), the College website, The Loop (internal communications), Blackboard (online academic function), email, collaboration tools, remote access, virtual desktops, and AV support as required.

The majority of the records in the Record Centre are semi-active to inactive, so the severity of not having access to them in the event of a short term closure is low, however we average 3 or 4 requests for retrieval a day, so a staff shortage has a larger impact.

Records in the RDC Archive are of historical significance to the College and are identified as permanent retention, so would require protection/rescue in the event of a physical disaster.

Confidential document destruction can be postponed, or performed by an off-site provider.

In Event of Pandemic Affecting Service Provision:

Cross training has been undertaken to ensure that all key personnel have a back up to support their work in the event of illness. The department is continually reviewing processes to ensure that work is still managed in the absence of staff from time to time. Procedures have been implemented that will allow most staff in this department to work remotely from home.

All records contained on the IT network are backed-up regularly and stored off-site with Alberta Record Management, located on the East side of Gasoline Alley in Red Deer. Two members of the I.T. Services team are authorized to sign off on access to records.

The Information Manager, Information Management Assistant and a designated Technical Support Analyst from IT Services have been cross-trained to provide the day-to-day services.

Confidential document destruction can be accommodated if required by our off-site provider, Merlin, located here in Red Deer – they are equipped for mobile document destruction.



Limitations:

Department identifies that most work can be conducted remotely. Physical servicing of servers, network equipment, communications systems, or failed computers cannot be done remotely.

Retrieval of electronic records contained on back-up tapes can be performed remotely, as the records are located at an off-site facility. Additionally, Forms Management services can be performed off site. Most other duties under this function require physical access to records and require that staff attend the campus.

8.8 Critical Services' Individual Plans

Residence Operations

Accountability: Director of Ancillary Services

Delegate: Manager, Conference and Accommodation Services

Director of Ancillary Services/Delegate Responsibilities

- Coordinate preventative measures to reduce infectious disease transmission as detailed in Section 6
- Keep track of staff and who is available to come to work
- Establish what the department needs will be including essential equipment/supplies, contracts, level of service agreements, etc.
- Identify and train "back ups" for essential functions
- Plan for possible requirements for overtime from staff that are available
- Ensure access to equipment, facilities, utilities, computers, machinery or equipment, tools, vehicles, communication equipment on-site or off-site. Includes ability to access systems from remote or home locations
- Ensure everyone knows who is next in line for management/ decision makers should someone not be available. The alternates must be trained to fulfill their roles in this plan
- Maintain an up-to-date contact list for your staff, and Pandemic Management Team

Significance:

As a first point of contact for **656** students living on campus, maintaining uninterrupted service within Residence Administration is essential for demonstrating a commitment to our student population.

Identified Priorities:

Vital services provided by Residence would include specific maintenance work orders, key distribution, and completion of Rental Agreements and collection of fees.



In Event of Pandemic Affecting Service Provision:

All staff in this area are currently cross-trained and specific contingencies may be addressed as follows:

- Critical maintenance work orders can be completed by outside contractors or other off campus technicians as identified by Residence Administration;
- The Residence service counter can function with as few as one person at a time, if necessary. There is a duty roster of five full time staff and also a call list of former staff that could be drawn upon as required;
- The Cashier's Office can process Residence payments if necessary;
- Keys can be distributed by the Resident Assistants and/or by Campus Security.

Limitations:

Email, voicemail and direction to contractors as required could be facilitated from off campus. Functions requiring on site attendance include physical access to student files, keys or network access to the student information system.

Residence Plans for All Residence Buildings (excluding family townhouses):

In the event of 1 suspected case within this building or as advised by government RDC will:

- 1) Ensure the occupant has contacted 811 and reached out for appropriate health care support.
- 2) Isolate the probable case occupant to their room, and provide resources to the student to be able to access to food and supplies as required such a grocery delivery services.
- 3) Contact RDC OHS to ensure tracking on campus.
- 4) Clean all common areas, laundry areas, area door knobs, and high touch areas within 24 hours. Continue this more intense cleaning protocol daily.
- 5) Ensure short term stay guest linens are isolated.

In the event of 1 probable case within this building or as advised by government RDC will:

- 1) Ensure the occupant has contacted 811 and reached out for appropriate health care support.
- 2) Isolate the probable case occupant to their room, and provide resources to the student to be able to access to food and supplies as required such a grocery delivery services.
- 3) Contact RDC OHS to ensure tracking on campus.
- 4) Encourage all occupants to remain in their rooms and avoid congregation of groups.
- 5) Clean all common areas, laundry areas, area door knobs, and high touch areas within 24 hours. Continue this more intense cleaning protocol daily.
- 6) Close common areas within the building with the exception of laundry areas.
- 7) Encourage social distancing (i.e. 3ft space between all people waiting in lines and maximum 2 people in elevators).
- 8) Restrict access to the facility as a hotel, and cancel all future bookings until cases have cleared.
- 9) Post signage about social distancing and closures.



- 10) Complete a comprehensive clean of the suite after the occupant is probable to be non-infectious.
- 11) Ensure linens are isolated if suspected or probable case is a short term stay guest.

