

**PANDEMIC FLU PLAN**  
**HEARTLAND COMMUNITY COLLEGE**  
**OCTOBER 12, 2009**

**PURPOSE**

The purpose of this pandemic flu plan is to provide for the continuity of operations during a pandemic flu outbreak. In the event of a pandemic, normal policies and procedures will be utilized to the extent possible. If necessary, the emergency procedures described in the college's Critical Response Plan and in this pandemic flu plan will be implemented in tandem.

This plan consolidates all functional areas' business continuity chain of command and critical responsibilities. It is possible a given functional area may need to implement its pandemic flu plan even though such implementation is not occurring college-wide. **Functional area leadership is responsible for insuring appropriate staff are familiar with the specifics of the plan for that area.**

The plan addresses only the functions deemed to be essential to the operation of the college. Employees from functions considered to be non-essential may be temporarily transferred to other departments to help respond to staff shortages.

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<b>EMPLOYEE ABSENCE</b>
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**Employees Calling in an Absence**

In anticipation of larger than normal numbers of employee absences, a modified call-in system will assure that messages will not be left unanswered on voice mail.

When an employee calls in an absence due to H1N1 or other potentially pandemic flu, he/she will follow the sequence below:

- 1) Telephone one's direct supervisor and speak directly with the supervisor or an administrative assistant. If the employee's call rolls into voice mail, he/she is to leave the message and continue with the next step:
- 2) Telephone an **employee absence line** at 309-268-8780. The employee can leave a message and phone number where they may be contacted, along with any instructions related to work duties that need to be covered.

An employee call regarding an H1N1 absence will be valid for five days and need not be repeated each day.

Human Resources will arrange for the monitoring of the employee absence line.

Heartland employee email will be the primary means of communicating actions related to the Pandemic Flu Plan. As other appropriate technologies are implemented, employee communication means may be expanded.

## INSTRUCTION

### **Instruction Goal During a Pandemic**

In the event of a pandemic, the goal of the instructional services areas will be to help students satisfy course objectives as efficiently as possible.

### **Chain of Command**

Primary: Allan Saaf  
Alternate: Sarah Diel Hunt, Dan Hagberg, Beth Kriegsman, Bob Shaw, Padriac Shinville  
Secondary: Catherine Miller

### **Handling Classes When Faculty Are Absent**

The college will exercise the maximum flexibility when responding to faculty absences. Administrators will determine the most appropriate response from options which include, but are not limited to the following:

- The class will meet as scheduled if:
  - A colleague is available to fill-in.
  - There is a planned activity which can be proctored by another staff member.
  - If the teacher arranged for another teacher to cover the class(es).
  - If a guest speaker has been scheduled.
- If a class meeting is canceled, the appropriate instructional department secretary will:
  - Add it to the electronic list of canceled classes.
  - Post a sign at the classroom door informing students of the cancellation.
  - Attempt to inform students by telephone (for evening classes only).

There is not an approved substitute list as there is typically a minimal need for substitute teachers. All substitute teachers will be compensated according to normal substitute teacher pay rates for lecture and lab courses.

### **Flexibility Enforcing Normal Class Policies**

All full-time and adjunct faculty will be encouraged to exercise maximum flexibility in responding to student absences by modifying classroom policies and procedures including but not limited to the following:

- Requirements for students reporting absences.
- The number of absences a student is allowed without penalty.
- Acceptance of late assignments.
- Make-up of in-class projects, quizzes and tests.
- Use of the Internet to continue class during periods of absence.

If an emergency situation is declared to exist (See the section, *Major Emergency Guidelines* in the Critical Response Plan), then all classroom attendance, homework, testing, and make-up policies, in all classes, will be suspended while the emergency situation is declared to exist.

### **Planning Future Semester Schedules**

The college will exercise flexibility in planning future semesters, including but not limited to the following:

- Schedule semesters adhering to the published academic calendar, according to normal procedures.

- Vary from the published academic calendar by extending the current semester, delaying the start of or canceling a future semester.

During absences, staff from other areas may be recruited to assist with semester schedule planning.

