

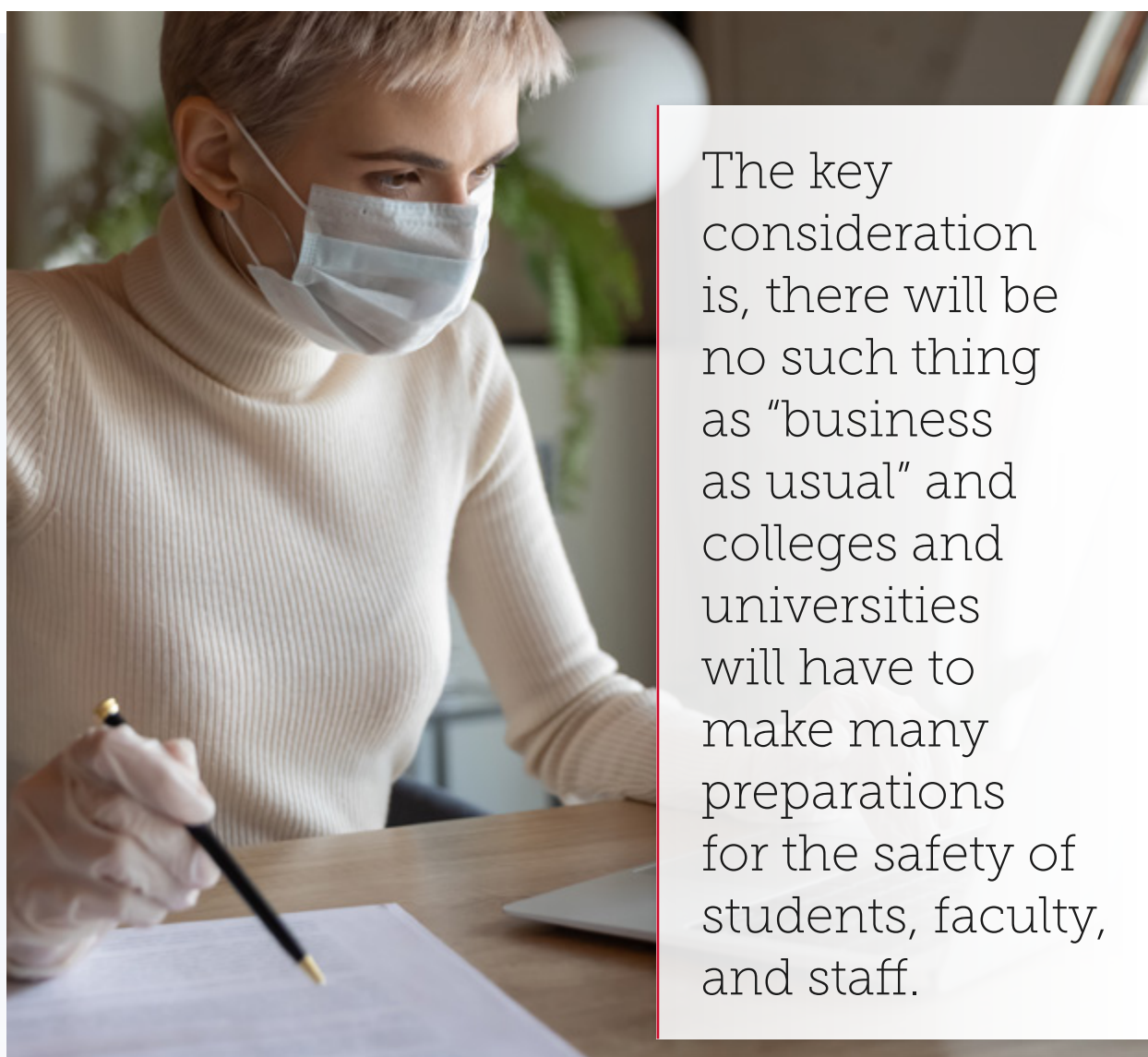


Steps to Ensure Safe Return to Campus

Ensuring a Safe Return to Campus

As higher education institutions assess the prospect of reopening, there are many factors to consider about how to prepare and how to return to operations as usual. The key consideration is, there will be no such thing as “business as usual” and colleges and universities will have to make many preparations for the safety of students, faculty, and staff.

