

# Pandemic Influenza—Continuity of Operations Plan (COOP)

*University of North Carolina at Chapel Hill*

**Instructions:** To be better prepared, all UNC departments and units are required to use this form to complete a Continuity of Operations Plan—to describe how your department will operate during an influenza pandemic, and recover afterwards to be fully operational. This is your Plan; feel free to augment this template to meet your needs. Use additional sheets if necessary. The *process* of planning for an emergency is very valuable. Be collaborative when drafting this, and seek comments from your staff and leadership. For detailed instructions and more information, see the PI COOP website (address below) or call the University Business Continuity Officer at 962-1628.

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

## 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, however. In the event of an influenza pandemic, UNC will have four objectives:

- Minimize the risk of pandemic influenza to students, faculty and staff.
- Support students who remain in Chapel Hill.
- Continue functions essential to university and hospital operations during a pandemic.
- After the pandemic, resume normal teaching, research and service operations as soon as possible.

**Planning Assumptions.** Although no one knows the precise characteristics of the next influenza pandemic, UNC is basing its plans on the following assumptions:

1. To reduce the risk of illness, public health officials may request that UNC take social distancing measures such as canceling public events and suspending classes. If a severe outbreak were to occur, we should expect to suspend on-campus classes for 7-10 weeks.
2. Employee absenteeism will reach 40 percent for periods of about 2 weeks at the height of a pandemic wave, with lower levels of staff absent for a few weeks on either side of the peak.
3. For planning purposes, assume that absent employees include leaders, heads and personnel with primary responsibility for essential functions.
4. Fifty percent of your supplies will not be available during the 7-10 week period of contagion.
5. For planning purposes, assume that the wave will occur during the fall or spring semester.
6. It is unlikely that students, faculty and staff will be subject to mandatory quarantine orders. Instead, public health officials will rely on voluntary social distancing measures.

See UNC’s “Pandemic Influenza Planning Assumptions” for more details.

**B: Your Department's Objectives**

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


**C: Emergency Communication Systems**

All UNC employees are responsible for keeping informed of emergencies by monitoring news media reports, UNC's home page, calling the Emergency Hotline (843-1234) and/or listening to UNC's low-frequency radio station, AM 1610.

To rapidly communicate with employees in an emergency, we encourage all departments to prepare and maintain a call tree. See the PI COOP web site for an example of 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.

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Phone             | <input type="checkbox"/> Email                   | <input type="checkbox"/> Direct connect (e.g., Nextel) |
| <input type="checkbox"/> Call tree         | <input type="checkbox"/> Departmental web site   | <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 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).

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**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.

<b>Essential Function:</b>			
	<b>Primary</b>	<b>Alternate</b>	<b>Second Alternate</b>
<b>People Responsible</b>			
<b>Phone Numbers</b>			
<b>Essential Function:</b>			
	<b>Primary</b>	<b>Alternate</b>	<b>Second Alternate</b>
<b>People Responsible</b>			
<b>Phone Numbers</b>			
<b>Essential Function:</b>			
	<b>Primary</b>	<b>Alternate</b>	<b>Second Alternate</b>
<b>People Responsible</b>			
<b>Phone Numbers</b>			
<b>Essential Function:</b>			
	<b>Primary</b>	<b>Alternate</b>	<b>Second Alternate</b>
<b>People Responsible</b>			
<b>Phone Numbers</b>			
<b>Essential Function:</b>			
	<b>Primary</b>	<b>Alternate</b>	<b>Second Alternate</b>
<b>People Responsible</b>			
<b>Phone Numbers</b>			
<b>Essential Function:</b>			
	<b>Primary</b>	<b>Alternate</b>	<b>Second Alternate</b>
<b>People Responsible</b>			
<b>Phone Numbers</b>			

Review your department's key personnel, leaders, heads and those responsible for the above essential functions to identify your department's "**public health emergency employees.**" Your department's Human Resources Facilitator should identify those people in HRIS. For more information on emergency employees, see Section M below. We encourage all employees to add personal contact information in the UNC directory via <https://dir.unc.edu/>, which is kept as private information by default. This contact information can be used in an emergency.

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**F: Your Department's Leadership Succession**

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

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

**G: Key Internal (Within UNC) Dependencies**

All UNC departments rely on Energy Services, ITS, Payroll/Purchasing/Finance, Public Safety and Facilities Services. List below the other products and services upon which your department depends and the internal (UNC) departments or units that provide them.

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

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**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.

<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>		
<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 the pandemic’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.


**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 the University Business Continuity Officer at 919-962-1628.

- Staff orientation meeting       Emergency communication test
- Call tree drill                       Off site information access test
- Tabletop exercise                   Unscheduled work at home day
- Interdepartmental exercise       Emergency assembly drill
- Other drill (describe): \_\_\_\_\_

<b>Exercise Dates</b>
<b>Staff Distribution Date</b>

**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.

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## **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 PI COOP web site.

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

During a pandemic, employees will be encouraged to reduce face-to-face contact between employees, 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.

### ***Public Health Emergency Employee Selection Guidelines***

Departments should identify as “public health emergency employees” those who are responsible for performing functions that are absolutely essential to the continuation of core university operations (e.g., protection of health or property, support of campus health service or UNC Hospitals, payroll, etc.) during a multi-week public health emergency when classes and most other university activities are suspended. “Public health emergency employees” must satisfactorily perform their responsibilities in a public health emergency. UNC’s “public health emergency employees” designation is different from the “adverse weather emergency personnel” designation.

### ***Personal Protection Equipment***

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

UNC assumes that future CDC guidance will address the PPE needs of certain employees who care for sick students. We have therefore purchased limited quantities of masks and gloves for those employee classifications who work for the Campus Health Service and Housing and Residential Education. (We believe that some students with influenza may need to live in student housing during the pandemic.)

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 UNC’s limited PPE stocks will be available to all employees that

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departments may designate as “public health emergency employees.” Departments that wish to assess their PPE needs for pandemic influenza should contact the Department of Environment, Health and Safety for guidance: 919-962-5507.

**Home Emergency Planning for Individuals and Families**

Employees, students and their families should plan for any type of emergencies that could impact them in their home, apartment or residence hall. Don’t wait—an emergency can occur at any time. Hurricane Katrina 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 via that site:

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

**N: More Information About Your Department**

Please note below information for your department’s contact.

	Name	Phone Number	CB#-Address
<b>COOP Contact</b>			
<b>Email address</b>			
<b>Dept. locations</b>			

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

- Instruction
- Student life support
- Laboratory research
- Research support
- Other research
- Facilities support
- Administration
- 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 Business Continuity Officer, Mary Parrish at [mary.parrish@unc.edu](mailto:mary.parrish@unc.edu).

University Business Continuity Office and the Department of Environment, Health and Safety  
29 September 2006