

March 17, 2020

Dear CCV Staff,

With multiple COVID-19 cases now in 5 VT counties, the game is changing yet again.

Take a deep breath. It has been a chaotic time, and it's reasonable to anticipate that things will likely become more challenging before they eventually improve. For these reasons, and in keeping with the latest CDC recommendations, Presidents Council will be implementing the following **facilities step-down plan** to help further protect the wellness of our learning communities.

- RD's will identify a few center staff who will maintain the center during this step-down period. They will be asked to be present periodically to support the center needs.
- The majority of staff will begin working remotely from home tomorrow.
- Transitioning our work will take some creativity and innovation. Remote work expectations will be developed jointly with your supervisor as we move ahead, but the work of the College must continue.
- The CCV COVID-19 Response Team will continue to meet every morning and appropriate revisions can be expected. We will reassess this stepdown on or before April 3rd.

We are examining our ability to offer internet and computer usage to faculty without other means. We will provide access by appointment only for those specific faculty who need it. If you would like to participate in supporting this access plan, and are willing to work from your office during some specified times, please let your RD or supervisor know. The Academic Deans office is preparing a communication for all faculty, and students will receive notice as well. We will continue to develop support plans for students in specialized courses. For now, however, center access for students will not be possible.

Office Managers should prepare a "reception" plan that will assure each center's phones will be attended to daily. A standardized phone message must be put on each main phone line by the end of today. You will receive a script for this message soon. Other factors to consider in the "reception" plan include how to receive mail and deliveries.

An email will be coming from our IT department outlining our current and coming supports. Please **do not send individual requests or track it tickets** at this time, as they are working to prioritize the big picture these next few days.

Tools that are currently accessible through the internet for you to complete work include:

- Web based email
- Web Applications and Reporting
- Student Advising Module
- Harvey
- Web Services
- Aviso
- Ultipro
- Canvas
- Teach@CCV
- VDI (directions are forthcoming)

To prepare for this transition consider the following suggestions:

Phone:

Please change your outgoing message to let callers know that CCV staff remain *on the job* but callers might experience a delayed response at this time.

You can forward the line to another number.

You can check messages remotely or you can have messages forwarded to your email.

Turn off electronics such as desk lamps, fans, etc.

Remove ALL food from your desk drawers and the communal refrigerators.

Bring home your fish and personal plants.

Pack office supplies or personal items that you can't do without and bring you laptop and charger, if assigned one.

Thank you in advance for your dedication and efforts. We will move forward together.

Joyce

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President

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