In the event of a moderate to high level number of cases within this building (2-4 probable cases) or as advised by government RDC will:

- 1) Ensure the occupant(s) has contacted 811 and reached out for appropriate health care port.
- 2) Isolate all occupants to their suites and close all common areas including laundry facilities.
- 3) Contact RDC OHS to ensure tracking on campus.
- 4) Isolate all occupants to their rooms and do not allow congregation of groups.
- 5) Clean all common areas, laundry areas, area door knobs, and high touch areas within 24 hours. Continue this more intense cleaning protocol daily.
- 6) Encourage and monitor social distancing (i.e. 3ft space between all people waiting in lines and maximum 2 people in elevators).
- 7) Continue to restrict access to the facility as a hotel, and cancel all future bookings until cases have cleared.
- 8) Post signage about social distancing and closures.
- 9) Complete a comprehensive clean of the suite after the occupant is probable to be non-infectious.
- 10) Ensure linens are isolated if suspected or probable case is a short term stay guest.

In the event of a significant number of probable cases and as advised by government RDC will:

- 1) Ensure the occupant(s) has contacted 811 and reached out for appropriate health care support.
- 2) Temporarily close the facility and work with all occupants to find alternative occupancy.
- 3) Contact RDC OHS to ensure tracking on campus.
- 4) Undertake a comprehensive clean of the facility common areas, laundry areas, door knobs, and high touch areas.

Residence Family Units:

In the event of 1 suspected case within these buildings or as advised by government RDC will:

- 1) Ensure the occupant has contacted 811 and reached out for appropriate health care support.
- 2) Isolate the probable case occupant to their suite, and ensure they have access to food and supplies.
- 3) Contact RDC OHS to ensure tracking on campus.
- 4) Clean all exterior door knobs within 24 hours. Continue this more intense cleaning protocol daily.



In the event of 1 or more probable case(s) within a building or as advised by government RDC will:

- 1) Ensure the occupant has contacted 811 and reached out for appropriate health care support.
- 2) Isolate the probable case occupant to their suite, and ensure they have access to food and supplies.
- 3) Contact RDC OHS to ensure tracking on campus.
- 4) Encourage all occupants to remain in their suite and avoid congregation of groups.
- 5) Clean all exterior door knobs within 24 hours. Continue this more intense cleaning protocol daily.
- 6) Encourage social distancing (i.e. 3ft space between all people waiting in lines and maximum 2 people in elevators).
- 7) Complete a comprehensive clean of the suite after the occupant is probable to be non-infectious.

ALL of the above is subject to consultation and change of directive through Alberta Health Services for any stage of this plan



8.9 Critical Services' Individual Plans

Security and Emergency Response

Accountability: Director of Facilities Campus Management

Delegate: Manger Security and Emergency Response

Director/Delegate of Campus Management Responsibilities

- Coordinate preventative measures to reduce infectious disease transmission as detailed in Section 6
- Keep track of staff and who is available to come to work
- Establish what the department needs will be including essential equipment/supplies, contracts, level of service agreements, etc.
- Identify and train “back ups” for essential functions
- Plan for possible requirements for overtime from staff that are available
- Ensure access to equipment, facilities, utilities, computers, machinery or equipment, tools, vehicles, communication equipment on-site or off-site. Includes ability to access systems from remote or home locations
- Ensure everyone knows who is next in line for management/ decision makers should someone not be available. The alternates must be trained to fulfill their roles in this plan
- Maintain an up-to-date contact list for your staff, and Pandemic Management Team

Significance:

The Security/Welcome Centre serves as a first point of contact for many campus visitors, students and parents seeking information on the College and our programs. This information is most commonly relayed in person or by telephone. In the event of an emergency situation occurring on campus, this department could be a destination for people both on and off campus seeking information and updates about the status of the emergency.

Though the College may experience staffing shortages or the interruption of normal business activity due to illness, the needs to ensure the physical protection of persons on campus as well as College assets remains the same. Campus Security service levels may need to remain unchanged during a pandemic situation.

Identified Priorities

In order to manage incoming inquiries, it is critical to keep the 3300 general information line staffed and operational.

Service should be maintained at 100% for all areas which remain in operation. Asset protection will continue to be important for areas which are vacated by the absence of staff.



In Event of Pandemic Affecting Service Provision

Student Services staff have been cross-trained, so there is an available pool of five to six personnel which can be called upon to temporarily staff the desk as required.

In Event of Pandemic Affecting Service Provision

Paladin Security Group. LTD identifies that the Red Deer College contract represents 20% of their total workforce in this market. In the event of a staffing shortage within Campus Security, the Corps may have access to draw on resources from other sites within the city to maintain service.

Should staffing levels fall Section 6 100% and not all shifts are able to be filled in accordance with recognized practice at this site, the Manager of Security and Emergency Response (see Delegate) will make a decision related to what services can be suspended, and how best to address the needs of the College with remaining staff.

Limitations

Due to the nature of function, all work must be completed on site and there is no opportunity for this group to work remotely from off site.



9.0 Academic Vice President's Continuity Plan

Accountability: Academic Vice President

Delegate: Academic Manager

Significance

Officially, this area oversees a number of other departments and divisions identified by this plan including Residence, Counselling, Student Funding and Awards, Academic Advising, Admissions/Registration, the Learning Resources Department, as well as a number of divisions identified under Desired Services in this plan.