### **INSTRUCTION: Special Situations Related to Nursing**

#### **When Nursing Faculty Are Absent**

The nursing program runs on a tight time schedule which allows little flexibility. Whenever possible, a substitute teacher will be recruited to teach a class or supervise clinicals. In accordance with standard operating procedures, faculty members will attempt to recruit a substitute. If that is not possible, faculty should request that a substitute be recruited along with instructions regarding the class or clinical.

#### **Chain of Command**

**Maintaining the Annual Nursing Schedule of Activities.** The nursing department has special program related activities scheduled throughout the year. The activities include:

##### **Orientation for newly accepted students in June**

Primary: Catherine Miller  
Alternate: Any nursing faculty

##### **Verifications before clinical conducted during August and September**

Primary: Catherine Miller  
Alternate: Nursing faculty

##### **Simulation evaluators/observers: October through December, March and May**

Primary: Catherine Miller  
Alternate: Any nursing faculty

##### **Coordinating the scheduling of student classes and clinicals**

Primary: Catherine Miller  
Alternate: Nanette Marx  
Secondary: Nursing faculty

**Maintaining the Nursing admissions cycle:** Accepting and coordinating applications, determination of application points, inform applicants of decisions by mid-March

Primary: Catherine Miller  
Alternate: Joan Newgren and Nanette Marx  
Secondary: Nursing Faculty

**Handling and processing NCLEX applications** (majority done in May (ADN) and June (LPN); occasionally October and March)

Primary: Catherine Miller  
Alternate: Nursing faculty  
Secondary: Nanette Marx

##### **Coordinating ATI testing in April/May**

Primary: Catherine Miller  
Alternate: Nursing faculty  
Secondary: Nanette Marx

**Coordinating the Pinning Ceremony in May**

Primary: Catherine Miller  
Alternate: Nursing faculty  
Secondary: Nanette Marx, Barb McLaughlin-Olsen

**INSTRUCTION: Special Situations Related to Radiography**

The radiography program adheres to guidelines established in:

- JRCERT Handbook for Educational Programs
- ASRT Curriculum Guide

Both resources are kept in the office of the Health & Human Services Division

**Hospital Clinical Sites**

In the event of a pandemic, there is some question whether hospitals would allow students to continue their clinical experiences. If allowed to continue their clinicals, supervisor/student ratios would have to be maintained.

**Chain of Command**

**Maintaining the Annual Radiography Schedule of Activities.** The student screening process continues throughout the year. Among the activities:

- Monthly information sessions
- Meeting with program director or counselor
- Monitor student applications and point system
- Verify students meeting entrance requirements by March 1 prior to starting the program

Primary: Catherine Miller  
Alternate: Radiology faculty

**Simulations** are conducted during the first five weeks of the Fall and Spring semesters for first year students. Two instructors are required as two simulations are conducted simultaneously.

Instructor: Catherine Miller  
Instructor: Radiology faculty

**Second year students coordinate their specialties in during the spring.**

Primary: Catherine Miller  
Alternate: Lisa Aberle

During a student's final semester, they prepare to take the National test. A faculty member's signature on the test application is required to verify that the student has completed all of the requirements. Each student submits an application and the required test fees on their own.

## CONTINUING EDUCATION: ADULT EDUCATION

### **Adult Education Goal During a Pandemic:**

In the event of a pandemic, the objective of Adult Education will be to help students continue to progress toward individual goals accomplishment.

### **Chain of Command**

Primary: Jill Blair  
Alternate: Kym Ammons-Scott (ABE, GED, SfS, Transitions), Kerry Urquizo (ESL & AELP)  
Secondary: Mary Beth Trakinat

### **Handling Classes When Instructors Are Absent:**

The department will exercise the maximum flexibility when responding to instructor absences. Administrators will determine the most appropriate response from options which include, but are not limited to the following:

- Every effort will be made to find an appropriate substitute and ensure that classes meet according to schedule.
- Classes of the same instructional category that meet simultaneously may be combined. (For example, students in Intermediate ESL will be invited to attend Advanced ESL which meets at the same time down the hall.)
- Students may be invited to attend classes that meet on a different day or time. (For example, students in afternoon ABE will be allowed to attend ABE classes that meet in the morning or evening.)
- If a class must be cancelled, the Adult Ed secretary (or other staff member) will:
  - Post a sign at the classroom informing students of the cancellation;
  - Attempt to inform students of the cancellation by telephone.

