Business Interruption Staffing Decision Guide

***\*\*\* Please Refer To Accompanying Policy And Definitions\*\*\****

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| --- | --- | --- | --- | --- | --- | --- |
|  | **Class Schedule / Resident Population** | | | |  |  |
| **Incident State: Decision Required**  (President or Designate Makes Decision After Consulting with **Emergency Coordination Team**) |  | Classes in Session / Residence Halls Occupied  (Students or Guests) | Classes NOT in Session / Residence Halls Occupied  (weekends / nights / holidays / mid-term breaks) | Small or No Resident Population (e.g. winter break, summer term for some operations) | Incident State Definitions | Possible Examples |
| Normal Operations | Employees are expected to report to work as normally scheduled. | Employees are expected to report to work as normally scheduled. | Employees are expected to report to work as normally scheduled. | Emergency incidents that occur during normal operations are small and easily contained with little impact to others, thus requiring little coordination with others.  Administrators staff according to the needs dictated within their operation. | Small water leak  Twisted ankle resulting in medical call to Campus Safety  Short-term heat wave  Localized power outage |
| Classes & Select Activities Cancelled | Employees are expected to report to work as normally scheduled.  **Essential Services Core** per **staffing plans** (because emergency conditions may warrant a different schedule or skill base than normal operations) | Employees are expected to report to work as normally scheduled.  **Essential Services Core** per **staffing plans** (because emergency conditions may warrant a different schedule or skill base than normal operations) | Employees are expected to report to work as normally scheduled.  **Essential Services Core** per **staffing plans** (because emergency conditions may warrant a different schedule or skill base than normal operations) | Inability to support program / instruction (e.g. due to impacts suffered by students / employees)  Classes cancelled  Other activities continue on a case-by-case basis.  Cancellations may apply to a specific location or time period | Snow day  Late start or early finish  Widespread power outage |
| Campus Closed  (Normal Operations have been suspended) | **Essential Administrators** with **Essential Personnel** identified in **staffing plan** – Talk to Your Supervisor.  **Essential Services Core** per **staffing plans** | **Essential Administrators** & **Essential Personnel** identified in **staffing plan** – Talk to Your Supervisor.  **Essential Services Core** per **staffing plans** | **Essential Services Core** per **staffing plans** | Inability to conduct business  Safety on campus is the primary concern  Classes, events, athletics are cancelled | Extreme, unsafe weather conditions ON campus  Lengthy power outage  First 72 hours after an earthquake with severely damaged key buildings, e.g. AUC |
| Campus Evacuation | **Essential Services Core** per **staffing plans** | **Essential Services Core** per **staffing plans** | Sub-set of **Essential Services Core** as determined by **Emergency Coordination Team** | The hazard is local and sustained and PLU cannot create a safe environment or support a large population remaining on campus.  PLU has asked students, guests and most employees to leave campus. | Earthquake Disaster resulting in significant damage throughout campus  Pandemic |

***\*\*\* Please Refer To Accompanying Decision Matrix\*\*\****

**\* STAFFING PLAN POLICY \***

Every university organizational unit is expected to establish a **staffing plan** that supports the Business Interruption Staffing Decision Guide shown above. Staffing plans should identify **essential functions**/services within each PLU organization, identify personnel, by title, to perform those functions, and include a training/communication component to ensure essential personnel know who they are and for what function they are responsible. Planners should identify and communicate internal and external **dependencies** when creating staffing plans. Staffing plans may include student employees when students are on campus.

**EMPLOYEE EXPECTATIONS**

Employees are expected to come to work unless specifically released by their administrative supervisor. Employees may be asked to perform duties outside of their normal job duties to achieve incident **response objectives**.

Administrators are expected to communicate with their staff or faculty during an emergency to tell them whether to report or not. Employees are expected to ask their supervisor.

The **Essential Services Core** and other **essential personnel** are expected to have a personal plan (e.g. transportation, care for family members, supplies to stay overnight at PLU, etc.) that enables him or her to work per the organization’s staffing plan.

Administrators may allow individuals to leave or not report, on a case-by-case basis, who have personal circumstances that necessitate departure from the work place, e.g. child care issues.

**DEFINITIONS**

**Dependencies.** Functions or services that your operation relies upon in order to fulfill your part of the PLU mission. For example, Dining Services relies on Facilities Management to clear snow from parking areas to support staff who feed students even when the campus is closed.

**Emergency Coordination Team (ECT).** Members of the **Essential Services Core**, including members of the President’s Council, are generally part of the Emergency Coordination Team. Others, with specific expertise relevant to the incident, may also be asked to join the ECT.

**Essential Administrators.** Administrators will be considered essential until a decision is made by the **Emergency Coordination Team**about which services will be closed or suspended. Once a determination is made as to what, if any, services are to remain open, administrators in those areas must report for or remain on duty and must provide appropriate staffing according to their **staffing plan**.

**Essential Functions.** Functions or services that enable PLU to provide **mission-critical** service and maintain the safety and well-being of the community.

**Essential Personnel.** Professional staff and faculty members identified in staffing plans by department administrators as critical to the continuation of **essential functions** or services in the event of an emergency that interrupts normal operations.

**Essential Services Core.** PLU organizations associated with campus functions that must continue to ensure the safety and health of the population, preserve property, and support **response objectives**. Offices who are part of the Essential Services Core have 24-hour, 7 day a week, year-long responsibility for responding to PLU incidents, as each incident warrants. The ECT will determine what resources are needed at the time of the incident.

The following are Essential Services Core organizations: Campus Safety, Environmental Health & Safety, Dining, University Communications, Systems & Communications, Residential Life, Health Center, Facilities Management, Business Office, Human Resources, Auxiliary Services, President’s Council and Council member’s staff.

**Mission critical.** Refers to any factor of a system (equipment, process, procedure, software, etc.) whose failure will result in the failure of business operations.

**Response Objectives.** Response objectives are established by the Incident Commander and **Emergency Coordination Team** and communicated to responders. They state what will be done in what time frame, which helps to direct the incident response and prioritize resources.

**Staffing Plan.** A staffing plan identifies**essential functions** within each PLU organization, identifies personnel, by title, to perform those functions, and includes a training/communication component to ensure essential personnel know who they are and for what function they are responsible.