Identified Priorities

Identified priorities of this office are:

- Supporting the learning of all credit and non-credit students
- Provision of student services to all credit and non-credit students

Also see applicable priorities under 6.8; 7.1; 7.2; 7.5; 8.2; 8.3; 8.7; 8.9; 9.1; 9.2; 9.5; 9.7

In Event of Pandemic Affecting Service Provision

- Expansion of the use of blended delivery (on-line video, etc.) in support of learning
- Coverage of absent staff/faculty with similarly qualified personnel
- Postponing and rescheduling learning and assessment activities in individual courses
- Cancelling and rescheduling courses including practicum depending on the scope of the pandemic emergency

Limitations

- The availability of qualified faculty to teach other courses
- The availability of qualified staff to provide services
- The number of faculty knowledgeable in the use of blended delivery to support learning
- The demand for specialized faculty (primarily health care related) to respond to community need for their services. This may also involve the need for senior students to provide similar services in the community

Continuity Plan

The following direction is subject to change and is the most complete information available at this time.

Direction:

Schools, led by Deans and Associate Deans, will determine courses to offer online and where necessary strategies for delivering labs, studios, practicums, clinical placements, including alternate delivery or alternate options/timelines for course completion.



Faculty will prepare to deliver courses, assessments, and where necessary, final examinations online using Blackboard or other methods accessible to the students. Resources and supports are available through CTL and IT Services. Refer to <http://ctrlrdc.ca/flexible-delivery/online-strategies-for-class-disruption/>

Clinical and practicums continue off site as determined by the placement provider.

Staff and Faculty will deliver credit labs and apprenticeship shop classes only if it does not pose a health risk and it is practicable to do so.

Students who self-isolate will be supported by their instructors in order to complete their courses.

Faculty will continue to monitor training hours for Apprenticeship students based on AIT limitations (18 hours or more of lost instructional time). AIT will be consulted should there be a full college closure.

Registrar will process a full refund, less a cancellation fee, for students who are unable to complete courses or technical training due to illness.

Decisions to cancel the spring academic term and technical training periods will be made as soon as possible. Deans, Directors, and Associate Deans will work with faculty and staff to reassign workload as appropriate and in accordance with the collective agreements.

Academic services will be limited to online, phone, or other virtual tools.

Student communication will be through The Loop, Blackboard or website.

In the event of a full or partial closure:

Faculty will grant course credit, providing a minimum of 36 credit hours or 12 weeks are completed and learning outcomes have been achieved. In extenuating circumstances where the final examination is crucial to demonstrating achievement of learning outcomes faculty may offer it online or replace it with an alternate form of assessment.



Winter Term

Full Campus Closure		
Time of Disruption	Possible Actions	Process
Upon official Notice to the College Community	Courses continue online Courses with labs/shop are cancelled	Faculty deliver courses online through Blackboard or using an alternate delivery method Academic services limited to online, phone or other tools
	Credit, Apprentice or CE Student may withdraw or cancel registration	Submit Cancellation request to admissions@rdc.ab.ca No processing of cancellations until College re-opens
	Credit or CE student request late drop or cancellation due to extenuating circumstance	Submit Late Drop or Cancellation request to admissions@rdc.ab.ca No processing of cancellations until College re-opens
	Credit student request withdrawal Continuing and New Student Registration Opens	Submit WD request to admissions@rdc.ab.ca Online registration only No processing of cancellations until College re-opens
	Cancel Events	Cancel on campus events and attendance at off campus career fairs/High schools
	Cancel Final Examinations	Where necessary Faculty provide online final exam or Faculty submit grades based on marks earned up to last day of classes Grades/Academic Standing/Transcripts unpublished until College re-opens
	AIT Examinations	Notify AIT if Gym unavailable



Winter Term

Partial Campus Closure		
Time of Disruption	Possible Actions	Process
Upon official Notice to the College Community	Courses continue online Labs/Shop classes continue	Faculty deliver courses online through Blackboard or using an alternate delivery method Services limited to online, phone or other tools
	Credit, Apprentice or CE Student may drop courses (online) or cancel registration	Submit Cancellation request in person or to admissions@rdc.ab.ca
	Credit student request late drop or cancellation due to extenuating circumstance	Submit Late Drop or Cancellation request to admissions@rdc.ab.ca
	Credit student request withdrawal Continuing and New Student Registration Opens	Submit WD request to admissions@rdc.ab.ca Online or in-person registration
	Cancel Final Examinations	Where necessary Faculty provide online final exam or Faculty submit grades based on marks earned up to the last week of classes Grades/Academic Standing/Transcripts published
	AIT Examinations - AIT will determine if exams proceed although exam groups would have to be smaller than 250 as per AHS provincial direction as of March 12, 2020	Notify AIT if Gym unavailable