Whenever possible, instructors should identify substitutes and inform administration. If an instructor is unable to find a substitute, administration will attempt to identify a sub or will step in to substitute when possible.

### **Flexibility Enforcing Class Policies**

All instructional staff will be encouraged to exercise maximum flexibility in responding to student absences. As most Adult Education classes are open-enrollment, there is already a great deal of flexibility in class policies. Instructors in fixed-enrollment classes (AELP, Skills for Success and Transitions) will be encouraged to modify classroom policies and procedures including, but not limited to:

- Requirements for students reporting absences;
- The number of absences a student is allowed without penalty;
- Acceptance of late assignments;
- Make-up of in-class projects, quizzes and tests.

Further, administration will work with ICCB staff to ensure flexibility while maintaining compliance with ICCB policies.

### **Planning Future Semester Schedules**

The department will exercise flexibility in planning future semesters and classes, including but not limited to extending, delaying or canceling semesters; adjusting schedules of or canceling individual classes.

### **Special Situations in Adult Education**

**Special Events.** Throughout the year, Adult Education schedules several special events that involve large numbers of staff and students, including ESL Thanksgiving and Adult Education potluck, as well as others. In the event of a pandemic flu outbreak, these events may be canceled in order to limit the spread of the flu virus.

**ICCB Reporting.** Adult Education is required to submit quarterly reports to ICCB in order to comply with AEFL grant rules. Normal procedures require coordination between the Associate Dean and the Records Assistant. In the event of a flu outbreak, the chain of command may be altered as follows:

### **Chain of Command**

#### **Report Submission**

Primary: Jill Blair and Becky Emery  
 Alternate: Jill Blair with no assistance  
 Secondary: Becky Emery, Kym Ammons-Scott and/or Kerry Urquizo  
 Tertiary: Mary Beth Trakinat

**AELP, Skills for Success and Transitions Recruiting.** Currently, the ESL Coordinator is responsible for recruiting and advising students who wish to enter the AELP. The ABE/GED Coordinator is responsible for the same duties in Skills for Success and Transitions. In the event of a flu outbreak, the Associate Dean will cover these responsibilities and/or determine if these programs need to be rescheduled or canceled.

#### **AELP**

Primary: Kerry Urquizo  
 Alternate: Jill Blair  
 Secondary: Kym Ammons-Scott

#### **SfS and Transitions**

Primary: Kym Ammons-Scott  
 Alternate: Jill Blair  
 Secondary: Kerry Urquizo

**LEC and PEC.** For classes at LEC and PEC, every effort will be made to follow procedures as outlined above. However, since there are fewer classes and instructors, there may be more cancelled classes at LEC and PEC.

#### **LEC**

Primary: Val Conrady  
 Alternate: Jill Blair  
 Secondary: Kym Ammons-Scott

#### **PEC**

Primary: Jill Blair  
 Alternate: Kym Ammons-Scott  
 Secondary: Mary Beth Trakinat

<b>CONTINUING EDUCATION: COMMUNITY/CORPORATE EDUCATION</b>
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### **Community/Corporate Education Goal During a Pandemic**

In the event of a pandemic, the goal of Community and Corporate Education will be to continue essential training and instruction to the extent possible.

### **Chain of Command**

Primary: Gary Taylor  
Alternate: Kim Barman  
Secondary: Mary Beth Trakinat

### **Handling Classes When Instructors Are Absent**

The department will exercise the maximum flexibility when responding to instructor absences. Administrators will determine the most appropriate response from options which include, but are not limited to the following:

- The class will meet as scheduled if an appropriate substitute can be found.
- If the class must be cancelled, every effort will be made to reschedule.
- As a last resort, the class will be cancelled and not rescheduled.
- In the event the class needs to be cancelled, the department will follow established procedures for doing so.

