

**University of Minnesota-Twin Cities Campus  
Housing & Residential Life and University Dining Services  
Pandemic Influenza Response Plan**

**Overview**

Housing & Residential Life (HRL) and University Dining Services (UDS) are prepared to meet the housing and dining needs of students, staff, and faculty in the event of an influenza pandemic. Outlined below are the specific action plans that will be implemented in the event of an influenza pandemic.

If an influenza pandemic were confirmed in Minnesota, it's most likely that students who live on campus would begin to leave the University prior to the cancellation of classes/closing of the University. Therefore, the plan outlined below addresses both an exodus of students from the University prior to the cancellation of classes, as well as plans to address the needs of residential students if the University cancels classes or closes due to an influenza pandemic.

In the event of an influenza pandemic, Housing & Residential Life and University Dining Services will establish a Department Operations Center (DOC), which will be located in the Housing & Residential Life Conference Room in Comstock Hall. The Conference Room is equipped with multiple telephone and Internet lines. The Center will be staffed daily by members of the Senior Management Team for both Housing & Residential Life and University Dining Services as noted below:

**Housing & Residential Life Department Operations Center Team:**

	<u>Home</u>	<u>Cell</u>
Laurie McLaughlin, Director, HRL	xxx-xxx-xxxx	xxx-xxx-xxxx
Mannix Clark, Associate Director, HRL	xxx-xxx-xxxx	xxx-xxx-xxxx
Connie Thompson, Assistant Director, HRL	xxx-xxx-xxxx	xxx-xxx-xxxx
Susan Stubblefield, Assistant Director, HRL	xxx-xxx-xxxx	xxx-xxx-xxxx
Lisa Schulte, Assistant Director, HRL	xxx-xxx-xxxx	xxx-xxx-xxxx

**University Dining Services Department Operations Center Team:**

	<u>Home</u>	<u>Cell</u>
Leslie Bowman, Director Contract Admin., UDS	xxx-xxx-xxxx	xxx-xxx-xxxx
Larry Weger, Director, UDS	xxx-xxx-xxxx	xxx-xxx-xxxx
Karen DeVet, Associate Director, UDS	xxx-xxx-xxxx	xxx-xxx-xxxx
Kay Akey, Assistant Director, UDS	xxx-xxx-xxxx	xxx-xxx-xxxx
Steve Nitzberg, Assistant Director, UDS	xxx-xxx-xxxx	xxx-xxx-xxxx
Camile Chasteen, Assistant Director, UDS	xxx-xxx-xxxx	xxx-xxx-xxxx

Laurie Scheich, Associate Vice President, Auxiliary Services, will monitor all actions of the Department Operations Center Team.

**The following action steps will be taken in the event of an influenza pandemic:**

**Monitoring daily census counts in all on-campus residential facilities:**

Following a WHO declaration of Pandemic Alert Level Phase 4 or 5 (based upon specific recommendations from the AHC Emergency Response Team), Housing & Residential Life will monitor the daily census in each on-campus residential facility through the combination of a self-reporting mechanism and a staff monitoring mechanism. Students will be instructed to sign-in each day by 10:00 a.m. via a web-based sign-in form (the form will also include a section for them to report their daily health status). If students do not have access to a computer (an estimated 2-5%), a monthly calendar will be posted on their room door and they will be instructed to sign their name on each date on the calendar, and to report any illness/symptoms they may have to the DOC. The residential life staff will check calendars on a daily basis and if a student fails to sign-in, the staff will check on the welfare of the student. If students fail to sign-in on the web-based system, the residential life staff will check on the welfare of these students. Residential life staff will not make any face to face contact with students who report symptoms without appropriate personal protective equipment (PPE).

Housing & Residential Life will also work with University Dining Services to analyze daily meal counts as an additional source of census information. HRL will report daily census counts to the designated University office by 12:00 noon each day. Daily census counts will begin on the date advised by University officials or on the date that the HRL staff observes students exiting the campus in unusually high numbers. If HRL observes large numbers of students leaving campus prior to the cancellation of classes, the HRL Director will inform the OER.