Spring Term

Full Campus Closure		
Time of Disruption	Possible Actions	Process
Upon official Notice to the College Community	Courses continue online Courses with labs/shop are cancelled	Faculty deliver courses online through Blackboard or using an alternate delivery method
	Credit or CE Student may drop courses (online) or cancel registration Apprentice Student registration cancelled	Academic services limited to online, phone or other tools Submit Cancellation request to admissions@rdc.ab.ca No processing of cancellations until College re-opens
	Cancel Events	Cancel on campus events and attendance at off campus career fairs/High schools
	Credit and CE student request late drop or cancellation due to extenuating circumstance	Submit Late Drop or Cancellation request to admissions@rdc.ab.ca No processing of cancellations until College re-opens
	Cancel Convocation	Notify students, staff and vendors
	Student may withdraw from courses up to last day of classes	Submit WD request to admissions@rdc.ab.ca No processing of cancellations until College re-opens
	Cancel Final Examinations	Where necessary Faculty provide online final exam or Faculty submit grade based on marks earned up to last day of classes Grades/Academic Standing/Transcripts unpublished until College re-opens
	AIT Examinations - AIT will determine if exams proceed although exam groups would have to be smaller than 250 as per AHS provincial direction as of March 12, 2020	Notify AIT if Gym unavailable



Spring Term

Partial Campus Closure		
Time of Disruption	Possible Actions	Process
Upon official Notice to the College Community	Courses continue online Labs/Shop classes continue*	Faculty deliver courses online through Blackboard or using an alternate delivery method Services limited to online, phone or other tools Submit Cancellation request in person or to admissions@rdc.ab.ca Full refund less cancelation fee for credit and apprentice students. CE refund policy
	Cancel Events	Cancel on campus events and attendance at off campus career fairs/High schools
	Credit, Apprentice, CE student request late drop due to extenuating circumstance	Submit Late Drop or Cancellation in person or to admissions@rdc.ab.ca
	Cancel Convocation	Notify students, staff and vendors
	Student may withdraw from courses up to last day of classes	Submit WD request in person or to admissions@rdc.ab.ca
	Cancel Final Examinations	Where necessary Faculty provide online final exam or Faculty submit grades based on marks earned up to last week of classes Grades/Academic Standing/Transcripts published



Appendix 1

Health Canada Approved Antimicrobial Products

Always consult the safety data sheet for the specific antimicrobial product to ensure it is used properly and in a safe manner. The following antimicrobial products have an Drug Identification Number (DIN) and are approved for use by Health Canada:

1. **Balance Plus Cleaner Disinfectant** <https://www.avmor.com/product/balance-plus-cleaner-disinfectant/>
2. **DG194 Cleaner Degreaser Disinfectant etc.** <https://www.avmor.com/product/dg-194-cleaner-degreaser-disinfectant-sanitizer-fungicide-deodorizer-2/>
3. **EP50 Cleaner Disinfectant** <https://www.avmor.com/product/ep50-cleaner-disinfectant/>
4. **Leminee 23 Cleaner Disinfectant** <https://www.avmor.com/product/leminee-23-cleaner-disinfectant/>
5. **Leminee 64 Neutral Cleaner Disinfectant** <https://www.avmor.com/product/leminee-64-neutral-cleaner-disinfectant/>
6. **Bactol Disinfectant & Sanitizer** <https://www.avmor.com/product/bactol-disinfectant-sanitizer/>
7. **Basix Neutral Disinfectant Cleaner** <https://www.avmor.com/product/basix-neutral-disinfectant-cleaner/>
8. **EP66 Disinfectant & Sanitizer** <https://www.avmor.com/product/ep66-disinfectant-and-sanitizer/>
9. **Germalin Cleaner, Degreaser, Disinfectant** <https://www.avmor.com/product/germalin-cleaner-degreaser-disinfectant/>
10. **Sani Stuff Disinfectant & No Rinse Sanitizer** <https://www.avmor.com/product/sani-stuff-disinfectant-and-no-rinse-sanitizer/>
11. **Clorox 360** <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html#tbl1>



Appendix 2

Individual RDC Department Pandemic/Continuity Plan

Child Care Centre

Accountability: Vice President of College Services

Delegate: Manager, Children's Programs

College Services VP/Delegate Responsibilities

- Co-ordinate preventative measures to reduce infectious disease transmission as detailed in Section 5
- Keep track of staff and who is available to come to work
- Establish what the department needs will be including essential equipment/supplies, contracts, level of service agreements, etc.
- Identify and train "back ups" for essential functions
- Plan for possible requirements for overtime from staff that are available
- Ensure access to equipment, facilities, utilities, computers, machinery or equipment, tools, vehicles, communication equipment on-site or off-site. Includes ability to access systems from remote or home locations
- Ensure everyone knows who is next in line for management/ decision makers should someone not be available. The alternates must be trained to fulfill their roles in this plan
- Maintain an up-to-date contact list for your staff, and Pandemic Management Team

Significance

RDC Childcare serves approximately 54 families. Service is provided by 12 on site staff.

Identified Priorities

As the programs are in place to support the College, any interruption in service would result in staff and students not being able to participate in their daily functions on site. An interruption of more than one week could result in a loss of confidence from customers and potential financial implications.

In Event of Pandemic Affecting Service Provision

Administrative and relief staff would be called to assist in maintaining suitable staffing levels first in the event of a shortage. Outsourcing this function is not an option as there is specific legislation in place from the Province which mandates the appropriate certification for childcare providers.



Limitations

Due to the nature of work performed, this service cannot be provided remotely or from home, and must be conducted on site.

