



King's University College Campus Closure Plan

Reviewed November 18, 2022

Given direction from the province, the Middlesex London Health Unit (MLHU), or at the discretion of the President, King's University College operations will move to Phase A of the Return to Campus Framework.

The move to Phase A will take place in an efficient and safe manner according to the stages outlined in this plan.

The health and safety of students, faculty, and staff will be a priority.

These are the goals of moving to Phase A as a result of the pandemic:

- Goal 1:** Protect the health and safety of faculty, staff, and students;
- Goal 2:** Reduce as much traffic and physical presence as possible on campus;
- Goal 3:** Ensure that all classes and services will be fully supported; and
- Goal 4:** Sanitize campus and lock down unused areas.

Description of Phase A:

- Anyone who can work remotely will work remotely;
- Only individuals who need to be on campus will be regularly on campus;
- Anyone who needs access to their office must contact Physical Plant and/or security to make sure they have access and to make sure their space is sanitized after they leave;
- Students who are unable to return home are in residence in single rooms with social distancing measures. Food service is provided on a takeaway basis.
- All classes are strictly online;
- There is no outbound or inbound travel for exchanges, courses, research, or other King's related trips;
- Regular business and services are virtual;
- Residence opens but for remaining students and in single rooms only; and
- Students are assigned particular washrooms.

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Guiding Principles

King's will act in accordance with directives, guidance, and advice from local health authorities.

The health and safety of students, faculty, and staff will be paramount.

Decisions made will also be considered in light of the following four principles:

Principle 1 – King's Mission

King's must be mission driven and seek to continue its work as an academic and Catholic community that is “engaged in the open pursuit of truth and the discovery and sharing of knowledge in service to humanity. By integrating academic programs rooted in the liberal arts with comprehensive student support, King's creates an inclusive and empowering space for students by nourishing their capacity for critical thought, articulate expression, creativity, and ethical action.”

Principle 2 – Respect and Dignity of the Person

Each person at King's will be respected according to their dignity as a person and as a member of our community.

Principle 3 – Financial Sustainability

The financial stability of King's is critical to ensuring that we can continue to operate and respond to the variety of external variables currently present in the environment. Examples of these variables include market fluctuations, student enrolment, and government funding. King's must be able to respond to these pressures in a way that can provide for long-term financial stability.

Principle 4 – Necessity of Critical Services

Certain services are critical to maintain King's functioning as a higher education institution, including teaching, research, and student support. These services will remain a priority in order to ensure the health and sustainability of the institution. These services include the delivery of the core functions of each particular unit of the university. Each unit should have a clear statement on the basic, core functions of its work.

Stages of Campus Facilities Closure

STAGE 1:

- All in-person classes, services, programming, and events will be suspended;
- Residence closure plan will be initiated;
- Physical Plant Pandemic Contingencies will begin;
- If there is an outbreak on campus, MLHU will be contacted and will undertake contact tracing and other protocols;
- Scheduled visitors will be notified and barred entry to facilities.

Timeline: 3-12 hours

STAGE 2:

- Faculty and staff will be given opportunity to access offices to bring home materials, equipment, or other items they will need;
- All in-person classes, services, programming, and events will be moved to fully online formats;
- Facilities will be sanitized and locked down.

Timeline: 1-3 days

STAGE 3:

- Conditions of Phase A will be in place:
 - Anyone who can work remotely will work remotely;
 - Only individuals who need to be on campus will be regularly on campus;
 - Anyone who needs access to their office must contact Physical Plant and/or security to make sure they have access and to make sure their space is sanitized after they leave;
 - Students who are unable to return home are in residence in single rooms with social distancing measures. Food service is provided on a takeaway basis.
 - All classes are strictly online;
 - No outbound or inbound travel for exchanges, courses, research, or other King's related trip;
 - Regular business and services are virtual;
 - Residence opens but for remaining students and in single rooms only; and
 - Students are assigned to particular washrooms.

Timeline: Phase A will remain in place until directives from the health authorities are provided and confirmed by King's President.

Residence closure plans (Pandemic Emergency)

Assumptions: In cases of an outbreak, the outbreak team in consultation with the public health unit will determine evacuation plans and relocations.