The timetable for reopening varies by region, and often from state to state. Most are starting the beginning phases of their reopening processes now. Returning to everyday life and business in the post-COVID-19 world will require greater monitoring and tracking capabilities, as well as constant communication of up-to-date information, to create greater day-to-day situational awareness and further ensure health and safety.



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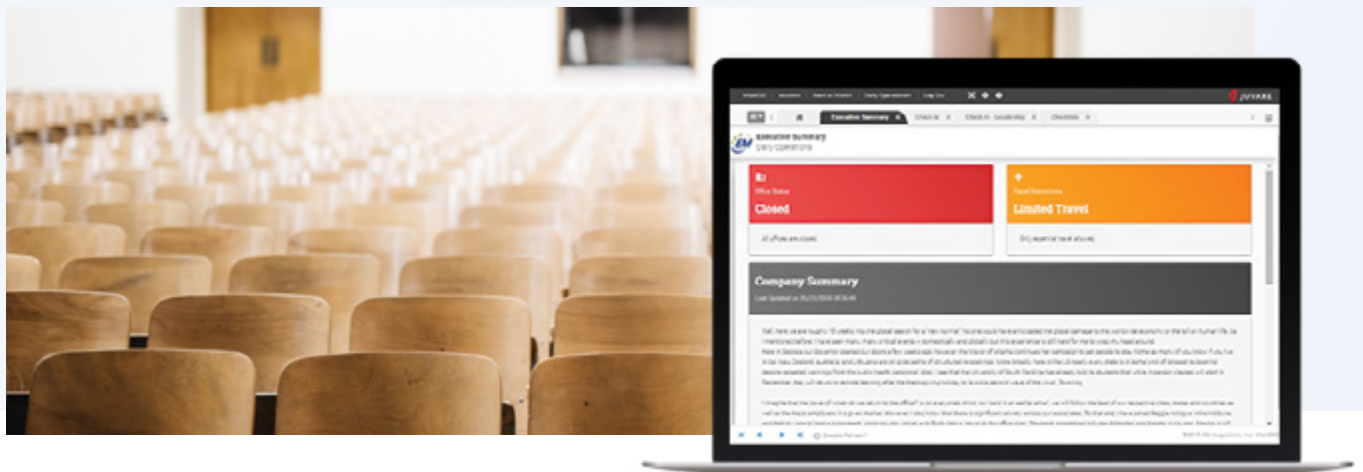
While making plans to reopen, here are 7 important aspects to take into account in order to responsibly move forward.

1. Create Specific Workflows and Processes for Reopening

To navigate the complexity of safely returning to normal operations, monitor the impacts of COVID-19, and mitigate the risks associated with re-opening campuses and facilities, higher education institutions need the mission-specific tools and dynamic workflows to help keep students, faculty, and staff safe, manage return-to-work requirements, mitigate risks, and prepare for future critical incidents.

In the aftermath of COVID-19, an effective emergency preparedness and response platform is essential. Platforms like [Juvare's WebEOC Campus](#) solution combines critical incident management best practices with pandemic-specific workflows, contact tracing and case management functionality to provide complete situational awareness to protect colleges and universities as they return to the 'new normal'.

The platform you choose should also support the highest control of privacy standards and needs to be scalable and customizable to fit your organization's unique needs.



