

NORTHWOOD TECHNICAL COLLEGE
MEDICAL ASSISTANT
STUDENT POLICIES

PREPAREDNESS PLAN

In accordance with Commission on Accreditation of Allied Health Education Programs (CAAHEP) 2022 Standards and Guidelines below is the Northwood Technical College Medical Assistant program's preparedness plan. This preparedness plan is in place to assure continuity of education services in the event of an unanticipated interruption. (I.B.3)

Emergency Closings

The college recognizes the need to prepare for unexpected situations or respond to weather that may require the closure of all or part of a campus or to reduce operations, to identify the decision-making hierarchy for such closures, to ensure timely notification to students, staff, faculty and visitors, and to confirm employee responsibilities in the event of a closure or reduced operations.

DEFINITIONS

Word/Term	Definition
Adverse Conditions	Adverse conditions include severe inclement weather conditions (such as snow, ice, high winds, tornadoes, earthquakes, hurricanes, flooding, etc.) that pose serious risk to the health or safety of college personnel and/or students.
Campus Closure	All functions and operations are suspended due to imminent threat or danger to life or safety of individuals.
Emergency/Disaster Situations	Emergency/Disaster situations may exist as a result of a natural or human-caused disaster, a civil disorder that poses an imminent threat of serious injury to persons or property, public health emergency or other seriously disruptive events where extraordinary measures are required immediately to avert, alleviate or repair damage to college property or to maintain the orderly operation of the campus.

In emergency situations – inclement weather, power outages or any other conditions constituting an emergency situation – the college may delay opening or closing campuses for the day.

In the event of inclement weather or an emergency, the college may take the following actions:

- **Cancel classes, with Campuses Remaining Open:**

At times inclement weather or an emergency may warrant the cancellation of classes. When classes are canceled but the campus location is open, all staff are expected to make every reasonable effort to report to work as scheduled. As an employee, you are responsible for determining your ability to report to your scheduled destination in a safe manner. If you feel that it is not safe to travel due to your circumstances, taking available leave or working remote if available are supported measures. You are expected to notify your supervisor if you are unable to get to work or expect to be late.

Some faculty and adjunct faculty may not need to report to campus. UGrad faculty and adjunct faculty will, however, need to communicate the make-up plans for the content and competencies of their classes to their students within the canceled course. Please refer to UGrad faculty and adjunct faculty expectations within Section 6 of the Employee Handbook for additional information and examples of make-up plans.

- **Delay Opening or Close Early:**

When a campus is delayed in opening or closes early, staff, faculty, adjunct faculty, and administration are not allowed to remain on campus. If a campus location closes after the start of the established workday or class schedule, all staff, faculty, adjunct faculty, administration, and students are excused from the remainder of the scheduled workday or from classes and must leave the premises. With a delayed opening or an early closing of a campus, there will be canceled classes.

As in the previous example, when classes are canceled, a make-up course schedule for all classes except online will be established and communicated by the instructor to their students within the canceled course. Please refer to UGrad faculty and adjunct faculty expectations within Section 6 of the Employee Handbook for additional information and examples of make-up plans.

- **Campus Closed:**

If a campus location closes prior to the start of the established workday or class schedule, staff, faculty, administration, and students do not have to report to work or classes. If the closed campus is the home campus of the full-time employees, they will be paid. Part-time employees would not be paid but they can request to reschedule lost work time with their supervisor's approval.

When a campus closes, a make-up course schedule for all classes except online will be established and communicated by the instructor to their students within the canceled course. If a faculty member is scheduled to teach virtually (ITV or Your Choice) from that campus, they can still choose to teach the class as scheduled, but from an alternate location. If this is the plan, the faculty members must communicate it to their students and with the Distance Learning Office in Rice Lake. If the faculty member chooses to teach the course from an alternative location, they must: 1) record the class, 2) post access to the lecture within the classroom learning management system and 3) have tested the alternative location for appropriate bandwidth requirement through the Distance Learning department. Please refer to UGrad faculty and adjunct faculty expectations within Section 6 of the Employee Handbook for additional information and examples of make-up plans.