Staff preparations

Res staff determined arrangements for communications during closure emergency

- i. Residence student staff determine means for communication during pandemic emergency closure (Facetime, WhatsApp etc. Setup residence unit in September (2nd week))
- ii. Review needed information for live student departure database (Google spreadsheet), update accordingly.
- iii. HRA or designate determine POD check-in schedule during pandemic protocols
- iv. Managers consideration of associate HRA in absence of HRA
- v. Establish expectations/responsibilities and chain of command in absence of Associate Dean of Students and between night & daytime managers.
- vi. Review res staff check-in guidelines and checklist for individual/unit outreach during displacement period.
- vii. Colour code/setup database query (KCARS/Google spreadsheet) for students who are designated local and not local.
- viii. Review zoom competencies. Student staff establish backup buddy who is setup to do online outreach in absence of assigned staff member of unit. Setup account for that respective unit.
- ix. Connect with Food service, ITS, PP, Security & Counselling regarding operation expectations and response expectations
- x. Coordinate processes for communication updates to residence population and King's website, including frequency of updates via various communication mediums. Connect with communications.
- xi. Connect with conference services to establish isolation options and directives to provide options upon initiation of pandemic protocols.
- xii. Updates on IT measures for remote access (phone extension & computer access etc.)
- xiii. Revise/update functionality of live spreadsheet (Google doc)
- xiv. Assess Wemple afterhours access for residents
- xv. Establish policies around follow up/uses via phone, video chat & accompanying software such as phone blocking apps and approved talking points for students & parents.
- xvi. Acquire most updated 'King's work from home' document.
- xvii. Review protocols for res staff in conducting rounds duty (during outbreak and general standing orders)
- xviii. Ensure a mental health lens is applied pertaining to ALL residence operations and campus operations to be utilized by residents.
- xix. Create a safety protocol website/section to Emergency binder (standing orders and responsibilities during activation of pandemic protocols, August student staff training requirements – review of how to apply a mask, COVID emergency pack review (sanitizers, mask inventory, cold medicine), needs in staff role professional and student staff.

General wish list considerations:

- 1) Online chat link for RID & R&CL Office and on call RA.

- 2) Online drop-in counselling hours (posters & social media content during school year & during pandemic protocols)
- 3) Parent/guardian sign up for pandemic evacuation notifications & procedures on move in day.

Residence scenario one – closure (temporary) of one building – hypothetical King’s commons

- 1) Designation of **LOCAL students (determined to be within two to three-hour drive)** will be directed to depart residence within 48 hours, for a duration of two weeks minimum.
 - a. **Operational considerations:**
 - i. Live database of impacted building(s) to record confirmed departures
 - ii. Live database access: R&CL Office, PP & Int. Office
 - iii. Concise templated email send-outs, poster notices, unit social media post detailing:
 - a. Directives – departure time, duration of departure, requests for appeal and general assistance with move out.
 - b. Things to pack for two weeks including PPE materials
 - c. Who/where to contact for updates & MH support
 - d. Reminder of safety measures in residence and upon report of an outbreak directed at residents & parents.
 - iv. Signage: departure notifications (48 hours), assistance contacts, MH Supports, reporting pandemic/community safety concerns – RID or R&CL contacts, custodial/housekeeping changes within building.
 - v. Communicate outreach expectations to student staff
 - vi. Move out restrictions: two moving helpers restriction, how to reserve a move out time: via email correspondence, online timeslot selection? PPE expectation of moving helpers.
 - vii. Post ‘stop no guests’ sign at building entrances
 - viii. Close any communal spaces
 - ix. Evening meetings coordinated between on duty manager, HRAs & staff of affected building.
 - x. Templated emails for potential contact residents. Steps to take for testing.
 - xi. Notify & distribute move out material: cardboard, tape, carts
 - xii. Issuance of temporary memorandum of suspended or newly implemented res rules posted within affected area.
 - xiii. Determine expectations for nightly/end of shift summary reports.
 - xiv. Template email for individual with confirmed source of contagion with self-isolation measures and/or move out processes.
 - xv. New sign display of mask protocols, physical distance and hand washings, “Keep King’s Safe” display.

General wish list considerations:

- 1) SMS setup for residence/Kings for email update notifications to students.
- 2) Text to email messaging to residence office for resident to provide confirmation of their departure.