Important features to consider include:

- + Centralized executive dashboards for complete situational awareness
- + Pre-configured workflows for fast time to value
- + Editable checklist templates based on FEMA, CDC, and OSHA guidelines
- + Mobile-ready employee check-in workflows
- + Contact tracing and case management with automated prompts
- + Facility status monitoring
- + Community impact tracking
- + Request/task management
- + Employee status log
- + Secure file library
- + Twitter feed monitoring
- + ArcGIS COVID19 map dashboards
- + Available integration with existing technologies

2. Create a Plan For Contact Tracing

Across the country, organizations are quickly scaling up for contact tracing activities to help control the spread of COVID-19, including businesses and facilities, federal, state, and local agencies, higher education institutions, public health departments and healthcare systems.

While contact tracing has been performed for other public health threats and epidemics, the response for COVID-19 is greater than ever before. In performing contact tracing tasks, the CDC states that “public health staff work with a patient to help them recall everyone with whom they have had close contact during the timeframe while they may have been infectious.” The individuals who have been in contact with infected patients will then be warned of possible exposure to coronavirus so they can also be tested and treated if necessary.

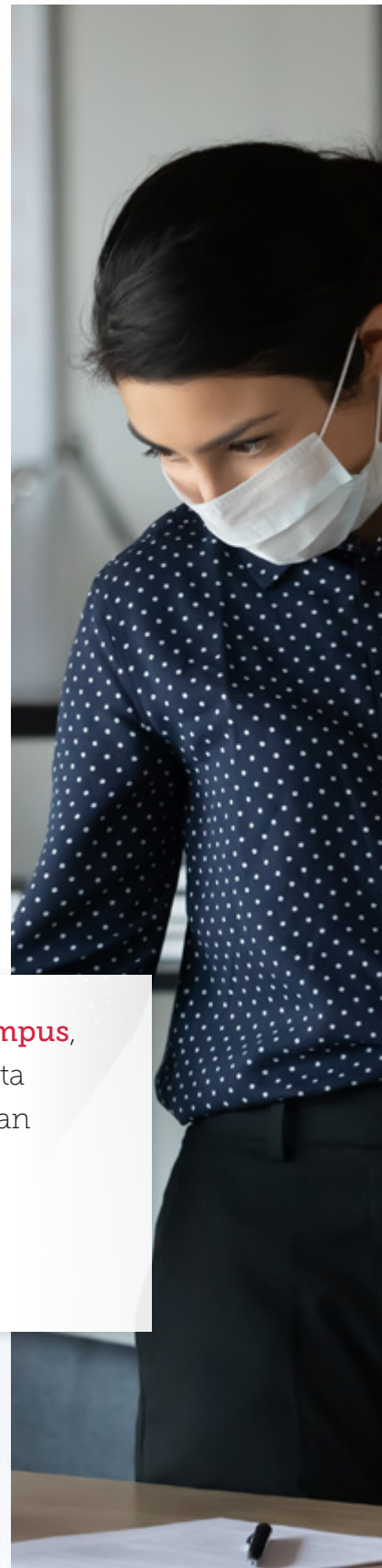
For most organizations, contact tracing will be a massive undertaking, and will require additional tracking capabilities as well as the means to communicate with anyone who is affected.

A robust monitoring platform, such as [WebEOC Campus](#), is crucial to record and track massive amounts of data and continue ongoing tracking and monitoring for an indeterminate period of time. The technology solution or platform should offer intuitive workflows for monitoring individuals who have been exposed to COVID-19 or those who have contracted the disease and are able to self-quarantine at home.

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The platform should also allow monitoring individuals through in-person, telephone, or mobile app data entry, facilitate ongoing case management, and encourage quick response to critical conditions, such as significant changes in symptoms that might require hospitalization.





3. Evaluate and Revise Emergency Preparedness Plans to Include Coronavirus Precautions

Only a few weeks ago, reopening campus operations and classrooms seemed like a faraway idea, as the focus was primarily to maintain social distancing and deal with the rising number of coronavirus cases. Determining a reasonable timeframe for returning to work is still a moving target, and there are many aspects to consider.

Higher education institutions and other organizations need to revisit emergency preparedness plans and make extensive revisions and additions regarding procedures to ensure day-to-day health and safety for everyone involved. Throughout the process, however, many aspects of preparedness planning will remain the same. These plans should include action plans, checklists, response guides and processes that are tailored to the unique needs of the organization and any particular requirements of the college or university.