### **Changes in Class Format**

The administrator will consider an instructor's request to temporarily teach an on-campus class from home using the Internet, on a case-by-case basis. Considerations for this type of request will include but not be limited to the following:

- The appropriateness of teaching the class by Internet.
- The instructor's access to the Internet and the appropriate hardware and software.
- Participant access to the Internet and appropriate hardware and software.
- Appropriate arrangements will be made for participants who do not have the necessary technology access.

IT staff may be requested to assist with changing class formats.

### **Planning Future Semester Schedules**

The department will exercise flexibility in planning future classes, delaying the start of a "term" as needed.

### **Special considerations:**

- Due to multiple off campus locations utilized for Community and Corporate Education classes, location changes may be needed due to other organizations being affected by the pandemic. Every effort will be made to relocate the course to campus or to reschedule.
- Traffic Safety School – because participants have mandated attendance, staff will coordinate cancelling and rescheduling classes carefully with the court.
- In the event that CLC missions are affected by an outbreak in particular schools, staff will coordinate carefully the cancelling and rescheduling of each mission.

<b>ADMINISTRATIVE SERVICES/AUXILIARY OPERATIONS</b>
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**Administrative Services Goal During a Pandemic**

In the event of a pandemic, Administrative Services will be charged with maintaining current administrative services and auxiliary operations while challenged with high employee absenteeism, delays in deliveries and services, and inability to communicate with normal vendor contacts. Responsibilities may be shifted and changes in the scheduling of routine functions may be recommended.

**Chain of Command**

**The overall Administrative Services/Auxiliary Operations**

Primary: Val Crawford  
Alternate: Sue Gilpin  
Secondary: Terri Minter

**Purchasing Services/PSFS** – Continue with daily purchasing activities and regular maintenance within the PSFS system.

Primary: Terri Minter  
Alternate: Cindy Herr  
Secondary: Valerie Crawford

**Mail Operations/Receiving** – Keep inbound and outbound materials moving throughout the college as efficiently as possible.

Primary: Steven Showers/Ty Kessinger  
Alternate: Ty Kessinger/Steve Showers  
Secondary: Terri Minter

**Food Service** – Maintain a limited food menu and services available to students and staff.

Primary: Contract Food Manager  
Alternate: Food Service Staff  
Secondary: Valerie Crawford

**Bookstore** – Provide at a minimum, basic service operations to students and staff.

Primary: Bookstore Manager  
Alternate: Asst. Bookstore Manager  
Secondary:

**Risk Management and Insurance** - Continue contact with insurance representatives concerning potential issues that arise.

Primary: Valerie Crawford  
Alternate: Terri Minter  
Secondary: Rob Widmer

**BUSINESS OFFICE**

**Business Office Goal During a Pandemic**

In the event of a pandemic, the Business Office will be charged with maintaining current business operations while challenged with high employee absenteeism, an increase in the number of refund requests, the possibility of limited or reduced information technology resources, and delays in dealing with vendor and funding agencies. The Business Office will shift responsibilities and recommend changes in the scheduling of routine functions.

**Chain of Command**

**The overall Business Office**

Primary: Sue Gilpin  
Alternate: Sharon McDonald  
Secondary: Shelley Marquis

**Expenses** are paid throughout the month, some weekly and others monthly.

Primary: Sharon McDonald  
Alternate: Sue Gilpin  
Secondary: Shelley Marquis

**Student Account (Cashier)** and Other Payments are accepted during all normal office hours. Everyone in the Business Office is cross-trained to accept payments of all kinds.

Primary: Sue Gilpin  
Alternate: Shelley Marquis  
Secondary: Sharon McDonald

**Payroll** is prepared, wired and paid on a bi-weekly basis. The preferred method of payment is by direct deposit.

Primary: Shelley Marquis  
Alternate: Angie Castleman  
Secondary: Sue Gilpin

**Real Estate taxes:** The real estate tax process includes making the county tax calculations and preparations, and preparing the information for the Board of Trustees to consider at its November meeting. Tax requests are submitted to each county in December. Counties send tax revenues in multiple payments from the end of June through the end of September.