2) Designation of **students (NOT-LOCAL - living beyond three-hour drive, International or appeal status.**

a. Operational considerations:

- i. Live database of impacted building(s) to record confirmed departures.
Predetermined options for evacuation: off-campus accommodations – personal, commercial via Kings, relocated on campus, staying on campus.
- ii. Live database access: R&CL Office, PP & Int. Office
- iii. Concise templated email authorizing appealed stay on campus or relocation and following:
 - a. Temporary directives as condition to staying on campus
 - b. Operational changes to essential services and contacts
 - c. Who/where to contact for updates and MH support
- iv. Window of mid-day Zoom hours for Residence and International Office
- v. Temporary Slack setup between R&CL office and Int Office
- vi. Post ‘stop no guests’ sign at building entrances
- vii. Close any communal spaces
- viii. Signage: departure notifications (48 hours), assistance contacts, MH Supports, reporting pandemic/community safety concerns – RID or R&CL contacts, custodial/housekeeping changes within building.
- ix. Determine plan for addressing food scarcity or escalated MH concerns
- x. Stockpile move out material: cardboard, tape, carts
- xi. HRAs connect with PODs in the evenings. report concerns to managers next day. Assess PPE needs.
- xii. Evening meetings coordinated between on duty manager, HRAs & staff of affected building.
- xiii. Templated emails for potential contact residents. Steps to take for testing.
- xiv. Notify & distribute move out material: cardboard, tape, carts.
- xv. Issuance of temporary memorandum of suspended or newly implemented res rules posted within affected area.
- xvi. Determine expectations for nightly/end of shift summary reports.
- xvii. Template email for individual with confirmed source of contagion with self-isolation measures and/or move out processes.
- xviii. New sign display of mask protocols, physical distance and hand washings, “Keep King’s Safe” display.

General wish list considerations:

- 1) Emergency funding to subsidize off campus accommodation through equipped locales for non-contagion residents/self-isolate needs.
- 2) Collective zoom link, shareable by all R&CL staff to answer incoming zoom calls during office zoom hours.
- 3) Establishment of online café menu system.

Residence scenario two – campus closure

1) Imminent campus shutdown due to outbreaks.

Assumption: five-day window from announcement to residence closure. Campus closure will occur separately; yet, simultaneously, with residence requiring longer turnaround time to closure.

a. Operational considerations:

- i. Verify stipulations for ongoing work-study contracts, specifically at the RID
- ii. Assess RID needs for student staff and security.
- iii. Assess Res staff responsibilities on-campus vs online reassignment
- iv. Revise/update on-campus & online res staff roles
- v. Connect with Café, ITS, PP, Security & Counselling regarding operation expectations and response expectations for campus
- vi. Live database of impacted building(s) to record confirmed departures
- vii. Live database access: R&CL Office, PP & Int. Office & conference services
- viii. Concise templated email send-outs, poster notices, unit social media post detailing:
 - a. Directives – departure time, duration request for appeal and assistance
 - b. Things to pack for two weeks including PPE materials
 - c. Who/where to contact for updates & MH support
 - d. Clarify return to campus timeline is undetermined
- ix. Signage: departure notifications (five days), assistance contacts, MH Supports, Report pandemic concerns/community safety concerns – RID or R&CL contact.
- x. Indicate move out restrictions: two moving helpers restriction, how to reserve a move out time: via email correspondence, online timeslot selection? PPE expectation of moving helpers.
- xi. Revise/determine refund policies and templated emails around residence and meal plans.
- xii. Update office email signatures & VM reflecting links to pandemic update and/or move out protocols.
- xiii. Post to social media move out protocols (template created)
- xiv. Review events to cancel and send notices
- xv. See that cafeteria business hours come directly to RCL Office.
- xvi. Identify short list of remaining residents with dietary needs with Food Services.
- xvii. Stockpile and distribute move out material: cardboard, tape, carts
- xviii. Coordinate with physical plant distribution of move out materials to ID'd locations.
- xix. Review protocols for escalated mental health concerns within residence population.
- xx. Review request for extended stay processes

General wish list considerations:

- 1) Contingency for food insecurity and mental health concerns amongst those staying in residence.
- 2) Activate double tap permissions for residence doors.

- 3) Discuss opportunity with Food Services to provide a store setup for resident to make own foods (eggs, bread, cereals etc.)
- 4) Establishment of online café menu system for residents.

Applicable Documents

- 1) COVID-19 Residence Response Plan
- 2) Residence and Campus Life Office Procedure for Possible COVID-19 Case
- 3) Sudden Closure Plan Considerations, Part 2

Physical Plant Pandemic Contingencies

Physical Plant

The goal for the Physical Plant Department during a pandemic event is to minimize the spread of illness while maintaining Physical Plant services. Every attempt will be made to maintain the standard levels of services, however, if required non-critical services will be modified. Most ongoing Physical Plant services require staff to be present on campus.