Preparedness plans should include both procedures for creating a safe workspace as well as traditional emergency response actions. Ensuring a safe work environment requires a clear plan for working with local, state, and federal agencies on processes for reopening, including cleaning and disinfecting the workspace or facility, using [guidelines from the CDC](#), tracking and monitoring employee health, establishing new protocols for maintaining safe distancing, and communicating about health threats.

Additionally, as with all emergency preparedness plans, it is essential to perform these actions to ensure health and safety:

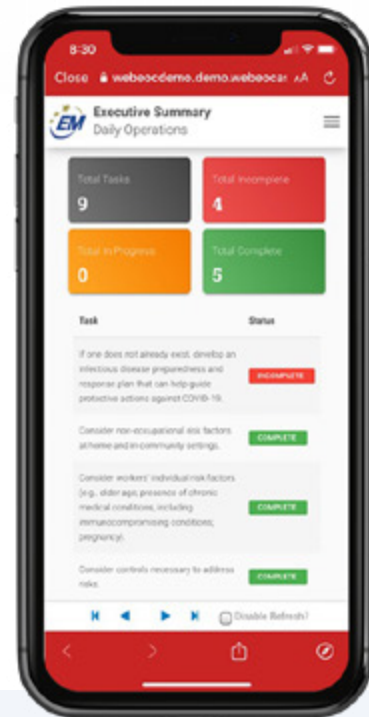
- + Conduct a risk assessment to identify potential emergency threats and update your risk management plan as necessary
- + Seek input on the plan from all stakeholders including public health, emergency management, and medical/hospital agencies
- + Establish an incident command center for coordination of response and communications
- + Create specific plans, procedures and protocols for critical incident response
- + Establish who will be on your emergency planning team, including expanding to pertinent community partnerships
- + Identify personnel who will be involved in data monitoring and communications
- + Develop procedures for coordinating response or actions that need to be taken across multiple locations
- + Identify and compile all forms to be used to report incidents that may occur

4. Maintain Access to Real-Time Data and Information

The ability to access up-to-the-minute data, both across the region and across an organization, is another vital consideration in restarting operations. Throughout the COVID-19 pandemic, the situation has been extremely fluid, and continues to be. So, organizations must have accurate and timely data and information about any fluctuation in the number of cases in their area, as well as any health-related alerts, instructions, or concerns coming from local, state, and federal agencies that could have an impact on your organization.

An emergency management platform is especially helpful to collect and centralize important data and to make it accessible to members of the emergency management team. This platform should provide capabilities including:

- + A centralized, single source of tracking information before, during and after the event
- + A common operating picture allowing you to see information and incidents when and where they are occurring, at any time, across multiple locations
- + Dashboards summarizing key performance indicators and access to critical information at a glance
- + Access to this information on any device, from any location
- + The ability to connect and share information with similar systems in your region, state, industry, etc.



5. Track and Monitor Health and Safety Related Status, Incidents, Threats, or Changes

As campuses reopen, it will be essential to monitor information related to the health status of individuals as well as the safety of different locations and facilities.

Using an emergency management platform, organizations can establish an ongoing database for recording and tracking people who have tested positive or have recovered from coronavirus. This tracking can be done anonymously to protect health information of these individuals. Companies can also track areas or regions where the risk or number of cases is higher and monitor any travel to or from those places. Organizations also should maintain information about offices and facilities including cleaning and disinfecting, needed or available resources, open/close status, etc.

All health-related data and operational status information should be stored in the system and monitored in an emergency management platform dashboard to provide at-a-glance status or situation reports across multiple locations and made available to all relevant stakeholders.

6. Maintain Complete Situational Awareness

Especially in the first weeks and months of reopening, situations and events will be changing rapidly, just as they have been through the pandemic response. Operational decisions will have to be made frequently and quickly. The best decisions are made with a full understanding of data and information on hand, for full situational awareness.

