

# Continuity of Operations Plan (COOP)

*Southern Illinois University Edwardsville*

**Instructions:** The process of planning for an emergency is very valuable. To be better prepared, all SIUE (Southern Illinois University Edwardsville) departments and units are required to use this form to complete a Continuity of Operations Plan (COOP). This document is used to describe how your department will operate in the event of any emergent situation and recover afterwards to be fully operational. This is your plan; feel free to augment this template to meet your needs, be collaborative during the drafting process, and seek input from your staff and leadership. For detailed instruction information or if you have any questions during the planning/writing process of this document, please contact the Office of Environmental Health and Safety via email at [envisafety@siue.edu](mailto:envisafety@siue.edu).

<b>Department/Unit</b>			
	<b>Developer</b>	<b>Date Plan Finalized</b>	
<b>Plan Development</b>			
	<b>Name</b>	<b>Phone Number</b>	<b>Alternate Phone Number</b>
<b>Head Of Operations</b>			
<b>Email Address</b>			

## A: How Departments of the University Continue Operation during the Aftermath of a Significant Incident

No one can predict when an emergency might happen or to what extent or severity it will impact us or the communities around us, however, it is prudent to be prepared and plan for worst-case scenarios. In the event of a “Significant Incident” such as a Tornado, Fire, Flood, Earthquake, pandemic, etc., four primary objectives have been identified:

1. Minimize the risk and impact to life safety of students, faculty, and staff, protection of the environment, critical infrastructure, and academic programs.
2. Emergency Action Plans are immediately enacted for the protection of students, employees, guests, and contractors of SIUE.
3. Utilization of university resources (personnel, equipment, critical facilities, supplies, emergency response teams, etc.) is required to ensure safe and efficient actions are taken to support functions essential to continue university operations during a significant incident.
4. Following a significant incident, the primary focus is to resume normal teaching, research, and service operations as soon as possible.

**Incident Specific Assumptions:** Although no one can predict the precise characteristics of the next significant incident, SIUE has based its plans on the following assumptions:

1. Building Emergency Response Plans, Emergency Action Plans, and Emergency Response Teams may adequately address response and short-term recovery operations; therefore, the SIUE Emergency Operations Plan may not be activated.
2. An emergency will occur that directly affects SIUE, and it may occur at any time of the day or night, weekend, or holiday, with little or no warning.
3. Except for the SIUE Police Department and Environmental Health and Safety department staff, the University is not an emergency response organization and depends on community emergency response organizations to help mitigate any emergency.

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4. Off-site resources may be activated in advance of SIUE's request for assistance to conduct Life safety missions, fire suppression, law enforcement activities, emergency medical services, and other immediate public safety actions.
5. Many emergencies that have the potential to affect the University may also affect the surrounding communities, requiring the University to plan on managing emergency response and recovery activities with limited external resources for an extended period.
6. Mutual Aid Agreements, compacts, and other resources available on the state and federal level will be activated to carry out response and short-term recovery efforts.
7. Ordinary means of communication, transportation, and infrastructure capability will be disrupted in areas within and beyond the immediate affected area of SIUE or one of the satellite campus locations.
8. Students, employees, visitors, and contractors of SIUE and community populations may require sheltering, evacuation, mass care, and medical assistance.
9. Secondary effects resulting from an emergency may create potentially hazardous environments.
10. Available local response capabilities may be exhausted for emergencies and disasters having large numbers of casualties/injuries, and damage to buildings, critical facilities, tools/resources, and critical infrastructure.
11. Interruptions will occur in water, natural gas, sewer, electrical, steam, and communications services.
12. Damage Assessment may be critical in determining situational awareness.
13. Economic impacts may be broad and long-lasting.
14. An emergency may prevent adequate dissemination of public information, warnings, and messaging.
15. The succession of events in an emergency or disaster are unpredictable; therefore, this plan should be utilized as a guiding document and adapted accordingly for the specific needs of the emergent situation.

### **Plan Specific Assumptions:**

In the event an individual assigned an emergency management responsibility is absent or unable to perform their duties, those duties and responsibilities will be transferred to a pre-designated and trained alternate.

1. Campus emergencies may occur at any time of year, any day, and at any time with no warning.
2. Campus emergencies can be caused by an accident, a natural disaster, or criminal behavior by an individual or group.
3. During an emergency, all departments and divisions will work in a coordinated manner and share resources toward a common goal.
4. Since events in an emergency or disaster are not predictable, published Continuity of Operations Plans will serve as a guide and may require modification to meet the requirements of an emergent incident.
5. Depending on the scale and scope of the emergency, the Emergency Operations Center may be activated and staffed with appropriate personnel and departments that have responsibilities as outlined in the Emergency Operations Plan.

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6. Most incidents are handled locally, but some incidents may exceed the capabilities of the University and require the support and resources of local, county, state, and federal governments, private institutions, and/or other entities.
7. In addition to students, employees, and visitors, university response personnel may also be affected by an emergency. This may impede their ability to respond.
8. Critical infrastructure, equipment, and supplies needed to respond to an emergency may be unavailable due to the incident. This may complicate, delay, or reduce the effectiveness of the response.
9. Key vendors, contractors, and suppliers may be disrupted during an emergency.
10. Rumors and misinformation will spread as the community attempts to gather information about the incident.

