

Institution Emergency Preparedness Plan

In the event of an unanticipated impact to instruction, RVCC administration will support each Division Chair and/or Program Director in developing an appropriate plan for all impacted areas of study. These plans will consider all modalities of instruction, including but not limited to, converting lecture-based content to an online format, following all state and federal health/safety regulations to continue offering in-person skill instruction and assessment, and teaching in-person instruction in a comparable space (with necessary equipment). Final plans will require approval by AVP of Academic Affairs/Dean of Health Sciences or Dean of Curriculum & Faculty Affairs. Students will be made aware of these changes to classroom formatting verbally and in writing, with frequent updates provided. In the event of requiring change to a course modality, college staff will reach out to all students impacted to assure continuity of educational services and meet each individual need.

Program Emergency Preparedness Plan

In the event of unanticipated interruptions which may include, but are not limited to, unexpected departure of key personnel, natural disaster, public health crisis, fire, flood, power failure, failure of information technology services, or other events that may lead to inaccessibility of educational services, the Medical Assisting program will utilize the following preparedness plan to assure continuity of education services. Continuity of education is the main focus for each adaptation to the plan.

- Unexpected departures of key personnel that cannot be immediately replaced will warrant schedule changes of students and current faculty. As necessary, with instructor departures, the Program Director/Practicum Coordinator and/or other Medical Assisting instructors will substitute until a qualified replacement is onboarded and appropriately trained.
- In the event of an unexpected departure of the Program Director/Practicum Coordinator:
 - The Dean of Health Sciences / VP of Academic Affairs, and the program instructors have continuous access to all curriculum content and resources available via the college LMS to ensure continued curriculum delivery.
 - If access to the LMS is unavailable, Instructors have alternate electronic access via their personal accounts with the publishers and/or hard copies of the program textbook, study guide, course exams, answer keys, resources, and competency assessment forms.
 - In the event of extended internet outage, course content in the LMS can be downloaded and viewed offline as an e-pub file by both students and instructors. Instructions can be found in Appendix T.
 - The Dean of Health Sciences / VP of Academic Affairs, and all program Instructors will be provided with the most recent electronic and hard copies of the program Handbook, schedule, and Course Syllabus and Curriculum Guide at the start of every cohort.
 - All instructors and center directors will receive copies of clinical schedules and contacts prior to students starting their practicum to ensure awareness and continuity of schedules.
 - Upon completion and submission of each Annual Report Form, an electronic copy will be shared with the Dean of Health Sciences / VP of Academic Affairs to assure programmatic continuity, along with all the raw data.
 - The VP of Finance office will have copies of all signed Affiliation contracts for the Medical Assisting program.

For any event that leads to the inability to access educational services on campus, the following guidelines are to be utilized.

- Communication of all program status changes will be through Handbook updates, email notifications, and course room announcements. All efforts will be made to execute communication of program status changes within 48 hours of the event. All communication and correspondence should be maintained in a file. Communication should be with the institution, faculty, students, and clinical affiliates when necessary or when changes occur.
- Provide updated information to students on how to access Student Wellness, Security, and Student Success within the college community.
- Virtual instruction methods will take the place synchronously to deliver the theory portion of the core curriculum. Skills will be scheduled when in-person instruction can resume. If other options are available such as using another facility with sufficient resources to demonstrate and evaluate skills this method will be utilized to provide continuity of the educational experience. Skills will continue to be documented on paper with signatures.
- Virtual instruction methods will be monitored for effectiveness by evaluating student progress and providing additional e-learning resources to assist students with adapting to this modality.
- Classroom and labs are equipped to hold virtual instruction via Canvas Conference, Zoom, and Microsoft Teams. The college utilizes the Canvas Learning Management System for assignments, discussions, and quizzes. Respondus Lockdown Browser will be utilized for all quizzes. The college will support the technology required. (Including but not limited to wi-fi hotspots and laptop loaner programs.) IT requests will be monitored.
- Program enrollment interviews and information sessions will be conducted virtually utilizing the same documentation until the program faculty can return to on ground interviews.
- Clinical assignments affected may delay graduation time due to the clinical hour requirements. In the event clinical is delayed, the Practicum Coordinator will work with each individual clinical site to determine current availability and/or changes to schedules that may be necessary. If a site is no longer able to accommodate a student, all efforts will be made to find an alternative site in a timely manner. There will be no change in clinical assessments or meeting clinical graduation requirements.
- In the event graduation will be delayed, the Program Director/ Practicum Coordinator will provide each student with an action plan to complete their education. All documents will be maintained.
- Provide any information that may help document how outcomes were affected by the interruption.
- Document any overlap of clinical slots due to the circumstances.
- Notify the Program Advisory Committee of the change. If necessary, plan an emergency meeting to assist with emergency plans. (For long term interruptions).
- Notify MAERB as appropriate. Maintain all records of action plans and courses of strategy for the emergency duration.