Primary: Sue Gilpin  
Alternate: Rob Widmer  
Secondary: Sharon McDonald

**Requesting and accepting payments from outside sources** varies with each funding source throughout the year. The ICCB sends many payments automatically or upon receiving required reports. Funds for unrestricted grants are sent without a request. The Associate Director for Accounting Services maintains a tickler file for those funds that require requests.

Primary: Sue Gilpin  
Alternate: Sharon McDonald  
Secondary: Shelley Marquis

<b>FACILITIES and SECURITY</b>
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**Facilities Goal During a Pandemic**

The goal of the Facilities Division is to maintain all facility operations with available staff. However, if employee absences exceed the available labor and technical skill required for operations, contractors will be called in to provide critical support. A list of possible contract vendors for various critical systems, services and functions, will be maintained in the Critical Response Plan.

In addition, Facilities will be tasked with keeping the facilities clean and sanitized to reduce the spread of viral infection. It is anticipated there will be an increased demand for cleaning after students and staff become ill while on-campus. Facilities responsibilities include, but are not limited to the following:

- Ensure custodial staff has training on methods of cleaning and sanitizing that reduce exposure to risk.
- Increase frequency of cleaning and sanitizing of facilities, especially in public areas like hand rails, door knobs, dining area, restrooms, and elevator and ADA push buttons.
- Operate ventilation systems to bring in fresh air.
- Maintain an extra supply of cleaning and sanitizing agents, and personal protective equipment.
- Provide immediate clean up after individuals become ill on campus.
- Maintain a visible security presence.
- Maintain a list of contract vendors to supplement absent Facilities staff.

**Chain of Command**

**The overall Facilities**

Primary: Jim Hubbard  
Alternate: Shane Rutherford  
Secondary: Rob Widmer

**Air handling systems, operation and maintenance**

Primary: Kerry Henneberg  
Alternate: Paul Devenbaugh  
Secondary: Shane Rutherford

**Safety and Security**

Primary: John Brown (Diamond Security)  
Alternate: Jim Hubbard  
Secondary: Rob Widmer

**The contracted custodial staff** (VSI) is responsible for all routine cleaning and cleaning after an individual becomes ill. Shane Rutherford is responsible for ordering and monitoring the supply of custodial supplies. The custodial contractor, VSI, and the security contractor, Diamond Security, conduct Blood-borne Pathogen training for all their new hires.

Primary: Mason Ledgess (VSI)  
Alternate: Shane Rutherford  
Secondary: Jim Hubbard

**Snow removal operation and maintenance:** Members of the Facilities Department and Safety and Security Services share responsibility for snow removal which is coordinated by Facilities administration.

Primary: Shane Rutherford

Alternate: Jim Hubbard

Secondary: Rob Widmer

**Emergency and electrical generators operation and maintenance**

Primary: Delmar Nadeau

Alternate: Dana Berry

Secondary: Jim Hubbard

**Natural gas** is supplied by NICOR. Any problems or stoppage is directed to them.

Primary: Jim Hubbard

Alternate: Shane Rutherford

Secondary: Kerry Henneberg

**Heartland Facilities Division** maintains contacts with the McLean County Health Department (MCHD) in case campus space is needed by the county for emergency purposes, and in case MCHD services are needed by the College.

Primary: Jim Hubbard

Alternate: Shane Rutherford

Secondary: Rob Widmer

## HUMAN RESOURCES

### Human Resources Goal During a Pandemic

Human Resources is charged with the fair and consistent administration of all employment policies and procedures and ensuring non-interruption of the services and tasks that help facilitate payroll and benefits processing.

