

## Departmental Planning

Departmental Emergency Action Plans are prepared by the individual campus departments. Each department is required to complete the following:

1. Phone Trees – see below for specific guidance.
2. Continuity of Operations Plan (COOP) – see below for specific guidance.

The ETSU Office of Environmental Health & Safety will audit annually each department's plan to ensure compliance with this requirement.

### 1. Requirements for Creation and Maintenance of "Phone Trees"

1. The "phone tree" is the preferred method for notifying employees of campus closings and other significant events that may affect their need to report to campus.
2. The Vice President for Finance and Administration or his/her designee is responsible for maintaining the campus phone tree down to and including the **Dean** level.
3. Each Dean, Director, and Department head is responsible for developing and maintaining their own specific "phone tree" to allow continuation of the call-down process to each employee in their organization. It is particularly important to designate alternates so the "tree" is not interrupted at any point by the inability of a caller to make contact with a person on the list. It should be made clear that if an alternate is called, that person must now act as the person who was not available *in addition to performing the regular calls they are assigned*. The intent is that each and every member of the University Community be notified, if possible, within a reasonable amount of time after the plan is activated.
4. All phone tree call-down lists are to be kept confidential and distributed on a strict need-to-know basis.
5. An annual audit will be performed by the Environmental Health & Safety Office to ensure phone trees are kept current and all affected employees know the proper procedures to follow if emergency notification was necessary.
6. The phone tree can be activated in the event of an incident occurring during off-hours which would disrupt the next scheduled campus work day.

## 2. Departmental COOP Template

*East Tennessee State University places great emphasis on the development and maintenance of continuity of operations plans (COOP). The purpose of continuity of operations plans is to establish priorities and procedures to sustain and restore operations that might be disrupted during an incident. Good planning is specific to each department and coincides with the policies and procedures of the university. There are many facets of a COOP, but the basic organization should address the department's critical functions, required resources, dependencies, alternatives, recovery particulars, communication issues, and financial considerations. The plan should also address those assumptions which went into the creation of the plan, and provide guidelines for implementation and dissemination of the plan to those covered by it. The COOP should be written with the purpose of sustaining organization and structure as well as addressing department-specific concerns. The guide should be explicit enough that even those external to the department may understand, sustain, and implement restoration of key functions. The following is a guide for continuity of operations planning and is not all-inclusive.*

### Introduction

The introduction serves to give people who are less familiar with the department a brief overview of operations and priorities. Continuity of operations planning serves to identify critical job functions and identify alternative methods to maintain operations in the event of a disruption.

Clearly identify the functional areas that this plan is written to protect:

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State who the plan is designed to protect (department(s), number of persons, personnel names):

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List the department's daily and long-term functions:

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List the most critical functions and prioritize:

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List the physical space, equipment and personnel required to fulfill the critical functions:

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List personnel responsible for development and maintenance of the department's plan:

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Identify those circumstances which will require activation of the plan:

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List departmental personnel who will activate the plan, and how will they do this:

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List department protocol for ensuring redundancies have been incorporated to ensure records and other important data remain available:

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Identify alternative spaces, and how you have ensured that they will be available to you during an Incident:

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Identify means of acquiring spares of specialized equipment or needed supplies to continue essential departmental functions:

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Identify other departments that your department relies on to continue critical functions:

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