## **B: Your Department's Objectives**

Considering your department's unique mission, describe your teaching, research and/or service objectives:

Example: Accounts Payable processes payment requests to vendors that include reimbursement requests to employees for expenses that were incurred on behalf of the University. They also print and seal student refund checks and payroll checks; payroll earnings statements are also sealed and prepared for distribution. Other responsibilities include the review of P-Card expenditures.

## **C: Emergency Communication Systems**

It is the responsibility of all SIUE employees to remain informed of emergencies by monitoring news media reports, as well as SIUE's home page.

To rapidly communicate with employees in an emergency, all departments are encouraged to prepare and maintain a call tree in addition to ensuring that all employees have signed up for e-Lert text messaging. SIUE uses e-Lert text messages to alert the university community about potentially dangerous situations. Sign up for e-Lert is easy to complete by going to the link at the bottom of the Southern Illinois University Edwardsville homepage labeled "Emergency Notification".

Please note below the system(s) that you will use to contact your employees in an emergency. Departments should identify multiple communication systems that can be used for backup, after hours, when not on campus, or for other contingencies.

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- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Phone             | <input type="checkbox"/> Email              | <input type="checkbox"/> Direct Connect |
| <input type="checkbox"/> Call Tree         | <input type="checkbox"/> Department website | <input type="checkbox"/> Pager          |
| <input type="checkbox"/> Instant Messaging | <input type="checkbox"/> Other (describe)   |   |

## D: Emergency Access to Information and Systems

If access to your department's information and systems is essential in an emergency, describe your emergency access plan below. This may include cloud-based storage space, remote access (or authorization to allow remote access), contacting IT support, Blackboard, off-site data backup, backup files on flash drives, hard copies, or use of alternate email systems (e.g., Yahoo, WhatsApp).

## E: Your Department's Essential Functions

List below your department's functions that are essential to operational continuity and/or recovery, and who is responsible for them. Make sure that alternates are sufficiently cross trained to assume responsibilities.

	Primary	Alternate	Second Alternate
Person Responsible			
Contact Number			
Essential Function			
	Primary	Alternate	Second Alternate
Person Responsible			
Contact Number			
Essential Function			
	Primary	Alternate	Second Alternate
Person Responsible			
Contact Number			
Essential Function			
	Primary	Alternate	Second Alternate
Person Responsible			
Contact Number			
Essential Function			
	Primary	Alternate	Second Alternate
Person Responsible			
Contact Number			
Essential Function			
	Primary	Alternate	Second Alternate

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<b>Person Responsible</b>			
<b>Contact Number</b>			
<b>Essential Function</b>			
	<b>Primary</b>	<b>Alternate</b>	<b>Second Alternate</b>
<b>Person Responsible</b>			
<b>Contact Number</b>			
<b>Essential Function</b>			
	<b>Primary</b>	<b>Alternate</b>	<b>Second Alternate</b>
<b>Person Responsible</b>			
<b>Contact Number</b>			
<b>Essential Function</b>			

Review your department's key personnel, leaders, heads and those responsible for the above essential functions to identify your department's **“essential employees.”** We encourage all employees to add their personal contact information in the SIUE directory, which is kept as private information by default. This contact information can be used in an emergency.

## F: Your Department's Leadership Succession

List the people who can make operational decisions if the head of your department or unit is absent.

	<b>Name</b>	<b>Contact Number</b>	<b>Alt. Contact Number</b>
<b>Head of Operations</b>			
<b>First Successor</b>			
<b>Second Successor</b>			
<b>Third Successor</b>			

## G: Key Internal (Within SIUE) Dependencies

All SIUE departments rely on Facilities Management, Environmental Health and Safety, Human Resources, Office of Information Technology, Payroll/Purchasing/Finance, and University Police. List below the other products and services upon which your department depends and the internal (SIUE) departments or units that provide those products or services.

<b>Dependency</b> (product or service):	
<b>Provider</b> (SIUE department):	
<b>Dependency</b> (product or service):	
<b>Provider</b> (SIUE department):	
<b>Dependency</b> (product or service):	
<b>Provider</b> (SIUE department):	
<b>Dependency</b> (product or service):	
<b>Provider</b> (SIUE department):	
<b>Dependency</b> (product or service):	
<b>Provider</b> (SIUE department):	
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<b>Provider</b> (SIUE department):	
<b>Dependency</b> (product or service):	
<b>Provider</b> (SIUE department):	
<b>Dependency</b> (product or service):	
<b>Provider</b> (SIUE department):	
<b>Dependency</b> (product or service):	
<b>Provider</b> (SIUE department):	

## H: Key External Dependencies

List below the products, services, suppliers, and providers upon which your department depends during normal operations. It is recommended that you encourage them to prepare Continuity of Operations Plans for emergent incidents identifying how they intend to continue to provide products or services to SIUE.