- **Notification:**

The Northwood Tech Emergency Notification System, "Northwood Tech Alert," is intended to give students, faculty, and staff timely notification of campus emergencies, including campus closures due to weather or non-weather-related

circumstances, and lock down situations. The emergency notification system is capable of sending users text, voice, and email messages, as well as a full-screen pop up alert on all PCs and Macs on campus. To manage your phone settings, <https://www.NorthwoodTech.edu/currentstudents/support-services> and click on Emergency & Closing Alert Notifications. Emergency Alert Beacons on Campus Emergency Alert buttons have been strategically placed throughout each campus and integrated with the Northwood Tech Emergency Notification system called RAVE. The Emergency Alert buttons (yellow boxes with red buttons) are to be used during any dangerous situations such as a campus lock down or intruder alert. A loud signal will be heard throughout the campus; local emergency services notified, and campus lock down communication generated (text, phone, email) to all students and staff. The college will test this system each term to verify the system is working and to provide awareness to all students and staff. Advanced communications will be sent notifying students and staff when system tests are scheduled.

- **Students:**

The Northwood Technical College Emergency Notification System, "Northwood Tech Alert," is intended to give students, faculty, and staff timely notification of campus emergencies, including campus closures due to weather or non-weather-related circumstances, and lock down situations. The emergency notification system is capable of sending users text, voice, and e-mail messages, as well as a full-screen pop up alert on all PCs and Macs on campus. Northwood Tech students, faculty, and staff will receive an e-mail in the event of a campus emergency. Depending on the phone numbers provided, students may also receive a text message and/or a voice message. All students are responsible for updating their mobile or landline phone numbers on MyNorthwoodTech. Text messages and data rates may apply through the student's mobile service provider. Students should refer to their mobile phone contract for more information. Students can opt out of text/SMS messages at any time by replying to any of the following: stop, remove, delete, wrong number, do not send, take me off, unsubscribe, or opt out. This service is compatible with the products and services provided by AT&T, Sprint, Verizon Wireless, T-Mobile, and most other mobile phone carriers. A complete list of supported carriers is displayed during phone registration. Important Note Regarding Alerts: Students are able to opt out of text messages. E-mail alerts will be sent automatically to all students, faculty and staff. Students may express a preference for receiving alerts via text message, voice message, OR both. Northwood Tech encourages students to enable as many alert methods and phone numbers as possible to stay informed when emergencies arise. Disclaimer: While in the event of an emergency, Northwood Tech will make every effort to reach all students and staff. Northwood Tech acknowledges that technical limitations such as overtaxed communications systems, transmission errors, and cellular telephone roaming and out of range areas, may limit the effectiveness of the system and delay or prevent the issuance or receipt of messages to all or certain users. Northwood Tech will make every effort to inform all users of an emergency in a timely and appropriate manner, but cannot guarantee performance of the system and disclaims liability for messages delayed or not received due to technological limitations or human error.

If Blackboard Ultra becomes inaccessible or power outages occur, assignment due dates will be clearly posted by instructors when service resumes. Due dates may also be extended on a case-by-case basis at the discretion of instructors, and announcements will be posted accordingly.

- **Contact Information:**

Medical Assistant Session Plan:

The following plan is in place to assure continuity of educational services when key personnel within the Medical Assisting department are absent for a prolonged period of time.



- **Disruption of on Campus Instruction:**

If there is any disruption of on campus instruction- the medical faculty members will utilize Microsoft Teams to assist with live virtual instruction. Instructors will post announcements according to the needs.

If after reviewing this policy and you still have questions or concerns, please reach out to the Medical Assistant Program Director, Janel Ouimette at janel.ouimette@northwoodtech.edu or by phone at 715-788-7057.