When instructed, or when observed that students are exiting campus in numbers greater than typically experienced, the Housing & Residential Life staff will immediately distribute a prepared communication to residents to instruct them of the procedures they need to follow for the daily census and if they are leaving the University for a short or extended time. All communications sent to residential students will also be posted on the HRL website, and will be sent to the Parent's Program Office for posting on the Parent Program website. The communication will be sent via e-mail, through paper communication placed in all resident mailboxes, and posted in bathrooms, dining centers, and other common areas within each residential facility.

**Monitoring staff absenteeism in Housing & Residential Life and University Dining Services:**

Both Housing & Residential Life and University Dining Services have established formal procedures to report daily employee absenteeism in the event of an influenza pandemic. All supervisory staff will be required to report daily absenteeism to the DOC by 9:00 a.m. on a daily basis.

Housing & Residential Life will maintain basic custodial and maintenance services (trash removal, cleaning of bathrooms, critical repairs) in all residential facilities through the reassignment of staff to various facilities, if necessary, and through the closing of various public and private bathrooms. It is estimated that a minimum of two (2) FTE will be necessary to perform basic custodial/maintenance service in each residential facility that remains open. Should absenteeism of staff occur at such levels that basic services can not be accomplished by non-student staff, other non-student staff and student staff will be assigned to maintain basic custodial services (cleaning of bathrooms and trash removal). If necessary, cleaning supplies will be made available to residents and they will be asked to assist with the cleaning of shared bathrooms. Custodial staff will not be expected to clean bathrooms in areas in which patients are in isolation or quarantine. In this instance, students will be asked to clean their own bathroom area. (A companion plan for infectious disease containment strategies has been adopted.)

In the event that absenteeism among live-in residential life staff occurs and they are unable to perform their live-in staff responsibilities, other Housing & Residential Life staff from the Central Office will be assigned to perform daily work duties and other live-in staff and/or central housing staff will assume on-call duties between the hours of 4:30 p.m. – 8:00 a.m. daily.

If necessary, office hours and services (information desk and business office services) in all facilities will be reduced or eliminated and all calls/inquiries will be directed to the DOC.

**Monitoring overall student health in each on-campus residential facility:**

Boynton Health Service will provide information and education to all residential students informing them of precautions they should take, and symptoms to monitor on a daily basis through a variety of methods. Students who develop symptoms/become ill will be instructed to report their daily health status via the daily census web-site, or by calling their Hall Business Office or the HRL DOC. BHS and OER staff will actively monitor this self-report information. BHS will implement a public health nursing model of one-on-one phone calls or visits to students reporting symptoms. Students who require isolation and quarantine will be actively monitored according to standards set by the MDH under the supervision of the OER. BHS will have responsibility to secure appropriate transport of ill students requiring inpatient care.

Housing & Residential Life has also identified a location in each residential facility for medical staff to establish an on-site medical examination facility for utilization if necessary. Housing & Residential Life and University Dining Services staff will be informed about safety precautions to take while at work and issued appropriate PPE. All staff will also be informed of potential symptoms and will be asked to closely monitor their own health.

**Thresholds for closing or consolidating residential facilities (including residential dining facilities):**

All residential facilities will remain open and operational unless the occupancy of a facility approaches 30% of the designated standard occupancy. Should occupancy fall below 30%, students in the facility will be moved to another residential facility for safety/security reasons and for service/operational efficiencies.

If employee absenteeism exceeds 25% in any dining facility on campus, service hours and menus will be reduced prior to consolidating or closing facilities. If employee absenteeism increases to 40%, dining facilities will be closed and/or consolidated. University Dining Services will attempt to keep one retail operation and one residential dining operation on the East Bank, West Bank and St. Paul campus open as long as possible. If unable to maintain both retail and residential operations, University Dining Services will first close retail operations and reassign staff to residential dining centers to meet the needs of students who are living on campus. It's estimated that University Dining Services has a 27-day supply of food available on campus based on the inventory from all dining locations on campus (approximately 9-10 day supply of food from residential dining venues only). An additional supply of food can be obtained within a few days from the University's food supplier/vendor. Emergency food supplies/paper products will be ordered and stored on campus following a WHO declaration of Pandemic Alert Level Phase 4 or 5 (based upon specific recommendations from the AHC Emergency Response Team).