Facilities Campus Management Bookstore

Accountability: Director of Facilities Campus Management

Delegate: Facilities Coordinator

Campus Management Delegate Responsibilities

- Oversee bookstore service contract readiness to respond to emerging and ongoing pandemic concerns as required, identifying additional operating funds if required
- Coordinate preventative measures within the bookstore contract scope to help reduce infectious disease transmission
- Identify and train Alternate for business continuity of essential functions
- Ensure ability of Designate and Alternate to access key operational and communication systems from off site or home locations
- Ensure consistency of access to required equipment, supplies, facilities, utilities and required support services housed on-site
- Keep contracted services informed of any closures or restrictions to facility areas or services

Bookstore Contract Services Responsibilities

- Closely track bookstore staffing levels, who is available to come to work, and who is able to pick up additional shifts if required
- Plan for possible requirements for overtime from staff that are available
- Ensure bookstore contract requirements are met, including essential inventory of course materials and supplies on hand and on order. Enhance order volumes and/or timelines as required to mitigate supply chain delays
- Hire and train sufficient staff in all areas to maintain operations as required
- Ensure business continuity and access to required equipment, supplies, facilities, vehicles and communication equipment by staff if management is off site
- Ensure ability of management to access key operational and communication systems from off site or home locations if required
- Ensure business continuity through Alternates clearly identified and trained for management/decision making positions should someone not be available, including Alternates from other service locations
- Maintain an up-to-date contact list of all bookstore staff, and Pandemic Management Team
- Share and keep current the Pandemic Management Team organizational chart and contact information with the Campus Management delegate



Significance

The RDC bookstore operation has two locations, the Campus Store and The Pulse, both located in the Marketplace in RDC's Main Building. RDC's bookstore services is the central supplier for all required course materials and supplies for on-campus, online and distance courses.

Identified Priorities

The impact of a pandemic situation interrupting service in the Bookstore would be dependent upon the time of year that the outbreak occurred. If during the start of semester, in the event that students could not get timely access to course materials, this would be detrimental to not only the operation of the Bookstore, but also the academic function of the College.

In Event of Pandemic Affecting Service Provision

There is some capacity to cross train front line service staff to maintain operations. However, some functions such as buying and shipping and receiving are specialized and backfilling of these roles is not practical in a short term situation.

Limitations

How much of the administrative/buying can be done remotely or online?

Facilities Campus Management Food Services

Accountability: Director of Facilities Campus Management

Delegate: Facilities Coordinator

Campus Management Delegate Responsibilities

- Oversee food service contract readiness to respond to emerging and ongoing pandemic concerns as required, identifying additional operating funds if required
- Coordinate preventative measures within the food services contract scope to help reduce infectious disease transmission
- Identify and train Alternate for business continuity of essential functions
- Ensure ability of Designate and Alternate to access key operational and communication systems from off site or home locations
- Ensure consistency of access to required equipment, supplies, facilities, utilities and required support services housed on-site
- Keep contracted services informed of any closures or restrictions to facility areas or services

Food Service Contract Services Responsibilities

- Closely track food service staffing levels, who is available to come to work, and who is able to pick up additional shifts if required



- Plan for possible requirements for overtime from staff that are available
- Ensure food services contract requirements are met, including essential inventory of food and supplies on hand and on order. Increase ordering as required to mitigate supply chain delays
- Hire and train sufficient staff in all areas to maintain operations as required
- Ensure business continuity and access to required equipment, supplies, facilities, vehicles and communication equipment by staff if management is off site
- Ensure ability of management to access key operational and communication systems from off site or home locations if required
- Ensure business continuity through Alternates clearly identified and trained for management/decision making positions should someone not be available, including Alternates from other service locations
- Maintain an up-to-date contact list of all food service staff, and Pandemic Management Team
- Share and keep current the Pandemic Management Team organizational chart and contact information with the Campus Management delegate

Significance

Food Services provides access to food for the student, staff and visitor population. The level of service is related to number of people on campus. The core of the storing and preparation of food is the kitchen at the south end of the 1000 Wing from where food is distributed to Reds Café and several satellite operations.

Identified Priorities

The kitchen facility is essential to the operation of RDC Food Services. Preparation and distribution of food to the College population can be geared to the numbers and location of other key services on campus. Reds Café is adjacent to the core kitchen and would be the logical operation to remain open in the event of significant reduction in population as well as reduced staffing capability.

In the Event of a Pandemic Affecting Service Provision

If supply lines are cut off, services on campus have the capacity to deliver fresh product for only two to three days. At the present time, due to space constraints, there is no capacity to stockpile goods.

Service will be prioritized based on the available inventory of ingredients and the service requirement identified by the College. If required, all contracted food services will be consolidated into one location at Red's Café.

Limitations:

Due to the nature of this work, all services must be performed on campus.