A pandemic event is expected to be a continuously evolving situation. Physical Plant will monitor the situation on a daily basis and will take precautions as specified by the Middlesex London Health Unit, Provincial Health Authorities, Health Canada and UWO Health Services,

During the early stages of a pandemic that is not impacting King's and the London area, it is assumed that day to day activities and services will continue as per usual.

In the event that a pandemic is impacting King's and the London Area, Physical Plant will continue monitoring and will adjust services as the situation evolves, following the direction of Federal, Provincial, and Municipal and authorities. At this stage the Critical Services standard operating procedures (SOPs) will be implemented for Housekeeping and Custodial. The Emergency Call-in procedure will be implemented for Maintenance.

The Physical Plant responsibility chain in the event of a pandemic is as follows:

- 1) Director
- 2) Maintenance Manager
- 3) Housekeeping Supervisor
- 4) Maintenance Coordinator

Maintenance

During a pandemic event, the maintenance department will place priority in the following order:

- 1) Occupied residence buildings
- 2) Kitchen maintenance.
- 3) Emergency repairs
- 4) Principal buildings

In a situation where maintenance staff are not readily available, the Emergency Maintenance Call-in Procedure will be used. The call-in procedure details the order of priority in which to call maintenance staff and/or contractors based on the maintenance issue.

Housekeeping and Custodial

The workload for housekeeping and custodial services will depend on the number of students in residence, the number of King's employees at work and the number of housekeeping and custodial staff available. In the event of a pandemic impacting staffing levels it is anticipated that standard housekeeping and custodial services will be adjusted to include only those services as detailed in the Critical Services SOP. Housekeeping and custodial will place priority in the following order:

- 1) Occupied residence buildings
- 2) Principal buildings

Grounds Keeping

During a pandemic event, it is expected that grounds keeping services will continue as per usual unless there is an impact to staffing levels or if employees are scheduled on shift rotation. Adjustment to services will be assessed at that time.

Security and Parking

In a pandemic event, all parking lots gates may be required to remain down 24 hours and it may be necessary to allow visitors by appointment only. In this situation, visitors will check in with the parking attendant who will confirm their appointment. Drop in visitors will be turned away. If required, the Parking Attendants will be used to supplement the patrol guards.

Campus Lockdown

In the event that buildings on campus must be locked for an extended period of time, the following will be implemented:

Building lockdown:

- 1) Lock all exterior doors to the building.
- 2) Clean and disinfect all meeting rooms, classrooms, restrooms, common areas and touchpoints.
- 3) Each room/area will be locked when cleaning and disinfection is complete.
- 4) Housekeeping and custodial will maintain a list detailing the room disinfected, dated disinfected and staff member responsible.

Building restricted access:

- 1) Limit the number unlocked exterior doors and reduce the amount of time they are open.
- 2) After campus lockdown is complete, security will increase the number of patrols to maintain visible presence.

Employees Requiring Access to Their Offices

In the event that an employee requires access to their office in a disinfected and locked building, the following applies:

- 1) Employees should only request access if absolutely necessary and with the approval of their BUH.
- 2) Contact Security upon arrival. Security will request the employee's name, office number and will advise the employee which door to enter and leave by. Employees will be requested to proceed directly to their office, collect their items and leave the building.
- 3) Employees will be asked not to use any of the facilities in the building (restrooms, meeting rooms, kitchenettes, etc.).
- 4) Employees should contact security when they leave the building.
- 5) Each day, security will create a list of employees visiting site, building accessed, office number and arrival/departure times. This list will be given to housekeeping and custodial daily so that further dis-infection can be provided.

Employees Working on Site

It is expected that a limited number of Employees will need to work on site from their offices. Custodial and Housekeeping will develop a schedule to clean and disinfect offices and work areas where this occurs.

Rotating Schedules and Reduces Hours

It may be necessary to balance the needs of maintaining operations on campus with the meeting directives of the MLHU and /or the Provincial Government by working remotely and reducing the amount of time essential workers are on Campus. In this situation, any Physical Plant employees who can work remotely will be directed to do so. For those who cannot, schedules will be developed to allow a fair distribution of work.