<b>Dependency</b> (product or service):		
	<b>Primary</b>	<b>Alternate</b>
<b>Supplier/Provider</b>		
<b>Phone Numbers</b>		
<b>Dependency</b> (product or service):		
	<b>Primary</b>	<b>Alternate</b>
<b>Supplier/Provider</b>		
<b>Phone Numbers</b>		
<b>Dependency</b> (product or service):		
	<b>Primary</b>	<b>Alternate</b>
<b>Supplier/Provider</b>		
<b>Phone Numbers</b>		
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<b>Supplier/Provider</b>		
<b>Phone Numbers</b>		
<b>Dependency</b> (product or service):		
	<b>Primary</b>	<b>Alternate</b>
<b>Supplier/Provider</b>		
<b>Phone Numbers</b>		
<b>Dependency</b> (product or service):		
	<b>Primary</b>	<b>Alternate</b>
<b>Supplier/Provider</b>		
<b>Phone Numbers</b>		
<b>Dependency</b> (product or service):		
	<b>Primary</b>	<b>Alternate</b>
<b>Supplier/Provider</b>		
<b>Phone Numbers</b>		

## I: Mitigation Strategies

Considering your objectives, dependencies, and essential functions, describe below the steps you can take now to minimize an incident's impact on your operations. For example, you may wish to stock up on your critical supplies or develop contingency work-at-home procedures. This may be the most important step of your emergency planning process. Formulation of your mitigation strategies may require reevaluation of your objectives and functions.

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## J: Exercising Your Plan & Informing Your Staff

Share your completed plan with your staff. Hold exercises to test the plan and maintain awareness. Note below the type of exercises you will use and their scheduled dates. For assistance in carrying out your Plans, contact the Office of Environmental Health and Safety at [envisafety@siue.edu](mailto:envisafety@siue.edu)

- |   |   |
|---|---|
| <input type="checkbox"/> Staff Orientation Meeting  | <input type="checkbox"/> Emergency Communication Test     |
| <input type="checkbox"/> Call Tree Drill            | <input type="checkbox"/> Off-site Information Access Test |
| <input type="checkbox"/> Tabletop Exercise          | <input type="checkbox"/> Unscheduled Work at Home Day     |
| <input type="checkbox"/> Interdepartmental Exercise | <input type="checkbox"/> Emergency assembly drill         |
| <input type="checkbox"/> Other Drill (describe)     |   |

Exercise Dates
Staff Distribution Date

## K: After Incident Recovery

Describe your plan to fully resume operations as soon as possible after the incident has concluded. Identify and address resumption/scheduling of normal activities and services, work backlog, resupply of inventories, continued absenteeism, the use of earned time off, and emotional needs.

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## L: Special Considerations for Your Department

Describe here any additional or unique considerations that your department may face in an emergency situation.

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## M: Additional Resources and Policy Summaries

The following is a list of resources, guidelines, and policies that will help you plan for your department's Continuity of Operations. For additional details and/or resources, contact the department of Environmental Health and Safety at [envisafety@siue.edu](mailto:envisafety@siue.edu)

### *Guidelines for Workplace Distancing and Fitness to Work*

During some emergency situations, when necessary, employees may be encouraged to reduce face-to-face contact. Increasing the physical distance between employees can reduce risk associated with transmissible pathogens. Be prepared to implement procedures to reduce contact with employees who are sick and should not report to work.

### *Personal Protection Equipment*

To date the U.S. Centers for Disease Control (CDC) has issued personal protective equipment (PPE) guidance for patient care. The CDC is not likely to issue additional PPE guidance until a threat becomes imminent. When the CDC does issue guidance, SIUE will follow it to provide the specified PPE (e.g., masks, gloves) to employees in CDC-identified high risk job classifications, and to employees who perform high risk duties identified by CDC.

Departments that wish to assess their PPE needs should contact the Office of Environmental Health and Safety at [envisafety@siue.edu](mailto:envisafety@siue.edu)

### *Home Emergency Planning for Individuals and Families*

Employees, students, and their families should plan for any emergent situation that could impact them in their home, apartment, or residence hall. Don't wait - an emergency can occur at any time. History has demonstrated that employees may not show up for work if they are concerned for the safety and security of their families. Employees may obtain a free brochure that covers the essentials of emergency planning for individuals and families by visiting the website [www.ready.illinois.gov](http://www.ready.illinois.gov)

## N: Additional Information About Your Department

Please provide information on your department's designated COOP contact:

	Name	Phone Number	Campus Box
COOP Contact			
Email Address			
Department Locations			

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Please indicate below the principal nature of your department's operations (check all that apply):

- |  |   |
|--|---|
| <input type="checkbox"/> Instruction         | <input type="checkbox"/> Student life support |
| <input type="checkbox"/> Laboratory research | <input type="checkbox"/> Research support     |
| <input type="checkbox"/> Other research      | <input type="checkbox"/> Facilities support   |
| <input type="checkbox"/> Administration      | <input type="checkbox"/> Other (describe)     |

## **O: COOP Submission**

Thank you for completing your department's Continuity of Operations Plan (COOP). Please submit an electronic copy via email to [envisafety@siue.edu](mailto:envisafety@siue.edu)