University Dining Services will take the necessary steps to ensure that appropriate precautions are taken with food production/preparation and distribution. If social distancing strategies such as "snow days" are recommended by the MDH, students in residential facilities will be asked to eat meals in their rooms to avoid congregating in the dining hall.

Should the University of Minnesota cancel classes, HRL will inform residential students that they will be expected to return home and may need to remove their personal belongings from their rooms/apartments. It's reasonable to expect that 400-600 students may be unable to leave the University if classes are cancelled (international students and students that live more than an 8 hour drive from the Twin Cities). If this situation occurs, all but one residential facility will be closed and remaining students will be moved/consolidated into one facility. Centennial Hall has been selected as the facility that will remain open for the following reasons:

- 605 rooms with total capacity at 700 (over 500 of the rooms are single occupancy rooms)
- Residential Dining operation is located within the facility
- Proximity to Boynton Health Service and University of Minnesota Medical Center

If it is necessary to utilize two facilities, the second facility will be Frontier Hall (utilizing suite style rooms with private bathrooms). In the event that it becomes necessary to provide housing for essential University staff; Yudof Hall, Wilkins Hall, or University Village will be utilized due to the apartment style configuration of these facilities (private bathrooms, kitchens, laundry facilities).

Should the University of Minnesota cancel classes or close during the summer, all summer school residents, apartment residents with 12-month contracts, and summer camp/conference guests will be informed that they need to leave the University as soon as possible. If students/guests are unable to leave they will be housed in one facility (using the criteria for consolidation as outlined above).

Students who live in Family/Partnered Housing (Apartments in Como and Commonwealth Cooperatives) will be allowed to stay in their apartments if the University cancels classes or closes. However, the Childcare Centers at both Cooperatives will be closed as a precautionary measure. HRL will send a communication to residents in Como and Commonwealth informing them of precautions they should take, and symptoms to monitor on a daily basis. If students or family members become ill, HRL will inform them to report the illness to their Cooperative Management Staff and the student will be provided with the phone number of an identified medical professional for consultation. Space in the Community Center at each cooperative is available for an on-site medical examination facility if necessary.

Students who live in the five University owned town homes on the west bank, and faculty and staff who live in Pillsbury Court will be allowed to remain in their town homes if the University cancels classes. HRL will send these residents the same communications as outlined above for the students living in the cooperatives.

### **Housing Options for isolation and quarantine (facilities that meet the HHS guidelines)**

If the University remains open (classes are being held) and residential facilities are occupied at 30% or more, the 7 areas listed below will be utilized as isolation and quarantine areas in open residential facilities. Double occupancy suites will be converted to single occupancy rooms and the semi-private bathrooms connected to the suites will become private bathrooms. Apartment spaces in Yudof, Wilkins and University Village can be reduced to single person occupancy if necessary. In addition to private bathrooms in the apartments, all units have cooking facilities and many have laundry facilities within the individual apartment unit. The occupancy levels outlined below reflect the number of single occupancy rooms/spaces with private bathrooms that can be converted and will be available throughout the system:

Frontier Hall Suites – 47 single rooms with private bath  
Sanford Hall Suites – 3 single rooms with private bath  
Middlebrook Suites – 46 single rooms with private bath  
Middlebrook Tower – 170 single rooms with private bath

Yudof Hall – 194 single occupancy apartments  
Wilkins Hall – 73 single occupancy apartments  
University Village – 111 single occupancy apartments

If recommended by medical/health officials, isolation areas and quarantine areas within each residential facility can be established by floor/wing according to the University of Minnesota Infectious Disease Containment Strategies Plan. Students who are living in these areas will be required to move to different rooms so these spaces could be utilized if necessary for isolation/quarantine.

If the University cancels classes and isolation and quarantine areas are needed for remaining residential students, students who live off-campus, students who live in Greek housing, or other members of the University community, Comstock Hall will be utilized (the East wing would be utilized for isolation and the West wing will be utilized for quarantine). Comstock Hall has been selected due to the number of single rooms (many with sinks within the rooms), the proximity to Boynton Health Service and the residential dining operation within the hall. If private bathrooms, kitchen and laundry facilities are required within the living units, for either isolation and/or quarantine, vacant units in the five west bank town homes, in the family/partnered housing cooperatives (Como and Commonwealth Terrace), and in Yudof Hall, Wilkins Hall, and University Village can be utilized.

