



PANDEMIC PLANNING AND CONTINUITY OF OPERATIONS

Pandemic Influenza-Continuity of Operations Plan (COOP)

Instructions: To be better prepared, all UA departments and units are required to use this form to complete a Continuity of Operations Plan (COOP)—to describe how your department will operate during an influenza pandemic or other emergency and recover afterwards to be fully operational. This is your Plan; feel free to augment this template to meet your needs. For more information, see the UA Pandemic Planning website at <http://cert.arizona.edu/index.php?id=pandemic> or call Cmdr. Brian Seastone, UA Manager of Emergency Preparedness at 621-3507 or Harry McDermott, M.D., CERT Pandemic Response Planning Subgroup Chair at 621-7428 or Steve Holland, Director of Risk Management & Safety at 621-1556.

Department/Unit			
	Developer		Date Plan Finalized
Plan Development			
Head of Operations	Name	Phone Number	Alt Phone Number
Email address			

A: Background Information for Pandemic Influenza

Three influenza pandemics occurred in the last century, and public health experts predict that another is likely some time in the future. No one can predict when it might happen or how severe it will be. It is prudent to plan for one, especially since these plans can be applied to any infectious disease epidemic or other emergencies that might impact the UA community. In the event of an influenza pandemic, the UA will have four objectives:

- Minimize the risk of pandemic influenza to students, faculty and staff.
- Support students who remain in university run housing, as well as those remaining in Tucson.
- Continue functions essential to university operations during a pandemic.

C: Emergency Communication Systems

All UA employees are responsible for keeping informed of emergencies by monitoring news media reports, the UA’s website home page and/or by calling the UA Emergency Hotline (520-626-1222).

To rapidly communicate with employees in an emergency, we encourage all departments to prepare and maintain a call tree.

Note below the system(s) 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.

- Phone
- Call tree
- Instant messaging
- Email
- Departmental web site
- Other (describe): _____
- Text messaging
- Pager

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 remote access (or authorization to allow remote access), contacting IT support, Blackboard, off-site data backup, backup files on flash drives, hard copies, Blackberry/Treo or use of alternate email systems (e.g., Yahoo).

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.

Essential Function:			
	Primary	Alternate	Second Alternate
People Responsible			
Phone Numbers			
Essential Function:			
	Primary	Alternate	Second Alternate

People Responsible			
Phone Numbers			
Essential Function:			
	Primary	Alternate	Second Alternate
People Responsible			
Phone Numbers			
Essential Function:			
	Primary	Alternate	Second Alternate
People Responsible			
Phone Numbers			
Essential Function:			
	Primary	Alternate	Second Alternate
People Responsible			
Phone Numbers			
Essential Function:			
	Primary	Alternate	Second Alternate
People Responsible			
Phone Numbers			

Review your department's key personnel, leaders, heads and those responsible for the above essential functions to identify your department's **Emergency Operations Personnel (EOP)**. Your department's Human Resources contact can help you identify EOP. For more information on EOP, see Section M below. We strongly encourage all employees to update their contact information in the UA HR system through Employee Link at <https://emplink.arizona.edu/>, which is kept as private information by default. This contact information may be important 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.

Name	Phone Number	Alt Phone Number

Head of Operations
First Successor
Second Successor
Third Successor

G: Key Internal (Within UA) Dependencies

All UA departments rely on Risk Management, CCIT, Payroll, Purchasing, Finance, Business Affairs, UAPD, Human Resources and Facilities Management. List below the other products and services upon which your department depends and the internal (UA) departments or units that provide them.

Dependency (product or service) :	
Provider (UA department):	
Dependency (product or service) :	
Provider (UA department):	
Dependency (product or service) :	
Provider (UA department):	
Dependency (product or service) :	
Provider (UA department):	
Dependency (product or service) :	
Provider (UA department):	
Dependency (product or service) :	
Provider (UA department):	
Dependency (product or service) :	
Provider (UA department):	
Dependency (product or service) :	
Provider (UA department):	

H: Key External Dependencies

List below the products, services, suppliers and providers upon which your department depends. We recommend that you encourage them to prepare a pandemic influenza continuity of operations plan.