### Existing Policies

Whenever possible, existing employment policies and procedures will be used. However, clarifications and changes in the policies and procedures may be required by the unusual situations that arise. Human Resources' responsibilities will include, but not be limited to, making recommendations to the Board and to the Incident Management Team and implementing decisions, related to the following:

- Emergency modifications in Human Resources policies.
- Practices and policies for employees telecommuting.
- Modifications in overtime pay, comp time, and flexible time-off procedures and policies.
- Assist with shifting staff to cover critical processes.

Currently, some anticipated situations

- College closure due to mandate from the health department or to community quarantine:
  - Pay and benefits will continue with no charge against an employee's accumulated vacation, personal, or sick time.
- Employees use of extended sick leave to reduce personal exposure risk:
  - Requests will not be approved automatically, but will be considered on a case by case basis dependent on College needs.
- Parents use of leave to stay home with children whose schools and/or child care centers have closed
  - Any absence by an employee that occurs because of child care conflicts related to the unscheduled closing of a dependent's school or child care center may be charged to the employee's sick leave; alternatively, an employee may elect to use accrued vacation and/or personal time.
- The Human Resources Director's extended absence.
  - The College's legal counsel may be asked for recommendations for a Human Resources consultant to handle the increase in insurance and disability claims, retirement requests, recruitment and hiring of new staff, and employee deaths.

### Chain of Command

Primary: Barb Leathers  
Alternate: Kathy Mathewson  
Secondary: Lynda Smith

**Employee Absence Line.** In anticipation of high staff absenteeism and high supervisor absenteeism, an employee absence line (309-268-8780) will be activated in cooperation with Information Technology. Human Resources will monitor the line, track the number of calls, and relay messages to the appropriate departments.

Primary: Sarah Brennan  
Alternate: Lynda Smith

Procedures:

- The decision to activate the employee absence line will be made by the President.
- Employees will be informed of the revised absence reporting system by the Director of Human Resources.
- Human Resources will record the greeting which will include brief instructions.
- Human Resources will inform appropriate personnel of reported absences in their department.

**Technical assistance for the employee absence line**

Primary: IT Helpdesk  
Alternate: Mike Bokus

**Substitutes for Absent Employees.** Employees from functions considered to be non-essential may be temporarily transferred to other departments to help respond to staff shortages.

## INFORMATION TECHNOLOGY

### **Information Technology Role During a Pandemic**

The Information Technology Office will be a critical link in supporting the College's emergency response to a pandemic. The Chief Information Officer responsibilities will include, but not be limited to, the following:

- The following telephone number has been established for students to call to access Heartland's emergency information: 309-268-8790. Student Services/Marketing "owns" this number; IT is available for technical assistance.
- The following telephone number has been established for employees to call to report absences: 309-268-8780. HR "owns" this number; IT is available for technical assistance.
- Create and support a highly visible emergency information link on the Heartland web site. This would be managed in the same way as a weather closing, where all hits on the site go to an alternate, text only page (IT calls it the "snow" page").
- Maintain operations of student helpdesk hotline during normal business hours to insure continuity of their access to online systems (PeopleSoft, Learning Management System, Student e-Mail, Library resources).
- Maintain functionality of core IT operations and infrastructure (Voice Communications, Network/Server Authentication & Login, Enterprise E-mail System, Internet Connectivity, Portal and Web Services, PeopleSoft Systems, Learning Management System, Campus Digital Signage, etc.)

### **Chain of Command**

#### **IT chain of command for the continuity of operations**

Primary: Doug Minter  
Alternate: Mike Bokus  
Secondary: Jackie Langhoff

The IT department consists of four distinct teams, each with different support roles in the event of a pandemic. The functions and chains of command for each team are as follows:

***Technology Support Services (TSS)***. The TSS team is responsible for IT helpdesk operations and all desktop computers. Individual user problems are usually resolved by this team, while systemic problems (widespread outages) are typically escalated to another team. This team is also primarily responsible for communication and interaction with most end users, including orientation and training.

Primary: Mike Bokus  
Alternate: Bret Swanson  
Secondary: Lydia Cochran

***Network Administration Team (NAT)***. The Network Administration Team is responsible for most aspects of the college's central data center and campus wide voice, network/internet, storage and server infrastructure.

