



## **CONTINUITY OF OPERATIONS PLAN**

### **INTRODUCTION**

The purpose of the Continuity of Operations Plan (COOP) is to assist The University of Toledo in managing its operations in the event of a temporary suspension of University operations due to weather-related conditions or other unforeseen emergencies. The UToledo president (or designee) is the only person permitted to declare a Campus State of Emergency or temporarily suspend University operations. The plan framework and procedures are designed to guide and coordinate a University-wide strategy and all related actions to properly address an interruption of services.

It is important that UToledo leadership and key personnel are aware of and understand their responsibilities related to maintaining essential operations in the event of a temporary suspension of University services. The University also understands that communications with its stakeholders, including students, parents, faculty, employees, patients and other customers, vendors, suppliers and the community, must be ongoing. When activating the Continuity of Operations Plan, communication between UToledo and key stakeholders (both internal and external) must be seamless and abundant. Proactive, fact-based communications will be used not only to inform stakeholders, but also to reassure them that the University is prepared to respond.

### **CONTINUITY OF OPERATIONS PLAN GOALS**

The University of Toledo's leadership team understands that the University has an obligation to its stakeholders and general public to maintain essential services during severe weather and other unexpected emergencies. The goals of this plan are to:

- Continue critical UToledo operations during a temporary interruption of University services.
- Ensure appropriate, timely and ongoing communication with all key stakeholders.
- Protect the health and safety of students, faculty and staff.

### **SCOPE OF PROCEDURES**

These procedures are designed to provide guidance with regard to University policies, strategies and decision-making in response to activating the Continuity of Operations Plan.

## **KEY DEFINITIONS**

1. **Essential Operations.** Vital services considered essential to maintaining continuous operations in the event of severe weather-related conditions or other unforeseen emergencies causing service interruption on UToledo campuses.
2. **Essential employees/personnel** – University of Toledo employees designated as “essential” to the operation of the unit; they have skills or expertise critically necessary to ensure successful, continuous operations during an emergency. Their absence from duty could endanger the safety, health and well-being of the UToledo campus community and/or the University’s infrastructure or facilities.

The designation of essential employees is determined and approved by the division/department’s leadership. Essential employees are required to report to work, regardless of the level of emergency, when a temporary suspension of University operations is authorized and the Continuity of Operations Plan is activated.

3. **Level 2 Snow Emergency.** Classification declared by the sheriff of a county signifying that roadways are hazardous with blowing and drifting snow. Roads may also be very icy. Only those who feel it is necessary to drive should be out on the roads. Motorists should use extreme caution.
4. **Level 3 Snow Emergency.** Classification declared by the sheriff of a county announcing that all roadways are closed to non-emergency personnel. No one should be driving during these conditions unless it is absolutely necessary to travel or a personal emergency exists. Those traveling on the roads may subject themselves to arrest.

## **ESSENTIAL AREAS**

The University of Toledo has identified the following areas as essential to maintaining continuous operations during a temporary suspension of services:

- Clinical Operations
- Academic and Student Services
- Public Safety / UToledo Police
- Information Technology
- Facility Services
- Supply Chain Operations (for clinical operations only)
- Employee Payroll
- HRIS

Employees assigned to these areas may be designated as essential personnel and, as a result, required to report to work in the event of an activation of the Continuity of Operations Plan.

Employees identified as essential personnel will be notified of their designation by their supervisor, including the expectation that essential employees are required to work during all

emergencies (irrespective of the level of emergency).

While the focus of the plan is to identify employees who will be required to physically report to work, it is recognized that there are operations that may need to be continued but can be done so remotely. In those instances, those continuous operations are included in the Continuity of Operations Plan with an expectation that employees assigned to the operations may not be required to physically report to work. In all instances, employees must follow the direction of their supervisor.

### **VENDORS, SUPPLIERS AND THIRD-PARTY PERSONNEL**

The University of Toledo relies on a number of vendors, suppliers and third-party personnel as part of normal University operations. Some of these outside resources also perform critical functions for the University. As a result, UToledo should be familiar with their continuous operations/preparedness plans and procedures both to protect the interest of the University and its stakeholders, as well as to ensure these outside resources may continue to support University operations in the event of a temporary interruption of services. Ongoing communications to monitor the status of outside resources will become important should activation of the Continuity of Operations Plan occur. This process will be the responsibility of the functional owner of the relationship.