Contractors

Contractors will be allowed to continue work on Campus provided the type of work being done meets the requirements of all Federal, Provincial and Municipal pandemic legislation. Employees of all contractors working on site may be required to complete the Contractor Screening Questionnaire prior to commencing work.

If directed by federal, provincial or municipal health authorities, all non-essential contractors will cease work.

Physical Plant Supplies

During a pandemic event it is possible that some supplies typically used by Physical Plant employees could be difficult to obtain from our regular suppliers. Supplies should be monitored in the early stages of a health emergency or epidemic to ensure King's has enough supplies in the event of a pandemic.

Supplies to consider:

- 1) Hand sanitizer
- 2) Disinfectant (King's currently uses Avmor Ecopure EP50)
- 3) Face masks (non-surgical, surgical masks or N95 masks)
- 4) Nitrile gloves
- 5) Disposable or re-usable gowns

Physical Plant will work closely with Purchasing to ensure the best pricing is obtained.

Set up of Quarantine Area

At the request of the Residence and Campus Life Office, Physical Plant will assist in the setup of a quarantine area to be used in the event that a student or students need to quarantine for a period of time. The Residence and Campus Life Office has created the “COVID-19 Residence Response Plan” that details this protocol.

Campus Re-opening

When it is determined that the campus can re-open, Physical Plant will implement standard operating procedures that ensure adherence to requirements and guidelines mandated by health authorities.

Recurrence

In the event of a recurrence or second wave related to a pandemic event, this plan will be reviewed to ensure relevance to the current situation prior to implementing the action items listed above.

Applicable Documents and SOPs

The following Physical Plant SOPs have been developed to address work activities related to a pandemic event:

- 1) Critical Services
- 2) Waste Water and Plumbing Repairs
- 3) Cleaning Areas with Confirmed or Suspected Cases of COVID-19
- 4) Physical Plant Safe Work Practices
- 5) Security Maintenance Call-in Procedure
- 6) Contractor Screening Questionnaire
- 7) COVID-19 Residence Response Plan (Residence and Campus Life Office)

Human Resources Contingencies

All employees will be asked to complete the COVID-19 Health Assessment Screening Tool before attending campus. In the event an employee is feeling unwell, they should follow the instructions in the screening tool. If an employee is unable to attend work due to illness, where applicable, they should follow the COVID-19 Call-in Procedure.

In the event that an employee notifies King’s of a potential off campus exposure, without having attended campus after the potential exposure, the employee will be advised to attend an assessment center for testing. The employee should follow MLHU directions and should stay off campus until they have received a negative test result.

In the event that an employee has tested positive and may have expose other King’s employees while on campus, the MLHU will be contacted. King’s will follow the advice and guidance of the Health Unit and will support their contact tracing efforts.

Applicable Documents

- 1) COVID-19 Health Assessment Screening Tool
- 2) COVID-19 Call in Procedure

Outbreak Notification

In the event that King's receives notification from the Middlesex London Health Unit that a student or employee has tested positive for COVID-19 *and* that the individual has had contact with campus, a notification will be sent to the Outbreak Committee. The outbreak committee will implement applicable portions of this document. At that point, the Chair of the Outbreak Committee will notify the EOCG. At the time of writing, the method of communication is the "WhatsApp" application.

Infectious Disease Communications Plan

The Crisis communication plan is comprised of several plans, including the Infectious Diseases Plan listed below. COVID-19 is evolving rapidly and the Communications Plan will be updated as required.

Situation Analysis:

King's student, faculty, staff has been identified as possibly having contracted an infectious disease,

- A) Current situation: awaiting test results or
- B) Current situation: tested positive

Project Leaders: TBA by the President

(Incident Command) *as designated by Crisis Plan First on scene or President

Dave Malloy, President

Jeff Major, Operations and Finance

Jane Antoniak, Communications and Media Relations

Chris McNeil, Physical Plant EOCG

Joe Henry, Dean of Students EOCG

Karen Gingrich, HR (if staff or faculty)

Objectives:

Should this student, staff, faculty be identified as having contracted an infectious disease, King's is obliged to acknowledge and detail the circumstances of this incident to the general public (through the Middlesex London Health Unit – MLHU) and in particular detail to its campus community including Western and other affiliates if applicable.

Communication Objectives:

To keep the campus community - students, faculty, staff and visitors to King's and the wider Western University community-informed with the latest information regarding the infectious disease as it relates to our campus.