Primary: John Chow  
Alternate: Mark Wefer

***Web Team (WEB)***. The Web team is responsible for the college's Web site and the myHeartland portal. While "news" stories are normally posted by the Marketing & Public Information Department, the Web team can post stories, as well. More importantly, when

College senior management calls for a full page announcement of any kind to replace the normal Heartland home page, the Web team must do this.

Primary: Jackie Langhoff

Alternate: Curt Garman

***PeopleSoft Team (PST).*** The PeopleSoft team is responsible for both the PeopleSoft Campus Solutions (payroll, registration, financial aid, etc.) and the PeopleSoft Financials (purchasing, accounts payable and general ledger) applications. Most functions that need to be performed within PeopleSoft are managed by directors of other departments throughout the College (known as “functional leads”), while the PeopleSoft team provides behind-the-scenes support for those functions.

Primary: Suresh Kumar

Alternate: Jill Voyles

Secondary: Yogesh Thasale

<b>MARKETING &amp; PUBLIC INFORMATION</b>
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**Marketing & Public Information (M&PI) Goal During a Pandemic**

To provide accurate and up-to-date information to students, community members, media, and College staff. News releases, Website news updates and portal announcements, telephone auto-attendant messages and campus digital displays directed to media members, community members and students will be generated from M&PI.

**Chain of Command**

Primary: Janet Hill-Getz  
Alternate: Josh Reinhart  
Secondary: Anjanel Folkens

**Campus Digital Signage.** In the event of a pandemic, notices relevant to changes in college schedules, college closings and instructions to students and/or visitors to campus would be created and uploaded to the digital electronic monitors throughout campus.

Primary: Anjanel Folkens  
Alternate: Digital & Graphic Designer (*position to be filled in Sept. 2009*)

**Media Communication.** Updating the media in the event of a pandemic is of paramount importance to keep the community-at-large informed and aware of the College's actions and plans on behalf of student and employee safety. Communication with the media would include generating news releases and updating Heartland Home page news stories in addition to responding to inquiries via email and telephone.

Primary: Janet Hill-Getz  
Alternate: Josh Reinhart

**Telephone Auto Attendant Message.** In the event of an unscheduled college closing/ or alert announcement, updating the primary message would be executed in tandem with a news alert to media outlets (*as is the case in the event of a college closing due to weather.*)

Primary: Josh Reinhart  
Alternate: Raegan Rinchiuso

The following telephone number has been established for students to call to access Heartland's emergency information: 309-268-8790. Student Services/Marketing "owns" this number; IT is available for technical assistance.

The following telephone number has been established for employees to call to report absences: 309-268-8780. HR "owns" this number; IT is available for technical assistance.

Heartland web site emergency closing page. This would be managed in the same way as a weather closing, where all hits on the site go to an alternate, text only page (IT calls it the "snow" page").

**Portal Announcements.** Internal updates for staff and students via the portal is coordinated by M&PI with information that mirrors the news stories on HCC's Web site.

Primary: Josh Reinhart  
Alternate: Raegan Rinchiuso

## STUDENT SERVICES

### **Student Services Goal During a Pandemic**

The Student Services areas will help students satisfy course objectives as efficiently as possible and to provide special assistance as required.

### **Chain of Command**

Primary: Kathleen Collins  
Alternate: Cheryl Schaffer  
Secondary: Allan Saaf

Student Services will play a vital role in communicating with and providing emergency services to students. The responsibilities of the Dean of Student Affairs and Enrollment Services will include, but not be limited to the following:

- Disseminate information from the Campus Incident Management Team and implement Team decisions related to student services.
- Assess the safety of conducting scheduled student activities, including athletic events, and make appropriate recommendations to the team.
- Assist the Director of Marketing and Public Information with communications to students and parents including emergency phone number and website messages.
- Identify, recommend, and implement emergency student services.
- Cooperate with community health services, in collaboration with the Incident Management Team, to provide on-campus health services and mental health services.
- Recommend and implement guidelines regarding when to send ill students home.