International Education

Accountability: Director of International Education

Director Responsibilities

- Co-ordinate preventative measures to reduce infectious disease transmission as detailed Section 6
- Keep track of staff and who is available to come to work
- Establish what the department needs will be including essential equipment/supplies, contracts, level of service agreements, etc.
- Identify and train “back ups” for essential functions,
- Plan for possible requirements for overtime from staff that are available
- Ensure access to equipment, facilities, utilities, computers, machinery or equipment, tools, vehicles, communication equipment on-site or off-site. Includes ability to access systems from remote or home locations
- Ensure everyone knows who is next in line for management/ decision makers should someone not be available. The alternates must be trained to fulfill their roles in this plan
- Maintain an up-to-date contact list for your staff, and Pandemic Management Team

Significance

RDC International is responsible for understanding the unique impact that a pandemic may have on RDC’s international students and providing support to this subset of the student population.

Identified Priorities

- Relaying information specific to international student such as:
 - Government of Canada policy updates or changes that could impact international students’ ability to travel home or re-enter Canada
 - Immigration, Refugees and Citizenship Canada (IRCC) policy updates or changes that could impact international students’ study permits
 - Any other federal/provincial/ municipal policy changes that could have a unique impact to international students
 - Services available to international students
- In consultation with the Office of the Registrar, identify and deploy solutions if the enrollment/registration of international students is impacted

In Event of Pandemic Affecting Service Provision

- Priorities as described above can be accomplished off-campus, provided Cognos is still available to pull a report identifying all international students and their contact information
- Depending on the severity and level of complication, it may be necessary to consult with an immigration lawyer or consultant to ensure communications to international students are accurate



Limitations

As a team of only two staff members, it would be difficult to achieve the identified priorities as described in this pandemic plan if either individual is rendered unable to work.

Library Student Services, Learning and Disability Support Services

Accountability: Dean, Library & Student Supports

Delegate: Manager Student Supports

Dean/Delegate Responsibilities

- Coordinate preventative measures to reduce infectious disease transmission as detailed Section 6
- Keep track of staff and who is available to come to work
- Establish what the department needs will be including essential equipment/supplies, contracts, level of service agreements, etc.
- Identify and train “back ups” for essential functions
- Plan for possible requirements for overtime from staff that are available
- Ensure access to equipment, facilities, utilities, computers, machinery or equipment, tools, vehicles, communication equipment on-site or off-site. Includes ability to access systems from remote or home locations
- Ensure everyone knows who is next in line for management/ decision makers should someone not be available. The alternates must be trained to fulfill their roles in this plan
- Maintain an up-to-date contact list for your staff, and Pandemic Management Team

Significance

In the event of a pandemic, it remains prudent for students to have access to personal counselling (e.g., for grief related to deaths of family/friends/classmates, anxiety and emergent issues such as immediate harm to self or others).

We would maintain services and modify if short staffed. In the event of a College closure, students would be directed to the hospital or mental health.

Identified Priorities

Career and learning-related counselling would be postponed.

The sole function of the counselling service would be devoted to triaging both current and incoming clients. We would intervene in crisis by: assessment of psychological needs, identification of appropriate resources for high risk/life and death situations and make a plan of action accordingly.



In the Event of a Pandemic Affecting Service Provision

We have internal protocol for dealing with staffing reductions. In the event that all staff are ill, administrative staff or designates would notify clients and direct to mental health and the hospital. Voicemails and out of office replies would be changed remotely to include referral information. Career Services and work placements handled by this office would be rated a low priority and may be suspended during a pandemic situation.

Limitations

Due to confidentiality and ethical considerations, all work must be done on campus.

Learning and Disability Support Services

Significance

All services of this Department are connected to students' academic work (learning skills development, tutoring, services that support the academic work of students with disabilities).

Identified Priorities

If we were short staffed, it would be vital to maintain services to students with disabilities. If a lack of service impacted the students' ability to attend class, write an exam, etc., the College could be in a position of not meeting its responsibilities under *Alberta Human Rights Duty to accommodate* legislation and could be vulnerable to legal action.

Staff have been cross-trained in the area of Disability Services (two Accessibility Consultants to support assistive technology needs and organize exam accommodations; two Disability Services and Learning Strategies Coordinators to case manage the needs of students with disabilities).

In the Event of a Pandemic Affecting Service Provision:

If the College were closed, academic work would be suspended so our services would not be vital to maintain.

Limitations:

It would be very difficult to provide services remotely. Most work requires that staff is accessible to clients on site.



Office of the Registrar

Accountability: Vice President of Academic

Delegate: Registrar

Academic Vice President/Delegate Responsibilities

- Coordinate preventative measures to reduce infectious disease transmission as detailed Section 6
- Keep track of staff and who is available to come to work
- Establish what the department needs will be including essential equipment/supplies, contracts, level of service agreements, etc.
- Identify and train “back ups” for essential functions
- Plan for possible requirements for overtime from staff that are available
- Ensure access to equipment, facilities, utilities, computers, machinery or equipment, tools, vehicles, communication equipment on-site or off-site. Includes ability to access systems from remote or home locations
- Ensure everyone knows who is next in line for management/ decision makers should someone not be available. The alternates must be trained to fulfill their roles in this plan
- Maintain an up-to-date contact list for your staff, and Pandemic Management Team

Significance

Information, Admission and Registration services are provided. Information Services would be a priority in the absence of full staffing.

Identified Priorities

Information Services, Credit, Apprenticeship and Continuing Education course registrations.