University Dining Services will prepare meals for delivery to students in isolation/quarantine. Meals will be delivered according to the University of Minnesota Procedure for Disease Containment to ensure that appropriate precautions are observed.

### **Staffing Levels**

A listing of non-student employees within Housing & Residential Life and University Dining Services (dated March, 2006) is on file with the OER and U of M Department of Emergency Management. The list represents staffing levels when all facilities/programs are open and operational.

Should the University cancel classes/close due to an influenza pandemic, the following staff within Housing & Residential Life and University Dining Services have been identified as essential employees:

### **Housing & Residential Life Essential Employees:**

Director, Housing & Residential Life  
Associate Director, Operations & Administration  
Assistant Director, Facilities  
Assistant Director, Residential Life  
Assistant Director, Housing Programs and Administrative Services  
Coordinators, Facilities Operations and Projects (2)  
Coordinators, Residential Life (2)

Coordinator, Housing Properties (Coops, Pillsbury, West Bank Town Homes)  
Technology staff (1)  
Live-In Professional Residential Life Staff (in facilities that remain open)  
Administrative Assistant (in facilities that remain open)  
Facilities Operations Supervisor (in facilities that remain open)  
Facilities staff (B&G workers and mechanics in facilities that remain open)  
Assistant Director, Conference & Event Services (May-August only)  
Coordinator, Conference & Event Services (May-August only)

HRL will need assistance from UMPD with building security in residential facilities that remain open.

Outlined below is the “Administrator in Charge” succession plan for Housing & Residential Life (in order listed):

- 1.) Director, Housing & Residential Life (McLaughlin)
- 2.) Associate Director (Clark)
- 3.) Assistant Director (Stubblefield)
- 4.) Assistant Director (Thompson)
- 5.) Assistant Director (Schulte)
- 6.) Assistant Director (Araya)
- 7.) Coordinator, Residential Life (Dostal Dauer)
- 8.) Coordinator, Residential Life (Anderson, Grant)
- 9.) Coordinator, Facilities (Hoaglund)
- 10.) Coordinator, Facilities (Guevin)

**University Dining Services Essential Employees:**

Director, UDS Contract Administrator  
Contract Managers (2)  
UDS Director  
UDS Associate Director  
UDS Assistant Directors (4)  
Front Line Managers  
All UDS Staff for all open Residential Dining Facilities and 3 Retail Operations  
UDS Technology Director

Outlined below is the “Administrator in Charge” succession plan for University Dining Services (in order listed):

Director, UDS Contract Administrator (Bowman)  
Contract Managers (2) (Anderson, Makhholm)  
UDS Director (Weger)  
UDS Associate Director (DeVet)  
UDS Assistant Directors (4) (Akey, Chasteen, Deming, Nitzberg)

### **Additional Planning Needed**

The University of Minnesota Emergency Management Policy Committee has identified the following issues that require additional assessment and planning:

- Review of this plan or a similar plan with the Greek housing community.
- Review of this plan or a similar plan with privately owned apartment complexes in the campus neighborhood.
- Additional review of available food and beverage supplies, as well as vendor plans and capacity during an emergency event such as pandemic influenza.
- Additional assessment regarding the potential campus housing needs for essential personnel during an emergency.

**On Campus Housing Inventory**

**On-Campus Residence Halls**

<b>Hall Name</b>	<b>Total # of Rooms</b>	<b># of Single Rooms</b>	<b>Capacity</b>
Bailey Hall-St.Paul 1458 Cleveland Ave. St. Paul, MN 55108 612-624-3494/612-624-0070	240	7	503
Centennial Hall 614 Delaware St. SE Mpls., MN 55455 612-625-4655/612-625-4452	605	530	693
Comstock Hall 210 Delaware St. SE Mpls., MN 55455 612-624-3197/612-624-1995	374	199	557
Frontier Hall 701 Fulton St. SE Mpls., MN 55455 612-624-4691/612-624-9999	377	6	735
Middlebrook Hall 412 22 <sup>nd</sup> Ave. S. Mpls., MN 55455 612-625-5376/612-625-0536	475	46	905
Pioneer Hall 615 Fulton St. SE Mpls., MN 55455 612-624-9449/612-624-2929	372	185	701
Sanford Hall 1122 University Ave. SE Mpls., MN 55455 612-624-6315/612-624-2526	285	80	524
Territorial Hall 417 Walnut St. SE Minneapolis, MN 55455 612-625-5975/612-625-0971	356	6	695
<b>Total</b>	<b>3084</b>	<b>1059</b>	<b>5313</b>