### **BARGAINING UNIT EMPLOYEES**

The University of Toledo has five bargaining units, including CWA, AFSCME, UTPPA, FOP and AAUP. Each year the University will provide a reminder to bargaining unit members of the procedures for a temporary suspension of University services due to weather-related conditions or other unforeseen emergencies. Additionally, the Continuity of Operations Plan, policies and guidance will be reviewed with union leadership, as appropriate.

### **COOP IMPLEMENTATION STRATEGY**

The plan has been developed with a focus on maintaining continuous operations for critical areas and identifying essential positions and employees. It is organized as follows:

- I. Clinical Operations
- II. Academic and Student Services
- III. Administration

Each category highlights areas that require continuous operations in the event of the University's need to implement a partial or full interruption of services or closure.

### **STATE OF OHIO SNOW EMERGENCY CLASSIFICATIONS**

*Note: The following information was taken from the Ohio Department of Transportation's traffic website at [www.ohgo.com](http://www.ohgo.com).*

Pursuant of Ohio Attorney General Opinion 86-023, the sheriff of a county may declare a snow emergency and temporarily close county and township roads within his/her jurisdiction for the preservation of the public peace. Attorney General Opinion 97-015 allows the sheriff to close state and municipal roads.

### **Snow Emergency Classifications**

- Level 1:** Roadways are hazardous with blowing and drifting snow. Roads may also be icy. Motorists are urged to drive very cautiously.
- Level 2:** Roadways are hazardous with blowing and drifting snow. Roads may also be icy. Only those who feel it is necessary to drive should be out on the roads. Motorists should use extreme caution.
- Level 3:** All roadways are closed to non-emergency personnel. No one should be driving during these conditions unless it is absolutely necessary to travel or a personal emergency exists. Those traveling on the roads may subject themselves to arrest.

To view the state's weather-related road closures and restrictions, visit the Ohio Department of Transportation's traffic website at [www.ohgo.com](http://www.ohgo.com).

### **COMMUTING TO/FROM WORK DURING A SNOW EMERGENCY DECLARATION**

Employees deemed essential personnel will be provided a memo designating their status to present to local law enforcement in the event they are stopped during times of restricted travel. Additionally, names of all essential personnel will be listed on the [Continuity of Operations and Essential Personnel website](#) for verification purposes by UT Police to assist law enforcement. *It is important that employees keep a copy of the memo in their possession while commuting to/from work at all times throughout the year.* Possession of the memo does not mandate the employee to report to work. The employee must follow the direction of their supervisor with regard to their work schedule.

### **COUNTY SNOW EMERGENCY DECLARATION CONFLICTS**

It is recognized that University of Toledo employees may live in a variety of surrounding counties. The University president or designee, in consideration of when to activate the Continuity of Operations Plan, may include Lucas County Snow Emergency declarations only (i.e., other surrounding county declarations will not be determining factors). In instances when counties other than Lucas County declare a Level 3 Snow Emergency, UToledo employees are expected to report to work as scheduled. Employee residents of the Level 3 Snow Emergency-declaring county (other than Lucas County) must notify their supervisor and seek direction as to the appropriate treatment of the absence should they choose not to report to work (i.e., vacation time, unexcused absence, etc.).

## COMMUNICATIONS PLAN

Every effort will be made to notify the campus community in a timely manner of a temporary suspension of services during inclement weather and other emergencies. Communication methods may include one or more of the following:

- **UT Alert** – Text message and email (be sure your cell phone number is updated in Banner);
- **Rave Guardian** – Free smart phone app (download from your app store);
- **Website** – [myut.utoledo.edu](http://myut.utoledo.edu) and [utoledo.edu/weather](http://utoledo.edu/weather);
- **Social media** – UToledo on [Facebook](https://www.facebook.com/utoledo) and [Twitter](https://twitter.com/utoledo); and
- **Local media outlets** – TV and radio stations.

## COOP CONTINUOUS OPERATIONS

### I. CLINICAL OPERATIONS

During a temporary suspension of University services, UTMC and clinical enterprise will remain open. All associated employees are considered essential.

In the event of a Level 3 Snow Emergency, Outpatient Clinics will be closed, and associated employees are not to report to work unless otherwise directed by their supervisor.

### II. ACADEMIC and STUDENT SERVICES

#### ***ACADEMIC SERVICES***

In the event the Continuity of Operations Plan is activated and a temporary suspension of University services is implemented, designated academic areas have been deemed essential operations and will continue. Details of the Essential Operations and Essential Personnel for the academic areas are available on the Essential Personnel Roster webpage.