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

	Primary	Alternate
Supplier/Provider		
Phone Numbers		

I: Mitigation Strategies

Considering your objectives, dependencies and essential functions, describe below the steps you can take now to minimize the pandemic's impact on your operations. For example, you may wish to **stock up on your critical supplies and 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.

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 exercising your Plan, contact Cmdr. Brian Seastone, UA Mgr of Emergency Preparedness at 520-621-3507.

- | | |
|--|---|
| <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: Recovery After the Pandemic

Describe your Plan to fully resume operations as soon as possible after the wave has passed. 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.

L: Special Considerations for Your Department

Describe here any additional or unique considerations that your department may face in a pandemic.

M: Additional Resources and Policy Summaries

The following is a list of resources, guidelines and policies that will help you plan for pandemic influenza. For a detailed description of these resources, see the UA Pandemic Planning website.

Guidelines for Workplace Dispersement and Fitness to Work

During a pandemic, employees will be encouraged to reduce face-to-face contact between each other where possible. Increasing the physical distance between employees to three to six feet will reduce influenza transmission risk from coughing, sneezing or speaking.

Employees who are sick should not report to work. Be prepared to implement procedures to reduce the workplace risk of transmitting influenza. For further information on preventing flu in the workplace go to www.cdc.gov/flu/workplace.

Emergency Employee Selection Guidelines

Departments should identify as Emergency Operations Personnel (EOP) those who are responsible for performing functions that are absolutely essential to the continuation of core university operations (e.g., protection of property or safety, support of campus health services, payroll, etc.) during a multi-week public health or other type of emergency when classes and most other university activities are suspended. Emergency Operations Personnel must satisfactorily

perform their responsibilities in any type of emergency. For more information on EOP, go to the Continuity of Operations Plan link in the CERT Pandemic Planning website at <http://cert.arizona.edu/index.php?id=pandemic>.

Personal Protection Equipment

To date, the U.S. Centers for Disease Control (CDC) has issued pandemic influenza personal protective equipment (PPE) guidance only for people involved in patient care. The CDC is not likely to issue any additional pandemic influenza PPE guidance until the threat becomes imminent. When the CDC does issue further guidance, the UA 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 the CDC.

The UA assumes that future CDC guidance will address the PPE needs of certain employees who care for sick students. Since CDC’s PPE recommendations will rely on a high level of risk (e.g., direct contact via care for sick patients), it is *not* likely that the UA’s limited PPE stocks will be available to all employees that departments may designate as Emergency Operations Personnel. Departments that wish to assess their PPE needs for pandemic influenza should contact the Department of Risk Management and Safety for guidance at 520-621-1790 or 520-621-1570.

Home Emergency Planning for Individuals and Families

Employees, students and their families should plan for any type of emergency that could impact them in their home, apartment or residence hall. Don’t wait—an emergency can occur at any time. Past experience has taught us that employees may not show up for work if they are concerned for the safety and security of their families. We recommend that your employees receive the following information, available on the HHS Pandemic website at <http://www.pandemicflu.gov/health>:

- Guide for Individuals and Families Emergency Contacts Form
- Family Health Information Sheet
- Pandemic Flu Planning Checklist for Individuals and Families

N: More Information Regarding Your Department

Please note below information for your department’s contact.

COOP Contact Email address Dept. locations	Name	Phone Number	Campus PO Box

Please indicate below the principle 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 Pandemic Influenza Continuity of Operations Plan (COOP). Please submit an electronic copy of this Plan to the University's Manager of Emergency Preparedness, Cmdr. Brian Seastone at seastone@uapd.arizona.edu.

The UA Campus Emergency Response Team (CERT), Pandemic Response Planning Subgroup.

This document was adapted with permission from the University of North Carolina at Chapel Hill.

January 12, 2007