In Event of Pandemic Affecting Service Provision

Staff in this area are cross-trained. Contingencies include a call out to others within the division for assistance. Apprenticeship coverage can be provided by Program Assistants in the Trades program. Outsourcing is not an option given the nature of work performed.

Limitations

Little of the work can be handled remotely as most functions require access to the Banner student information system, which is only available on site. Other functions require access to student files which should not be taken off campus.



Student Funding & Awards

Significance

This department is responsible for all student funding which includes the release and approval of all government funding for students for living expenses as well as tuition and books. This office also administers emergency funding for students.

Identified Priorities

Services which must not be interrupted include:

- Approval/processing of student loans
- Approval/processing of student grants
- Administration of emergency funding

In the Event of a Pandemic Affecting Service Provision

Cross training has been provided for staff to ensure that this office can maintain operations even during periods of staff absences. As a division of student services, additional staffing may be requested through this division as operational commitments require.

Limitations

Staff require direct access to the Banner student information system which cannot be accessed from off campus. All work for this area must be conducted on site.

School of Health Sciences – Placement Office

Accountability: Dean of School of Health Services

Delegate: School of Health Services Placement Coordinator

Significance

The Placement Office (PO) is a first point of contact for students, and faculty experiencing health and safety concerns within practicum placement sites, with walk-in traffic of 20-30 persons daily as well as communication by email/telephone/fax.

Prevention Measures

- Coordinate communications between faculty and students who have the potential of seeing and hearing Alberta Health Services directives before Red Deer College
- Track individuals who have been identified as exposed, symptomatic, and self-isolating or seeking medical attention and relay this information to RDC-OH&S
- Ensuring all placement/preceptors/instructors/students are notified of suspended placement upon advisement from Alberta Health Services / RDC-OH&S



Identified Priorities

- Monitoring Red Deer College's Pandemic Response communication – see Placement Office Outbreak Management protocol to ensure best bi-directional communication is taking place between RDC and faculty and students in practicums
- Tracking faculty and student incidences and communications
- Developing alternate learning experiences when possible i.e. sim labs or alternate placement sites (School wide initiative)
- Contacting the Professional regulatory Bodies (CARNA, CLPNA, ACP) and Accreditation bodies (CCAPP, Equal Canada, OTA PTA EAP) for directions dealing with required practicum hours (School wide initiative)

In Event of Pandemic Affecting Service Provision

- Most work from this area must be conducted on campus
- Voicemail messaging on Placement Office phones will provide instruction to callers
- Alternate learning experiences will be provided when possible i.e. online, sim labs (School wide initiative)
- Remote meetings conducted via teleconference or Skype.
- Business travel may be deferred
- Mass gathering events will be cancelled or postponed

Limitations

- Directives from Alberta Health Services such as forced absences due to site closures may result in the inability for the students to obtain their required clinical hours
- Not having alternate placement site options or alternate learning experiences that meet accredited Professional Regulated Bodies required clinical hours
- If Red Deer College is closed no on campus alternate learning experiences such as SIM labs, labs and classes will be available for the students. In addition, this will compromise clinical coordination by the Placement Coordinator due to inaccessibility to necessary cohort files/documentations



School of Trades and Technologies

Continuity Plan School of Trades and Technologies (Apprenticeship Programs)

Direction:

AIT posted the following message on Trade secrets for all Apprentices. This message provides direction for Faculty with regard to their classes as well as information that can be shared directly with students:

- The March-April and May-June intakes for apprenticeship training are cancelled
- Advanced Education has been working with eleven post-secondary institutions who deliver classroom learning to determine the best course of action that will help protect the health of apprentices, instructors and staff
- Apprentices who started classroom instruction on or after March 2, 2020 should discuss tuition options with their institutions. Priority will be given to affected apprentices seeking to re-register for classes in the 2020/21 academic year. Details to follow
- Apprentices who started technical training before March 2, 2020 will be contacted and advised by their institution about next steps for distance learning options, assessments and completion. Distance learning will begin the week of March 23. Apprentices who complete the program and [are in good academic standing](#) will not be required to challenge the provincial theory or practical examinations
- All Apprenticeship and Industry Training exams being written at an AIT office will be suspended until further notice. Reintroduction of exams will be dependent on the development of a plan that protects the health of AIT staff and clients

Full details are available at <https://tradesecrets.alberta.ca/notices/covid-19-coronavirus-information-for-apprentices/>.

Adding to this general message from AIT, specifics for the School of Trades and Technologies are as follows:

- Online Apprenticeship classes in Locksmith and Parts Tech are continuing under the their current structure and schedule
- Instructors for intakes of 1st Period AST (Feb 3, 2020 start), Cook, 4th Period Electrician, and 3rd Period Instrumentation and Control Technician which are more than 50% complete will post information in Blackboard about online learning opportunities for Apprentices to complete your training Period

Students whose classes were cancelled received the following email from RDC's Registrar Office:

- This email is to confirm that your apprenticeship training at RDC is cancelled
- You will receive a full refund of your registration fee and parking
- You do not need to call us or come in person to request your refund



- If you paid by credit card, the refund will go back to that credit card
- If you paid by cash, cheque or debit, you will receive a cheque in the mail
- Due to the high volume of requests, you will receive your refund in approximately four weeks to six weeks

Academic services are limited to online, phone, or other virtual tools.