Emergency management platforms that utilize Geographic Information Systems (GIS) also help by providing mapping and other insightful information to help visualize coronavirus hotspots and integrate with other systems to leverage existing datasets and analysis tools. This gives users greater situational awareness and more insight into information that might not otherwise be obvious or easily accessible.

In this type of collaborative process, forms, reports, and information entered into the system can be visualized in maps and dashboards summarizing key information and metrics. Users can update information on important tasks that need to be completed, they can log incidents and events, and coordinate teams while working together in group or one-on-one chats – collaborating on important matters in real time.

Having situational awareness through a common operating picture puts everyone in your organization on the same page with a centralized location for information and data available across multiple locations and devices, for organization-wide, community, or state level incidents and events.

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Effective situational awareness relies on having capabilities such as:

- + The ability for many people to work in the platform at the same time
- + Access to a centralized system for managing tasks, assignments, forms and reports
- + Real-time communication allowing efficient communications within the platform
- + Ability to create and send notifications
- + Ability to collaborate with team members, employees, stakeholders, as well as local, state, and federal emergency management agencies
- + The ability to connect to and share data with other critical applications
- + The ability to adapt the system if necessary, to meet unique challenges

7. Ensure Fast, Effective Communications

The COVID-19 crisis requires many co-workers, contacts, and stakeholders to work from remote locations, and this will likely continue to be the case as organizations move through the reopening phase. It will be even more essential to have a platform and processes in place to share key pieces of information and disseminate important information in a way that allows and encourages collaboration.

Reopening for business will require more effective, more frequent, and more detailed communications than ever before. For higher education institutions and other organizations considering reopening, a comprehensive communications plan is essential, outlining processes for distributing information across the organization about its status, expectations, restrictions, etc.

Organizations need to fully communicate their reopening strategy with everyone involved, including students, faculty, employees, partners, suppliers, etc. Not only will they need to communicate procedures, but also information

about steps the organization is taking to ensure their safety, expectations for how to work safely, and tips for how individuals can protect their health as well as the health of their co-workers and colleagues.

Communications processes should include a system that allows users to develop and execute communications, including:

- + Centralizing information
- + Launching notifications from forms and workflows for a more efficient, streamlined process (users should not need to re-enter this information to send the alert)
- + Sending notifications to the appropriate stakeholders and key personnel
- + Maintaining communications with and disseminating information to employees
- + Creating alerts or notifications using the preferred modes (e.g., email, text, voice, push notification, etc.)



Navigating the “New Normal”

It has been said before, but obviously we are all operating in uncharted territory as we begin to recover and restart operations in the aftermath of the COVID-19 pandemic. We are certainly not out of the woods yet, but as we move forward it is more imperative than ever to be prepared and stay connected with public health professionals and adhere to emergency management best practices.

Juware Helps Organizations Prepare, Connect, and Respond

At Juware, we are proud of our role in helping those on the front lines of the COVID-19 crisis in preparedness, response, and recovery from this pandemic and we are excited to bring this expertise to businesses and organizations as well to help them safely navigate returning to daily operations.

Over 600 emergency management agencies, 50 Federal agencies, 4,000 hospitals and public health departments, as well as Fortune 500 companies and higher education institutions rely on Juware emergency preparedness and emergency response solutions every day to track and manage all aspects of COVID-19.

Juware solutions provide complete situational awareness during unexpected incidents, disasters, and daily operations, connecting organizations' data sources to improve communications, enhance information management, and empower preparedness and response professionals to protect people, property, and brands.

Contact us to learn more about [Juware's WebEOC Campus](#) platform that offers the tools you need to reduce the complexity of returning to day-to-day operations while keeping students, faculty, and employees safe, while ensuring preparedness for any future critical incident or impact to operations.

For more information on how Juware can help your organization bounce forward from the [COVID-19](#) pandemic and be prepared for any critical incident, go to our website or call us at 866.200.0165.

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