### **Key Function: Counseling**

**Academic and Career Counseling.** It will be important that academic and career counseling continues during a pandemic so students can continue their education. There is currently a number of staff who can conduct this counseling:

Counselor: Cecilia Olivares  
Counselor: Emily Miller  
Counselor: Jen Vieley

**Personal Counseling.** Professionals who conduct personal counseling are required by the State of Illinois to meet specific educational requirements. The employees who currently are qualified to conduct personal counseling are:

Counselor: Celeste Bradley  
Counselor: Faye Freeman-Smith  
Counselor: Jen Vieley

**Scheduling Counselor Appointments.** Appointments with counselors are scheduled by:

Primary: Kay Southey  
Alternate: Gloria Johnson

**Covering a Counselor Absence.** Steps to be taken to accommodate scheduled appointments:

- 1) Attempt to cover the appointments with available staff.
- 2) Reschedule appointments.
- 3) Call in back-up.

**Key Function: Financial Aid**

The major functions of the Financial Aid Office are:

- Financial Aid advising (work study, scholarships, loans, Pell Grants, veterans, etc).
- Process financial aid applications.
- Inform students of awards.
- Process and deliver checks and bookstore vouchers.

**Using the electronic manual on the shared drive for support**, the three cross-trained staff will be able to handle any key function during a pandemic. Staff includes:

- Cheryl Schaffer
- Todd Burns
- Theresa Morgan

Any of the staff will be able to back-up the **department secretary**, whose primary responsibilities include:

- Document checks.
- Entering students into the system.
- Tracking and monitoring work studies.

**Counseling veterans**

Primary: Todd Burns  
Alternate: Theresa Morgan  
Secondary: Cheryl Schaffer

**IT Support**

Primary: IT Helpdesk  
Alternate: Mike Bokus  
Secondary: Lydia Cochran

**Key Function: High School Recruitment**

**Recruiting high school students.** In case of need, substitutes will be sought.

- Visiting high schools.
- Coordinating placement testing and follow-up at high schools.

Primary: Candace Brownlee  
Alternate: Stacey Meyer

**Key Function: Registration and Admissions**

**Process student applications and registrations**

Primary: Virginia Baker  
Alternate: Ashley Klesterhold  
Secondary: Kelly Odam

People who are available for back-up

- 1) Jo Milburg
- 2) Karen Sleevar
- 3) Denise Whitted
- 4) Tina Bott
- 5) Jeannie Hill

**Print class lists and distribute to teachers**

Primary: Denise Whitted  
Alternate: Tina Bott  
Secondary: Jeannie Hill  
Alternate: Division Secretaries

**Coordinate the midterm list verification process**

Primary: Denise Whitted  
Alternate: Tina Bott  
Secondary: Karen Sleevar

**Coordinate the semester grades process, including monitoring incomplete grades**

Primary: Denise Whitted  
Alternate: Tina Bott  
Secondary: Karen Sleevar

**Print transcripts and respond to transcript requests**

Primary: Karen Sleevar  
Alternate: Denise Whitted  
Secondary: Tina Bott

**Process award degrees include degree audits, student notifications, and printing of diplomas**

Primary: Jeannie Hill  
Alternate: Deb Centofonti  
Secondary: Sally Stoneking

**Process to analyze transcripts of students transferring into Heartland**

Primary: Karen Sleevar (high school)  
Alternate: Deb Centofonti (transfer)  
Secondary: Sally Stoneking (transfer)

**Key Function: Semester Scheduling**

**Rollover of previous semester schedule**

Primary: Lisa Sleevar  
Alternate: Tina Bott  
Secondary: Jill Voyles

**Process to build a semester term in PeopleSoft**

Primary: Lisa Sleevar  
Alternate: Tina Bott  
Secondary: Denise Whitted and department secretaries

**Key Function: Child Development Lab**

Primary: Darlene Wills  
Alternate: Joyce Hall

**Key Function: Academic Support Services**

Primary: Padriac Shinville  
Alternate: Anita Moore  
Secondary: Rachelle Stivers