**On-Campus Apartments**

<b>Hall Name</b>	<b>Total # of Rooms</b>	<b># of Single Rooms</b>	<b>Capacity</b>
Wilkins Hall 1212 University Ave. SE Mpls., MN 55455 612-624-0265/612-624-0044	73	16	134
Yudof Hall 220 Delaware St. SE Mpls., MN 55455 612-625-8784/612-625-8786	313	46	435
University Village 2601 University Ave. SE Mpls., MN 55455 612-625-3909	111	0	411
<b>Total</b>	<b>497</b>	<b>62</b>	<b>980</b>

If necessary, all apartment units could be converted to single student occupancy apartments, resulting in 497 single occupancy apartments with private bathrooms and cooking facilities within each unit.

All on-campus residence halls/apartments are located on the East Bank of the Minneapolis campus with the following exceptions: Bailey Hall – St. Paul Campus; and Middlebrook Hall – West Bank, Minneapolis Campus.

**On-Campus Dining Venues:**

**Residential Restaurants:**

Bailey Hall Dining  
2017 Buford Ave.  
St. Paul, MN 55108

Centennial Hall Dining  
614 Delaware St. SE  
Minneapolis, MN 55455

Comstock Hall Dining  
210 Delaware St. SE  
Minneapolis, MN 55455

Middlebrook Hall Dining  
412 22<sup>nd</sup> Ave. S.  
Minneapolis, MN 55455

Pioneer Hall Dining  
615 Fulton St. SE  
Minneapolis, MN 55455

Sanford Hall Dining  
1122 University Ave. SE  
Minneapolis, MN 55455

**Retail Venues:**

Minnesota Landscape Arboretum  
3685 Arboretum Drive  
Chaska, MN 55318

1300 South  
1300 2<sup>nd</sup> St. S.  
Minneapolis, MN 55454

Bistro West  
Hubert H Humphrey Building  
321 19<sup>th</sup> Ave. S.  
Minneapolis, MN 55454

Carlson Dining Center  
Carlson School of Management  
321 19<sup>th</sup> Avenue South  
Minneapolis, MN 55455

Coffman Union  
Minnesota Marketplace, M deli, Starbucks, Jamba Juice  
300 Washington Ave. SE  
Minneapolis, MN 55455

Continuing Education and Conference Center Dining  
1890 Buford Avenue  
St Paul, MN 55108

Essentials  
Blegen Hall  
269 19<sup>th</sup> Ave. S.  
Minneapolis, MN 55455

Les Bolstad Golf Course Clubhouse  
2275 W. Larpenteur  
Falcon Heights, MN 55113

The Left Bank  
Regis Center for the Arts  
405 21<sup>st</sup> Ave. S.  
Minneapolis, MN 55455

Metropol  
Blegen Hall  
269 19<sup>th</sup> Ave. S.  
Minneapolis, MN 55455

Mondale Café  
Law School  
229 19<sup>th</sup> Ave. S.  
Minneapolis, MN 55455

Moos Java City  
Moos Hall  
516 Delaware St. SE  
Minneapolis, MN 55455

Nolte Dining Center  
315 Pillsbury Dr. SE  
Minneapolis, MN 55455

Northrop Memorial Auditorium Concessions  
84 Church St.  
Minneapolis, MN 55455

Outside In  
Phillips Wagentsteen Building  
516 Delaware St. SE  
Minneapolis, MN 55455

Terrace Café  
St Paul Student Center  
2017 Buford Ave.  
St. Paul, MN 55108

The Cup  
Williamson Hall  
315 Pillsbury Dr. SE  
Minneapolis, MN 55455

Walter Library Café  
117 Pleasant Street SE  
Minneapolis, MN 55455