Tone:

*Treating as very serious

*Authoritative

- Reassuring
- Allay fear, panic
- Providing best practice direction on what to do
- Put into context with standard infectious disease protocols such as handwashing, cover your cough, etc.
- Providing local direction in terms of resources and points of support or assistance

Communication (Media) TACTICS Scenarios: * Dependent on severity

Communications timeline: TBD

1. Media Conference in conjunction with MLHU if high severity as determined by MLHU
 - a. Staged at MLHU
 - b. Advisory from MLHU to call media conference
 - c. Joint Media Release for distribution at time of conference
 - d. Spokespeople TBD from MLHU and King's
 - i. Remarks
 - ii. Experts on hand to answer technical questions
 - iii. Visual aids to illustrate the medical info (if available)
 - e. Simultaneous release of information to King's and wider Western campus if applicable
 - i. Mass email statement / echoed on website
 - ii. Social Media channels linking to the statement
 - iii. Alert WesternU if affects wider Western community
 - iv. Possible call centre set-up

- v. King's website: "What to do" articles
 - vi. All other channels to be engaged – front line communication points given messaging
 - f. Media Monitor and Assessment
2. Media release from King's on its own channels including requesting Western and affiliate channels if necessary
- a. King's Channels;
 - i. Website,
 - ii. Mass Email,
 - iii. Social Media,
 - iv. Alert WesternU * if applicable
 - v. Possible call centre set-up to take incoming calls
 - vi. Video Bulletin Boards
 - vii. MyKing's
 - b. Media release
 - i. Draft and distribute
 - ii. Spokespeople to be quoted * President first spokesperson or designate
 - iii. Spokespeople available for comment
 - iv. Media Response, Prioritize media requests
 - c. Media Monitor and Assessment

Possible Situations / Proactive Messages

1. Confirmed Case

2. Possible Case

3. Negative Test Results

1. Confirmed case of a (student, faculty, staff) contracting infectious disease

Media Release based on these facts

- **Some local information for contacts and specific numbers to**
- King's was notified by the Middlesex London Health Unit (MLHU) that a (student, faculty, staff) has a confirmed case of (name) infection.

- The (student, faculty, staff) is currently isolated at (home, in residence, hospital) and is being monitored.
- MLHU officials say the immediate health risk to the campus community is (low, medium, high).
- While the name of the (student, faculty, staff) cannot be released, we are reaching out to those who may have been in contact with the student since (date)
- King's remains open and classes are continuing as scheduled.
- King's officials are working with the MLHU to monitor the situation.
- Students or employees who have flu-like symptoms are encouraged to call the MLHU (contact information) Flu-like symptoms include fever, cough, shortness of breath, and sore throat. If medical care is needed, please call your healthcare provider first before arriving.
- Updates on the situation will be posted at (website link)
- Contacts for King's students:
 - Non-medical questions: Call (which office) at 519-433-3491 ext. x .
 - Medical questions: Contact your family doctor, Telehealth Ontario at 1-866-797-0000, or Western's Student Health Services at 519-661-3030.
- Contacts for King's employees:
 - Non-medical questions: Contact Occupational Health and Safety (or HR)?
 - Medical questions: Contact your family doctor, Telehealth Ontario at 1-866-797-0000.
- Our primary concern is to protect the health and well-being of the entire campus community and we thank you for your cooperation and assistance in this matter.

2. Possible Case of a Student Contracting Virus

King's was notified by the Middlesex London Health Unit (MLHU) that a student has a possible case of (name of infectious disease).

****ALL ELSE THE SAME AS ABOVE**

3. Negative Test results

Determine the level of communication required and whether any proactive measures will be taken.

Target Audiences:

General Public (local, national, international)– via Media

Campus Community – students, parents, alumni, faculty, staff, Western, Huron, Brescia and visiting public to campus

- Sr Admin Group – Email and EOCG What’s App
- All staff/faculty: Email, website, MyKing’s, VBB
- Students: Email, Social Media, website, MyKing’s, VBB
- Board Chair and Board of Directors: phone and email
- International Students (if country specific infection) – via International office
- Heads of associations (staff, faculty)

Other key people to keep informed:

- Western leadership & affiliates
- Middlesex London Health Unit
- Western Student Health Services
- Mayor/ City staff if impacts wider community
- Provincial and Federal Government officials (Health Ministers, local MPPs and MPs) if of provincial or national level infection
- Hospital staff/ leadership
- Parents
- Alumni

Spokespeople:

MLHU

Medical Officer of Health, Dr. Alexander Summers – if a joint effort is made to make the announcement

King’s

Dave Malloy, President, on institutional announcements depending on severity

VP Jeff Major or Chris McNeil – Operational considerations

Joe Henry – Student impact

Jane Antoniak – media relations

Tactics

Require an overarching **statement document** from which various products can be crafted:

- Statement on Website
- Mass Email (Statement with preamble)
 - Entire campus
 - Western and other affiliates if necessary
- Media Release (if different from Mass Email)
- Alert WesternU (abbreviation of Mass Email – more concise; link to statement) *if deemed necessary by EOCG

Electronic Communications

Email Lists

- Students
- Faculty
- Staff
- Interested in Things@King's (i.e. parents, local partners)
- Communications Interns
- Retirees
- Boards
 - Alumni Board
 - Foundation Board
 - Board of Directors

Various communications methods/channels

- Email blast
- Things@King's
- myKing's- staff/faculty portal and student portal
- Billboard (postcard portables)
- VBBs (TV Screens around campus)
- Print posters
- Social Media channels (Twitter, Facebook, IG, Snapchat, LinkedIn)
- Website homepage: Banner and news story
- A dedicated webpage for info/updates
- Foam boards in library and SLC

Social Media

- Social Media posts ... with purpose to direct to the main message
- King's Main Social Media Channels:
 - *Instagram:* @kingsatwestern
 - *Facebook:* King's University College at Western University (@kingsatwestern)

- *Twitter:* @kingsatwestern
- *Linkedin:* King's University College
- *Youtube:* King's University College at Western University Canada
- *Snapchat:* KingsatWestern
- *WeChat:* kingsatuwo

Top Social Media Channels:

Students: Facebook

Staff: Twitter

Faculty: Twitter

Alumni: Twitter

Parents: Things@King's/Facebook

External Stakeholders: Twitter

• Active Social Media Channels (to support crisis communications):

• *Instagram:*

- @kucsc,
- @kingspres,
- @kuclibrary,
- @askdeanjoe,
- @kuc_intl,
- @kucalumni,
- @kingscampusmin

• *Facebook:*

- @kucsc (King's University College Students' Council),
- @kuc.international (King's International),
- @KUCalumni (King's University College at Western Alumni),
- @KUC.Campus.Ministry (King's Univ. College Campus Ministry / Christ the King Parish)

• *Twitter:*

- @kucsc,
- @kingspres,
- @kingslib,
- @askDeanJoe,
- @KUCIntl,
- @KUCalumni,
- @kingscampusmin

- Infectious disease info sheet posted to university website
- FAQ one-pager for web posting and distribution where necessary
- Local Specific Documents to direct Campus Community to resources and support

Media Relations ACTIONS

PREPARE MEDIA RELEASE

- Determine distribution timing with MLHU

PREPARE FOR A MEDIA CONFERENCE

- Recommend to conduct it jointly with MLHU @ MLHU HQ
 - Determine Spokesperson(s)
 - Author Remarks
 - Empathy for those affected directly
 - Chronology of events
 - Actions taken
 - Current situation
 - Anticipated next steps
 - Contact points and coordinates of resources and supports
 - When / What circumstance next updates

LOG all Requests Received (time stamped)

MEDIA MONITOR AND ASSESS –

LOCAL, NATIONAL, INTERNATIONAL (depending on severity/rarity of disease)

May wish to use the media studio at Western U to handle broadcast requests – connect with and reserve the studio for the day

Paul Buckley-Golder is studio contact

Messages to Include

Explain what measures have proactively been taken knowing the possible presence of (infectious disease)

Proactive screening took place as a result ...

What measures are being taken by wider community:

Health unit

Hospitals

Isolation of infected student, faculty, staff

Sanitation of campus

Campus remains open (or closed) or sections are (open or closed)

Questions (to be answered for Q&A document)

Are students on campus in danger of contracting?

What measures have been taken to care for this patient?

Will there be any restrictions or limitations placed in campus activity?

How is this virus spread?

What are the chances that this has been spread beyond identified patient?

Should the community be alarmed?

How can you be sure?

When did we know about this?

OTHER CONSIDERATIONS

The level of sensitivity and the possibility for emotional responses to this news

Need to be precise and measured in all language used and actions taken.

How we deal with identification of the patient ... should that be the case?

How we will inform campus uniformly? Or is that possible?

Measurement

Standard Media Monitoring via Meltwater