

H1N1: Establishing a Student Affairs Health Crisis Protocol

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What we wanted to accomplish

- Creation of the Student Life response
 - Coordinated
 - Strategic
 - Based on lessons learned from initial spring outbreak and a table top exercise conducted within SL in June 2009



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Coordination and planning

- United university-wide effort
- Department of Public Safety/Emergency Management
- Student Life
- Academic Affairs
- University Communications
- Medical Center



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Communication

- Consistent messages
- Website – flu.osu.edu
 - Updated FAQs and blog
 - Downloadable material
- E-mail letters to students, parents, staff, faculty
- Flyers and posters



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Prevention

- Education
 - Hygiene
 - Symptoms
 - Appropriate responses
- Encouragement
 - Vaccines
 - Self isolation
- Additional cleaning training and cleaning schedules

Structure

9 Teams/Command Areas

- Based loosely on the National Incident Management System (Incident Command Structure)
- Overall mission and vision provided by Executive Command
- Team of Subject Matter Experts (SME's) consisting of medical staff from Student Health providing support and information to each team

Unified Command Area	Mission	Team Members
Executive Command	Provide leadership, vision and decision-making	VP, AVP's, Risk/Emergency Management (REM), & Student Health Services (SHS)
Communication	Coordinate parent, staff, student and media messaging	REM, Parent/Family Assoc, Marketing, Communications, Housing, & IT
Logistics	Maintain facilities and supplies	Facilities, Housing & REM
Housing - Off Campus	Support well and ill off campus students	Off Campus Student Services, MultiCultural Center, USG, REM & Greek Life
Housing - University Managed	Support well and ill on campus students	Housing & REM



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Unified Command Area	Mission	Team Members
Food	Provide food service to ill students	Campus Dining & REM
Human Resources	Provide Human Resource services in support of employees	HR & REM
Fiscal	Facilitate and manage fiscal issues	Fiscal Support Services, Student Health Insurance & REM
Health and Advocacy	Support emotional, physical and academic well-being of students	SHS, CCS, Student Advocacy, Wellness Center, & REM
Subject Matter Expert	Provide expertise on medical protocols to unified command areas	Medical Staff from SHS



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Defining Our Role

- Command areas were also provided:
 - A suggested team leader
 - Major activities
 - Action items
- Action items were added and deleted throughout the process
 - Areas provided a weekly update to REM for university and SL exec command briefings

Timeline

- 4/25/09 Communication established within university and with Ohio Dept of Health
- 4/30/09 First med center staff member identified as probable H1N1
- 5/1/09 First student identified as suspected H1N1 (residence hall resident) **Worth noting in discussion that this was Little Sibs/Family weekend
- 5/09 12 students identified as confirmed H1N1
- 6/9/09 Table top exercise held for SL reps to help determine gaps and structure for response in fall

Expected Challenges

- Creation of Student Life Plan
- Coordination of plan
- Rapid/constant changes
- Logistics
- Waiting for approvals/communication
- Potential for large outbreak
- Communication to area landlords & businesses

Unexpected challenges

- Issues of privacy & medical records
- Sorority recruitment
- Staffing
- Purchasing shortages
- Supply coordination/competition
- Costs (\$107,000 for SL)
- Regional campuses



Our response thus far

- Timing benefit
- Awareness/education
 - hand sanitizers
 - walkarounds
 - Get Well and Feel Better Flu Bags
- Vaccinations
- Things we dropped





Be part
of the
BuckMD team:
**CHECK UP
ON YOUR
FRIENDS
IF THEY
ARE SICK!**



Questions/comments?

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