Associate Deans work with Faculty members in each program area to discuss next steps with regard to Faculty members' work, including reassignment of responsibilities for non-instructional time through to the end of this academic year. In light of the most recent email about working at home where possible, these conversations about non-instructional work have the ability to outline the work to be completed either here or at home. These program area conversations can be in large rooms which allow for social distancing and will allow for alternative methods of participating. Most Faculty members are working from home based on the work plans and assigned responsibilities developed during these program conversations.

Ancillary and Sport Services Facilities and Event Services

Accountability: Director of Ancillary Sport

Delegate: Manager, Sport Facilities and Event Services

Director/Delegate Responsibilities

- Coordinate preventative measures to reduce infectious disease transmission as detailed Section 6
- Keep track of staff and who is available to come to work
- Establish what the department needs will be including essential equipment/supplies, contracts, level of service agreements, etc.,
- Identify and train "back ups" for essential functions
- Plan for possible requirements for overtime from staff that are available
- Ensure access to equipment, facilities, utilities, computers, machinery or equipment, tools, vehicles, communication equipment on-site or off-site. Includes ability to access systems from remote or home locations
- Ensure everyone knows who is next in line for management/decision makers should someone not be available. The alternates must be trained to fulfill their roles in this plan
- Maintain an up-to-date contact list for your staff, and Pandemic Management Team

Significance

RDC Sport Facilities at the Gary W. Harris Canada Games Centre and on Main Campus are utilized both as learning spaces and for internal and external, third-party rentals. Staff provide services and event/game-day delivery support to all students and clients as needed. Any interruption in service would result in lost revenue as well as an inability to support academic delivery. An interruption in services of more than one week would result in revenue loss as



well as a potential loss in confidence from clients resulting in reduced bookings in future periods. Ongoing closures or service disruptions will have significant revenue implications as time goes on.

Identified Priorities

If possible, allow classes and external events to continue and support them to the best of our ability. Events with spectators will need to be individually assessed for risks according to Alberta Health Services guidelines.

In the Event of a Pandemic Affecting Service Provision:

We do have casual staff fully trained to support events should permanent staff be unavailable. The opposite is also true (permanent staff can cover the needs of events as well). Overtime costs can be expected if staff are impacted and we are able to continue with academic and event delivery as planned.

Limitations

Some events could be cancelled due to decisions made by external governing bodies such as provincial and national sport organizations.

Fitness Centre

Significance

The RDC Fitness Centre, squash courts, running track and Fitness Studios are some of the most frequently visited public spaces on campus. These facilities are utilized both as learning spaces and by staff, student and community members and guests. An interruption in services of more than one week would likely result in revenue and member loss. Ongoing closures or service disruptions will have significant revenue implications as time goes on.

Identified Priorities

If possible, allow classes and members to continue to utilize these facilities as long as it is deemed safe to do so.

In the Event of a Pandemic Affecting Service Provision:

Our casual, term-certain and permanent staff are all fully trained to provide services both in the Fitness Centre and at the Guest Services Desk. Overtime costs can be expected if staff are impacted and we are able to continue with academic and event delivery as planned.

Limitations

The Fitness Centre will need to be closed if RDC or Alberta Health Services determine that it can no longer safely provide services to members and guests.

Conference and Accommodation Services

Significance



Conference and Hospitality Services utilize existing campus assets and spaces to deliver Conferences and Events on campus for the purpose of generating revenue. Any interruption in service would result in lost revenue and would have the potential to impact our reputation in the short-term. An interruption of more than one week could result in a significant loss of revenue as well pose a significant loss in confidence from our clients.

Identified Priorities

If possible, continue to provide services to clients within the recommendations provided by Alberta Health Services.

In the Event of a Pandemic Affecting Service Provision

We do have casual staff fully trained to support events should permanent staff be unavailable. The opposite is also true (permanent staff can cover the needs of events as well). Overtime costs can be expected if staff are impacted and we are able to continue with academic and event delivery as planned.

Limitations

Conference and Event Services rely heavily on our on-campus food services in order to successfully deliver events. If these services are interrupted, in some cases, we will not be able to offer the event as a result.



Appendix 3 Important Links

Current information for a pandemic and applicable occupational health and safety legislation can be found at the following organization's websites:

1. Alberta Health Services Information: <https://www.albertahealthservices.ca/topics/Page16944.aspx>
2. Alberta Occupational Health and Safety Act, Regulation and Code <https://www.alberta.ca/ohs-act-regulation-code.aspx>
3. Canadian Centre for Occupational Health and Safety: <https://www.ccohs.ca/topics/hazards/health/pandemics/>
4. Center for Disease Control Information: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
5. Center for Disease Control Use of Cloth Face Coverings: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
6. Global Affairs Canada Travel Advisory: <https://travel.gc.ca/destinations/china>
7. Public Health Agency of Canada Information: <https://travel.gc.ca/travelling/health-safety/travel-health-notice#risklevels>
8. Public Health Agency of Canada Pathogen Safety Data Sheets: <http://www.phac-aspc.gc.ca/lab-bio/res/psds-ftss/index-eng.php>
9. World Health Organization Information: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>