#### ***RESIDENTIAL SERVICES***

The Office of Residence Life will provide a central point of contact for students and/or parents who may have questions specific to residential students and residence hall operations in the event of a temporary suspension of University services. The residence halls will provide the necessary services to residential students, including continuous operations of all residence hall front desks, facility services as necessary, and duty and crisis management responsibilities.

## DINING SERVICES

To ensure a continuation of food and dining services during a temporary suspension of University operations, the following services will be OPEN / CLOSED during a Level 3 Snow Emergency:

	<b>Morning Closure / Late Start</b>	<b>Afternoon / Evening Closure</b>	<b>Full Day Closure</b>
<b>Bottle Rocket Market - SU</b>	Open	Closed	Closed
<b>Chik Fil A</b>	Open	Closed	Closed
<b>The Eatery – Student Union</b>	Open	Open til 2:30pm	Closed
<b>Erberts &amp; Gerberts</b>	Open	Closed	Closed
<b>Freshens</b>	Open	Closed	Closed
<b>Frog Town</b>	Late Opening	Closed	Closed
<b>Ottawa East</b>	Closed	Open	Open 8am-8pm
<b>Paper Lantern</b>	Open	Closed	Closed
<b>True Burger</b>	Open	Closed	Closed
<b>Rocket Hall</b>	Closed	Closed	Closed
<b>Rocket Market – Ottawa</b>	Closed	Open til 8pm	Open 12pm-8pm
<b>Starbucks – Carlson Library</b>	Closed	Closed	Closed
<b>Subway</b>	Open	Closed	Closed
<b>Tu Taco</b>	Open	Closed	Closed
<b>Fujisan Sushi</b>	Open	Closed	Closed

### III. ADMINISTRATION

#### ***CAMPUS SECURITY, HEALTH and SAFETY***

In the event of activation of the Continuity of Operations Plan, Police and Law Enforcement operations, Hospital Security Operations, and Environmental Health and Radiation Safety Operations will be maintained.

#### ***INFORMATION TECHNOLOGY***

Information Technology management is responsible for ensuring that IT services are available and supportive of continuous operations in the event of a temporary suspension of University services. Accordingly, all IT staff (except members of collective bargaining units, unless otherwise notified by their supervisor) are considered essential personnel.

#### ***FACILITY SERVICES***

In the event of a temporary suspension of University services, Facilities staff will limit support of the University to clinical operations, the maintenance of residence life buildings and emergency call-ins only.

#### ***SUPPLY CHAIN OPERATIONS (FOR CLINICAL OPERATIONS ONLY)***

Should the academic area of the University temporarily suspend services, so will the supply chain area that supports the academic areas of UToledo, including Purchasing, Receiving, Mail Services, Surplus Property and Auxiliary Services.

In the event the Continuity of Operations Plan is activated, Purchasing staff are capable of working from their homes during an emergency/Level III designation. Supply Chain Operations in support of clinical operations consists of Purchasing, Central Distribution Services (CDS), Surgical Supply Support (SSC), Linen Services, and Shipping and Receiving. The support for Clinical Operations requires reporting to campus as described below:

#### ***Supply Chain Operations (for Clinical Operations only)***

- Shipping and Receiving (HSC only) – receive in all medical/non-medical supplies/equipment for clinical departments and bulk storage.
- Central Distribution Services (CDS) – maintain inventory replenishment and deliver all medical supplies, equipment, set up trapeze; restock PAR locations in the hospital and clinics.
- Surgical Support (SSC) – maintain inventory replenishment and deliver all supplies necessary to support the operating rooms.
- Linen Services – stock and deliver linen to all patient care areas (floors/clinics/offsite locations). Maintain optimal level of scrubs in linen dispensing machines (operating

rooms and George Isaac).

Departments may be scaled to meet business operations (i.e., not everyone on the essential employees list may be required to report to work as long as there is sufficient coverage to meet the demand of incoming deliveries and maintaining continuous operations).

***PAYROLL and HRIS SERVICES***

In the event of activation of the Continuity of Operations Plan, payroll processing will be maintained to ensure employees receive timely paychecks and that agency payments are completed. The fiscal manager will determine whether some or all of the Payroll staff are required to report to work in the event of a temporary suspension of University operations. HRIS will support payroll activities as needed.